ASEAN PUBLIC TOILET STANDARD

one vision
one identity
one community

ASEAN Public Toilet Standard

The ASEAN Secretariat
Jakarta

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ASEAN PUBLIC TOILET STANDARD

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I

ASEAN Public Toilet Standard

1. Foreword

The objective of this standard is to develop an ASEAN Public Toilet Standard that can be implemented by ASEAN Member States to ensure the quality, comfort, safety and proper waste management of public toilets in general at touristic destinations within the ASEAN Region.

The development of the ASEAN Public Toilet Standard is in line with the ASEAN Tourism Strategic Plan (ATSP) 2011-2015. With reference to the previous toilet standard the resulting standard will still focus on four main criteria which are Design & Environmental Management System, Amenities & Facilities, Cleanliness and Safety.

2. Introduction

A basic yet vital component in the tourism industry that can make or break the tourist experience is when the tourist has to use the toilet. These toilets need to be clean, hygienic, complete with various amenities and facilities, located conveniently, well maintained and using proper waste management systems. There are various types of toilets within the ASEAN region with different norms and designs. This standard looks at common criterias that should be practiced at all public toilets in the ASEAN region.

3. Scope

The Public Toilets Standard is divided into four main criteria which recommend how a public toilet should be maintained: Design and Environmental Management System, Amenities and Facilities, Cleanliness and Safety.

A public toilet as defined by this standard is a room or booth shared by all people at all times for urination and defecation consisting of at least a bowl fitted with or without a seat (seating or squatting) and connected to a waste pipe and a flushing apparatus. This standard also focuses on public toilets frequented by tourists at places of interest/transit points/popular shopping areas.

4. Terms & Definition

4.1. Public Toilet

Public Toilet is a room or booth shared by all people for urination and defecation consisting of at least a bowl fitted with or without a seat (seating or squatting) and connected to a waste pipe and a flushing apparatus.

4.2. Waste Management

Waste management is the collection, transport, processing or disposal, managing and monitoring of waste materials. The term usually relates to materials produced by human activity, and the process is generally undertaken to reduce their effect on health, the environment or aesthetics. Waste management is a distinct practice from resource recovery which focuses on delaying the rate of consumption of natural resources. The management of wastes treats all materials as a single class, whether solid, liquid, gaseous or radioactive substances, and tried to reduce the harmful environmental impacts of each through different methods.

4.3. Cubicle

Booth or room for urination/defecation within the toilet. Often these have lockable doors for privacy and will either have a latrine, toilet paper, water bidet and dispenser, shelf and coat hanger.

4.4. Visitor

Refers to anyone, male or female who is using the toilet.

5. Criteria

5.1. Design and Environmental Management System

5.1.1. Good waste water management system and standardized water treatment system

The public toilet should use a proper waste management system and standardised water treatment system approved by the local government/authority/entity.

5.1.2. Pleasant landscape and design

The surrounding area of the toilet should be kept clean, safe and provide easy access for visitors. The exterior and interior design can either use traditional or modern architecture

5.1.3. Clear public toilet signboards

Toilets signs should be placed at visible conspicuous areas for visitor convenience.

5.1.4. Encourage the appropriate use of the toilet and importance of hygiene

Notices encouraging the proper use of the toilets should be placed near/at visitor's field of view when using the toilets. These notices should clearly explain the operation and importance of hygiene, cleanliness and tidiness and also shall not be encourage as smoking area.

5.1.5. Disabled and elderly facilities

Each toilet should have at least one toilet for the disabled. These toilets should have bigger doors for wheel chair access and railings for support near the latrines.

5.2. Amenities and facilities

5.2.1. Appropriate space for each cubicle

Each cubicle should have ample space to cater for a full grownman/woman.

5.2.2. Sufficient provision of amenities

Provision of amenities such as tissue, toilet paper/hand dryer, waste bin or sanitary bin, soap, water and hand wash must be available at/in the toilet/cubicle at all times.

5.2.3. Coat hangers and ledges in cubicles

Placement of coat hangers within the cubicle. Cubicles should have ledges to place

5.3. Cleanliness

5.3.1. Adequate air circulation & ventilation system

The toilet should have appropriate ventilation system installed in the toilet or at least have open windows for air circulation.

5.3.2. Good smell and no dirty areas

Toilets shall have no bad odour for the comfort of the visitor. Owners/managers of the toilet must ensure there are no dirty areas in the toilet such as at corners, behind toilet bowls etc.

5.3.3. Floors should be kept clean and dry

All toilet floors shall be kept clean and does not retain water dry at all times.

5.3.4. Trained personnel on the facility for cleaning and maintenance

Toilet attendant are recommended to be stationed at toilets for cleaning and maintenance purposes.

5.3.5. Customers' suggestion box

A suggestion box should be conveniently placed near or around the entrance of the toilet. Toilet operators/managers/owners is responsible for taking action on the suggestion forms when appropriate.

5.3.6. Regular cleaning and maintenance of the toilet premises

Toilet Operators/managers/owners must practice regular cleaning and maintenance on the toilets. (e.g. replacement of light bulbs, replacement of broken doors, mirrors, coat hangers and leaks etc)

5.4. Safety

5.4.1. Adequate lighting

Toilets should have adequate lighting at the entrance, wash basin and cubicles.

5.4.2. Public location

The toilet should be located in a safe area to avoid from encouraging any unlawful activities.

5.4.3. No slippery ground or surface

Toilet floors should have good grip or are made of non-slippery material.

5.4.4. Firm construction

The toilet should be structurally firm with no signs structural cracks or defects. All exterior, interior and fixtures must be securely fastened such as locks, mirrors, hand dryer, soap dispenser, coat hangers etc.

5.4.5. Cleaning Agent

Toilet Operators/managers/owners are encouraged to use environmental friendly cleaning agent and the cleaning agent shall be kept at a safe area.

II

ASEAN Public Toilet Standard
Audit Checklist

1. Aknowledgements

For the development and revision of this document we acknowledge the work done by ICC (International Code Council), WTO (World Toilet Organization), RAS (Restroom Association of Singapore), ATI (Asosiasi Toilet Indonesia), Dr Town Planner Clara Greed, British Toilet Association, British Standard Institute, ADA (American with Disabilities Act), Singapore BCA (Building and Construction Authority) and Singapore's NEA (National Environment Agency).

2. Introduction

A basic yet vital component in the tourism industry that can make or break the tourist experience is when the tourist has to use the Public Toilet. These toilets need to be clean, dry and hygienic, complete with various amenities, accessories and facilities, located conveniently, well maintained and equipped with a proper waste management system.

Public Toilets should also provide safe and accessible facilities to the public at an adequate level of privacy to perform the necessary sanitary functions. These facilities should also cater to the needs of people of different cultural needs and genders, all age groups and people with disabilities.

The development of an APTS (ASEAN Public Toilet Standard) is one of the measures developed within the framework of the ASEAN Tourism Strategic Plan (ATPS) 2011-2015. The ATPS 2011-2015 engages the ASEAN member states to develop and implement standardized tourism services essential for helping ASEAN to become a Quality Single Destination. The Task Force for the establishment of ASEAN Tourism Standards has identified six areas where standards, criteria, requirements and guidelines for certification need to be addressed, one of this being Public Toilets.[1]

There are various types of toilets within the ASEAN region with different norms and designs. Also, the ASEAN region hosts countries with tropical weathers and high humidity levels and is home to various religions (i.e. Muslim toilet etiquette) and cultural habits influencing how the toilet is used (both squatting and seating habits, both washing and paper wiping habits). This handbook has been compiled with the purpose of establishing a standard applicable to all Public Toilet premises in the ASEAN region, as a guideline to assist in the auditing of Public Toilets according to the ASEAN Public Toilet Standard (APTS) (as issued on June 25 2012), in short as a tool to improve the quality of Public Toilets and therefore of the tourism experience.

[1] The other areas: Green Hotel, Food and Beverage Services, Home Stay, Ecotourism and Tourism Heritage

3. Objectives

The objectives of this handbook are as follows:

1. To explain the guidelines for Public Toilet assessment according to the ASEAN Public Toilet Standard.
2. To explain best practices for Public Toilet design, and management in conformity with ASEAN Public Toilet Standard requirements, categorized by various audit sections.
3. To explain the criteria for scoring and classifying a Public Toilet according to the ASEAN Public Toilet Standard.

4. Scope

This handbook shall be used as a guideline for assessing Public Toilets in the ASEAN region according to the ASEAN Public Toilet Standard and shall serve as a reference for the implementation of the standard.

The ASEAN Public Toilets Standard is divided into four main criteria regulating various aspects of how a Public Toilet should be maintained. These are:

1. Design and Environmental Management System
2. Amenities and Facilities
3. Cleanliness
4. Safety

The Standard also focuses on Public Toilets frequented by tourists at places of interest/transit points/ popular shopping areas.

5. Implementation

This handbook shall be used as a guideline in the assessment process and in the establishment of the APTS.

This handbook shall be used as a guideline for conformance and self-assessment with reference to the ASEAN Public Toilet Standards requirements. When non-compliance of the standards is found, this handbook shall be consulted to create corrections, improvements and preventative plans.

This handbook shall be used as a tool for auditors of the ASEAN Public Toilet Standards to determine the conformity of the assessed Public Toilets.

IMPORTANT:

The APTS Public Toilet Standard - inclusive of Audit Checklist and its tools - is to be considered voluntary and the decision whether to implement it mandatorily is to be remitted to each ASEAN Member State's willingness.

6. Terms and Definitions

6.1. Ambulant

Ambulant (of a patient) refers to a person able to walk about; not confined to bed.

6.2. Amenities

Amenities refer here to all accessories including waste bins, hand dryer blowers, mirrors, toilet paper (roll) dispensers, medical sharp disposal units, tissue dispensers, air fresheners, clothes hooks etc. provided on or within Public Toilets' walls.

6.3. ASEAN Context

ASEAN Context refers here to the entire region comprising the ten South East Asian Nations under ASEAN's jurisdiction.

6.4. Audit Checklist

Audit Checklist refers here to a document that is created during the audit planning stage. This document is essentially a list of the items that must be fulfilled as part of the audit. This document is used by auditors in the course of the audit and serves to collect all the findings collected during the audit.

6.5. Backflow

Backflow refers to the flow of water or other liquids or substances into the distributing pipes of potable water supply from any source other than its intended source.

6.6. Blind

Blind (of a patient) refers to a person unable to see because of injury, disease, or a congenital condition.

6.7. Blind Audit

Blind Audit a Blind Audit refers here to an audit performed to randomly selected certified Public Toilets within the second year of certification, without their managers or owners being informed ahead of the audit. The Certification Body's accredited Assessors/Auditors perform blind audits by collecting the relevant data necessary for their assessment (i.e. pictures of the premise, randomised interview of users' to test their level of satisfaction, etc.). Public Toilets

blind-audited can be found: i) compliant or ii) not compliant. The result being respectively: i) no action taken and ii) request of remedy action. In this second case, the Public Toilet owner/ manager can ask for another audit appointment in the same year the Public Toilet was found not compliant.

6.8. Corrective Action Log

Corrective Action Log refers here to the record log of the corrective actions undertaken to address suggestion logs.

6.9. Cubicle

Cubicle refers to a booth or room for urination/defecation siting within the Public Toilet. Cubicles have generally lockable doors for privacy and will provide fixtures, fittings and amenities. Among these: WCs (bowl or squatting pan or both) and/or urinals, toilet paper, washbasins and other accessories.

6.10. Clean, Cleanliness

Clean, Cleanliness refer here to an ambient that is physically and visibly dry, free from dirt, impurities, rubbish, waste material and harmful articles (i.e. sharp items) and that is odourless.

6.11 Cleaning

Cleaning refers here to the process of ensuring that all Public Toilet surfaces are dry, free from dirt, impurities, waste and harmful articles.

6.12. Disabled population

Disabled population refers to people with disabilities, including but not limited, to mentally challenged people, the blind, the visually impaired, the ambulant, the bound to wheelchair, the aged.

6.13. Fittings (a small part on or attached to a piece of furniture or equipment)

Fittings (a small part on or attached to a piece of furniture or equipment) refer here to supply or waste fittings, the first ones controlling the volume and flow in a WC/urinal/wash basin attached to them, the second ones conveying the toilet wastes from the outlet of a fixture (WC/ urinal) to the connection to the drainage system.

