



19 NOVEMBER 2015

**RESTROOM ASSOCIATION (SINGAPORE) COLLABORATES WITH SURVEYMONKEY
TO RELEASE SURVEY RESULTS ON WORLD TOILET DAY**

1. At the seventh LOO (Let's Observe Ourselves) Awards ceremony held at Qihua Primary School to commemorate World Toilet Day, the Restroom Association (Singapore) or RAS releases its online survey results (**Annex A**) which are categorised into 3 sections namely Standards, Awareness and Behaviour. In response to the results, RAS unveils its action plan (**Annex B**) of evolving as a Toilet Hub - a hub for all toilet matters concerning building owners, cleaning attendants and public users.
2. With the kind support from SurveyMonkey fully absorbing all costs, RAS was able to successfully reach out to 600 online respondents in October. The highly-effective functions of the SurveyMonkey's platform enabled RAS to perform deeper analysis of the results through data comparison. For example, RAS was able to compare results of respondents who heard about the RAS with those who did not. Additionally, results can be further broken down based on age and gender.
3. During the award ceremony, Guest-of-Honour Mr Ronnie Tay, Chief Executive Officer of the National Environment Agency presents awards to a total of 39 recipients (**Annex C**) with 9 outstanding preschools and 10 schools awarded under the Happy Toilets @ Preschools Programme and STAR (Sustaining Toilets As Restrooms) Awards Programme respectively for the first time.

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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 SurveyMonkey

SurveyMonkey is the world's leading online survey platform, with more than 3 million survey responses every day. SurveyMonkey has revolutionized the way people give and take feedback, making it accessible, simple and affordable for everyone. The company was founded in 1999 with a focus on helping people make better decisions, and has built technology based on over 10 years' of experience in survey methodology and web development. Customers include 99% of the Fortune 500, academic institutions, organisations and neighbourhood soccer leagues everywhere.

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)

- Friends of RAS 卫浴文化协会友伴
- Happy Toilets @ Preschools Programme 康乐公厕学前计划
- LOO (Let's Observe Ourselves) Awards 卫浴文化奖
- President Tan Puay Hoon 会长陈培芬
- RAS Great SaniSale 卫浴文化协会大促销
- Restroom Association (Singapore) 新加坡卫浴文化协会
- STAR (Sustaining Toilets As Restrooms) Awards Programme 星级公厕校园计划
- SurveyMonkey 美猴调查
- World Toilet Day 世界厕所日

ANNEX A

Survey Results

Standards

- Almost 7 in 10 respondents rated Singapore toilets as normal and even better.
 - Normal (37.7%): No smell, no litter, basic amenities i.e. toilet paper and soap with working facilities such as wash basin, flushing system.
 - Good (24.6%): "Normal" plus user-friendly facilities i.e. facilities for the disabled, aged and children.
 - Very Good (6.1%): "Good" plus eco-friendly facilities such as sensor lighting, water-saving taps, etc.
 - Bad (23.6%): Wet, dirty and smelly with no amenities
 - Very Bad (8%): Very wet, dirty and smelly with no amenities and damaged facilities
- Male toilets were rated dirtier than female toilets. 46.1% of male respondents rated toilets as bad (33.3%) and very bad (12.8%) as compared to only 23.3% of female respondents rated toilets as bad (18.3%) and very bad (5%).
- More than 8 in 10 respondents (82.7%) wanted toilets to be star-rated, same as the survey result in 2012.
- The top three amenities on the wish list were water-free hand sanitisers (58.7%), feminine hygiene products (26.9%) and Wi-Fi access (19.7%). In terms of gender breakdown, the above-mentioned sequence applies to female respondents as well. Surprisingly, feminine hygiene products were third on the wish list of male respondents with Wi-Fi access coming in second. Other amenities listed in the survey question were magazines, newspapers and televisions. In terms of age breakdown, both water-free hand sanitisers (54.55%) and Wi-Fi access (54.55%) were top on the wish list for those aged 18 to 24.

Awareness

1. Almost half of the respondents (45.3%) heard about the Restroom Association (Singapore) or RAS as compared to 3 in 10 respondents (30.1%) in 2012. In terms of age breakdown, RAS was least known to those aged 18 to 24 (73.9%). Generally, user behaviour (refer to behaviour section for more details) of respondents who heard about the RAS was better than those who did not know about RAS.
2. 7 in 10 respondents (70.2%) were not aware World Toilet Day was observed by the United Nations. Similarly, 7 in 10 respondents who heard about the RAS were not aware of the World Toilet Day.
3. Respondents were more hygiene conscious and were able to draw the connection between dirty toilets and food hygiene. More than 6 in 10 respondents (64%) would not visit an establishment selling good food if its toilets were rated the dirtiest as compared to only 3 in 10 respondents (34.8%) in 2012.

