

# Public Toilets Taskforce



## Report and Recommendations

Submitted to:

Minister for Sustainability and the Environment

On 21 February 2025



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# Foreword by Co-Chairs



Baey Yam Keng

Clean and hygienic public toilets are fundamental to public health. Public toilets, especially those at our beloved coffeeshops and hawker centres, are more than just facilities of convenience – they are also a testament to our collective values and civic-mindedness. However, not all public toilets, particularly at certain coffeeshops and hawker centres, have kept up with Singapore's overall improvement in hygiene standards.

While the National Environment Agency (NEA) and the Singapore Food Agency (SFA) have stepped up enforcement efforts, including at food establishments, the persistent issue of dirty public toilets requires deeper partnership with stakeholders and development of more holistic solutions.

With this in mind, the Ministry of Sustainability and the Environment (MSE), in collaboration with the Public Hygiene Council (PHC), set up the Public Toilets Taskforce in March 2024. The Taskforce brought together the combined experience and expertise of public hygiene experts and stakeholders from various domains such as industry associations, premises managers, town councils, academia, and public sector agencies, to study, discuss, and recommend solutions to improve the cleanliness of our public toilets. This allowed us to tap on everyone's unique expertise and co-create holistic solutions to tackle the challenge of making our public toilets cleaner.



Andrew Khng

It has been an enriching experience for us to chair this Taskforce together. Over the past year, we have engaged in frank conversations to achieve a deeper and more comprehensive understanding of the issues associated with improving public toilet cleanliness. Together, we have visited many public toilets all over Singapore to understand the ground challenges and listen to the difficulties faced by operators. We thank all Taskforce members for embracing their roles, contributing their time and knowledge, and working collaboratively to identify the underlying issues behind dirty public toilets, understand the challenges faced by stakeholders, and co-create solutions.

If we want cleaner public toilets, we need to adopt a holistic and comprehensive approach through the four key pillars of "Design and Infrastructure", "Cleaning and Maintenance with Adoption of Technology", "Monitoring by All Stakeholders, Audit and Enforcement" and "Engagement and Outreach". We have been particularly impressed by the many innovative ideas that have emerged, blending traditional values of cleanliness with cutting-edge technology and design. The dedication of our members, the insights from stakeholders, and the passion of everyday Singaporeans have reinforced

our belief in our abilities to tackle any challenge when we work together. Our consultations with stakeholders, such as premises managers and cleaners, and site visits to public toilets across Singapore have also allowed us to gain a more in-depth understanding of best practices and areas for improvement.

It is thus with great pleasure that we present the recommendations of the Taskforce. Multiple stakeholders, including Government, businesses, communities, and individuals all share a responsibility of making our toilets cleaner. We hope that these recommendations will be adopted and implemented widely by all stakeholders, particularly at coffeeshops, hawker centres, and other community spaces, and bring about cleaner public toilets for all.

Together, we can create a Singapore that shines not just in its skyline, but in every corner, including at our public toilets. This is more than just a cleanliness campaign; it is a movement towards a more caring, considerate, clean, and hygienic society. Let's work together to build a cleaner and more hygienic living environment – one public toilet at a time.