6.14. Fixtures (a piece of equipment or furniture which is fixed in position in a building)

Fixtures (a piece of equipment or furniture which is fixed in position in a building) refers here to a device (i.e. urinal, WC, wash basin) that is permanently or temporarily connected to the water supply system of the Public Toilet premise and requires constant supply of water in order to discharge wastewater, liquid waste materials or sewage to the drainage system of the Public Toilet premise. Fixtures that are not requiring a water supply connection to function properly, must be accepted by the competent local authority (i.e. dry WC, urinals).

6.15. Fixture supply

Fixture supply refers here to the water supply pipe connecting the fixture (i.e. WC/urinal) to a branch or to the main water supply pipe.

6.16. Inspection Card Toilet

Inspection Card Toilet refers here to the document containing toilet operator/manager/owner maintenance plan & monitoring of the toilet.

6.17. Local government/authority/entity refers

Local government/authority/entity refers here to the authority having jurisdiction and being responsible for enforcing the requirements of a standard, code and/or guidelines and for approving of equipment, materials, procedures and installations.

6.18. Public Toilet

Public Toilet refers to a room or booth for use by the public for urination and defecation purposes consisting of one or more water closets and/or squatting pans which are/or are not connected to a waste pipe and a flushing device (in this last case so called compost and dry toilets). Public Toilets can be classified as such in the following premises:

i. Shopping Malls, including the floor in commercial buildings with shops;
ii. Supermarkets and wet markets;
iii. Eating establishment (restaurants, food centres, bars, nightclubs, discos, public beach toilets, pubs);
iv. Stand alone public toilets on streets, squares;
v. Parks,
vi. Tourism attractions in both rural and urban settings (i.e.: museums, burial grounds, etc.);
vii. Stations, Bus terminals, Underground trains stations, on board Trains and aeroplanes toilets;
viii. Petrol stations
ix. Exhibition Halls, Concert Halls, Convention Halls, Movie Theatres
x. Stadiums
xi. Community Centres/Clubs;
xii. Public sports centres and swimming pools;
xiii. Heritage, conservation sites, religious sites and places of worship in both rural and urban settings.[2]

6.19. Reticulated sewerage system refers

Reticulated sewerage system refers here to the system of pipes, sewers and drains that are used to convey sewage from a property (in this case a Public Toilet premise) to a sewage treatment plant.

[2] Readapted from NEA Code Of Practice (last update 2010), NEA

6.20. Safe, safety

Safe, safety refers here to an adequate degree of protection/not exposure to potential risks of danger and/or of injury whether deliberate or accidental.

6.21. Self Assessment Checklist

Self Assessment Checklist refers here to a tool including basic requirements under the Audit Checklist. Its compilation gives the owner/manager and the relevant authority an idea of the status of the toilet. This checklist - together with the official audit request - form the necessary documentation that has to be provided to the relevant authority prior to the official on site audit. See Annex B.

6.22. Toilet Suggestion Log

Toilet Suggestion Log refers here to the record of suggestions collected from the suggestion box placed inside the Public Toilet.

6.23. Toilet Visitor

Toilet Visitor refers here to anyone, who is visiting and using the Public Toilet.

6.24. Universal Design (UD)

Universal Design (UD) the planning of architectural environments, individual products or fixtures to meet the needs of people of all ages and abilities. It is the practice of inclusive, equitable design for all.

6.25. Visually Impaired (of a patient)

Visually Impaired (of a patient) refers to a person partially or completely blind.

6.26. Waste Management

Waste Management waste management is the collection, transport, processing or disposal, managing and monitoring of waste materials. The term usually relates to materials produced by human activity, and the process is generally undertaken to reduce their effect on health, the environment or aesthetics. Waste management is a distinct practice from resource recovery, which focuses on delaying the rate of consumption of natural resources. The management of wastes treats all materials as a single class, whether solid, liquid, gaseous or radioactive substances, and tries to reduce the harmful environmental impacts of each through different methods.

7. Abbreviations

ATPS ASEAN Tourism Strategic Plan 2011-2015
APTS ASEAN Public Toilet Standard (finalised and adopted as of 25 June 2012)
ASEAN Association of South East Asian Nations

F	Female
H	Handicapped
M	Male
VOC	Volatile Organic Compounds
UD	Universal Design
WC	Water Closet
WTO	World Toilet Organization

8. Criteria Guideline

The APTS establishes four main criteria that should be satisfied in Public Toilets in order to attain accepted standardised levels for tourism purposes.
These criteria are:

1) Design and Environmental Management System;
2) Amenities and Facilities
3) Cleanliness
4) Safety

8.1. Design and Environmental Management System

The Design criteria in Public Toilets refer to various aspects, among which:

- **Path Finding:** Clear signage indicating the presence of a Public Toilet. Toilet facilities must be designated by a legible sign for each sex and for the disabled located near the entrance to each toilet facility and displayed clearly in main passageways. Signage should be commonly recognizable (female/male/disabled signage in dark colour contrasted on light, reflective background). See Annex A, Illustrations 1, 2, 3.
- **Privacy:** referring to the adoption of a single entrance/exit, which is door-less and designed as a maze blocking the immediate view of the interior from the outside. Mirrors, urinals and cubicles should be placed away from the line of sight of the entrance/exit. Modesty boards between urinals should be provided that are of full length but not fixed to the ground (to allow easy cleaning of the area underneath). See Annex A, Illustrations 4, 5, 6.
- **Pathogens Transmission Path Control:** referring to the minimization of direct touch (hand/body) surfaces (i.e. maze shaped door-less entrances/exits – see above –, automatic wash basin taps, flush mechanisms, sanitary bins, toilet/tissue paper dispensers etc.).
- **Proper ratio of fittings:** the ratio of fittings in male and female toilets shall be 5:3, for example 5 WC for female and 3 WC for male toilets.[3]

[3] Women take longer to use the toilet and they are often the majority of users in many localities - A Code of Practice for Public Toilets in Britain, Greed C. 2007, http://kb.keepbritaintidy.org/toilets/publications/code.pdf

- **Proper provision of toilets (and areas):** toilet should be provided in "hot spot areas", such as in parks, immigration checkpoints, shopping centres, main transport stations and airports, tourism locations etc. - where at least minimum toilet provision should be installed – and in town centres.[4] It is recommendable that – same as with existing UK guidelines – a local authority should, at least, provide:
  - No less than 1 cubicle per 550 women and female children;[5]
  - No less than one cubicle (or one urinal) per 1,100 men;
  - No less than and one unisex cubicle for people with disabilities per 10,000 population;
  - No less than one unisex baby changing facility per 10,000 people. Where no such separate rooms exist in main Public Toilets, mothers with babies tend to use the disabled toilets – given the lack of space in the regular (abled) toilets. It is therefore recommended to double handicapped facilities to be used for multiple purposes (handicap – baby feeding – baby changing). These special areas and the multiple use of handicapped facilities should be properly signalled both from outside and nearby the toilet. These facilities when independent (not shared with disabled premises) should be equipped with a sink, soap and tissue dispensers, a foldable changing diapers bench and a waste and sanitary bins (hand-free with foot pedal) with liners as minimum accessories. See Annex A, illustrations 7, 8 and 9.
- **Surrounded landscaping:** should be pleasant but not intrusive; provides easy access.
- **User education:** through introduction of visual education material encouraging the users to keep the toilet clean (no smoking, importance of hygiene, cleanliness, tidiness, etc.). To ensure proper behaviour picks up, a medium-long term awareness programme sponsoring a responsible behaviour should be introduced by the local government/ authority/entity.
- **Accessibility:** provisions for the disabled, the elderly and the children. Application of Universal Design in Public Toilet should be provided in accordance with standards, codes or laws adopted by the local government/authority/entity having jurisdiction. When no requirement there exists, we recommend the following general guidelines:[6]
  - Accessible route: to be provided which shall be usable by an unassisted wheelchair user. It should extend continuously from the closest street boundary or car parking space to the accessible toilet and be provided with railings. If elevated, it shall have a ramp with railings;
  - Accessible entrance: a door should be placed that is minimum 80 cm wide. It shall be opened from the inside out or be a sliding door;
  - Accessible cubicles: the cubicle's minimum size shall be no less than 1.5 m wide and 2.2 m deep for the whole length. Horizontal handrails shall be fixed at the rear,

[4] A Code of Practice for Public Toilets in Britain, Greed C. 2007

[5] Greed with Cunningham and Norton argue that the provision for women should be even doubled with respect to the UK standard so that 1 cubicle per 250 women and female children should be provided, while retaining the existing figure for the men unchanged - Better Public Toilets: A providers' guide to the provision and management of 'away from home' toilets, (2001) Winchester (British Toilet Association)

[6] For a comprehensive architectural coverage of handicapped and ambulant toilets the 2010 ADA (American Disability Act) standards for accessible design are recommended. In particular sections 213.1-7 and 603-606 complete: http://www.ada.gov/regs2010/2010ADAStandards/2010ADAstandards.htm#pgfId-1010419

sidewall adjacent to the toilet bowl and at the opposite side of the toilet bowl (drop down moveable handrail) at a height not exceeding 80 cm above the floor;

- Accessible WCs: WCs shall be set between 43 cm and 48 cm above the floor, measured to the top of the seat at the nose of the pan and fitted with a hinged seat no more than 2.54 cm thick unless required otherwise. Suggested side distance of the WC from the wall, not exceeding 50 cm and total distance from the back wall till the nose of the WC 75 cm (Greed, 2007);
- Accessible cubicle toilet paper dispensers: toilet paper dispensers should be located on or in the wall adjacent to the side of the toilet bowl. Dispensers should not stick out more than 10 cm into the minimum cubicle dimensions and shall be located to allow the paper to be dispensed within 30 cm of the nose of the toilet bowl and between 43 cm and 70 cm off the floor. A sensor activated waste bin (hand-free) and sanitary bin with liners should be located at the side of the toilet bowl, within immediate reach;
- Accessible cubicle washbasins: washbasins shall be located as close as possible to the WC to allow handicapped people to reach it easily - thus avoiding contact of dirty hands on various surfaces – at a distance that does not to interfere with a person transferring from the wheel chair to the toilet bowl. Washbasins, therefore, should be set at least 110 cm from the nose of the toilet bowl and shall be mounted at a maximum height of approximately 82 cm off the floor to allow wheelchair users to easily perform washing and grooming activities without being disturbed by any fittings and/or fixtures. Washbasins may be installed in counters or be free standing and attached to walls. All interior water supply and drainage piping should be concealed whenever possible;
- Ambulant toilet cubicles: these cubicles are to cater for ambulant people. Their minimum size shall not be less than 90 cm wide and 1,524 m deep and shall apply to the full height of the cubicle. Handrails shall be fixed to each sidewall adjacent to the toilet bowl at a height not exceeding 80 cm above the floor. A minimum clear door opening width of 70 cm shall be provided along with a toilet paper dispenser. A washbasin may be provided externally to the cubicle.
  See Annex A, illustrations 10, 11, 12.
- Accessibility for kids: provision of washbasins, WC, urinals hung at child's height. Toilets seats accommodating for kids are also desirable. See Annex A, Illustrations 13, 14 and 15.
- The colour of the wall tiles for accessible public toilets should adopt strong colour contrast to cater to the needs of the visually impaired.

- **Flood prone, low-water table, proximity to water bodies:** in areas (urban and rural) which are characterized by low water tables, affected by frequent flooding and/or in close proximity to water bodies, the construction and utilisation of elevated dry and compost toilets is recommended, to avoid fresh and marine water contamination.
- **Heritage and/or nature reserve conservation sites:** Public Toilets sited in these areas should possess the basic requirements to pass the audit.

The Environmental Management System criteria in Public Toilets refer generally to the existence of an appropriate waste management and water treatment systems[7] in the Public Toilets audited which are approved and in use by the local government/authority/entity.