Behaviour

1. User behaviour generally improved with only 2.9% of the respondents squatting on the toilet seat when it was dirty. Majority would either clean it (43.1%) or not use it (39.5%). A higher percentage of respondents (51.4%) who heard about the RAS would clean it as compared to those (39.7%) who were unaware of the RAS.
2. More than 6 in 10 respondents (64%) would not visit an establishment selling good food if its toilets were rated the dirtiest as compared to only 3 in 10 respondents (34.8%) in 2012. Almost 7 in 10 female respondents (69.6%) would not visit a food establishment with dirty toilets as compared to half of the male respondents (55.9%). A slightly higher percentage of respondents (64.3%) who heard about the RAS would not visit a food establishment with dirty toilets as compared to those (62.5%) who were unaware of RAS.
3. Though less than half of the respondents (47.7%) felt it was inappropriate to use a mobile phone in the toilet, almost 7 in 10 respondents (68.3%) actually used it. The common things done in the toilet were texting (75.2%), emailing (32%), talking (25.5%), reading news (21.9%), using social media (20.9%) and playing games (19%). The most frequent social media activities done in the toilet were checking and posting on Facebook (70%).

ANNEX B

ACTION PLAN

Introduction

The Restroom Association (Singapore) or RAS is unveiling its 5-year action plan, 2016-2021, of evolving as a Toilet Hub - a hub for all toilet matters concerning building owners, cleaning attendants and public users.

Building Owners

1. **Mystery Audits @ Food Establishments**

Based on the survey results with double the number of respondents not visiting food establishments with dirty toilets, the RAS will look into improving the toilet standards of food establishments by first conducting mystery audits. RAS will then bring in partners to provide solutions for owners and training for their cleaning attendants.

2. **Top-Two Amenities Supported by RAS**

For the top-three amenities, RAS will include water-free hand sanitisers and feminine hygiene products in its 4th edition of the Guide to Better Public Toilet Design and Maintenance which is targeted to be released in 2018, which is five years after the publication of the 3rd edition in 2013. As for Wi-Fi, RAS does not encourage it to be provided in public toilets due to hygiene. Moreover, with Wi-Fi, mobile phone users tend to occupy the toilet longer and thus prevent users who really need to use the toilet. In the meantime before the publication of the 4th edition, RAS will actively share the top-two amenities with building owners.

Cleaning Attendants

1. **LOO (Let's Observe Ourselves) Exhibition @ Shopping Centres**

In its bid to be an active Voluntary Welfare Organisation (VWO) for cleaning attendants, the RAS will develop new exhibition panels with the LOO (Let's Observe Ourselves) Whiz toilet cleaning game to raise awareness about the plight of cleaning attendants. For a start, RAS will work with about 40 Happy Toilet shopping centre owners to display the panel. Cleaning attendants at these shopping centres will also be recognised with grocery vouchers. The events are expected to take place in June 2016 to commemorate International Cleaners Day on 15 June after which the events will last for as long as possible. The event will include fundraising for the cleaning attendants.

2. **World Toilet Day Commemoration Fund (WTDCF)**

From 2016, RAS will change the WTDCF requirements of its World Toilet Day to make appreciation of cleaning attendants a compulsory component, so as to encourage all participating preschools and schools to organise activities to appreciate the cleaning attendants.

Public Users

1. **RAS Great SaniSale (GSS)**

As survey results revealed user behaviour of respondents who heard about the RAS was better than those who did not know about RAS, raising public awareness about the RAS would therefore translate to better user behaviour. The RAS GSS, with the

same acronym as the Great Singapore Sale, will be targeted for launch on World Toilet Day in 2016. RAS will work with sanitary-product companies to offer GSS discounts to the public either in the month of November or week of World Toilet Day. Thus, the GSS is the first step to raise awareness about the RAS. RAS will also invite interested member of the public to become Friends of RAS to enjoy discounts throughout the year instead of just the GSS period. The public can register their interests by 1) liking the RAS facebook page at www.facebook.com/RestroomAssociation and 2) sending a private message to RAS.

