



19 NOVEMBER 2013

**RESTROOM ASSOCIATION (SINGAPORE) COMMEMORATES WORLD TOILET DAY**

*Singapore WASH (Water, Sanitation & Hygiene) Conference, LOO (Let's Observe Ourselves) Carnival and Hawker Centre Happy Toilet Cleanup on World Toilet Day*

1. At the first inaugural Singapore WASH Conference (**Annex A**) held at the Tampines Regional Library's auditorium to commemorate World Toilet Day (WTD), Guest-of-Honour Ms Grace Fu, Minister of Prime Minister's Office, also Second Minister for the Environment and Water Resources and Second Minister for Foreign Affairs, launches the 3rd edition of the Guide to Better Public Toilet Design and Maintenance (**Annex B**) which can be downloaded from the Restroom Association (Singapore) or RAS website at [www.toilet.org.sg](http://www.toilet.org.sg).
2. RAS Honorary Secretary Mr Ho Chee Kit, also signs a Memorandum of Understanding (MOU) with two partners (**Annex C**) as part of RAS' strategic move to become a one-stop solution provider which includes innovative restroom products. RAS has been providing solutions in terms of certification, consultation, education and training since its inception in 1998 but has never looked into product solutions. Another MOU was signed in September with Infinergy Systems Solutions (ISS), an IT partner, to provide innovative solutions such as an electronic feedback system. ISS is the first company to sign an MOU with RAS.
3. The LOO (Let's Observe Ourselves) Awards ceremony is held in conjunction with the conference. 65 nominations were received this year and a total of 20 recipients (**Annex D**) – including the Best Happy Toilet and Star Eco-Assessor category which is not open for nominations – were selected to receive the awards. A record of 10 awards, grocery vouchers and invitation letters to the "Everybody's Business" special movie screening are presented to restroom cleaning attendants in recognition of their efforts and professionalism.
4. Other WTD activities are the Happy Toilet Hawker Centre Cleanup (**Annex E**) for 22 hawker centres under the Happy Toilet Programme and the LOO (Let's Observe Ourselves) Carnival (**Annex F**). With HDB as the venue sponsor, the LOO Carnival makes its last appearance at the Rivervale Plaza from 18 – 24 November (Monday-Sunday) after making a stop each week at four shopping malls from 21 October. The key message for WTD this year is "Ignite a SPARK – Share, Promote & Adopt Restroom Kindness".

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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 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)**

- |  |           |
|--|-----------|
| 1. Happy Toilet Programme                                    | 康乐公厕计划    |
| 2. Guide to Better Public Toilet Design & Maintenance        | 公厕设计维修指南  |
| 3. LOO (Let's Observe Ourselves) Awards                      | 卫浴文化奖     |
| 4. LOO (Let's Observe Ourselves) Carnival                    | 卫浴文化嘉年华   |
| 5. President Tan Puay Hoon                                   | 会长陈培芬     |
| 6. Restroom Association (Singapore)                          | 新加坡卫浴文化协会 |
| 7. Honorary Secretary Ho Chee Kit                            | 义务秘书何主杰   |
| 8. Singapore WASH (Water, Sanitation & Hygiene) Conference   | 新加坡卫浴会议   |
| 9. Ignite a SPARK (Share, Promote & Adopt Restroom Kindness) | 卫浴善行闪耀四方  |
| 10. World Toilet Day   | 世界厕所日     |

## **ANNEX A**

### **Singapore WASH (Water, Sanitation & Hygiene) Conference**

#### **Target Audience**

Building owners and qualified persons (QPs) such as architects, engineers, environmental and facility management professionals

#### **Objective**

The conference aims to reach out to its target audience to focus on the following:

1. WASH Regulations and Guidelines
2. WASH Planning
3. WASH Practices
4. WASH Promotion

#### **Details**

The conference targeted for building owners and qualified persons not only serves as an informative platform. Panel discussions are held so as to create a sharing platform for identifying key WASH challenges and available solutions.

##### **1. WASH Regulations and Guidelines**

Government agencies such as the Building & Construction Authority (BCA) and National Environment Agency (NEA) will share latest regulatory updates and seek feedback from the audience to consider for future revisions if necessary. RAS will share the latest Guide to Better Public Toilet Design and Maintenance and seek feedback from the audience to consider for future revisions if necessary.

##### **2. WASH Planning**

Association of Consulting Engineers Singapore (ACES) will share on design and construction of WASH systems while Singapore Workforce Development Agency (WDA) will share on training.