In the audit checklist the Environmental Management System criteria refer specifically to the following aspects:

- **Proper waste management and water treatment systems:** the Public Toilet premise should adopt waste management and water treatment systems, which are in accordance with the standards approved by the local government/authority/entity.
- **Considerations for resource and water use saving:** the Public Toilet should consider the adoption of water saving measures, for example: utilization of sensor taps or self-closing delayed-action mechanical taps and flush; a considerate water flow per time use; provision of auto sensor foam soap dispensers (correct amount to reduce excessive water usage) and sensor automated hand dryers. Annex A, illustrations 16, 17 and 18.
- **Appropriate protection of potable water supply:** the supply lines and fittings for every toilet fixture should be installed so as to prevent backflow.
- **Appropriate wastewater management:** Public Toilets should be connected to a reticulated sewer. In cases where connection to a sewer is not possible, the use of secondary treatment plants should be considered (to allow for waste water treatment to higher standards than a basic septic tank) in accordance with local regulations for discharge and treatment of black and grey waters. Other systems may also be considered like composting or waterless toilets systems; in these cases, however, the type of system and consequent waste management method should be determined/influenced by site-specific characteristics and regulated in accordance with local existing guidelines for discharge and handling of waste.
- **Appropriate management of waste in the toilet premise:** cleaners should be trained on how to handle safely the waste (potentially hazardous) collected in the toilet to the existing waste collection station.
- **Use of natural light:** the public toilet should make use of natural lighting. Environmental friendly-lit Public Toilets in fact, reduce the use of energy.
- **Correct use and handling of cleaning agents:** cleaners should be trained in the correct usage of cleaning agents and of cleaning equipment for the different materials and finishes in the toilet.
- **Use of *environmentally friendly cleaning products*[8]:** the cleaning service provider should encourage the use of cleaning products, which mitigate the impact on the environment. These shall be used in accordance to manufacturers recommendations on

[7] The scope of the audit covers the connection of water supply and wastewater disposal to the fixtures located in the Public Toilet audited

[8] Environmentally friendly cleaning products do not contain any type of hazardous substances (carcinogen, allergic, teratogen); are 90% and above biodegradable; belong to some green label scheme (according to local regulations); have low VOCs and phosphate concentrations; are made out of at least 30% recycled material; have ISO 14001 process certification; have passed relevant lab tests from accredited local certifiers; have PH values not exceeding 11 - A guide to Better Public Toilet Design and Maintenance 2013, Restroom Association of Singapore

dilution, application and safe handling. Cleaning agents should contain no hazardous and no toxic substances. Ultimately, they should be compliant with the local environmental and safety regulations.

- **Compliant Cleaning service providers:** associations, corporations, businesses, facility management companies etc. should comply with the local environmental protection and safety standards. In time, there should be implemented a government certification scheme by which only accredited cleaning service providers are allowed to perform this activity.

8.2. Amenities and Facilities

The Amenities & Facilities criteria in Public Toilets refer generally to the provision of fittings, fixtures and amenities.

- **Fittings:**
  - The supply lines and fittings for every plumbing fixture should be installed in a way that prevents backflow.
- **Fixtures:**
  - Plumbing fixtures should be installed in a way that allows for easy access for cleaning and repair and in proper alignment with reference of the adjacent walls.
  - Fixtures should be defect less, have a smooth, non-porous surface and present no opportunity for concealed surfaces where dirt can easily accumulate and be hard to reach for cleansing.
  - Fixtures in Public Toilets have to be durable and of high quality given the high level of usage expected and should comply with relevant industry standards as accepted by the local government/authority/entity.
  - Fixtures in Public Toilets should be connected to the drain with corrosion resistant bolts or screws; joints to be sealed with elastomeric gasket, flange to fixture connection or an approved setting compound; joints formed where fixtures come in contact with walls or floors should be sealed.
  - Main fixtures in the Public Toilet premise are urinals, WCs and washbasins. These should not be closer than 45 cm from their center to any sidewall, partition, vanity top or other obstruction or closer than 90 cm center to center between adjacent fixtures. There should be at least 90 cm clearance in front of the WC, urinal or washbasin to any wall, fixture or door.
  - Cubicles containing WCs should be no less than 90 cm wide and 152.4 cm deep clear of opened doors (see section 1, accessible cubicles and accessible ambulant cubicles for appropriate cubicle dimensions for the disabled and ambulant people). All cubicles should be provided with locks or latches to allow for privacy. Although accessible from the inside only, authorised outside access key access may be necessary in case of emergencies. Cubicle doors and partitions should be tightly fit so as to avoid any openings and without legs to allow for easy cleaning underneath. Cubicle partitions should extend no less than 2 m above the floor level to allow for appropriate privacy and comfort.

- **Urinals**

  Urinals should be equipped with a flush valve and an automatic flush device to allow for flushing after use. The use of modern urinals, especially for new facilities, is recommended, as these allow for dual flush (a minimum of 3,4 litres to a maximum of 6 litres) and are therefore less water wasteful.[9] The fittings of urinals are better concealed to avoid vandalism and support ease of maintenance. Urinals are individually hung units placed on toilet walls; they should be more than 30 cm wide and the lip of the urine collection area should protrude from the wall by at least 30 cm. Urinals should be separated from modesty boards of lo ness than 30 cm x 80 cm; modesty boards should be hung at full length - but not touching the floor - to allow for adequate privacy and for cleaning of the area below them. Urinals, which include a water cleansing system, can be considered for use by Muslim men providing a waste bin (hand-free with foot pedal) with liners is made available in the immediate vicinity (See Annex A, illustration 19). When two or more urinals are installed, one should be reserved to the use of children and hung at a level appropriate for this use.

- **WCs**

  WCs should be equipped with a flush valve and an automatic flush device to allow for flushing after use. The use of modern water closets, especially for new facilities, is recommended, as these allow for dual flush (a minimum of 3,4 litres to a maximum of 6 litres) and are therefore less water wasteful.[10] WCs should preferably be hung on walls (without leg support to allow for easy cleaning) and should also be provided with hose and spring-loaded nozzles, one for each cubicle. When two or more WCs are installed, the use of sitting WCs with bidet incorporated should be considered - instead of squatting WCs - to minimise wetting of floors. In case squatting WCs had to be installed, then it is recommended only one should be fitted in the premise and possibly sited furthest away from the entrance; it should be equipped with hose and spring-loaded nozzles (instead of a sink with a bucket in order to avoid excessive wetting of floors) and a grab bar. The cubicle should be kerbed in such a way that the water will not flow out (as a result of cleansing activities) and the cubicle floor shall be properly graded towards the gully trap to collect excess water. It is advisable that the presence of a squatting facility be signalled. When two or more WCs are installed, one should be reserved to the use of children and hung at a level appropriate for this use. It is also recommended for male WCs to adopt the horse-shoe shaped sitting pan to minimize body part contact with it and therefore the risk of disease transmission. Annex A, illustration 22, 23 and 24.

- **Washbasins**

  Washbasins should be of appropriate size to allow for hand washing and grooming activities and also for avoiding splashing of water onto surrounding vanity, persons and floors. Washbasins should be casted inside vanity tops and located beneath the vanity. Vanity tops should be equipped with backsplash and apron edges. All washbasins

[9] Waterless WCs and urinals can be installed according to manufacturer's installation instructions, maintenance requirements and with the approval of the local government/authority/entity.

[10] Waterless WCs and urinals can be installed according to manufacturer's installation instructions, maintenance requirements and with the approval of the local government/authority/entity.

should have self-closing delayed action taps to conserve water. Sensor activated taps could be considered to maximise hygiene; water pressure, tap & vanity position and flow direction should be designed so as to minimize water splashing. Where there are two or more washbasins, at least one should be hung at children's reach. In public sites there should be a wash area located just outside the toilet.

- **Amenities:**

  In Public Toilets Amenities refer to the following aspects:

  - Appropriate provision of the following accessories:
    - Waste bins (hand-free with foot pedal) with liners.
    - Sanitary bins (hand-free with foot pedal) with liners.
    - Hand-dryer blower or tissue dispenser.
    - Sanitizers in every closet and urinal
    - Refuse bins (for used tissues).
    - Medical sharps disposal unit.
    - Toilet brush.
    - Soap dispensers.
    - (Extra large) toilet paper roll holder/toilet tissue sheet dispenser.
    - WC/toilet pan seats.
    - Ablution taps (coupled with hose and spring-loaded nozzle in at least one WC cubicle of each male and female Public Toilet). Floor drains should be provided within the cubicle: the flooring should be properly graded toward the floor drain. Ablution equipped areas should have proper signage to identify such facility on the cubicle door and should be in close proximity to the prayer area. (See Annex A, illustration 20 and 21).
    - Water hoses (in at least one cubicle).
    - Mirrors.
    - Clothes hangers (durable, of sufficient strength to support a minimum of 7 kilograms) to be placed at the back of each cubicle's doors.
    - Mop sink utilised by cleaning and maintenance personnel to clean and sanitize sited in a separate room, located closest as possible to the public toilet premise. This area should also host space for storing toilet consumable items, cleaning equipment and cleaning agents/material used to clean dry and sanitize the toilet (providing secure storage for hazardous material, i.e. cleaning chemicals).
    - WC and urinal sanitizers (tablets, liquid sanitizers: not to be connected to the water supply of the fixture to avoid water contamination).
    - Case secured electrical socket to be safely placed on the toilet premise wall at minimum two metres above the ground.
  - Optional provision of amenities such as:
    - Wash areas (i.e. showers, basins) outside Public Toilets serving beaches and wet markets.
    - Diaper changing benches or tables, child seats, placed in toilet locations frequently visited by families.
    - Sanitary pads distributing machines located immediately outside the toilet premise.

8.3. Cleanliness

The Cleanliness criteria in Public Toilets refer generally to the fact that all elements in the Public Toilet (including fixtures, cubicles, accessories, walls and floors) should be kept clean and dry at all times and that there should be no hidden dirty areas (room corners, areas behind the WC/urinal, under washbasins etc.). These criteria also refer to the general well keep-up and maintenance of the Public Toilet premise.

In the audit checklist the Cleanliness criteria refer specifically to the following aspects:

- **Air quality:** by maintaining good circulation, humidity control, room temperature, and air freshners
- **Adequate ventilation system:** to allow for absence of smell, keep the ambience dry and maintain an adequate temperature inside the toilet premise.
- **Water quality:** by maintaining colourless, odourless, and bacteria free water
- **Type and sequence of Cleaning (daily/periodic/specialised):** to allow for regular sanitization of the toilet premise:
  - Daily cleaning: is divided into spot cleaning[11] and thorough cleaning[12]
  - Periodic cleaning: is performed on a fixed schedule to target cleaning of accumulated stains and hard-to-reach areas (i.e. water traps, ceilings or fans)
  - Specialized cleaning: solves odour and stain problems, which cannot be removed by daily/periodic cleaning (carried out once a month on average).[13]
- **Scheduled cleaning:** detailing timing and frequency of cleaning[14] (daily/periodic/specialised): allows for keeping the toilet facility in a safe, dry and sanitised condition at all times. Inspection card to be placed inside the toilet area hanged visibly on the internal walls for record, monitoring and supervision of daily cleaning maintenance and made available for inspection.
- **Specialised training of cleaners and toilet maintenance:** cleaners should be professionally trained and certified by national accredited training providers to perform effectively and efficiently their tasks. Supervisors should be trained with the necessary skills to inspect and supervise the level of cleanliness and functionality of the toilet premise.
- **Suggestion box:** placed inside the Public Toilet to collect customers' suggestions for improvement to be followed up and implemented by the entity responsible for the Public Toilet.
- **General maintenance:** including replacement of faulty fixtures and performance of

[11] *Spot cleaning* is intended to targeting cleaning of soiled areas (usually carried out more than once a day - depending on the circumstances) whereas *thorough cleaning* refers to the cleaning of the entire toilet (usually carried out once a day).

[12] The sequence of thorough cleaning should be as follows: 1. Display of safety signage – check for defects; 2. Replace supplies; 3) Cleaning of spots (floor); 4) Cleaning of Toilet bowls and urinals; 5) Cleaning of toilet roll & tissue dispensers or hand dryer, vanity top, mirrors, wash basins and soap dispensers; 6) Empty waste and sanitary bins and sweep the floor; 7) Mop the floors; 8) Final inspection and removal of the safety signage. *World Toilet College - Restroom Specialist Training Course WTC 2006*.

[13] *World Toilet College - Restroom Specialist Training Course WTC 2006*.

[14] Timing and frequency of cleaning should be determined by the public affluence to the toilet. Generally speaking, cleaning should be done more frequently during peak-hours.

small repairs; reporting system of incidents/faulty aspects in the toilet premise.

- **Open and closing time:** appropriate to local demand and activity patterns. For Public Toilets that have an open and closing time, it is advisable these should be displayed clearly at the side entrance of the toilet premise.