**Mr Andrew Khng**  
Chairman  
Public Hygiene Council



**Mr Baey Yam Keng**  
Senior Parliamentary Secretary  
Ministry of Sustainability and  
the Environment

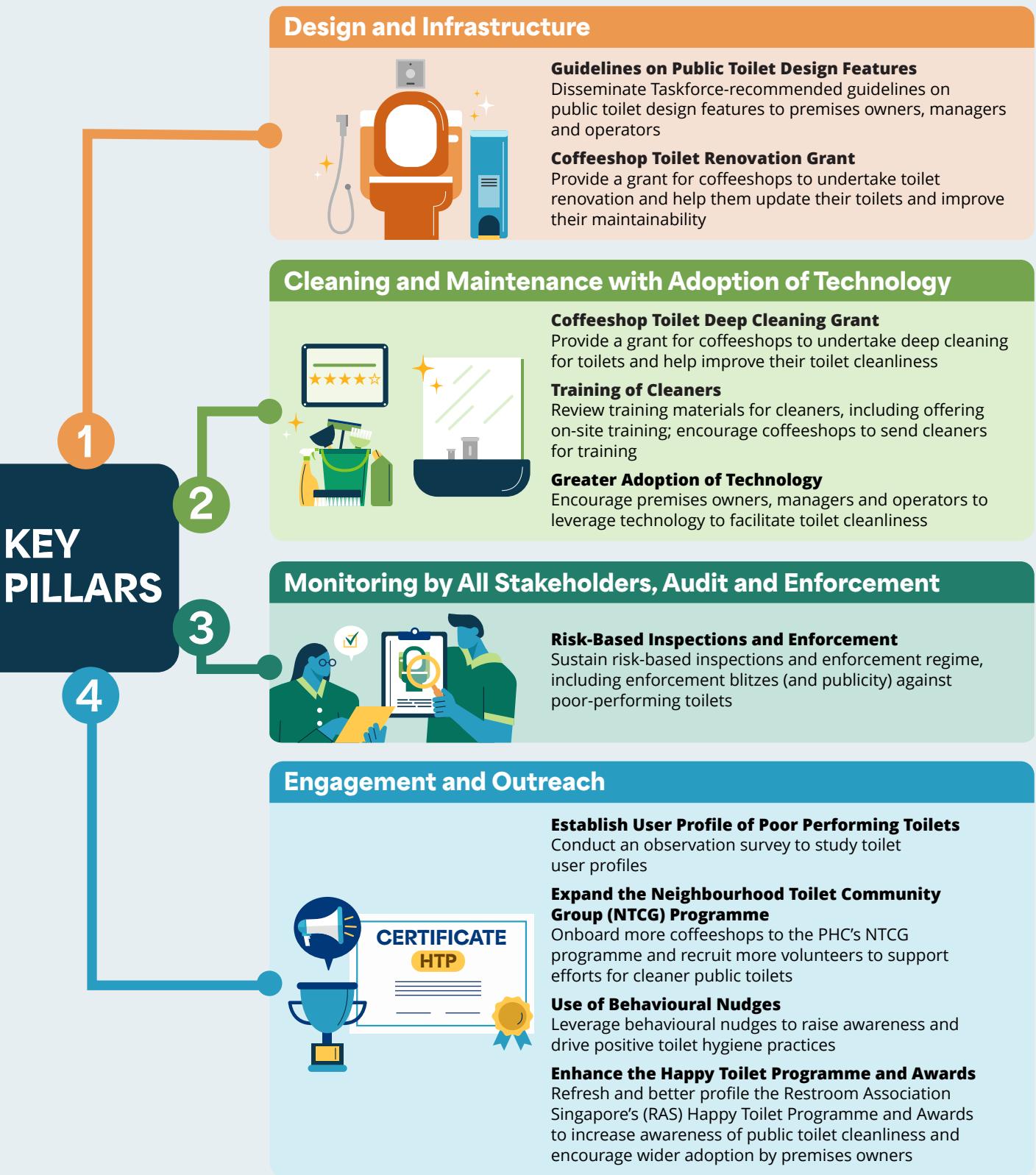
# List of Taskforce Members

1. **[Co-Chair] Mr Baey Yam Keng,**  
Senior Parliamentary Secretary,  
Ministry of Sustainability and  
the Environment
2. **[Co-Chair] Mr Andrew Khng,**  
Chairman,  
Public Hygiene Council
3. **Dr Abdul Jalil Abdul Kader,**  
Assistant CEO (Operations),  
Singapore Food Agency
4. **Mr Andrew Ang,**  
President,  
Environmental Management  
Association of Singapore
5. **Mr Chan Jian Kai,**  
Head of Operations,  
Koufu Pte Ltd
6. **Mr Chew Ming Fai,**  
Director-General  
(Public Health), Deputy CEO,  
National Environment Agency
7. **Mr Choo Chee Wee,**  
Editor,  
Shin Min Daily News
8. **Mr Clarence Tan,**  
General Manager,  
Marine Parade Town Council
9. **Mr Dennis Quek,**  
General Manager,  
Fairprice Group (Kopitiam)
10. **Mr He Kangwei,**  
Director (Rejuvenation  
and Town Councils),  
Ministry of National  
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11. **Mrs Heng-Ng Mien Joo, PPA(P),**  
Group Director, Properties  
and Land Group,  
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Development Board
12. **Mr Ho Chee Kit,**  
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Restroom Association (Singapore)
13. **Assoc Prof. Ho Kong Chong,**  
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Urban Studies,  
National University  
of Singapore
14. **Mr Hong Poh Hin,**  
Chairman,  
Foochow Coffee Restaurant  
and Bar Merchants Association
15. **Mr John Leong,**  
Deputy Chief Editor,  
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16. **Ms Kartini Omar,**  
Group Director,  
Park Development and  
Design Division,  
National Parks Board
17. **Mr Kenneth Lee,**  
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Kheng Keow Coffee  
Merchants Restaurant and  
Bar-Owners Association
18. **Mr Koh Min Ee,**  
Divisional Director,  
Environmental Policy Division,  
Ministry of Sustainability and  
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19. **Ar. Melvin HJ Tan,**  
President,  
Singapore Institute of Architects
20. **Dr Paulin Straughan,**  
Professor of Sociology (Practice)  
and Dean of Students,  
Singapore Management  
University
21. **Dr Tan Chee Keong,**  
Principal Fellow,  
Permanent Way and Buildings  
and Facilities,  
SMRT
22. **Mr Tan Jwu Yih,**  
Director  
(Building Plan and Universal  
Design Department),  
Building and  
Construction Authority
23. **Ar. Tan Yong Shen,**  
Assistant Director,  
Design Standards,  
SportSG



# Executive Summary

The Public Toilets Taskforce, comprising representatives from different sectors including professionals, operators and government agencies, was established in March 2024 to study and recommend solutions to improve the cleanliness of public toilets in Singapore. The focus was on public toilets that consistently fare poorly in cleanliness surveys, such as those at coffeeshops and hawker centres. The Taskforce has made 10 recommendations to MSE, centred on four key pillars. This report details the Taskforce's recommendations which are summarised below.



# Journey of the Taskforce

## Scope of Collaboration:

- Examine measures for adoption of good public toilet designs;
- Promote responsible use of public toilets;
- Advocate responsibility amongst premises owners for toilet cleanliness and maintenance; and
- Foster community partnership to promote cleanliness.

The infographic below illustrates the journey of the Taskforce

### MARCH 2024

MSE announced the set-up of the multi-disciplinary Public Toilets Taskforce.



### APRIL 2024

Taskforce analysed key toilet survey findings, broke out into groups to identify problem statements, and share concerns and challenges in maintaining public toilet cleanliness.



### JUNE 2024

Taskforce conducted a stock-take of challenges and learning points of existing clean toilet initiatives. Breakout groups brainstormed potential solutions and interventions to uplift cleanliness standards of public toilets.



### AUGUST 2024

Taskforce continued to review, flesh out, and refine proposed solutions and action plans. Consultation was carried out to determine practicality of proposed solutions, and to deep dive into challenges and concerns of operators. Taskforce also supported ground-up groups working on public toilet initiatives.



### SEPTEMBER 2024

Site visits across Singapore to identify best practices and pain points at public toilets.



### FEBRUARY 2025

Taskforce finalised its report.



### OCTOBER 2024

Taskforce proposed recommendations for inclusion into its report.

# Key Issues Identified

Taskforce members identified the following problem statements and key issues during breakout discussions. These have been categorised into four broad themes which are necessary to achieve cleaner public toilets.

## Key Pillar 1 Design and Infrastructure



- 1** Toilets may have poor or outdated design and infrastructure, potentially due to their old age.
- 2** Toilets' existing design and infrastructure may contribute to difficulty in cleaning and maintenance, and poor ventilation.
- 3** Toilets designed as an afterthought or not designed in an intuitive way (e.g. poor placement of amenities or sinks) can lead to lower cleanliness standards.