2. LOO (Let's Observe Ourselves) Exhibition @ Happy Toilets
RAS will develop new exhibition panels about RAS and display it at high-traffic Happy Toilet locations from 2016 to 2021 to further raise public awareness about RAS. The locations will also include LOO (Let's Observe Ourselves) Exhibition @ Shopping Centres. At the exhibition, members of the public will be invited to join as Friends of RAS.
3. Public Consultation/Focus Group Discussion
With dirtier male toilets, less hygiene consciousness among male respondents and more phone users in public toilets, the RAS will consult the public or hold a focus group discussion by June 2016 to look into effective messages reminding male users to keep the toilets clean as well as requesting users to refrain from using their mobile phones in public toilets. RAS will secure sponsors to provide free posters to all building owners. Posters will also be made available on its website for download. The posters are expected to be ready by September 2016.

ANNEX C

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

The following categories are not open for nominations.

- Best Happy Toilets are selected in the following categories:
 1. Coffee Shop
 2. Food Court
 3. Market and Food Centre
 4. Shopping Centre
 5. Happy Toilet of the Year
- Star Eco-Assessor and Star Volunteer are selected under the Individual category.
- Preschools and schools are selected under the Happy Toilets @ Preschools Programme and STAR (Sustaining Toilets As Restrooms) Awards Programme respectively.

ORGANISATION

S/N	Recipient	Type	Description of Achievements
1	Housing & Development Board	Public Sector	<ul style="list-style-type: none"> Happy Toilet accreditation for most of its neighbourhood shopping centres. 96 Happy Toilets at 22 shopping malls rated at least 4 stars. Venue sponsorship of 7 of its neighbourhood shopping centres for LOO (Let's Observe Ourselves) Carnival & Exhibition 2015 to commemorate World Toilet Day.
2	National Library Board	Public Sector	<ul style="list-style-type: none"> 22 Happy Toilets rated 5 stars for 5 consecutive years since 2010. Adaptation of technologies to track traffic and ensure toilets are inspected regularly.

CLEANING INDUSTRY

S/N	Recipient	Type	Description of Achievements
3	Transquest Supplies & Co. Pte Ltd	Cleaning Service Provider	<ul style="list-style-type: none"> Accredited Clean Mark Gold Award by the National Environment Agency. ISO 14001 and 18001 certification, OHSAS (Occupational Health and Safety Management Systems) 18001 certification. Initiated Happy Toilet accreditation of 17 SMRT stations with the support of SMRT Corporation.
4	Mdm Quek Ai Yian <Chang Seng Service Pte Ltd>	Restroom Cleaning Attendant	<ul style="list-style-type: none"> 15 years of restroom-cleaning experience. Nominated by Evergreen Secondary School. Attained NSRS certificate in Clean Sanitary Fixtures, Fittings and Toilet Floors. She proactively assisted her peers after completing her task. As a senior, she imparted the necessary skills and knowledge to new colleagues.

5	Mdm Bahiyah Binte Shuiab <Horsburgh Integrated Services Pte Ltd>	Restroom Cleaning Attendant	<ul style="list-style-type: none"> • 4 years of restroom-cleaning experience. • Maintaining 4-Star Happy Toilets at Tampines Polyclinic since 2010. • Completed WSQ Demonstrate Understanding of the Local Cleaning Industry Environment. • Promoted to team leader for her good performance.
6	Mdm Nornasah Binte Kala Khan <Horsburgh Integrated Services Pte Ltd>		<ul style="list-style-type: none"> • 6 years of restroom-cleaning experience. • Maintaining 4-Star Happy Toilets at Pasir Ris Polyclinic since 2009. • Recognised as an outstanding cleaning attendant by clinic executive of Pasir Ris Polyclinic for her good performance.
7	Mr Chua Chin Hock <Ramky Cleantech Services Pte Ltd>		<ul style="list-style-type: none"> • 19 years of restroom-cleaning experience. • Nominated as Best Cleaner for Ramky Cleantech Services Annual Awards 2014. • Maintaining toilets at Changi Airport.
8	Mr Ong Soo Ann <Ramky Cleantech Services Pte Ltd>		<ul style="list-style-type: none"> • 19 years of restroom-cleaning experience. • Nominated as Best Cleaner on International Cleaners Day 2015. • Maintaining toilets at Changi Airport.
9	Mr Yee Fei Mun <Ramky Cleantech Services Pte Ltd>		<ul style="list-style-type: none"> • 17 years of restroom-cleaning experience • Maintaining toilets at Changi Airport • Received an Extra Mile Award given by Changi Airport in 2013 and received compliments from a passenger • Honest and upright - On 3 separate occasions, returned 2 wallets and a watch to the Lost & Found counter.