Appropriate ventilation is one of highest requirement for a well-maintained, dry, odour-free, hygienic toilet. In the ASEAN region many countries experience tropical weather with high humidity levels. Humidity gives way to mould formation and this one to growing and release of harmful spores and VOCs leading to undesired effects.[15] Effective ventilation of the toilet premise should allow for recycled air to be dispelled quickly outdoors without causing nuisance to the neighbouring premises. Ventilation can be either natural or mechanical or both:

- Natural ventilation: natural ventilation is through windows, doors, louvers or other openings to the outdoor. Such openings' mechanisms should be accessible and controllable by the building owners. Air exchange rate should be of 5 Air changes/hour.
- Mechanical ventilation: mechanical ventilation (through fans or ventilation ducts) should allow for an air exchange rate of minimum 15 Air changes/hour. Low-level exhaust grilles in the cubicle near the WC allow for a quick off dispel of foul air.

Exhaust air should be dispelled outdoors at a position of at least 2 meters above ground and at least 5 meters from any opening (doors, windows, air intakes etc.) into the building to avoid its re-entering. Replacement air to be introduced directly from outdoors or from adjacent permanently conditioned/ventilated areas, through openings (i.e. doors) and preferably at floor level so as to facilitate dryness of the toilet floor.

8.4. Safety

The **Safety criteria** in Public Toilets refer generally to ensure that the visitors, the operators and cleaners have a safe use and access/exit to and from a toilet premise. Also safety at a public premise includes measures taken to prevent acts of vandalism against the toilets and the occurrence of antisocial/criminal activities at their premises. The choice of a Public Toilet location is essential, as a safe place choice will discourage the unfolding of unlawful activities.

In the audit checklist the Safety criteria refer specifically to the following aspects:

- **Concealment of interior water supply and drainage piping:** water supply and drainage piping connected to toilets and basins should be concealed to protect them against acts of vandalism.
- **Locking of toilet facilities:** for Public Toilets that have an open and closing time (i.e. in some tourism attraction sites or in shopping malls, etc.) it is advisable that the windows and entrance of Public Toilets be locked during non-operating hours.

[15] Among these: eye irritation, headaches, coughing, soar throat, nausea and vomiting.

- **Patrol Surveillance:** in public parks security patrolling should be extended to the there Public Toilets.
- **Appropriate lighting:** the Public Toilet should have provisions for lighting, when in operation:
  - Interior lighting: shall be provided at all times (during operating hours) when natural lighting is not available and shall be bright enough to illuminate entrances, exits, wash areas, cubicle & urinal spaces and publicly accessible areas. Lighting is directed at discouraging vandalism and at spotting areas of concealment.
  - External lighting: shall be provided at all times (during operating hours) when natural light is not available and shall be bright enough to illuminate entrances, exits, walkways, paths, parking spaces and open areas where access to the Public Toilet is required. Lighting is directed at discouraging vandalism and at spotting areas of concealment. It also prevents fall accidents.
  - Emergency lighting: emergency illumination devices shall be provided to allow for a safe exit from the toilet.
- General lighting: toilets could be provided (during operating hours) with warm color lighting for both general areas as well as washbasin areas: warm coloring helps creating a friendly environment, which should facilitate a more caring user behavior.

  Lighting should come ideally both from natural and artificial sources:

  - Natural light: when utilizing natural light, applicable national standards should be acceptable.
  - Artificial light: in absence of local standards, when utilizing artificial light, the average illumination should be between 100-300 lux over the area of the room to allow for proper cleaning, correct use, and safety.
- **Materials:** the Public Toilet should be provided with durable materials due to expected high usage:
  - Internal: all fixtures, fittings, piping, valves, accessories should be durable such as they will withstand the effects of weathering, heavy utilization, vandalism, heavy cleaning application and similar. Use preferably anti-graffiti material. Floors should be made of waterproof, anti slip surfaces (i.e.: stone, ceramic tiles, composite granite with nano coating and other durable surfaces); walls should be covered with durable surface material (i.e. ceramic tiles, glass block, natural stone and other durable surfaces).
  - External: exterior surfaces should be coated with or constructed with durable, anti graffiti material, wherever possible. There should be no signs of structural cracks/defects.
- **Cleaning Safety:** The operators and cleaners in the Public Toilet should apply a correct use of both cleaning chemicals and equipment. Cleaners should be provided with appropriate insurance coverage according to the local regulatory requirements.
- **CCTV surveillance:** CCTV surveillance devices should be provided outside the entrance of the Public Toilet premise in areas of high traffic (i.e.: Train stations, airports, Subway stations, etc.).

9. Auditing Guideline

9.1. How the criteria in the audit are used for Public Toilets assessment

The four main criteria established in the APTS represent the **four auditable areas** in the Audit Checklist:

1) Design & Environmental Management System;
2) Amenities & Facilities
3) Cleanliness
4) Safety

- The main criteria have been subdivided into **82 requirements, each carrying a grading**. The requirements have been distributed among the four sections of the Audit Checklist, as shown below:
  - Design & Environmental Management System: **19 requirements**
  - Amenities and Facilities: **20 requirements**
  - Cleanliness: **28 requirements**
  - Safety: **15 requirements**

9.2. Audit Assessment Methods

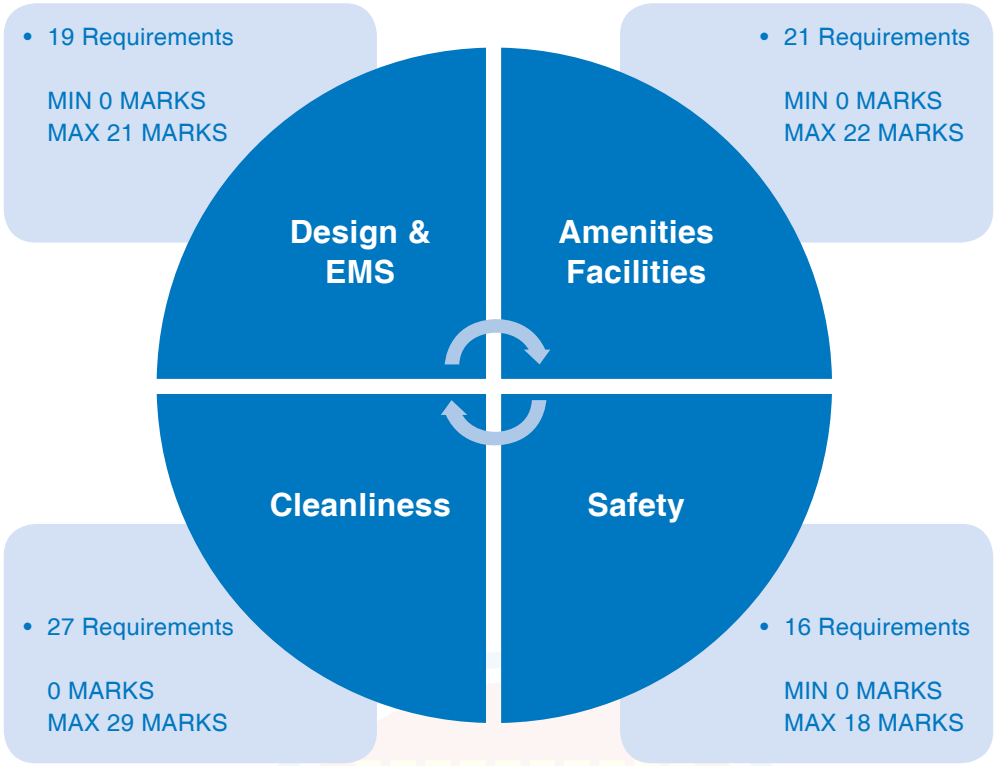
Depending on the number of requirements met during the audit and the total score of their summed grading, the Public Toilet can pass or fail the audit.

The appointed auditors are provided with the Audit Checklist document (see Annex B) containing the four main criteria and their respective 82 requirements. During the audit of a Public Toilet, the auditors will record in the respective column whether a requirement is met or is not met by applying a **positive score (1 or 2 = CONFORMANCE) or a negative score (0 = NON CONFORMANCE)** respectively.

IMPORTANT:
1) The Auditor assigns "2" (instead of "1") for conformance in the last items of each section of the Audit Checklist document (see Annex B).

The maximum score reachable during the audit is **90 marks**, the minimum is **0 marks**. The sum of the maximum scores per each section will give 90, that of the minimum scores 0. The marks have been distributed among the four sections of the Audit Checklist, as shown below:

- Design & Environmental Management System: **min 0; max 21 marks**
- Amenities and Facilities: **min 0; max 22 marks**
- Cleanliness section: min 0; max 29 marks
- Safety section: min 0; max 18 marks



A Public Toilet passes the audit when it reaches 70% (and above) of the total score, that is, 63(70% of 90):

PASS: 63 score and above
FAIL: 62 score and below

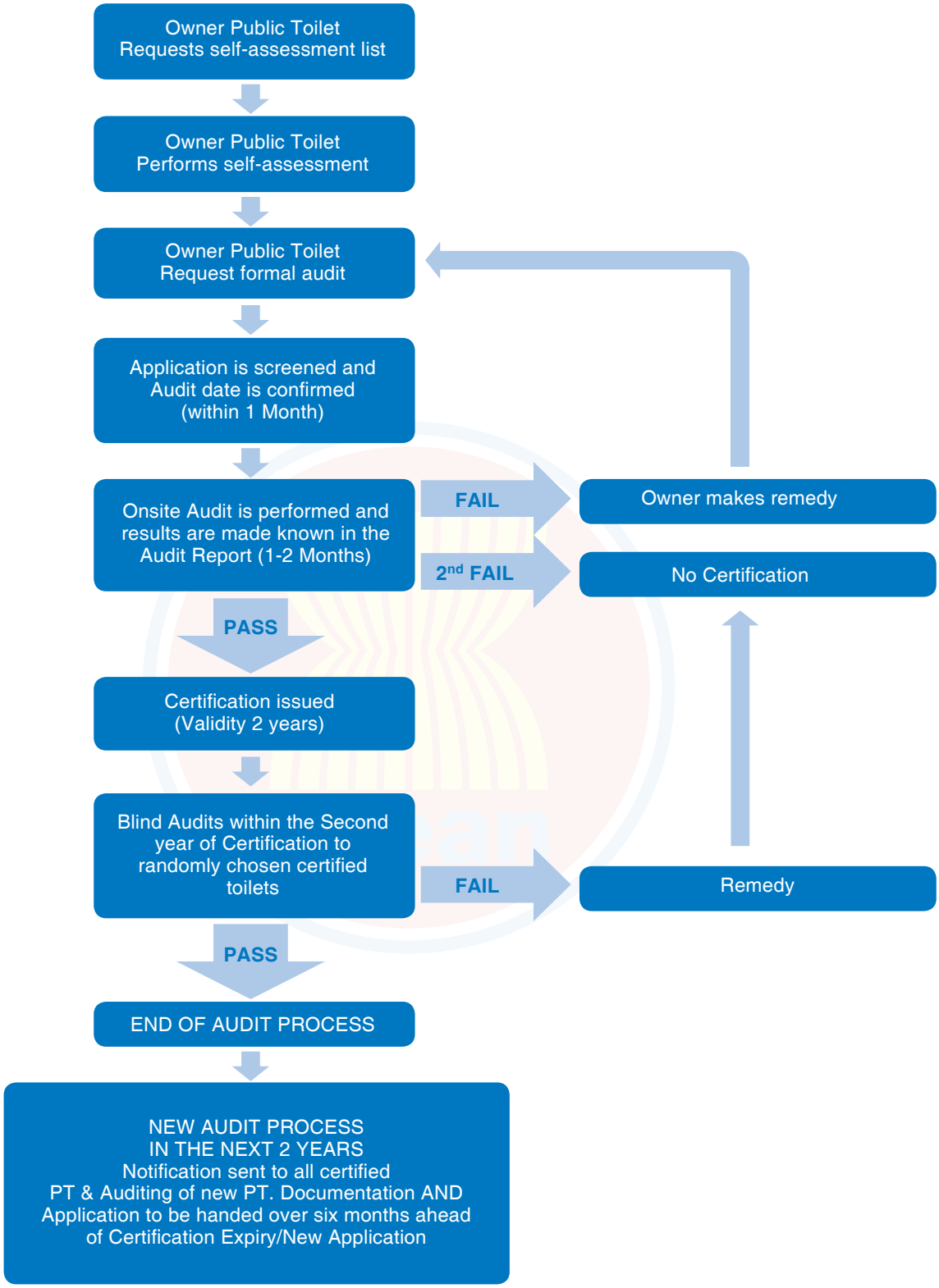
- In case of PASS the Public Toilet is given a certification valid for two years.
- In case of FAIL the Public Toilet is given a chance to take remedial action and ask for the next possible audit (audits are every two years).
- In case of FAIL of the second audit, Public Toilets should be considered for non-certification.
- Blind audits will be arranged within the two years of certification.
- A certified Public Toilet failing a blind audit is requested to make remedial action and ask for the next possible audit (audits are every two years).