##### **3. WASH Practices**

Environmental Management Association of Singapore (EMAS) will share best practices in environmental management. NEA will share the Enhanced Clean Mark Accreditation Scheme and pictorial guide on sequence of toilet cleaning.

##### **4. WASH Promotion**

LienAid, RAS and World Toilet Organization will share on community-based programmes and activities that are promoting WASH to the public.

## **ANNEX B**

### **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.

#### **Key Features**

Similar to the second edition, the latest edition contains three main sections namely Design, Maintenance and User Education. Better design and user-friendly features which can influence better user behaviour were introduced in the latest edition. More comprehensive information on maintenance was also incorporated.

#### **Details**

Updated information on the guide is as follows:

##### **1. DESIGN**

- Urinal modesty board of at least 1800mm
- Litterbins provided near urinals to reduce littering in urinals
- Installation of full-length urinals so that both adults and children can use
- Urinals for children at female toilets
- Waterless urinals
- Dual adult and child seat cover at adult WCs and toilet seat sanitizers
- Toilet for the ostomates
- Signages on cubicle doors to indicate sit or squat-type WCs
- Full length mirrors and waiting areas
- One-stop provision of auto sensor tap, soap dispenser, litter bin and electronic hand-dryer or paper towel dispenser at wash basin area
- Use of less soapy foam soap to reduce water usage and prevent theft
- New chapter: "Plumbing & Sewerage System" and "Security & Vandalism Measures"

##### **2. MAINTENANCE**

- NEA's pictorial guide on sequence of cleaning
- Green cleaning detergents
- WSQ Perform Basic Cleaning of Washrooms
- RAS restroom inspection training
- Coating technology for ease of cleaning
- NEA's Enhanced Clean Mark Accreditation Scheme

##### **3. USER EDUCATION**

- Influencing good user behaviour with good toilet design
- Outreach programmes & educational game LOO (Let's Observe Ourselves) Whiz

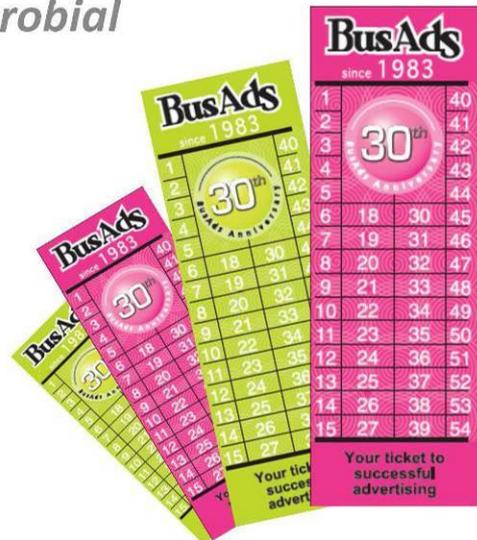


2. BUSADS PTE LTD ([www.busads.com.sg/pdf/idss-odeur-EN.pdf](http://www.busads.com.sg/pdf/idss-odeur-EN.pdf))

BusAds possesses the qualified skills to provide odour reduction solutions by applying wall-covering materials which can efficiently trap and neutralise odours. The material is cleanable, stain resistant and long lasting. Moreover, it can be applied to toilets with wallpaper decorations.



*Odour Reducing & Anti-Microbial*



3. NICAE TRADING & INDUSTRIAL SUPPLIES PTE LTD ([www.nicae.sg/brochure.pdf](http://www.nicae.sg/brochure.pdf))

These Nano Formula products from Europe act as a shield sealant that provides a layer of coating to prevent moisture, dirt and grim from penetrating the surface of restroom facilities. This translates to easier cleaning and maintenance. Unlike other products, these DIY products can be applied effortlessly by anyone following proper instructions.



## 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.

1. Organisations are selected in the following categories:
  - Private Sector/Public Sector
  - Educational Institution
2. Cleaning Industry is selected in the following categories:
  - Cleaning Service Provider
  - Restroom Cleaning Attendant
3. Individuals are selected in the following categories:
  - Private/Public sector individual
  - Youth (includes members of youth groups, youths in tertiary institutions, secondary and primary school students)

The following categories are not open for nominations.

1. Best Happy Toilets are selected in the following categories:
  - Coffee Shop
  - Food Court
  - Market and Food Centre
  - Shopping Centre
  - Happy Toilet of the Year
2. Star Eco-Assessor is selected under the Individual category.