10	Mdm Aw Bee Hong <Transquest Supplies & Co. Pte Ltd	Restroom Cleaning Attendant	<ul style="list-style-type: none"> • 3 years of restroom-cleaning experience • Maintaining 4-Star Happy Toilets at MRT stations since 2009 • Completed 5 WSQ modules including Perform Basic Cleaning of Washrooms
11	Mr Eu Kim Chuan <Transquest Supplies & Co. Pte Ltd>		<ul style="list-style-type: none"> • 3 years of restroom-cleaning experience • Maintaining 4-Star Happy Toilets at MRT stations since 2009 • Completed 5 WSQ modules including Perform Basic Cleaning of Washrooms
12	Mr M S Kamaludin <Transquest Supplies & Co. Pte Ltd>		<ul style="list-style-type: none"> • 3 years of restroom-cleaning experience • Maintaining 4-Star Happy Toilets at MRT stations since 2009 • Completed 5 WSQ modules including Perform Basic Cleaning of Washrooms
13	Mr Tan Buck Chwee <Transquest Supplies & Co. Pte Ltd>		<ul style="list-style-type: none"> • 3 years of restroom-cleaning experience • Maintaining 4-Star Happy Toilets at MRT stations since 2009 • Completed 5 WSQ modules including Perform Basic Cleaning of Washrooms

INDIVIDUAL

S/N	Recipient	Type	Occupation	Description of Achievements
14	Mr Syed Ali Hasnain	Star Volunteer	Project Manager Web Design Singapore Pte Ltd	<ul style="list-style-type: none"> • A regular in conducting mystery audits at Happy Toilets. • Assisted in setting up exhibitions for the LOO Carnival event at 7 HDB neighbourhood shopping centres.
15	Mr Chris Koh Kok Chew	Star Eco- Assessor	Retiree	<ul style="list-style-type: none"> • Checked and assessed more than 1,000 Happy Toilets since joining as Certified Eco-Assessor in April 2011.

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	96 / 108	Selected among 30 HTP coffee shops
17	Kopitiam - National University Hospital	Food Court	5-Star	98 / 108	Selected among 36 HTP food courts
18	Serangoon Garden Market	Market & Food Centre	4-Star	94 / 108	Selected among 59 HTP market & food centres
19	Jurong Point Shopping Centre JP1, Level 2 Kids Toilet	Shopping Centre	5-Star	98 / 108	Selected among 340 Happy Toilets at 41 Shopping Centres
20	Health Sciences Authority, Level 1	Happy Toilet of the Year	5-Star	102 / 108	Selected among 1129 Happy Toilets islandwide

THREE THUMBS-UP PRESCHOOLS (IN ALPHABETICAL ORDER)

S/N	Recipient	Remarks
21	Changi General Hospital Childcare Centre	<p>Preschools awarded the highest Three Thumbs-up accreditation 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
22	Cherie Hearts @ Upper Thomson	
23	My First Skool @ Blk 66 Kallang Bahru	
24	PCF Sparkletots Preschool @ Hong Kah North Blk 750	
25	PCF Sparkletots Preschool @ Jalan Kayu Blk 987C	
26	PCF Sparkletots Preschool @ Queenstown Blk 145	
27	PCF Sparkletots Preschool @ Woodlands Blk 652	

28	The Salvation Army Bukit Batok East Child Care Centre	talks and activities for preschoolers and hygiene workshops for teachers or hygiene talks for parents/guardians
29	The Salvation Army Bukit Panjang Child Care Centre	

GOLD STAR SCHOOLS (IN ALPHABETICAL ORDER)

S/N	Recipient	Remarks
30	Bukit View Primary School	<p>Schools awarded the highest Gold Star accreditation under the STAR (Sustaining Toilets As Restrooms) Awards Programme for completing all of the following three phases:</p> <ol style="list-style-type: none"> 1. Education & Awareness - Assembly talks for students and workshops for students assigned to take up any of the following projects: <ul style="list-style-type: none"> - Decorating / enhancing the washrooms - Cleaning attendants' appreciation activities - Creating materials for an exhibition - Conducting surveys or case studies - Creating videos or web content - Inspecting washrooms and providing feedback - Holding assembly talks in school or outside 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. 3. Design & Standards - All toilets meeting the minimum standard equivalent to the 3-star rating of the commercial Happy Toilet Programme.
31	Concord Primary School	
32	Geylang Methodist Primary School	
33	Global Indian International School (East Coast)	
34	Holy Innocents' Primary School	
35	Jiemin Primary School	
36	Qifa Primary School	
37	Qihua Primary School	
38	St. Anthony's Primary School	
39	Unity Primary School	