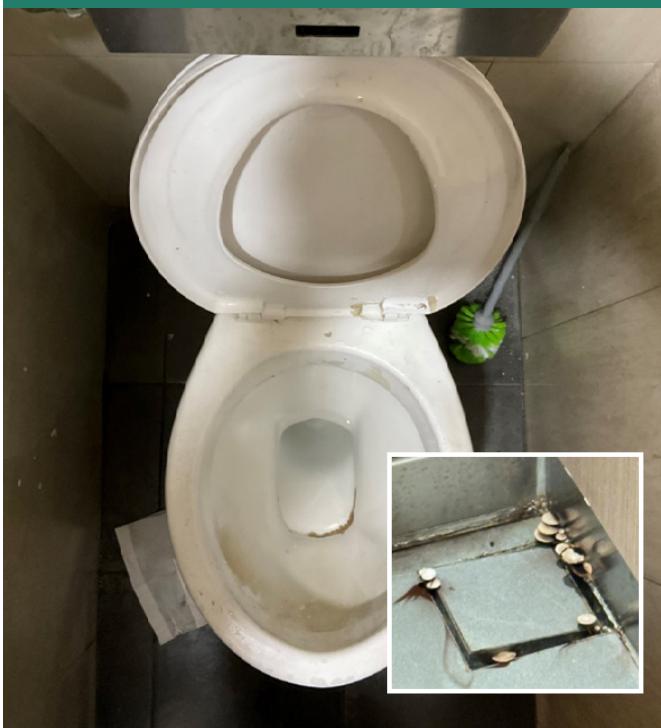
## Key Pillar 2 Cleaning and Maintenance with Adoption of Technology



- 1** Some premises face manpower constraints and tap on in-house staff for toilet cleaning; in such cases, the quality and frequency of cleaning may be insufficient.
- 2** Cleaners are unaware when toilets become dirty, which can lead to delayed cleaning.
- 3** There is a lack of standardised procedures and expertise amongst some cleaners about how to clean toilets, including the appropriate tools, equipment, and cleaning agents to use.

### Key Pillar 3

## Monitoring by All Stakeholders, Audit and Enforcement



**1** Different premises may have different standards when it comes to cleaning, or different approaches to managing cleaning at their establishments. There may also be challenges in maintaining consistent inspection and cleanliness standards across different premises.

**2** Regulators are not aware of the location of dirty toilets that may require inspection, as there is a lack of timely feedback on toilet cleanliness.

**3** Premises owners, managers, and operators have limited incentive to prioritise toilet cleanliness, which may not affect business footfall.

**4** There are challenges in pre-empting and tackling toilet usage behaviours as they tend to be transient, unpredictable and may be behind closed doors (e.g. users deliberately or inadvertently dirtying toilets after they are cleaned by splashing water on the floor, leaving behind dirty footprints).

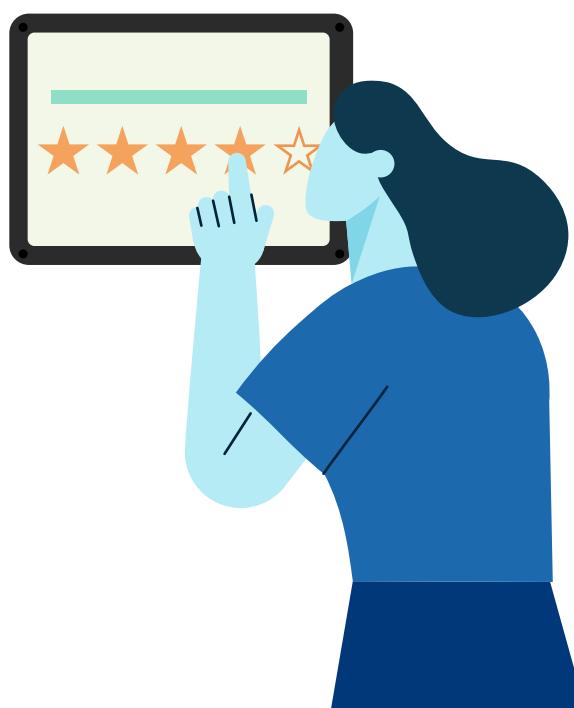
### Key Pillar 4

## Engagement and Outreach



**1** Current campaigns focus on the general public and lack targeted localised outreach for premises with poorer-performing toilets.

**2** Current outreach efforts lack consistent branding and key messages.



# Overall Framework

## Vision: Cleaner Public Toilets

### Strategic Objectives

- Raise cleanliness and hygiene standards by working with premises owners, managers, and operators to adopt best practices in design (functionality and maintainability) and maintenance
- Inculcate shared responsibility for cleanliness amongst individuals and promote responsible use

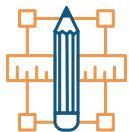


Design and Infrastructure	Cleaning and Maintenance with Adoption of Technology	Monitoring by All Stakeholders, Audit and Enforcement	Engagement and Outreach
<b>Problem Statement:</b> <i>"How do we ensure that older toilets can be regularly enhanced to adopt new, updated designs, taking into consideration operations and maintenance needs?"</i>	<b>Problem Statement:</b> <i>"How do we ensure a minimum cleaning standard for public toilets in different types of premises?"</i>	<b>Problem Statement:</b> <i>"How can we put in place efficient feedback systems or other levers to alert operators to dirty toilets, and encourage them to rectify toilet cleanliness in a timely manner?"</i>	<b>Problem Statement:</b> <i>"How can we get coffeeshop owners and users to be more invested in the cleanliness of their toilets?"</i>

### Key Focus Areas

- |   |   |   |  |
|---|---|---|--|
| <ul style="list-style-type: none"><li>• How can we design toilets in such a way that users will keep them dry and clean, and facilitate cleaning and maintenance?</li><li>• How can we promulgate such designs?</li><li>• How can we incentivise premises to upgrade and renovate older toilets, and keep them clean?</li></ul> | <ul style="list-style-type: none"><li>• How can we ensure sufficient attention, assigned manpower, and skills on cleaning?</li><li>• How can we improve, standardise and align cleaning processes and approaches across different premises?</li><li>• How can we ensure that the right tools and equipment are used for cleaning, and technology that can make cleaning easier is incorporated?</li></ul> | <ul style="list-style-type: none"><li>• How can we incentivise premises owners, managers, and operators to maintain toilet cleanliness?</li><li>• How can we ensure timely feedback on toilet cleanliness amongst users, cleaners, and premises owners?</li><li>• How can we involve the community in maintaining toilet cleanliness?</li></ul> | <ul style="list-style-type: none"><li>• How can we inculcate positive toilet hygiene habits amongst users, and address anti-social behaviour?</li><li>• How can we raise awareness amongst premises owners, managers, and operators of the ramifications of dirty toilets and convince them of the need to act?</li><li>• How can we better engage coffeeshops with poorer-performing toilets and encourage them to do more?</li></ul> |
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# Recommendations and Action Plans



