



Media Release
19 September 2012

RESTROOM ASSOCIATION (SINGAPORE) INTRODUCES LOO (LET'S OBSERVE OURSELVES) CONNECT

An effective channel to commend clean toilet operators and denounce dirty toilet operators

The Restroom Association (Singapore) or RAS holds a news conference today to introduce the functions of the LOO Connect (**Annex A**) which uses the OneMap plug-in with the assistance of the Singapore Land Authority (SLA). The LOO Connect acts as a channel for the public to provide feedback and comments on toilets by either adding new locations or posting feedback and comments on existing locations.

The three categories created are as follows:

- Disgusting Toilets: Dirty and poorly-maintained toilets
- Certified Restrooms: Restrooms under the Happy Toilet Programme (**Annex B**)
- STAR@Schools: Schools under the STAR Awards Programme (**Annex C**)

From their selected category, the public can then proceed to add the exact location and indicate the type of toilet operator such as bus interchange, coffee shop, food court, market and food centre, MRT station, etc.

The LOO Connect is available on RAS' website at www.toilet.org.sg/looconnect.html and the RAS' facebook page at www.facebook.com/RestroomAssociation.

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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.

Glossary of Chinese Terms (In alphabetical order)

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| 1. Happy Toilet Programme | 康乐公厕计划 |
| 2. LOO (Let's Observe Ourselves) Connect | 卫浴文化联通网络 |
| 3. President Tan Puay Hoon | 会长陈培芬 |
| 4. Restroom Association (Singapore) | 新加坡卫浴文化协会 |
| 5. STAR (Sustaining Toilets As Restrooms) Awards Programme | 星级公厕校园计划 |

ANNEX A

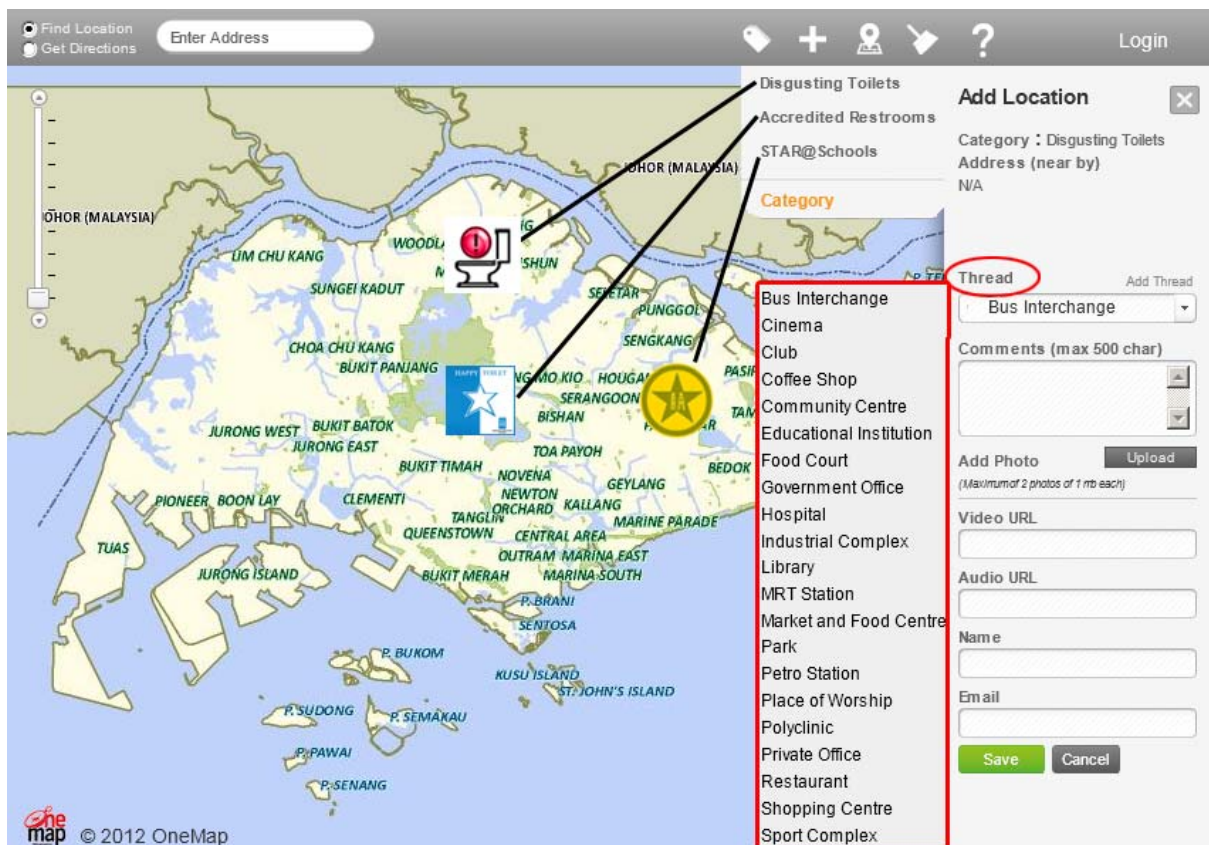
The LOO Connect uses the OneMap plug-in and acts as a channel for the public to provide feedback and comments on toilets by either adding new locations or posting feedback and comments on existing locations.

Users can select one of the following categories:

CATEGORY	DESCRIPTION
Disgusting Toilets	Dirty and poorly-maintained toilets
Certified Restrooms	Restrooms certified with 3/4/5 star rating for its cleanliness, maintenance, effectiveness, design and satisfaction under the Happy Toilet Programme
STAR@Schools	Schools accredited with a Platinum/Gold/Silver/Bronze Star under the STAR (Sustaining Toilets As Restrooms) Awards Programme

From their selected categories, users can select one of the following threads:

CATEGORY	THREAD
Disgusting Toilets	Bus Interchange / Cinema / Club / Coffee Shop / Community Centre / Food Court / Government Office / Hospital / Industrial Complex / Library / MRT Station / Market and Food Centre / Park / Petrol Station /
Certified Restrooms	Place of Worship / Polyclinic / Private Office / Restaurant / Shopping Centre / Sport Complex / Tourist Attraction
STAR@Schools	Platinum Star / Gold Star / Silver Star / Bronze Star



ANNEX B

The Happy Toilet Programme, developed and implemented by RAS, is supported by the National Environment Agency (NEA). RAS has been working with toilet owners in various sectors like Shopping Centres, Industrial & Commercial Buildings, Parks, Hawker Centres, Tourist Attractions and Petrol Stations.

This programme was launched by Mr Lim Swee Say, the former Minister for the Environment on 1 July 2003.

It 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 Happy Toilet Programme 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

ANNEX C

The S.T.A.R. (Sustaining Toilets As Restrooms) Awards Programme is the latest evolution of restroom and hygiene education in schools.

Schools are accredited in the following manner:

Gold Star

Schools will need to successfully complete the following three components.

1. Education component
2. Trained and certified cleaners
3. All restrooms meeting the 3-star Happy Toilet standard

Silver Star

Schools will need to pass the assessment criteria of at least two components.

Bronze Star

Schools will need to pass at least one of the three assessment components.

Platinum Star

Schools awarded the Gold Star in successive years will be awarded the Platinum Star.

Schools will receive their respective plaques upon successful completion and audit of their involvement in the STAR awards programme. All awards are valid for the year assessed only and schools wishing to renew their involvement have to once again participate in the following year.

For more details, please visit http://www.toilet.org.sg/projects1_2.html