Below is a snapshot example of the Safety Section of the Audit Checklist document:

	2. Amenities and Facilities						
NO.	**ITEM**			**REMARKS**	**F**	**M**	**H**
20	Fittings: Absence of backflow from supply lines and fittings to fixtures	0 = No	1 = Yes				
21	Fittings: Flushs	0 = Rusty / not working / leaking	1 = NOT rusty / working / NOT leaking				
22	Fixtures: Urinals, WCs & Squat pans	0 = Missing / damaged / NOT properly spaced (Guidelines 2.2)	1 = In place / intact / properly spaced (Guidelines 2.2)				
23	Fixtures: Urinals, WCs & Squat pans	0 = Not working / leaking / loose	1 = Working / NOT leaking / firm				
24	Fixtures: Waterless Urinals, WCs & Squat pans	0 = Industry NOT compliant (Guidelines 2.2)	1= Industry compiant (Guidelines 2.2)				
25	Fixtures: Cubicles	0 = Not compliant (Guidelines 2.2)	1= Compiant (Guidelines 2.2)				
26	Fixtures: Installations provide easy access for cleaning AND repair	0 = No easy access for cleaning & repair/ Not properly alligned	1 = Easy access for cleaning & repair / Properly alligned				
27	Fixtures: Wash basins	0 = Missing / damaged / leaking / choked	1 = In place / intact / NOT leaking/ NOT chocked				
28	Accessories: Basic provision of accessories (Guidelines 2.2)	0 = No	1 = Yes				
29	Accessories: Sanitary bins **(Mark N/A for Male Toilets)**	0 = Damaged / no foot pedal / half full / no liners	1 = Intact / with foot pedal / less than half full / with liners				
30	Accessories: Toilet seats	0 = Loose	1 = Firm				
31	Accessories: Coat hooks	0 = Loose	1 = Firm				
32	Accessories: Toilet paper rolls OR Toilet paper roll dispensers	0 = Not working / damaged / rusty / loose /	1 = Working / intact / NOT rusty / firm				
33	Accessories: Cubicle doors / locks	0 = Not working / damaged / rusty	1 = Working / intact / NOT rusty				
34	Accessories: Waste bins	0 = Damaged /no foot pedal / half or more than half full / no liners	1 = Intact / with foot pedal / less than half full / with liners				
35	Accessories: Hand-dryers OR Jet towels OR Paper towel dispensers	0 = Damaged / rusty / not working / empty	1 = Intact / NOT rusty / NOT melted / working / NOT empty				
36	Accessories: Soap dispensers	0 = Not working / damaged / rusty / leaking / empty	1 = Working / intact / NOT rusty / NOT melted / NOT leaking / NOT				
37	Accessories: Mirrors	0 = Cracked	1 = Intact				
38	Accessories: Optional provision of accessories (Guidelines 2.2)	0 = No	2 = Yes				
39	Accessories: Sanitizers	0 = Damaged / rusty / not working / empty	1 = Intact / NOT rusty / working / NOT empty				
40	Seating available (Indoor OR Outdoor)	0 = No	2 = Yes				
				Total marks (out of 22)			

9.3. Audit Process Flowchart

The procedure regulating the auditing of Public Toilets will pursue the following process:



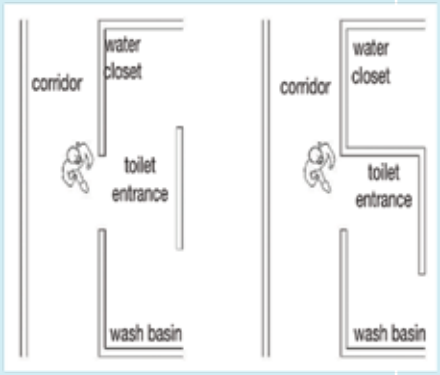
ANNEX A

Illustrations

ANNEX A

Illustrations 1, 2, 3: Signages on passageway; Signage at toilet premise

Illustrations 4, 5, 6: Maze Entry; Privacy entry (should avoid urinals reflecting mirrors); modesty boards



Illustrations 7, 8, 9: Baby changing/breast feed facility; Multipurpose handicap toilet room & signage

Illustrations 10, 11, 12: Accessible toilet design (BS8300 - 2001); Accessible toilet; Ambulant toilet

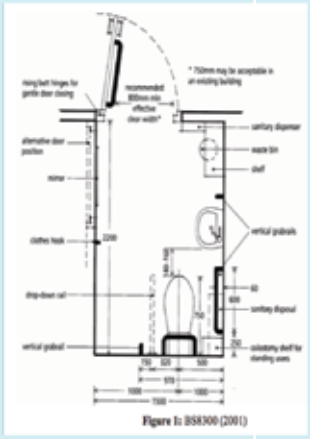


Figure 1: BS8300 (2001)

Illustrations 13, 14 and 15: Accessible toilet design for kids: Washbasin; Urinal; WC seat cover

Illustrations 16, 17 and 18: Considerations for water use and resource (i.e. paper) saving

Illustrations 19, 20, 21: Muslim wash urinal; Ablution area; WC with hose and nozzle

Illustrations 22, 23, 24: Squatting pan signage; Horse-shoe sitting pan for male WCs

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ANNEX B

Self-Assessment Checklist

ANNEX B

SELF-ASSESSMENT CHECKLIST

Date	
Executed by	
Address	
Contact Number	

Tick the relevant yes/no boxes

		Yes	No
1	**Toilet Entrance**		
1.1	Signage is clear and well visible from distance. Entrance is clean, uncluttered		
2	**General**		
2.1	Walls, ceiling are clean, dry, undusted and not littered		
2.2	Floors and Walls are clean, intact, dry		
2.3	There is no bad smell in the toilet		
2.4	Ventilation / openings for air circulation are in place and functioning		
2.5	Suggestion Box and Education material are in place		
2.6	Basic amenities are in place (i.e.: toilet paper, soap, bins, mirror, tissues etc.)		
2.7	Resource & water saving measures (sensor taps, natural light, ect.)		
2.8	Waste management and water treatment system approved by local authority		
2.9	Privacy: maze entrance, urinals and cubicle partitions		
3	**Wash Area**		
3.1	Taps, hand dryers, litter bins are in place and working		
3.2	No leakage, no damage to the fittings, fixture and plumbing		
3.3	Tissue/soap dispensers are in place, working and filled		
3.4	Wash area is overall clean, dry, tidy, not littered		
4	**WC**		
4.1	Cubicle door is clean, functioning and latched; lock/latch are intact		
4.2	WC has a toilet seat and lid		
4.3	Coat Hanger is in place and intact		
4.4	Toilet bowl/squat and seat are intact and unclogged, not stained		
4.5	Cubicle floor is uncluttered, clean and dry		
4.6	Manual/Auto flush is clean and functioning		
4.7	Toilet paper dispenser is intact and replenished		
4.8	Sanitary bin (hand-free with foot pedal) with liners is in place, is dry, clean, sanitized, odourless, intact		
4.9	Waste bin (hand-free with foot pedal) with liners is in place, is dry, clean, sanitized, odourless, intact		
5	**Urinals**		
5.1	Urinals are intact and unclogged, not stained		
5.2	Manual/Auto flush is clean and functioning		
6	**Safety**		
6.1	Internal and External lighting is in place and functioning		
6.2	There is appropriate CCTV/Patrolling		
6.3	Walls and Ceilings are intact, not cracked		

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ANNEX C

Audit Checklist and Report

ANNEX C

AUDIT CHECKLIST AND REPORT (1/5)

Date of Audit	
Auditor's Name	
Address of Public Toilet	
Name and contact of Owner	

Type of Public Toilet (Tick):

Hotel	Restaurant	Shopping Mall	Station	Market	Office
School	Food Centre	Tourist Place	Cinema	Park	Others

Items audited (Tick):

Item	Quantity	F	M	H
Urinals				
WCs				
Washbasins				

CRITERIA	MARKS	FEMALE	MALE	HANDICAPPED
Design and EMS	21			
Amenities and Facilities	22			
Cleanliness	29			
Safety	18			
TOTAL SCORE	90			

Result of the Audit (Tick):

Fail	62 and below
Pass	63 and above

Observations & Areas for Improvement:

Signature of Auditor:

Reviewed and Received by:

Date:

Design and Environmental Management System (2/5)

	1. Design						
NO.	**ITEM**			**REMARKS**	**F**	**M**	**H**
1	Clear and commonly recognisable signage in passageways and at toilet premise	0 = Missing	1 = In place				
2	Privacy: toilet interior not visible from the outside	0 = Missing	1 = In place				
3	Privacy: appropriate sized and sited modesty boards in between urinals	0 = Missing	1 = In place				
4	UD: Provision of one fully equipped standardized handicapped cubicle	0 = Missing	1 = In place				
5	UD: Provision of ramp(s) for wheelchair access	0 = Missing	1 = In place				
6	UD: Disabled distress alarm for emergencies inside disabled toilets	0 = Missing	1 = In place				
7	UD: Provision of WC / urinal for children	0 = Missing	1 = In place				
8	UD: Provision of handbars for the elderly in at least one cubicle	0 = Missing	1 = In place				
9	Surrounding landscape outside toilet premise is	0 = Intrusive/ NOT kept clean	1 = NOT inclusive/ Kept clean				
10	Presence of user visual education material (i.e.: no smoking, importance of hygiene, cleanliness, tidiness)	0 = Missing	1 = In place				
	Environmental Management System						
NO.	**ITEM**						
11	EMS: Sensor/Manual taps	0 = Water flows after 5"/Water cuts at 5" after use	1 = Water flows in < 5"/Water cuts at < 5" after				
12	EMS: Taps	0 = Weak water pressure	1 = Appropriate water				
13	EMS: (Sensor) Flushs	0 = Takes > 10" to operate	1 = Takes < 10" to operate				
14	EMS: Cleaning agents used respect the local environmental and safety regulations	0 = No	1 = Yes				
15	EMS: Cleaning equipment is stored and kept properly in a separate closet	0 = No	1 = Yes				
16	Standardised, legally approved waste & water management and treatment systems	0 = NOT in place	1 = In place				
17	Natural Lighting used	0 = NOT in place	1 = In place				
18	General Lighting: warm colour lighting	0 = NOT in place	1 = In place				
19	Internal Decoration (i.e. plants, thematic interior design)	0 = No	2 = Yes				
				Total marks (out of 21)			

Amenities and Facilities (3/5)