## Pillar 1: Design and Infrastructure

### Recommended Toilet Design Features

- The Taskforce has developed a list of recommended toilet design features, which serves as a guide for premises owners and stakeholders to understand what a well-designed toilet that facilitates cleaning and maintenance should include. It also addresses comments from operators that they have difficulty finding a relevant design guide that accounts for typical space constraints in a coffeeshop setting. The list incorporates insights from renovation contractor and interior design associations, and coffeeshop stallholders.
- The list, which is attached as **Annex** to this report, includes recommendations on the layout, lighting, ventilation, type of sanitary amenities, materials, user-friendly features, toilet technologies, and storage area.
- Some examples of recommended design features include (i) providing at least one wash hand basin outside toilets for common use, which helps prevent wetting of floors within toilets and allows hand-washing without entering toilets; (ii) implementing features such as exhaust fans to facilitate ventilation that aids in the drying of wet floors; and (iii) installing grab bars in at least one cubicle and urinal to facilitate use by the ambulant disabled and elderly.



Vanity top-cum-wash hand basins to be provided outside toilets for common use by male and female users



Features to facilitate ventilation (i.e. exhaust fan, louvred window, wall fan)



Grab bars for urinals and water closets



### Recommendations

- Disseminate the recommended list of toilet design features:
  - Through Taskforce members' websites (e.g. NEA, SFA, Building and Construction Authority (BCA), Housing and Development Board (HDB), RAS, Singapore Institute of Architects (SIA)) to facilitate easy access to information and raise awareness amongst premises owners and industry.
  - Via circulars to premises owners, renovation contractor and interior design associations, and toilet fixtures and sanitary ware suppliers.

# Recommendations and Action Plans



## Pillar 1: Design and Infrastructure

### Coffeeshop Toilet Renovation Grant

- The Taskforce recommends that a grant be developed to provide co-funding support or incentives for coffeeshop operators to undertake toilet renovations, which would update and improve the design, features, and ease of maintenance of toilets. In conjunction with that, a new Happy Toilet Programme (HTP) standard for coffeeshops will be developed by RAS to serve as a benchmark for well-designed and clean coffeeshop toilets. This standard will account for common constraints faced by coffeeshops and serves as a more relevant gauge for coffeeshop toilets. Under this programme, toilets are graded on five main areas: design, cleanliness, effectiveness of operations, maintenance standards, and user satisfaction. Toilets that achieve the Happy Toilet certification are recognised as demonstrating excellence in design and cleanliness.
- As part of the grant conditions, coffeeshops should be required to:
  - Achieve Happy Toilet certification, to signal their commitment towards providing cleaner coffeeshop toilets and uplifting toilet cleanliness standards as part of a more conducive, holistic dining experience.
  - Adopt a minimum number of key toilet design features recommended by the Taskforce. This is to ensure that renovated coffeeshop toilets will feature good design that facilitates cleanliness and maintenance.
  - Send their in-house toilet cleaners to undergo on-site training on routine cleaning, to equip them with the right knowledge, skills, and expertise for cleaning. This will help sustain cleanliness standards for a longer term.



Sensor tap and round-bottomed sink



Sink vanity top with kerb apron



Water closet with a bidet fixture within toilet cubicle



Wall-hung full length urinals



Sanitary bins in female toilet



#### Recommendation

- MSE to consider the development and provision of a coffeeshop toilet renovation grant.

# Recommendations and Action Plans



Pillar 2: Cleaning and Maintenance with Adoption of Technology

## Coffeeshop Toilet Deep Cleaning Grant

- While some coffeeshops may already have well-designed toilets, they may still fall short of cleanliness and maintenance standards if they do not put in place an adequate system for regular cleaning and maintenance.
- The Taskforce emphasises the importance of deep cleaning in improving toilet cleanliness, as it can remove odour and deep persistent stains, which may not be easily addressed during general cleaning.
- The Taskforce thus recommends that a grant be developed to provide co-funding support or incentives for coffeeshop operators to incorporate deep cleaning as part of their toilet cleaning regime.
- This would encourage operators who are not currently carrying out deep cleaning regularly to begin doing so, and help them to achieve Happy Toilet certification to signal their commitment towards providing cleaner coffeeshop toilets as part of a more conducive, holistic dining experience. The intention is also to showcase the value of regular deep cleaning to the operators, so that they will continue with deep cleaning past the duration of the grant.
- Coffeeshops should also be required to adopt deep cleaning standards as stipulated by the grant, and ensure that deep cleaning works are properly carried out. For example, grant conditions could require coffeeshop supervisors to conduct regular checks on toilet cleanliness and in-house toilet cleaners to be trained on routine cleaning. These would ensure that grant recipients meet cleanliness standards.



Deep cleaning works by cleaning service provider



### Recommendation

- MSE to consider the development and provision of a coffeeshop toilet deep cleaning grant.

# Recommendations and Action Plans



Pillar 2: Cleaning and Maintenance with Adoption of Technology

## Training of Cleaners

- The Taskforce recommends enhancing training materials to better support training for toilet cleaners and enable them to deliver higher level of toilet cleanliness. This includes:
  - ▣ Providing a simple pictorial guide with step-by-step instructions on toilet cleaning. The guide should clearly show the procedures, cleaning agents, equipment, and personal protective equipment required for toilet cleaning. The guide should also include pictures and be provided in simple, vernacular languages to facilitate easy understanding. The guide should also incorporate inputs from cleaners to ensure that it is easy to use and understand, and be disseminated to premises to encourage them to make use of the guide for toilet cleaning.
  - ▣ Identifying relevant courses, including on-site sessions, on toilet cleaning so that premises such as coffeeshops can send their in-house toilet cleaners for training.



## Recommendations

- Provide a simple pictorial guide for circulation to the relevant stakeholders (e.g. premises owners, managers, and operators).
- Encourage premises owners, managers, and operators to ensure that their in-house cleaners follow the guide and attend the relevant courses.
- Disseminate the pictorial guide through Taskforce members' websites (e.g. NEA, SFA, BCA, HDB, RAS, and SIA) to facilitate easy access to information and raise awareness amongst premises owners and industry.