## **ORGANISATION**

S/N	Recipient	Type	Description of Achievements
1	City Developments Limited	Private Sector	<ul style="list-style-type: none"> <li>• Happy Toilet participation for its construction sites since 2009</li> <li>• Achieve at least a 4 star rating for the following 6 construction sites:               <ol style="list-style-type: none"> <li>1. H2O Residences– 5 star</li> <li>2. Blossom Residence – 5 star</li> <li>3. The Palette – 4 star</li> <li>4. The Rainforest – 5 star</li> <li>5. The Haus – 5 star</li> <li>6. Buckley Classique – 4 star</li> </ol> </li> <li>• 4 and 5 star ratings for City Square Mall. City Square Mall was also venue sponsor of LOO (Let's Observe Ourselves) Carnival &amp; Awards in 2011.</li> </ul>
2	Housing & Development Board	Public Sector	<ul style="list-style-type: none"> <li>• Venue sponsorship of 5 HDB shopping malls for LOO Carnival 2013</li> <li>• Happy Toilet participation since 2010. 76 Happy Toilets at 19 shopping malls rated at least 4 stars.</li> </ul>
3	Global Indian International School, Balestier Campus	Education Sector	<ul style="list-style-type: none"> <li>• Participated in RAS' STAR (Sustaining Toilets As Restrooms) Awards Programme since its launch in 2010.</li> <li>• Awarded Platinum STAR for achieving GOLD STAR for three consecutive years.</li> <li>• Students appointed as Green Loo Ambassadors to advocate the importance and ethics of keeping Green Loos clean and saving water.</li> <li>• Appreciation activities for the cleaning attendants were organised by Green Loo Ambassadors to recognise their efforts. Songs were sung at a special assembly and small tokens of gratitude in the form of cards specially made by the students were given to the cleaning attendants.</li> <li>• Appreciation activities for the cleaning attendants were extended beyond the school at a nearby shopping mall.</li> </ul>

## CLEANING INDUSTRY

S/N	Recipient	Type	Description of Achievements
4	IS Cleaning Services Pte Ltd	Cleaning Service Provider	<ul style="list-style-type: none"> <li>Nominated by AsiaMalls Management, 66 toilets in 5 of its shopping malls, which are maintained by IS Cleaning Services, have been certified at least 4-star and above.</li> <li>Attended RAS' training on restroom inspection.</li> <li>Attain Workplace Safety and Health (WSH) Bizsafe Level 3 and Building Construction Authority (BCA) Grade L5</li> </ul>
5	Mdm Ang Kim Hong <IS Cleaning Services Pte Ltd>	Restroom Cleaning Attendant	<ul style="list-style-type: none"> <li>Restroom attendant of 5-star Happy Toilet at Hougang Mall.</li> <li>10 years of restroom-cleaning experience.</li> <li>Completed 2 WSQ modules in environmental cleaning.</li> </ul>
6	Mdm Lee Poh Geok <IS Cleaning Services Pte Ltd>		<ul style="list-style-type: none"> <li>Restroom attendant of 5-star Happy Toilet at Hougang Mall.</li> <li>8-9 years of restroom-cleaning experience.</li> <li>Completed 2 WSQ modules in environmental cleaning.</li> </ul>
7	Mdm Noraini Bte Mansor <IS Cleaning Services Pte Ltd>		<ul style="list-style-type: none"> <li>Restroom attendant of 4-star Happy Toilet at Liang Court.</li> <li>5 years of restroom-cleaning experience.</li> </ul>
8	Mdm Chan Soo Ha @ Chan Lai Been <ISS Facility Services Pte Ltd>		<ul style="list-style-type: none"> <li>Restroom attendant of 5-star Happy Toilet at IMH since 2011.</li> <li>10 years of restroom-cleaning experience.</li> </ul>
9	Mdm Ang Kim Tang <Ramky Cleantech Services Pte Ltd>		<ul style="list-style-type: none"> <li>13 years of restroom-cleaning experience.</li> <li>Completed 4 WSQ modules in environmental cleaning including restroom cleaning.</li> </ul>
10	Mdm Boo Gek Hiang <Ramky Cleantech Services Pte Ltd>		<ul style="list-style-type: none"> <li>5 years of restroom-cleaning experience.</li> <li>Completed 5 WSQ modules in environmental cleaning including restroom cleaning.</li> </ul>
11	Mdm Hariani Bte Kasau <Ramky Cleantech Services Pte Ltd>		<ul style="list-style-type: none"> <li>Restroom attendant of 5-star Happy Toilet at Marina Bay Sands.</li> <li>4 years of restroom-cleaning experience.</li> </ul>