	2. Amenities and Facilities						
NO.	**ITEM**			**REMARKS**	**F**	**M**	**H**
20	Fittings: Absence of backflow from supply lines and fittings to fixtures	0 = No	1 = Yes				
21	Fittings: Flushs	0 = Rusty / not working / leaking	1 = NOT rusty / working / NOT leaking				
22	Fixtures: Urinals, WCs & Squat pans	0 = Missing / damaged / NOT properly spaced (Guidelines 2.2)	1 = In place / intact / properly spaced (Guidelines 2.2)				
23	Fixtures: Urinals, WCs & Squat pans	0 = Not working / leaking / loose	1 = Working / NOT leaking / firm				
24	Fixtures: Waterless Urinals, WCs & Squat pans	0 = Industry NOT compliant (Guidelines 2.2)	1= Industry compiant (Guidelines 2.2)				
25	Fixtures: Cubicles	0 = Not compliant (Guidelines 2.2)	1= Compiant (Guidelines 2.2)				
26	Fixtures: Installations provide easy access for cleaning AND repair	0 = No easy access for cleaning & repair/ Not properly alligned	1 = Easy access for cleaning & repair / Properly alligned				
27	Fixtures: Wash basins	0 = Missing / damaged / leaking / choked	1 = In place / intact / NOT leaking/ NOT chocked				
28	Accessories: Basic provision of accessories (Guidelines 2.2)	0 = No	1 = Yes				
29	Accessories: Sanitary bins (Mark N/A for Male Toilets)	0 = Damaged / no foot pedal / half full / no liners	1 = Intact / with foot pedal / less than half full / with liners				
30	Accessories: Toilet seats	0 = Loose	1 = Firm				
31	Accessories: Coat hooks	0 = Loose	1 = Firm				
32	Accessories: Toilet paper rolls OR Toilet paper roll dispensers	0 = Not working / damaged / rusty / loose /	1 = Working / intact / NOT rusty / firm				
33	Accessories: Cubicle doors / locks	0 = Not working / damaged / rusty	1 = Working / intact / NOT rusty				
34	Accessories: Waste bins	0 = Damaged /no foot pedal / half or more than half full / no liners	1 = Intact / with foot pedal / less than half full / with liners				
35	Accessories: Hand-dryers OR Jet towels OR Paper towel dispensers	0 = Damaged / rusty / not working / empty	1 = Intact / NOT rusty / NOT melted / working / NOT empty				
36	Accessories: Soap dispensers	0 = Not working / damaged / rusty / leaking / empty	1 = Working / intact / NOT rusty / NOT melted / NOT leaking / NOT				
37	Accessories: Mirrors	0 = Cracked	1 = Intact				
38	Accessories: Sanitizers	0 = Damaged / rusty / not working / empty	1 = Intact / NOT rusty / working / NOT empty				
39	Seating available (Indoor OR Outdoor)	0 = No	2 = Yes				
40	Accessories: Optional provision of accessories (Guidelines 2.2)	0 = No	2 = Yes				
				Total marks (out of 22)			

Cleanliness (4/5)

	3. Cleanliness						
NO.	**ITEM**			**REMARKS**	**F**	**M**	**H**
40	Signage on restroom door / near entrance	0 = Dirty	1 = Clean				
41	Public Toilet entrance	0 = Dirty / wet	1 = Clean / dry				
42	Generally the toilet is	0 = Dirty / wet	1 = Clean / dry				
43	Generally the cubicles are	0 = Dirty / wet / littered	1 = Clean/ dry / not littered				
44	Generally the washing area is	0 = Dirty / wet	1 = Clean / dry				
45	Generally maintenance (replacement of faulty fixtures/ small repairs; reporting of incidents) of the toilet is	0 = Bad	1 = Good				
46	Generally equipment is	0 = Dirty / smelly / badly kept	1 = Clean/ odorless / well kept				
47	Air Quality: The air quality of the toilet is	0 = Smelly	1 = Fragrant / odorless				
48	Water Quality : Water supplied in the toilet is	0 = Dirty / smelly	1 = Clean / colourless / odorless				
49	Accessories: Mirrors	0 = Dirty	1 = Clean				
50	Accessories: Sanitary bin **(Mark N/A for Male Toilets)**	0 = Dirty / Not free-hand / No liners / wet / unsanitized / smelly	1 = Clean / free-hand / with liners / sanitized / odor free				
51	Accessories: Waste bins	0 = Dirty / Not free-hand / No liners / wet / unsanitized / smelly	1 = Clean / free-hand / with liners / sanitized / odor free				
52	Fixtures: Wash basins	0 = Dirty / wet	1 = Clean / dry				
53	Fixtures: Vanity tops	0 = Dirty / wet	1 = Clean / dry				
54	Fixtures: Urinals / WCs (bowl/seat/squatting pan)	0 = Dirty	1 = Clean				
55	Fixtures: Cubicle walls/doors/locks	0 = Dirty	1 = Clean				
56	Ventilation: Window panels/exhaust air vents	0 = Damaged / broken / rusty/ loose / dusty	1 = Intact / NOT broken / NOT rusty / firm /undusted				
57	Ventilation: Mechanical ventilation OR Ceiling or wall fans / Extractor fans	0= Missing / damaged / broken / undusted	1 = In place / intact / dusted				
58	Ventilation: Ambience well ventilated, appropriate indoor temperature and humidity levels	0 = Poor or No ventilation / humidity	1 = Good ventilation / NO humidity				
59	Flooring	0 = Dirty/ wet	1 = Clean/ dry				
60	Floor drainages traps (inside and outside cubicles in the washing area)	0 = Missing / dirty / wet / clogged	1 = In place / clean / dry / NOT clogged				
61	Walls / ceiling	0 = Dirty	1 = Clean				
62	Scheduled cleaning (daily/periodic/specialised)	0 = Missing	1 = In place				
63	Process and quality for feedback and remedial action	0 = Missing / Slow and Inefficient	1 = In place / Quick and Efficient				
64	Cleaner is profesionally trained and certified by a National Accredited Training Entity	0 = Missing	1 = In place				
65	Suggestion Box	0 = Missing / damaged / dirty	2 = In place / intact / clean				
66	Cleaning Inspection card showing: frequency of cleaning, Cleaners AND Supervisor responsible	0= Missing/ daily cleaning frequency is less than twice/day	2 = In place / daily cleaning frequency is twice/day or more				
				Total marks (out of 29)			

Safety (5/5)

	4. Safety						
NO.	ITEM			REMARKS	F	M	H
65	Fittings: Supply AND drainage fittings/pipings	0 = NOT concealed	1 = Concealed				
66	Fittings: Supply AND drainage fittings/pipings	0 = NOT durable	1 = Durable				
67	Fixtures: Urinals / WCs (bowl/seat/squatting pan)	0 = NOT durable	1 = Durable				
68	Emergency Lighting	0 = Missing / not working / sufficient	1 = In place / working / sufficient				
69	Internal Lighting	0 = Missing / Not working / Insufficient	1 = In place / working / sufficient				
70	Cleaning Personnel Protective Equipment (PPE)/Insurance	0 = No	1 = Yes				
71	Accessories	0 = NOT durable / NOT anti-graffiti	1 = Durable / Anti - graffiti				
72	Flooring	0 = NOT waterproof / NOT anti - slip	1 = Waterproof / Anti - slip				
73	Flooring	0 = Damaged / broken	1 = Intact / not broken				
74	Walls (Internal)	0 = NOT durable / cracks / defects	1 = Durable / NO cracks/ NO defects				
75	Walls (External)	0 = NOT durable / cracks / defects / no anti - graffiti coating	1 = Durable / NO cracks/ NO defects / anti - graffiti coating				
76	Sharp edges	0 = No	1 = Yes				
77	Case eletric socket placed at least 2 metres above	0 = No	1 = Yes				
78	Disabled distress alarm for emergencies	0 = NOT working /Damaged	1= Working / Intact				
79	Handbars/railings for the aged/handicapped	0 = Damaged / Loose	2 = Intact / Firm				
80	CCTV surveillance OR Patrolling	0 = Missing	2 = In place				
				Total marks (out of 18)			

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ANNEX D

Corrective Remedy Plan

ANNEX D

CORRECTIVE REMEDY PLAN

ITEM	Area of non Conformance	Causes	Corrective Action	Due Date	Contact Person

References

ADA (American with Disability Act) A law enacted by the American Congress in 1990 encompassing a wide-ranging civil rights law that prohibits, under certain circumstances, discrimination based on disability (www.ada.gov)

ATI (Asosiasi Toilet Indonesia) an Indonesian-based organization devoted to raise awareness about sanitation issues in Indonesia. ATI works at various levels at national and subnational levels with the objective of advocating for better sanitation conditions with the objective of creating a cleaner, healthier and more environmentally friendly Indonesian society. ATI is official member of World Toilet Organization

BCA (Building and Construction Authority) Singapore's national authority under the Ministry of National Development, championing the development of an excellent built environment for Singapore. "Built environment" refers to buildings, structures and infrastructure in Singapore's surroundings that provide the setting for the community's activities.

BTA (British Toilet Association) is a UK-based Association devoted to represent the interest and aspirations of 'away from home' toilet providers, suppliers and users of all types and to act as the catalyst for change in the pursuit of standards of excellence in all areas of public toilet provision and management.

NEA (National Environment Agency) is Singapore's national agency for regulating national environmental issues.

WTO (World Toilet Organization) founded in 2001, WTO is a global non-profit committed to improving toilet and sanitation conditions worldwide. On 24 July 2013, WTO achieved a key milestone for the global sanitation movement when 122 countries co-sponsored a UN resolution tabled by the Singapore government to designate 19 November World Toilet Day as an official UN day.

III

ASEAN Public Toilet Standard
Checklist Criteria

	1. Design						
NO.	**ITEM**			**REMARKS**	**F**	**M**	**H**
1	Clear and commonly recognisable signage in passageways and at toilet premise	0 = Missing	1 = In place				
2	Privacy: toilet interior not visible from the outside	0 = Missing	1 = In place				
3	Privacy: appropriate sized and sited modesty boards in between urinals	0 = Missing	1 = In place				
4	UD: Provision of one fully equipped standardized handicapped cubicle	0 = Missing	1 = In place				
5	UD: Provision of ramp(s) for wheelchair access	0 = Missing	1 = In place				
6	UD: Disabled distress alarm for emergencies inside disabled toilets	0 = Missing	1 = In place				
7	UD: Provision of WC / urinal for children	0 = Missing	1 = In place				
8	UD: Provision of handbars for the elderly in at least one cubicle	0 = Missing	1 = In place				
9	Surrounding landscape outside toilet premise is	0 = Intrusive/ NOT kept clean	1 = NOT inclusive/ Kept clean				
10	Presence of user visual education material (i.e.: no smoking, importance of hygiene, cleanliness, tidiness)	0 = Missing	1 = In place				
	Environmental Management System						
NO.	**ITEM**						
11	EMS: Sensor/Manual taps	0 = Water flows after 5”/Water cuts at 5” after use	1 = Water flows in < 5”/Water cuts at < 5” after				
12	EMS: Taps	0 = Weak water pressure	1 = Appropriate water				
13	EMS: (Sensor) Flushs	0 = Takes > 10” to operate	1 = Takes < 10” to operate				
14	EMS: Cleaning agents used respect the local environmental and safety regulations	0 = No	1 = Yes				
15	EMS: Cleaning equipment is stored and kept properly in a separate closet	0 = No	1 = Yes				
16	Standardised, legally approved waste & water management and treatment systems	0 = NOT in place	1 = In place				
17	Natural Lighting used	0 = NOT in place	1 = In place				
18	General Lighting: warm colour lighting	0 = NOT in place	1 = In place				
19	Internal Decoration (i.e. plants, thematic interior design)	0 = No	2 = Yes				
				Total marks (out of 21)			

	2. Amenities and Facilities						
NO.	ITEM			REMARKS	F	M	H
20	Fittings: Absence of backflow from supply lines and fittings to fixtures	0 = No	1 = Yes				
21	Fittings: Flushs	0 = Rusty / not working / leaking	1 = NOT rusty / working / NOT leaking				
22	Fixtures: Urinals, WCs & Squat pans	0 = Missing / damaged / NOT properly spaced (Guidelines 2.2)	1 = In place / intact / properly spaced (Guidelines 2.2)				
23	Fixtures: Urinals, WCs & Squat pans	0 = Not working / leaking / loose	1 = Working / NOT leaking / firm				
24	Fixtures: Waterless Urinals, WCs & Squat pans	0 = Industry NOT compliant (Guidelines 2.2)	1= Industry compiant (Guidelines 2.2)				
25	Fixtures: Cubicles	0 = Not compliant (Guidelines 2.2)	1= Compiant (Guidelines 2.2)				
26	Fixtures: Installations provide easy access for cleaning AND repair	0 = No easy access for cleaning & repair/ Not properly alligned	1 = Easy access for cleaning & repair / Properly alligned				
27	Fixtures: Wash basins	0 = Missing / damaged / leaking / choked	1 = In place / intact / NOT leaking/ NOT chocked				
28	Accessories: Basic provision of accessories (Guidelines 2.2)	0 = No	1 = Yes				
29	Accessories: Sanitary bins (Mark N/A for Male Toilets)	0 = Damaged / no foot pedal / half full / no liners	1 = Intact / with foot pedal / less than half full / with liners				
30	Accessories: Toilet seats	0 = Loose	1 = Firm				
31	Accessories: Coat hooks	0 = Loose	1 = Firm				
32	Accessories: Toilet paper rolls OR Toilet paper roll dispensers	0 = Not working / damaged / rusty / loose /	1 = Working / intact / NOT rusty / firm				
33	Accessories: Cubicle doors / locks	0 = Not working / damaged / rusty	1 = Working / intact / NOT rusty				
34	Accessories: Waste bins	0 = Damaged /no foot pedal / half or more than half full / no liners	1 = Intact / with foot pedal / less than half full / with liners				
35	Accessories: Hand-dryers OR Jet towels OR Paper towel dispensers	0 = Damaged / rusty / not working / empty	1 = Intact / NOT rusty / NOT melted / working / NOT empty				
36	Accessories: Soap dispensers	0 = Not working / damaged / rusty / leaking / empty	1 = Working / intact / NOT rusty / NOT melted / NOT leaking / NOT				
37	Accessories: Mirrors	0 = Cracked	1 = Intact				
38	Accessories: Sanitizers	0 = Damaged / rusty / not working / empty	1 = Intact / NOT rusty / working / NOT empty				
39	Seating available (Indoor OR Outdoor)	0 = No	2 = Yes				
40	Accessories: Optional provision of accessories (Guidelines 2.2)	0 = No	2 = Yes				
				Total marks (out of 22)			