# Recommendations and Action Plans



Pillar 2: Cleaning and Maintenance with Adoption of Technology

## Leverage Technology

- The Taskforce recommends adopting practical and low-cost technology, where possible, to facilitate toilet cleaning. For example, the provision of feedback panels can facilitate the provision of timely feedback by users on the state of toilet cleanliness and the use of sensors can allow operators to monitor toilet usage and predict cleaning needs.
- The Taskforce has been partnering ReportLah!, a project team from the Build for Good Environment Hackathon, to pilot their feedback system across various coffeeshop toilets. The pilot has been working well thus far and has the potential to be expanded.



Engagement session organised by SFA on 17 September 2024 with coffeeshop chain operators to drive uptake and onboard ReportLah!



ReportLah! founders (Bernard Heng and Benecia Tang) during their presentation at the Build for Good Accelerator (BFG) Finale on 17 August 2024 to share on their feedback system



## Recommendations

- Premises owners, managers, and operators to leverage technology such as feedback systems to facilitate timely feedback, and enhance the overall cleanliness of public toilets.
- SFA and MSE to continue to support the ReportLah! team in their pilot and for potential scale-up of the initiative, and to engage more coffeeshop operators to come onboard.
- NEA to build on existing efforts to encourage more hawker centres (especially the poorer-performing centres) to adopt technological solutions to support cleaner toilets during the hawker centres' Repairs and Redecoration (R&R) works.

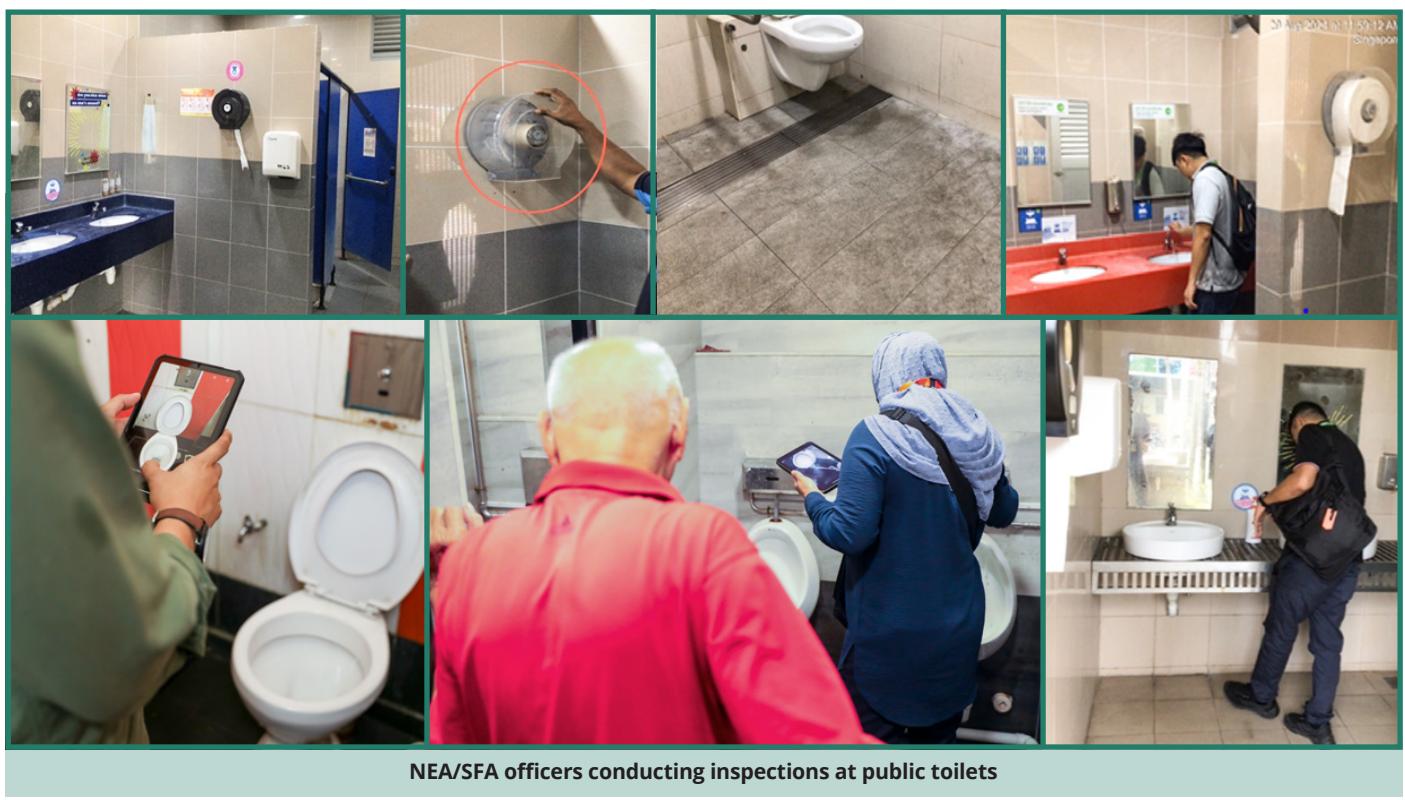
# Recommendations and Action Plans



Pillar 3: Monitoring by All Stakeholders, Audit and Enforcement

## Risk-based Inspections and Enforcements

- Taskforce members, NEA and SFA, have stepped up public toilet inspections in markets and hawker centres (MHCs) and coffeeshops to ensure that premises owners, managers, and operators remain vigilant in maintaining the cleanliness of their toilets. These include:
  - ▣ A risk-based inspection regime with higher inspection frequency for poor-performing toilets and a data-driven approach to identify high-risk premises.
  - ▣ Targeted focus on toilets that have received numerous feedback and/or past enforcement actions.
  - ▣ Conducting quarterly inter-agency enforcement blitzes, including follow-up inspections and providing on-site guidance to premises owners, managers, and operators.
  - ▣ Publicising enforcement efforts alongside public campaigns as a form of deterrence.



### Recommendation

- NEA and SFA to maintain enhanced enforcement efforts through a risk-based inspection regime on toilets within MHCs and coffeeshops, and to enhance publicity efforts of such enforcements.