12	Mr Mohamed Amin Bin Amsar  <Ramky Cleantech Services Pte Ltd>	Restroom Cleaning Attendant	<ul style="list-style-type: none"> <li>• 10 years of restroom-cleaning experience.</li> <li>• Completed 4 WSQ modules in environmental cleaning including restroom cleaning.</li> </ul>
13	Mdm Zahleha Bte Jaffar  <Ramky Cleantech Services Pte Ltd>		<ul style="list-style-type: none"> <li>• 6 years of restroom-cleaning experience.</li> <li>• Completed 4 WSQ modules in environmental cleaning including restroom cleaning.</li> </ul>
14	Mdm Zarina Bte Ali  <Ramky Cleantech Services Pte Ltd>		<ul style="list-style-type: none"> <li>• Restroom attendant of 5-star Happy Toilet at Marina Bay Sands.</li> <li>• 4 years of restroom-cleaning experience.</li> </ul>

## **INDIVIDUAL**

S/N	Recipient	Type	Occupation	Description of Achievements
15	Mdm Ridani Bte Said	Star Eco-Assessor	Home Maker	<ul style="list-style-type: none"> <li>• Has assessed more than 100 Happy Toilets since joining as our Certified Eco-Assessor in February last year.</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
16	21 Street Eating House	Coffee Shop	5-Star	92 / 105	Selected among 46 HTP coffee shops
17	NTUC Foodfare - Admiralty Place	Food Court	5-Star	90 / 105	Selected among 24 HTP food courts
18	Mayflower Market & Food Centre	Market & Food Centre	5-Star	95 / 105	Selected among 51 HTP market & food centres
19	Tiong Bahru Plaza Level 5	Shopping Centre	5-Star	96 / 105	Selected among 300 Happy Toilets at 36 Shopping Centres
20	Alexandra Hospital - Zoo Toilet	Happy Toilet of the Year	5-Star	98 / 105	Selected among 890 Happy Toilets island wide

## ANNEX E

### Hawker Centre Happy Toilet Cleanup

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). RAS has been working with toilet owners in various sectors like shopping centres, industrial & commercial buildings, parks, tourist attractions and hawker centres.

There are currently a total of 111 hawker centres with 51 hawker centres under the HTP. Participating organisations (in alphabetical order) are Ang Mo Kio Town Council, East Coast Town Council, JTC, NEA, Nee Soon Town Council, Tampines Town Council and Tanjong Pagar Town Council.

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 and a maximum of 5 stars.

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 = Good and Clean Restrooms

- 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 = Good Restrooms

- 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
- Special delights and user-friendly facilities

#### 5 stars = Premium Restrooms

- 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
- Special delights, user-friendly and eco-friendly facilities

For more details, please visit [http://www.toilet.org.sg/projects3\\_2.html](http://www.toilet.org.sg/projects3_2.html)

## **ANNEX F**

### **LOO (Let's Observe Ourselves) Carnival 2013**

#### **Background**

The first LOO Carnival was first organised in 2010 at the National Library Building to commemorate World Toilet Day and raise public awareness on the right restroom culture. Since 2010, the carnival was held only at one venue with the exception of this year. For the first time, the carnival will be held island wide.

#### **Dates & Venues**

HDB is sponsoring the following venues for the LOO Carnival

- |                                |                              |
|--------------------------------|------------------------------|
| • Pasir Ris West Plaza         | 21 Oct (Mon) to 27 Oct (Sun) |
| • Dawson Place                 | 28 Oct (Mon) to 3 Nov (Sun)  |
| • Taman Jurong Shopping Centre | 4 Nov (Mon) to 10 Nov (Sun)  |
| • Fajar Shopping Centre        | 11 Nov (Mon) to 17 Nov (Sun) |
| • Rivervale Plaza              | 18 Nov (Mon) to 24 Nov (Sun) |

#### **Key Message**

The key message for the LOO Carnival this year is ignite a SPARK – Share, Promote & Adopt Restroom Kindness. With the United Nations designating 19 November as World Toilet Day this year, the taboo subject of toilets has been broken. SPARK aims to inspire everyone to not only share but also promote and adopt it. Restroom kindness is viewed as demonstrating kindness towards the following people:

- Restroom cleaning attendants
- Fellow users
- 2.5 billion people in the world still without a toilet

#### **Details**

Exhibitions, games and activities promoting the key message will be held for one week at each shopping mall. Exhibitions will be held on weekdays while games and activities will be held on weekends.