	3. Cleanliness						
NO.	ITEM			REMARKS	F	M	H
40	Signage on restroom door / near entrance	0 = Dirty	1 = Clean				
41	Public Toilet entrance	0 = Dirty / wet	1 = Clean / dry				
42	Generally the toilet is	0 = Dirty / wet	1 = Clean / dry				
43	Generally the cubicles are	0 = Dirty / wet / littered	1 = Clean/ dry / not littered				
44	Generally the washing area is	0 = Dirty / wet	1 = Clean / dry				
45	Generally maintenance (replacement of faulty fixtures/ small repairs; reporting of incidents) of the toilet is	0 = Bad	1 = Good				
46	Generally equipment is	0 = Dirty / smelly / badly kept	1 = Clean/ odorless / well kept				
47	Air Quality: The air quality of the toilet is	0 = Smelly	1 = Fragrant / odorless				
48	Water Quality : Water supplied in the toilet is	0 = Dirty / smelly	1 = Clean / colourless / odorless				
49	Accessories: Mirrors	0 = Dirty	1 = Clean				
50	Accessories: Sanitary bin **(Mark N/A for Male Toilets)**	0 = Dirty / Not free-hand / No liners / wet / unsanitized / smelly	1 = Clean / free-hand / with liners / sanitized / odor free				
51	Accessories: Waste bins	0 = Dirty / Not free-hand / No liners / wet / unsanitized / smelly	1 = Clean / free-hand / with liners / sanitized / odor free				
52	Fixtures: Wash basins	0 = Dirty / wet	1 = Clean / dry				
53	Fixtures: Vanity tops	0 = Dirty / wet	1 = Clean / dry				
54	Fixtures: Urinals / WCs (bowl/seat/squatting pan)	0 = Dirty	1 = Clean				
55	Fixtures: Cubicle walls/doors/locks	0 = Dirty	1 = Clean				
56	Ventilation: Window panels/exhaust air vents	0 = Damaged / broken / rusty/ loose / dusty	1 = Intact / NOT broken / NOT rusty / firm /undusted				
57	Ventilation: Mechanical ventilation OR Ceiling or wall fans / Extractor fans	0= Missing / damaged / broken / undusted	1 = In place / intact / dusted				
58	Ventilation: Ambience well ventilated, appropriate indoor temperature and humidity levels	0 = Poor or No ventilation / humidity	1 = Good ventilation / NO humidity				
59	Flooring	0 = Dirty/ wet	1 = Clean/ dry				
60	Floor drainages traps (inside and outside cubicles in the washing area)	0 = Missing / dirty / wet / clogged	1 = In place / clean / dry / NOT clogged				
61	Walls / ceiling	0 = Dirty	1 = Clean				
62	Scheduled cleaning (daily/periodic/specialised)	0 = Missing	1 = In place				
63	Process and quality for feedback and remedial action	0 = Missing / Slow and Inefficient	1 = In place / Quick and Efficient				
64	Cleaner is profesionally trained and certified by a National Accredited Training Entity	0 = Missing	1 = In place				
65	Suggestion Box	0 = Missing / damaged / dirty	2 = In place / intact / clean				
66	Cleaning Inspection card showing: frequency of cleaning, Cleaners AND Supervisor responsible	0= Missing/ daily cleaning frequency is less than twice/day	2 = In place / daily cleaning frequency is twice/day or more				
				Total marks (out of 29)			

	4. Safety						
NO.	ITEM			REMARKS	F	M	H
65	Fittings: Supply AND drainage fittings/pipings	0 = NOT concealed	1 = Concealed				
66	Fittings: Supply AND drainage fittings/pipings	0 = NOT durable	1 = Durable				
67	Fixtures: Urinals / WCs (bowl/seat/squatting pan)	0 = NOT durable	1 = Durable				
68	Emergency Lighting	0 = Missing / not working / sufficient	1 = In place / working / sufficient				
69	Internal Lighting	0 = Missing / Not working / Insufficient	1 = In place / working / sufficient				
70	Cleaning Personnel Protective Equipment (PPE)/Insurance	0 = No	1 = Yes				
71	Accessories	0 = NOT durable / NOT anti-graffiti	1 = Durable / Anti - graffiti				
72	Flooring	0 = NOT waterproof / NOT anti - slip	1 = Waterproof / Anti - slip				
73	Flooring	0 = Damaged / broken	1 = Intact / not broken				
74	Walls (Internal)	0 = NOT durable / cracks / defects	1 = Durable / NO cracks/ NO defects				
75	Walls (External)	0 = NOT durable / cracks / defects / no anti - graffiti coating	1 = Durable / NO cracks/ NO defects / anti - graffiti coating				
76	Sharp edges	0 = No	1 = Yes				
77	Case eletric socket placed at least 2 metres above	0 = No	1 = Yes				
78	Disabled distress alarm for emergencies	0 = NOT working /Damaged	1= Working / Intact				
79	Handbars/railings for the aged/handicapped	0 = Damaged / Loose	2 = Intact / Firm				
80	CCTV surveillance OR Patrolling	0 = Missing	2 = In place				
				Total marks (out of 18)			

IV

ASEAN Public Toilet Standard
Audit Manual

1. Introduction

This APTS Auditor Manual is intended for use by Auditor Trainees who have attended the pilot APTS Auditor Training Module developed by World Toilet Organization and Brunei Tourism in August 2014 in Brunei. In this respect, it can be considered as a work in progress.

The ASEAN Public Toilet Standard (June 2012) and the Audit Checklist & Guideline approved in Kuching by the ASEAN Member States NTOs (January 2014) encourage the adoption and observance of these standards and tools for Public Toilet assessment across the ASEAN region. The Manual contains guidance on what is an APTS Audit and how to perform it on Public Toilets according to the APTS Standard.

This is the first Version (V.1 - August 2014) of the Manual. Other Versions will follow in accordance to changing needs and updates of the Standard.

2. Abbreviations

AMS	ASEAN Member States
ATPS	ASEAN Tourism Strategic Plan 2011-2015
APTS	ASEAN Public Toilet Standard (finalized and adopted as of 25 June 2012)
ASEAN	Association of South East Asian Nations
EMS	Environmental Management System
F	Female
H	Handicapped
M	Male
M&E	Monitoring and Evaluation
NTO	National Tourism Organization
PPE	Personal Protective Equipment
QMS	Quality Management System
UD	Universal Design
WC	Water Closet

3. Terms and Definitions

3.1. Ambulant

Ambulant (of a patient) refers to a person able to walk about and not confined to bed.

3.2. Amenities

Amenities refer here to all accessories including waste bins, hand dryer blowers, mirrors, toilet paper (roll) dispensers, medical sharp disposal units, tissue dispensers, air fresheners, clothes hooks etc. provided on or within Public Toilets' walls.

3.3. APTS Audit

An official inspection of a Public Toilet, a systematic review or assessment of it against the ASEAN Public Toilet Standard.

3.4. APTS Auditors

Certified / Qualified persons whose task is to plan and perform audits to Public Toilets' quality, management and procedures in order to assess their performance and conformity with the APTS Standard.

3.5. ASEAN Context

ASEAN Context refers here to the entire region comprising the ten South East Asian Nations under ASEAN's jurisdiction.

3.6. Audit Checklist

The Auditing Tool being used by the Auditor in the on-site Audit stage. This document is essentially a list of the items that must be fulfilled as part of the Audit inspection. The Auditor needs to check all the requirements boxes in the Audit Checklist to be able to grade the Public Toilet.

3.7. Audit Criteria and Requirements

Audit (and Standard) Criteria provide the normative standards against which the audit evidence is judged. In other words, they are a set of reasonable and attainable standards of performance. Audit criteria provide the 'what should be' benchmark and are pitched at a high level[1]. The breakdown of criteria into more manageable statements that can be tested are called Requirements and these are number eighty in the APTS Audit Checklist[2].

3.8. Audit Evidence

Information that forms the foundation to support the Auditor's opinions, conclusions or reports. Evidence must be: i) quantitatively sufficient and appropriate to achieve the auditing results; and qualitatively impartial to inspire confidence and reliability; ii) pertinent to the Audit objectives; and economical in that the cost of gathering it is in line with the result which the Auditor is trying to achieve.

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1 See the *ASEAN Public Toilet Standard* (June 2012) and the *ASEAN Public Toilet Audit Checklist & Guideline*, ASEAN Public Toilet: Criteria Guideline, page 9-18

2 See ANNEX 8., 8.3, *Audit Checklist*

3.9. Audit Objectives

A precise statement of what the Audit intends to accomplish and/or the question the Audit will answer. This may include regularity or performance issues.

3.10. Audit Plan

The Auditing Tool in the form of a work plan that provides guidelines for action during the execution phase of the APTS Audit.

3.11. Audit Procedures

Instructions and details to be carried out systematically and reasonably.

3.12. Audit Report

The Auditing Tool enclosing the Auditor's written findings, opinion, recommendations and other remarks on completion of an Audit.

3.13. Audit Scope

The framework or limits and subjects of the Audit. The scope can often detail WHAT IS NOT the subject for an Audit.

3.14. APTS Standard and APTS Audit Checklist & Guideline

APTS Standard and APTS Audit Checklist & Guideline provide the necessary guidance to an Auditor in determining the criteria, requirements and benchmarks that should be applied to fulfill the Audit objectives. They are the criteria or yardsticks against which the quality of the Audit results are evaluated.

3.15. Auditee

A person or organization that is being audited.

3.16. Backflow

Backflow refers to the flow of water or other liquids or substances into the distributing pipes of potable water supply from any source other than its intended source.

3.17. Blind

Blind (of a patient) refers to a person unable to see because of injury, disease, or a congenital condition.

3.18. Blind Audit

A Blind Audit refers to an Audit performed to randomly selected certified Public Toilets within the second year of certification without their Owners or Managers being informed ahead of the Audit. The Auditors perform Blind Audits as a standard Audit, by collecting the relevant data necessary for their assessment (e.g. pictures of the premise, randomized interview of users' to test their level of satisfaction, etc.). Public Toilets, which are blind-audited, can be found in any of these two statuses: i) compliant or ii) not compliant. The result being respectively: i) no

action taken and ii) request of remedial action. In this second case, and if remedial action is taken promptly, the Public Toilet Owner/Manager can ask for another Audit appointment in the same year the Public Toilet was found not compliant.

3.19. Corrective Action Plan

The record log of the corrective actions undertaken to address non-conformances found.

3.20. Cubicle

Cubicle refers to a booth or room for urination/defecation located within the Public Toilet. Cubicles have generally lockable doors for privacy and will provide fixtures, fittings and amenities, among which: WCs (bowl or squatting pan or both) and/or urinals, toilet paper, washbasins and other accessories.

3.21. Clean, Cleanliness

Clean, Cleanliness refers to an ambient that is physically and visibly dry, free from dirt, impurities, rubbish, waste material, harmful articles (e.g. sharp items) and that is odorless.

3.22. Cleaning

The process of ensuring that all Public Toilet surfaces are dry, free from dirt, impurities, waste and harmful articles.

3.23. Disabled population

People with disabilities, including but not limited, to mentally challenged people, the blind, the visually impaired, the ambulant, the bound to wheelchair, the aged.