# Recommendations and Action Plans



Pillar 4: Engagement and Outreach

## Toilet User Profile Observation Survey

- The Taskforce proposes that an observation survey be carried out to study the user profile of poor-performing toilets to objectively understand any localised issues that may be affecting cleanliness at these premises.
- As some user groups may face difficulties in using the toilet and/or keeping them dry and clean, understanding toilet user profiles could help us identify specific toilet amenities that could help improve user etiquette and toilet cleanliness.
- Trained surveyors can conduct the survey, keeping in mind the need to be respectful and non-intrusive. The aim would be to observe how different toilet users and user behaviour affect the cleanliness of toilets, and how users can be better supported to maintain toilet cleanliness.
- To further understand localised user profiles and issues affecting toilet cleanliness, surveyors can also seek insights from on-site cleaners, premises owners, managers, and operators.



- MSE, NEA, and SFA to conduct a toilet user profile observation survey at selected hawker centre/coffeshop toilets to facilitate better understanding of users' physical challenges.

# Recommendations and Action Plans

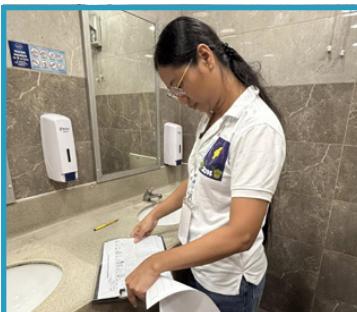


## Pillar 4: Engagement and Outreach

### Onboard More Coffeeshops to PHC's NTCG Programme and Recruit More Volunteers



- PHC has been leading the Neighbourhood Toilets Community Group (NTCG) programme, which has been helpful in driving a stronger collective responsibility and ownership among the key stakeholders to improve public toilet cleanliness. The Taskforce notes that the NTCG is valuable as it involves the participation of various stakeholders, including coffeeshop merchant associations, coffeeshop chains, and volunteer groups, who jointly care for public toilets via clearly defined roles and responsibilities. In 2024, four more coffeeshops under Broadway coffeeshop chain completed the programme, with volunteers from Lions Club of Singapore Mandarin. There is potential to expand the NTCG programme.
- The Taskforce recommends expanding the NTCG programme by having more coffeeshops come onboard and broadening the base of volunteers.
- The Taskforce recommends that PHC engage merchant associations and coffeeshop chains to increase their participation in the NTCG programme.
- The Taskforce notes that volunteers can play a valuable role within the community in promoting ground-up toilet cleanliness. The Taskforce recommends that the PHC undertake concurrent efforts to bolster volunteer recruitment through PHC's R.I.S.E (Reach. Inspire. Synergise. Empower) Champions Network and Corporate Action Network, SG Clean Ambassadors, and grassroots organisations.
- In addition to conducting toilet checks as part of the NTCG's programme, volunteers can also engage users and coffeeshop patrons with messages on keeping toilets clean.



Volunteer from the Green and Clean Volunteers Group conducting toilet checks at Serangoon Bus Interchange from September to November 2024



Mr Baey Yam Keng, Senior Parliamentary Secretary, Ministry of Sustainability and the Environment, together with Mr Xie Yao Quan, Chairman of Jurong-Clementi Town Council and Adviser to Jurong GRC Grassroots Organisations, and Mr Andrew Khng, Chairman of the Public Hygiene Council, acknowledged the key stakeholders for piloting the NTCG initiative at coffeeshops



#### Recommendation

- PHC to expand the NTCG programme, and continue working with Foochow and Kheng Keow coffeeshop associations as well as other coffeeshop operators to get more coffeeshops to join the programme.

# Recommendations and Action Plans



## Pillar 4: Engagement and Outreach

### Raise Awareness and Drive Positive Toilet Hygiene Practices among Users through Behavioural Nudges

- The Taskforce recommends leveraging behavioural nudges to raise awareness and drive positive toilet hygiene practices.
- While the use of behavioural nudges will also be explored through other modalities, including design and infrastructure as well as regulatory policy, having a public education campaign can also encourage behavioural change.
- NEA has been conducting the Cleaner Public Toilets (CPT) Campaign annually since 2020 to inculcate positive social behaviours among the public, where the campaign promotes the four key clean toilet actions – Clean, Flush, Bin, Dry. The latest CPT campaign was launched by NEA on 21 November 2024, with PHC as a co-organiser, and Singapore Kindness Movement (SKM), RAS, and SFA as supporting partners.
- The Taskforce recommends that the latest CPT campaign include behavioural nudges aimed at the general public, frequent toilet users at hawker centres and coffeeshops, as well as premises owners, managers, and operators, to encourage them to do their part. These could include marketing and communications, media messaging, direct communications, and engagement and outreach initiatives.
- To amplify campaign messages, Taskforce members and other partners can be enlisted to assist with sharing these messages with their networks and displaying relevant collaterals in their premises.



Launch of the CPT Campaign 2024 with Guest-of-Honour, SPS Mr Baey Yam Keng, and representatives from co-organisers, NEA and PHC, and supporting partners, SFA, RAS, SKM and FairPrice Group



Display of campaign posters in public toilets as visual reminders



Stickers strategically placed as visual nudges to encourage the four toilet actions



## Recommendations

- Use behavioural nudges in existing and future campaigns to promote positive toilet hygiene practices.
- Work with relevant partners through a 3P partnership, to strengthen shared commitment towards toilet cleanliness.

# Recommendations and Action Plans



## Pillar 4: Engagement and Outreach

### Refresh and Better Profile RAS Happy Toilet Programme and Awards, and Create Compelling Narrative

- The Taskforce recommends that RAS refresh its HTP and Awards to raise awareness and promote public toilet cleanliness.
- RAS currently utilises its HTP ratings and Let's Observe Ourselves (LOO) Awards as recognition incentives to promote public toilet cleanliness.
- The Happy Toilet ratings can be enhanced to develop a unique selling point that increases brand value and encourages wider adoption, potentially elevating it to a status comparable to International Organisation for Standardisation (ISO) or Singapore Quality Class (SQC) certifications.
- RAS can work with NEA and SFA, which can support RAS's efforts by featuring exemplary public toilets in media stories and/or social media platforms, and providing additional publicity for well-maintained facilities.
- Where useful, external partners such as digital marketing agencies and research agencies can also be engaged as service providers to implement the recommendation.



