

**WELCOME ADDRESS BY MR HO CHEE KIT, PRESIDENT OF THE RESTROOM ASSOCIATION (SINGAPORE) (RAS) AT THE LOO (LET'S OBSERVE OURSELVES) AWARDS CEREMONY ON WORLD TOILET DAY, 19 NOVEMBER 2021, 2.00PM, AT LIFELONG LEARNING INSTITUTE**

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A very good afternoon to:

Our Guest of Honour Dr Amy Khor, Senior Minister of State for Sustainability and the Environment

Mr Allen Ang, Board Technical Lead of Singapore Green Building Council

LOO Awards recipients, partners, supporters and distinguished guests

I wish to warmly welcome all of you to our LOO Awards. Most importantly, I wish to also extend my heartiest congratulations to our exemplary award recipients for their outstanding contributions! Your contributions have been exceptionally crucial during current times. Today is World Toilet Day and our commemoration this year, is much more relevant to us, as compared to pre-pandemic years. As we gradually transit from pandemic to endemic, we must continue to be vigilant and mindful of our hygiene habits, especially when toileting, to help upkeep the cleanliness of public toilets.

**Higher Standards of Happy Toilet Programme: Adoption of Smart Solutions**

In April last year, we introduced the adoption of smart solutions as a new criterion for our Happy Toilet Programme or HTP. The HTP is a grading system,

starting at 3 stars, to 4 stars, 5 stars and a maximum of 6 stars. Higher grading does not only constitute to better user experience, but also better maintenance with the adoption of smart solutions. We have grouped the smart toilet solutions to four product categories, namely Detect, Feedback, Eliminate and Clean smart products.

“Detect” represents the use of sensors to detect and monitor any defects or situations. “Feedback” relates to the use of interactive feedback systems for defects or situations, which cannot be effectively monitored by sensors. “Eliminate” categorises the use of green sanitisers, deodourisers such as ozonated water and protective coatings to eliminate odour, germs and stains. “Clean” not only means the adoption of technology to facilitate toilet cleaning, but also the adoption of facilities for self-cleaning by public users, such as the use of bidets and taps integrated with fast and hygienic hand-drying functions for effective hand washing.

4-star toilets will need to adopt at least one of the above four product categories while 5-star toilets will need to adopt at least two of the product categories. 6-star toilets will need to adopt all the four product categories. This new criterion will not only encourage more business owners, operators and cleaning service providers to adopt smart solutions, but most importantly translate to better productivity and efficiency in toilet maintenance.

### **Certification of Smart Products: Reliability and durability**

Over the years, we have been receiving enquiries from business owners and operators, seeking recommendations on reliable and durable smart products.

As we progress towards a smart nation, it is timely for us to have a list of reliable and durable smart products. Since we introduced the new Happy Toilet criterion in April last year, we had been mulling over the prospect of a restroom product certification scheme, to encourage product companies to participate and meet the required standards.

The new certification scheme will not only promote more smart products to meet the required standards, but will also facilitate the evaluation process for business owners and operators in the adoption of public hygiene products restrooms. We are pleased to receive the support from the Singapore Green Building Council and their expertise to certify these products. We strongly believe this new initiative will set a new milestone for our restroom environment to scale to greater heights towards a smart restroom environment.

### **Future of Restroom Environment: Let's Observe Ourselves**

As our restroom environment evolves to a smart restroom environment, our committed business owners and operators are actively adopting smart solutions, our cleaning attendants are actively learning and upgrading their skills. All public users should therefore not be lagging behind, to be gracious and considerate. All stakeholders need to play their part. Like what we say, "LOO" is not only another word for restroom but can also be an acronym for "Let's Observe Ourselves"! If every one of us can observe ourselves to play our roles well, we can truly live in a smart restroom environment!

### **Conclusion**

Finally, I wish to express my deepest appreciation to Guest of Honour Dr Amy Khor, our LOO Awards judging panel from APP Commercial, National Environment Agency and Public Hygiene Council, our partner Singapore Green Building Council, award recipients and distinguished guests, for taking the time to commemorate World Toilet Day with us. We would not have come this far without your continued support. Let's continue to work together towards a smart restroom environment for everyone. Thank you.