



For Immediate Release

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## RESTROOM ASSOCIATION (SINGAPORE) UNVEILS PLANS FOR HIGHER TOILET STANDARDS ON WORLD TOILET DAY

*A New Six-Star Rating Introduced with Higher Four and Five-Star Ratings Reviewed*

1. At the sixth LOO (Let's Observe Ourselves) Awards ceremony held at the Institute of Technical Education (ITE) College East to commemorate World Toilet Day (WTD), the Restroom Association (Singapore) or RAS introduces a new Happy Toilet (**Annex A**) six-star rating. The current four and five-star ratings are also reviewed to meet higher public expectations. The three-star rating remains unchanged.
2. The RAS also lays down plans for next year to initiate a World Toilet Day Fund and World Toilet Day Forum for schools and a 3-year public engagement campaign on clean coffeeshop and hawker centre toilets. More details will be made available at a later date.
3. During the award ceremony, Guest-of-Honour Mr Choi Shing Kwok, Permanent Secretary of the Ministry of the Environment and Water Resources presents the LOO Awards to a total of 17 recipients (**Annex B**) under three key categories namely Organisation, Cleaning Industry and Individual.
4. After the award ceremony, RAS President Ms Tan Puay Hoon signs a Memorandum of Understanding (MOU) with the Center for Competency-Based Learning and Development (CBLD) to provide better training on toilet cleaning. This partnership will see participants, for the first time, not only receiving the Singapore Workforce Skills Qualifications (WSQ) Statement of Attainment but also a Certificate of Attendance by the RAS.

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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. LOO (Let's Observe Ourselves) Awards | 卫浴文化奖     |
| 3. President Tan Puay Hoon              | 会长陈培芬     |
| 4. Restroom Association (Singapore)     | 新加坡卫浴文化协会 |
| 5. World Toilet Day                     | 世界厕所日     |

## ANNEX A

### Happy Toilet Programme

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.

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

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

- Meet all the above-mentioned 4 stars' requirements
- Eco-friendly facilities

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

- Meet all the above-mentioned 5 stars' requirements
- Adoption of technology to increase productivity and efficiency such as automated feedback system, odour monitoring and automated cleaning is required.
- All cleaning attendants completed the Singapore Workforce Skills Qualifications (WSQ) module in washroom cleaning.

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

## ANNEX B

### 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:
  - Food Court
  - Market and Food Centre
  - Shopping Centre
  - Happy Toilet of the Year
2. Star Eco-Assessor is selected under the Individual category.

## **ORGANISATION**

<b>S/N</b>	<b>Recipient</b>	<b>Type</b>	<b>Description of Achievements</b>
1	NTUC Foodfare Co-operative Ltd	Private Sector	<ul style="list-style-type: none"> <li>• Happy Toilet participation for its coffeeshops and foodcourts since 2009.</li> <li>• First food chain operator to achieve 100% Happy Toilet certification for its coffeeshops and foodcourts.</li> <li>• Best 5-Star Foodcourt Happy Toilet award for year 2010 and 2013.</li> </ul>
2	Unison Construction Pte Ltd	Private Sector	<ul style="list-style-type: none"> <li>• Happy Toilet participation for three of its construction sites since 2013 with 5-star rating for latest construction site.</li> <li>• Engaged RAS to provide educational talks and training session to inspect restrooms.</li> <li>• Provision of music in shower rooms and modesty boards between urinals.</li> </ul>
3	Institute of Technical Education (ITE) – College East	Education Sector	<ul style="list-style-type: none"> <li>• Engaged RAS in its +ACT (Positive Action for the Care of Toilets) campaign for the past 3 years.</li> <li>• Organised toilet educational video and poster design competitions for students as part of the 3-year campaign.</li> <li>• Commemorated World Toilet Day on 19 November last year by appreciating and recognising cleaning attendants.</li> <li>• Its student leader group organised an educational event in July 2014 with performances and interactive games such as an innovative "toilet song" and "Minute to Win It" game to constantly remind its students the importance of "+ACT".</li> </ul>
4	Unity Primary School	Education Sector	<ul style="list-style-type: none"> <li>• Participated in RAS school education programme and awarded Gold since 2010.</li> <li>• In 2013 and 2014, parent volunteers were involved in beautifying its toilets.</li> <li>• Its student ambassadors spearheaded a No-Cleaners Day to appreciate and recognise the efforts of cleaning attendants.</li> </ul>

## CLEANING INDUSTRY

S/N	Recipient	Type	Description of Achievements
5	CBM Pte Ltd	Cleaning Service Provider	<ul style="list-style-type: none"> <li>Accredited Clean Mark Silver Award by the National Environment Agency.</li> <li>Nominated by National Library Board for maintaining 22 5-star Happy Toilets at the National Library Building.</li> <li>Attended RAS' training on restroom inspection.</li> </ul>
6	Mdm Koh Tee Hong <CSP Maintenance Pte Ltd>	Restroom Cleaning Attendant	<ul style="list-style-type: none"> <li>Nominated by ITE College East.</li> <li>4 years of restroom-cleaning experience.</li> <li>WSQ trained in environmental cleaning.</li> <li>Volunteered to take the extra responsibility of cleaning toilets which were not assigned to her for cleaning and maintenance.</li> </ul>
7	Ms Girija Sasiprabha <ISS Facility Services Pte Ltd>		<ul style="list-style-type: none"> <li>Restroom attendant of 5-star Happy Toilet at Institute of Mental Health.</li> <li>4.5 years of restroom-cleaning experience.</li> </ul>
8	Ms Gowri D/O M Perumal <ISS Facility Services Pte Ltd>		<ul style="list-style-type: none"> <li>Restroom attendant of 5-star Happy Toilet at Institute of Mental Health.</li> <li>5 years of restroom-cleaning experience.</li> </ul>

## INDIVIDUAL

S/N	Recipient	Type	Occupation	Description of Achievements
9	Ms Khoo Shimin	Youth	Dunman High School Student	<ul style="list-style-type: none"> <li>Raised more than \$4,000 for RAS to organise activities to appreciate cleaning attendants.</li> </ul>
10	Ms Chai Xuan Zhu			<ul style="list-style-type: none"> <li>In the midst of their busy Continual Assessment period, the students sacrifice their revision time to organise a fundraising carnival at the United Square shopping mall. They also sold bags at their school to raise more funds.</li> </ul>
11	Ms Cheryl Chua			
12	Ms Yong Kit Yuan			
13	Mr Jimmy Teo Kian Guan	Star Eco-Assessor	Retiree	<ul style="list-style-type: none"> <li>Has checked and assessed more than 100 Happy Toilets since joining as Certified Eco-Assessor in December 2012.</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
14	The Gallerie	Food Court	5-Star	90 / 105	Selected among 21 HTP food courts
15	Mayflower Market & Food Centre	Market & Food Centre	5-Star	95 / 105	Selected among 51 HTP market & food centres
16	Palais Renaissance Level 1	Shopping Centre	5-Star	96 / 105	Selected among 318 Happy Toilets at 38 Shopping Centres
17	Republic Plaza Level 1 Arcade	Happy Toilet of the Year	5-Star	98 / 105	Selected among 1002 Happy Toilets islandwide