RAS's 16<sup>th</sup> LOO Awards ceremony with Guest-of-Honour, SPS Mr Baey Yam Keng, and award winners from various categories including organisations, cleaners, individuals, schools



FairPrice Group at Blk 643 Senja Close coffeeshop, receiving a 3-star toilet rating under RAS's Happy Toilet Programme



#### Recommendation

- RAS to refresh its Happy Toilet Programme and consider a comprehensive multi-channel publicity campaign to boost awareness of public toilet cleanliness. To maximise its reach, this campaign could span various platforms over an extended period (e.g. three months).

# The “Cleaner Public Toilets” Pledge

Beyond these recommendations, the Taskforce has also developed a pledge to signal our respective commitment towards achieving and maintaining cleaner public toilets.

All Taskforce members have submitted pledges as a sign of our commitment to the Taskforce’s work and to the vision of cleaner public toilets.

We would like to invite everyone – whether you are a premises owner, manager and operator, a cleaner, user, or someone who hopes to support cleaner public toilets for all – to join us and submit your pledge!

*If we can commit to build our toilets well, clean them well, and use them well, cleaner toilets will be here to stay.*



<https://go.gov.sg/pttf-pledge>

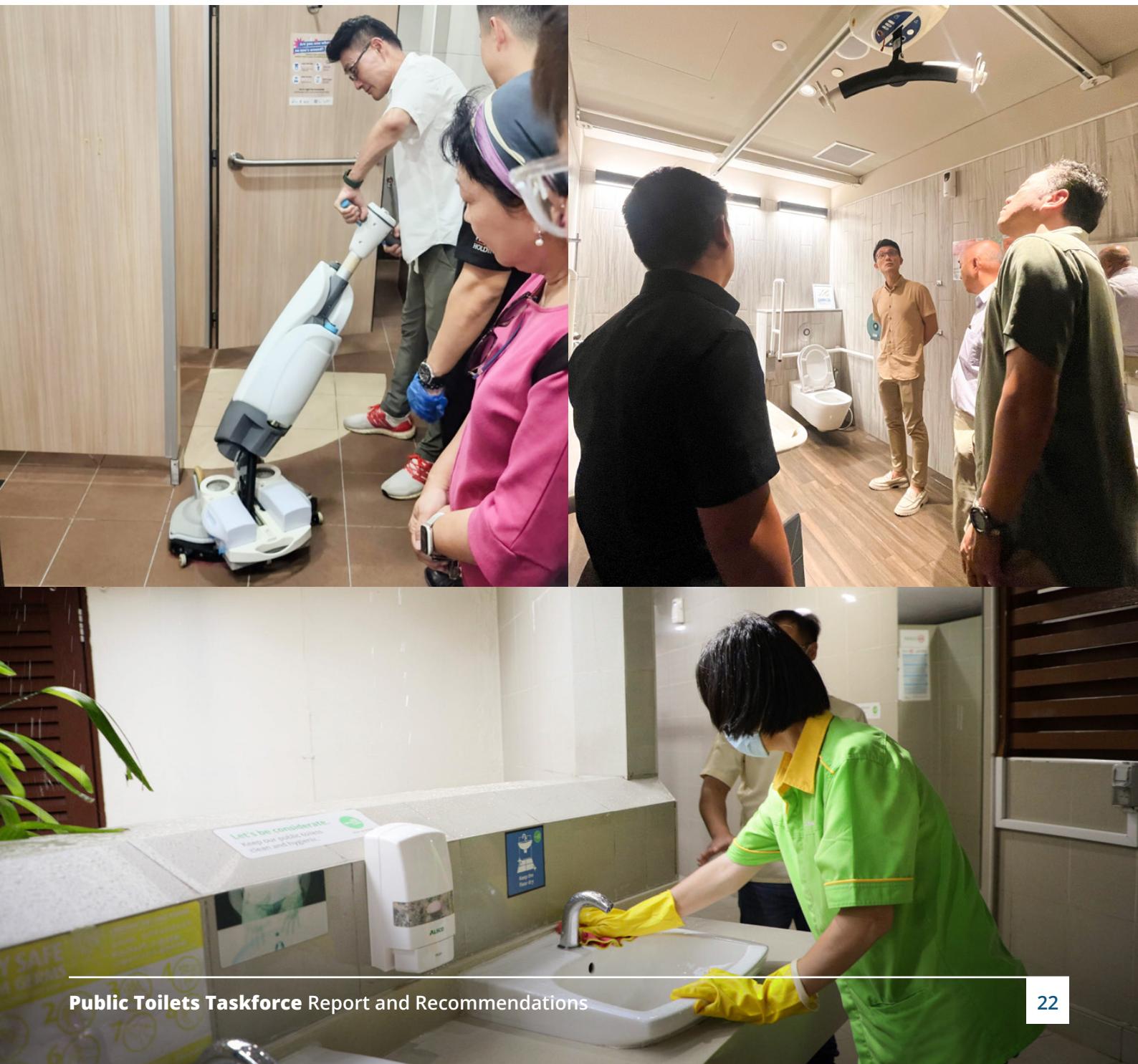


# What's Next?

The Public Toilets Taskforce has completed its review and plan of work, and is pleased to present its recommendations for enhancing the cleanliness and user experience of public toilets, particularly in coffeeshops and hawker centres.

***We pledge our commitment to achieving cleaner public toilets. This vision requires consistent effort, regular monitoring, and cooperation from all stakeholders, including the public. We encourage all to play our part in maintaining the cleanliness of our public toilets by remembering this simple principle – “Build Well, Clean Well, Use Well.”***

We are confident that together, we can create a more pleasant and hygienic environment for all, reinforcing Singapore's reputation as a clean and green city. The Public Toilets Taskforce remains dedicated to this cause and to working towards a future where clean public toilets are the norm.



# ANNEX - LIST OF RECOMMENDED TOILET DESIGN FEATURES

No.	Design	Rationale
<b>Layout</b>		
1	<p>Toilet entrances and common wash hand basins should be sited away from food stalls to prevent any possible food contamination</p> <p>For example:</p> <ul style="list-style-type: none"> <li>Minimum distance of 5 metres (where possible) away for both toilet entrance and/or common wash hand basin from nearest food stall</li> <li>A physical wall between wash hand basin and the nearest food stall (where possible)</li> </ul>	<ul style="list-style-type: none"> <li>Visible separation between toilet facilities and food stalls/dining areas can enhance user experience by reducing psychological discomfort</li> <li>Minimises the risk of airborne contaminants reaching food</li> </ul>
2	At least one wash hand basin to be provided outside toilets/cubicles for common use	<ul style="list-style-type: none"> <li>Prevents wetting of floors within toilets</li> <li>Allows hand-washing without entering toilets</li> </ul>

## Lighting

3	Minimum lighting for toilet shall be 300 lux to ensure sufficient illumination. Usage of natural lighting where feasible	<ul style="list-style-type: none"> <li>Ensures toilets are sufficiently lit for safety of users</li> <li>Enables thorough cleaning by making stains visible</li> </ul>
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## Ventilation

4	Implement features to facilitate ventilation <ul style="list-style-type: none"> <li>Install exhaust fans in common area of the toilet; wall/ceiling fans can be installed if exhaust fans are not feasible due to site constraints</li> <li>Optional: Install exhaust fan in each cubicle</li> </ul>	<ul style="list-style-type: none"> <li>Aids in drying of wet floors</li> <li>Mechanical ventilation helps remove odours and inhibits microbial growth through high air change rates</li> </ul>
5	Install one-way valves for all floor traps	<ul style="list-style-type: none"> <li>Reduces drain odours, deters pests, and improves overall toilet hygiene</li> </ul>

## Hand Washing Amenities

6	<ul style="list-style-type: none"> <li>Sensor tap where water supply shall be automatically cut off when hands are moved away from beneath the tap</li> <li>To ensure at least one tap remains functional during power supply outages, one tap per toilet block shall be battery-operated. For toilet block with only one wash hand basin, a self-closing mechanical type tap shall be installed</li> </ul>	<ul style="list-style-type: none"> <li>Allows hands-free usage which facilitates hand hygiene</li> <li>Automatic ceasing of water flow helps save water</li> </ul>
7	Sink vanity tops should have kerb aprons and be properly graded	<ul style="list-style-type: none"> <li>Kerb aprons prevent water spillage and wetting of clothes</li> <li>Graded vanity top avoids water ponding</li> </ul>
8	Liquid soap or foam soap dispenser with transparent window/soap level indicator to be located near or above wash hand basin	<ul style="list-style-type: none"> <li>Transparent windows facilitate monitoring and enable timely refills of soap</li> </ul>
9	Provide centralised foam soap dispensing reservoir to support automatic refilling of foam soap in dispenser, if possible	<ul style="list-style-type: none"> <li>Useful for larger premises as it reduces the need for cleaners to replenish liquid hand soap, thereby allowing for more efficient allocation of manpower resources</li> </ul>

## Urinals

10	<ul style="list-style-type: none"> <li>Install wall-hung full-length urinals with a minimum of 800mm in height</li> <li>There should also be a scupper drain with grating (width of not less than 150 mm) underneath the urinals and parallel to the wall where urinals are installed</li> </ul>	<ul style="list-style-type: none"> <li>Full-length urinals reduce splash back and suit various user heights (including children)</li> <li>Facilitates the removal of dripping during cleaning of floor</li> </ul>
11	Use anti-bacterial tiles with anti-odour and anti-stain properties under areas where urinals are installed	<ul style="list-style-type: none"> <li>Enhances hygiene and cleanliness by reducing the growth and spread of harmful microorganisms, controlling unpleasant smells, and making it easier to maintain a clean appearance</li> </ul>

## Water Closets

12	Ensure water closets have features that ease maintenance, such as rimless design and vortex flushing	<ul style="list-style-type: none"> <li>Facilitates easier cleaning and maintenance, which can lead to savings on cleaning supplies and labour costs over time</li> <li>Prevents germ build-up and maintains cleaner appearance</li> </ul>
13	A water closet with a bidet fixture to be installed within at least one toilet cubicle <ul style="list-style-type: none"> <li>Optional: Incorporate anti-theft feature for the bidet fixture, where possible</li> </ul>	<ul style="list-style-type: none"> <li>Bidet fixtures facilitate toilet users to practise good personal hygiene</li> </ul>

## Tiles, Surfaces and Materials

14	Install anti-slip tiles, and all surfaces should be impermeable and flat (including doors), with no crevices for ease of cleaning	<ul style="list-style-type: none"> <li>Facilitates easier cleaning and maintenance</li> </ul>
15	Use larger tile sizes (e.g. minimally 300mm by 300mm)	
16	Use anti-mould grouting	
17	Incorporate environmentally-friendly design and features in the design and selection of materials/products	<ul style="list-style-type: none"> <li>Reduces the overall environmental impact of premises' operations, as well as leverages long term cost savings (e.g. energy-efficient fixtures and water-saving features). These can include Singapore Green Building Council (SGBC) Green Certification Products</li> </ul>

## User-friendly Features

18	Install grab bars in at least one toilet cubicle and urinal (in male toilets)	<ul style="list-style-type: none"> <li>Provides crucial support for elderly patrons and those with mobility issues, reducing risk of falls and injuries</li> <li>With Singapore's ageing population, installing grab bars demonstrates a commitment to adopt inclusive design that caters to all members of our community</li> </ul>
19	Provide coat hooks or shelves within each toilet cubicle	<ul style="list-style-type: none"> <li>Improves toilet usability for users</li> </ul>

## Toilet Technology, Storage Area and Maintenance

20	Install simple feedback mechanism (e.g. QR codes or toilet technology sensors such as ammonia, people-counter sensors to alert cleaners and facilitate cleaning)	<ul style="list-style-type: none"> <li>Allows for real-time reporting and/or monitoring of cleanliness issues, enabling prompt response from cleaners</li> <li>Data gathered can also help premises identify recurring problems or high-traffic periods, which will allow for more efficient allocation of cleaning resources and inform long-term maintenance strategies</li> </ul>
21	Provide a concealed storage area for keeping cleaning tools and equipment (e.g. mop, pail, broom) in the toilet	<ul style="list-style-type: none"> <li>Allows for a tidier and more pleasant environment for users while facilitating quick responses to cleanliness issues via easy access to cleaning tools</li> </ul>
22	<ul style="list-style-type: none"> <li>Provide at least one litterbin below or near wash hand basins</li> <li>Provide a separate sanitary bin in each cubicle in female and unisex toilets. Standalone bins shall always be covered and operated without hand contact</li> </ul>	<ul style="list-style-type: none"> <li>Enables convenient waste disposal</li> <li>Covered bins prevent the spread of bacteria, odours, and cross-contamination</li> </ul>