3.24. Findings, Conclusions and Recommendations

Findings are the specific evidence gathered by the Auditor to satisfy the Audit objectives; conclusions are the statements deduced by the Auditor from those findings; recommendations are courses of action suggested by the Auditor relating to the Audit objectives.

3.25. Fittings (a small part on or attached to a piece of furniture or equipment)

These are supply or waste fittings; the first ones controlling the volume and flow in a WC/urinal/wash basin attached to them, the second ones conveying the toilet wastes from the outlet of a fixture (WC/urinal) to the connection to the drainage system.

3.26. Fixtures (a piece of equipment or furniture which is fixed in position in a building)

A device (e.g. urinal, WC, wash basin) that is permanently or temporarily connected to the water supply system of the Public Toilet premise and requires constant supply of water in order to discharge wastewater, liquid waste materials or sewage to the drainage system of the Public Toilet premise. Fixtures that are not requiring a water supply connection to function properly (e.g. dry WCs, dry urinals), must be accepted by the competent local authority.

3.27. Fixture supply

The water supply pipe connecting the fixture (e.g. WC/urinal) to a branch or to the main water supply pipe.

3.28. Graffiti

A writing or drawings scribbled, scratched, or sprayed illicitly on a wall or other surface in a public place. In order to effectively manage graffiti in Public Toilets, the use of graffiti resistant materials, graffiti discouraging decoration and coloration schemes should be considered during the design process.

3.29. Inspection Card Toilet

The document containing the toilet Owner/Manager's maintenance plan & monitoring of the Public Toilet.

3.30. Local government/authority/entity

Local government/authority/entity refers here to the authority having jurisdiction and being responsible for enforcing the requirements of a standard, code and/or guidelines and for approving of equipment, materials, procedures and installations.

3.31. Nonconformity

Nonconformity refers to non-fulfillment of an APTS Audit Requirement.

3.32. (Public Toilet) Quality Management System

The framework of processes and procedures used to ensure that an organization fulfills all tasks required to achieve its objectives. The purpose of a Public Toilet Quality Management System is to have written procedures to reach certain quality objectives.

3.33. Public Toilet

Public Toilet refers to a room or booth for use by the public for urination and defecation purposes consisting of one or more water closets and/or squatting pans which are/or are not connected to a waste pipe and a flushing device (in this last case so called compost and dry toilets). Public Toilets can be classified as such in the following premises[3]:

i. Shopping Malls, including the floor in commercial buildings with shops;
ii. Supermarkets and wet markets;
iii. Eating establishments (restaurants, food centers, bars, nightclubs, discos, public beach toilets, pubs);
iv. Streets, squares (so called "stand alone Public Toilets");
v. Parks;
vi. Tourism attractions in both rural and urban settings (e.g.: museums, burial grounds, etc.);

[3] Readapted from NEA Code Of Practice (November 2013 Edition), 2., 2.2, 2.2.1 *Definition of Public Toilet*, page 4

vii. Stations, Bus and Train terminals, Underground trains stations, on board Trains and aircrafts toilets;
viii. Petrol stations;
ix. Exhibition Halls, Concert halls, Convention halls, Movie theatres;
x. Stadiums;
xi. Community Centers/Clubs;
xii. Public sports centers and swimming pools;
xiii. Heritage, conservation sites, religious sites and places of worship in both rural and urban settings.

3.34. Reticulated sewerage system

Reticulated sewerage system refers to the system of pipes, sewers and drains that are used to convey sewage from a property (in this case a Public Toilet premise) to a sewage treatment plant.

3.35. Safe, safety

Safe, safety refers to an adequate degree of protection/not exposure to potential risks of danger and/or of injury, whether deliberate or accidental.

3.36. Self-Assessment Checklist

The Auditing Tool including basic requirements under the Audit Checklist and the ASEAN Public Toilet Standard. Its compilation by the Owner/Manager of the Public Toilet provides the relevant authority and auditing entity an idea of the status of the premise. This checklist - together with an official Audit request - forms the necessary documentation that has to be provided to the relevant auditing entity prior to the confirmation of an official on-site Audit appointment. An official Audit should be granted if the sum of the YES scores in the Self Assessment Checklist is equal to 20 (or About 70% of the 28 items checkable).

3.37. Toilet Suggestion Log

The record of suggestions collected from the suggestion box placed inside or in the proximity of a Public Toilet.

3.38. Toilet Visitor

Toilet Visitor refers here to any individual, who is visiting and using the Public Toilet.

3.39. Universal Design (UD)

The planning of architectural environments, individual products or fixtures to meet the needs of people of all ages and abilities. It is the practice of inclusive, equitable design for all.

3.40. Vandalism

An action involving deliberate destruction of or damage to public or private property Visually Impaired (of a patient): refers to a person partially or completely blind.

3.41. Waste Management

Waste management is the collection, transport, processing or disposal, managing and monitoring of waste materials. The term usually relates to materials produced by human activity, and the process is generally undertaken to reduce their effect on health, the environment or aesthetics. Waste management is a distinct practice from resource recovery, which focuses on delaying the rate of consumption of natural resources. The management of wastes treats all materials as a single class, whether solid, liquid, gaseous or radioactive substances, and tries to reduce the harmful environmental impacts of each through different methods.

4. The APTS Standard

4.1. An Introduction

The APTS Standard is a set of documented requirements, specifications, guidelines or characteristics that can be used consistently across the ASEAN region to ensure that Public Toilets services are suitable for their purpose. The purpose of the APTS Standard is to set quality targets to be achieved in Public Toilets across the ASEAN region by 2015. The development of the APTS Standard in fact, is one of the measures developed within the framework of the ASEAN Tourism Strategic Plan 2011-2015. The Plan requests the ASEAN member states develop and implement standardized tourism services essential for transforming the ASEAN region into a Quality Single Tourism Destination. Public Toilets - among other areas - have been designated as an area where standards, criteria, requirements and guidelines for certification need to be developed and implemented.

ASEAN National Tourism Organizations (NTOs) have acknowledged that Public Toilets can make or break the tourist experience and therefore need to be safe, clean, well equipped and accessible to everyone[4]. The development of the APTS Standard, the APTS Audit Checklist & Guideline and the APTS Auditor Training Module are attempts at addressing current quality standard issues in Public Toilets and therefore enhance the tourism experience. Since the ASEAN region hosts tropical weathers, high humidity levels and is home to various religions and cultural habits influencing how Public Toilets are used, the APTS Standard and tools have been designed with an eye to cater to the specific characteristics of this region.

The ASEAN Public Toilet Standard's Audit Checklist and Guideline[5] and this APTS Auditor Manual intend to provide guidance for the APTS Auditor in the determination of the extent to which Public Toilets in the ASEAN region are compliant to the APTS Standard's Criteria, Requirements and procedures.

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[4] ASEAN PUBLIC TOILET STANDARD (FINAL as of 25 June 2012), page 3: "Public Toilets need to be clean, dry and hygienic, complete with various amenities, accessories and facilities, located conveniently, well maintained and equipped with a proper waste management system. Public Toilets should also provide safe and accessible facilities to the public at an adequate level of privacy to perform the necessary sanitary functions. These facilities should also cater to the needs of people of different cultural needs and genders, all age groups and people with disabilities".

[5] Approved by ASEAN NTOs in Kuching, Malaysia on January 2014

By observing the APTS Public Toilet Standard and by implementing the APTS Audit Checklist and Auditing and Certification schemes, Owners/Managers of Public Toilets can benefit from good practice in Public Toilet maintenance and consistency in the level of sanitation services provided. However, the Audit and Certification process remain entirely voluntary - at least for the moment - and left to the discretion of ASEAN Member States to implement in their countries.

5. The APTS Audit

5.1. APTS Audit Characteristics

The APTS Audit is an official inspection of a Public Toilet in the ASEAN region, a systematic review or assessment of it against the ASEAN Public Toilet Standard. Some of its characteristics are as follows:

I. The APTS Audit should be a systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which APTS Audit Criteria and Requirements are fulfilled.

To be systematic, the APTS Audit has a protocol outlining all the procedures and actions to be undertaken during the Audit process and guide the Auditor through the Audit.

To be a documented process, the APTS Audit requires to be substantiated with documents and with physical evidence, whenever possible. This is fundamental, as it provides a means of supporting any conclusions and findings made by the Auditor during the Audit. Documentation of an Audit can be achieved mainly by the preparation of the Auditing Tools[6].

II. The APTS Audit should be a *periodic* and not a one off procedure. APTS Audits are to be scheduled every 2 years, this allows for the APTS Standard to be effectively implemented and observed over time.

III. The APTS Audit should be an *objective exercise*. It is essential that all APTS Auditors are impartial, objective and independent of the site or company being audited.

IV. The APTS Audit Principles are:

- Integrity
- Fair presentation
- Due care
- Confidentiality
- Independence

[6] See 9., *The APTS Auditing Tools and their use* (9.1, 9.2)

- Evidence-based approach

Integrity: Auditors should perform their work with honesty, diligence and responsibility. They should observe and comply with applicable legal requirements, demonstrate competence, perform the assessment work impartially.

Fair presentation: refers to the Obligation to report truthfully and accurately what is being audited. The Auditor should report the occurrence of diverging opinions with the Auditee as well.

Due Care: refers to the Auditor's application of diligence and judgment when auditing. It also boils down to the ability to make reasoned judgments in all Audit circumstances.

Confidentiality: refers to security of information and discretion in handling sensitive information. APTS Audit information should remain confidential and the Auditor or any other stakeholder involved should not inappropriately use its content for personal gain.

Independence: refers to impartiality and objectivity. Auditors should always remain free from bias and conflict of interest.

Evidence Based approach: APTS Audits should be performed in a systematic and documented way so as to allow the reaching of reliable, scientific Audit conclusions.

5.2. The APTS Audit and the Quality Management System

As mentioned earlier in 5, 5.1, the APTS Audit is a process of validation to ensure Public Toilets possess all the necessary requirements under the APTS Standard. APTS Audits should be performed by Auditors who have been trained and certified by accredited organizations.

When auditing a Public Toilet against the APTS Standard, areas of non-conformance found may depend on failings of the existing quality management system or by the absence of such a system altogether. A **quality management system (QMS)** is the framework of processes and procedures used to ensure that an organization can fulfill all tasks required to achieve its quality objectives. The purpose of a Public Toilet Quality Management System is to have written procedures to reach certain quality objectives in the provision of sanitary services. Some of these procedures may include but are not limited to:

- **General Supervising procedures** (on all existing processes);
- **Cleaning and hygiene procedures** (e.g. daily/periodic cleaning process);
- **Training procedures** (e.g. for the cleaning staff);
- **Evaluation and supervision procedures** (e.g. of cleaning staff);
- **General Maintenance procedures** (e.g. keep an in-house maintenance team performing scheduled prevention and maintenance work);
- **Safety procedures** (e.g. patrolling);
- **Communication procedures** (e.g. Public Toilet open and closure timing, maintenance

service, education material, customer service);
- **Feedback mechanism procedures** (e.g. follow-up on recommendations by customers);
- **Waste and hazardous waste handling procedures**.

The presence of a Public Toilet Quality Management System encourages the follow-up and improvement on all the areas covered in the procedures over time. By implementing a Public Toilet Quality Management System, Owners/Manager of Public Toilets can benefit from good practice in Public Toilet maintenance and sanitation service provision performance through a process of continuous improvement.

Among the benefits that an effective Public Toilet Quality Management System brings to the Owner/Manager of a Public Toilet are the following:

- **Higher probabilities to pass the APTS Audit and remain compliant over time**;
- **Improved risk management** (i.e. higher safety standards);
- **Improved hygiene** (i.e. higher cleanliness standards)
- **Increased customer satisfaction** (resulting from better and constant quality service offered);
- **Increased graciousness from users** (resulting from better and constant service offered);
- **Better Tourism opportunities** (as tourists can indulge more in public and shopping areas without feeling the need to return to their hotels to relieve themselves).

Audits are a vital part of every quality management system approach as they enable the management to check how far their achievements meet their stated objectives. The purpose of APTS Audits is to demonstrate conformity to the APTS Standard but also to monitor and measure the existing quality management system thereby promoting its continuous improvement over time as well as that of its stated quality and performance objectives.

Figure 5.1. A Public Toilet QMS is a greater guarantee for Audit compliance over time

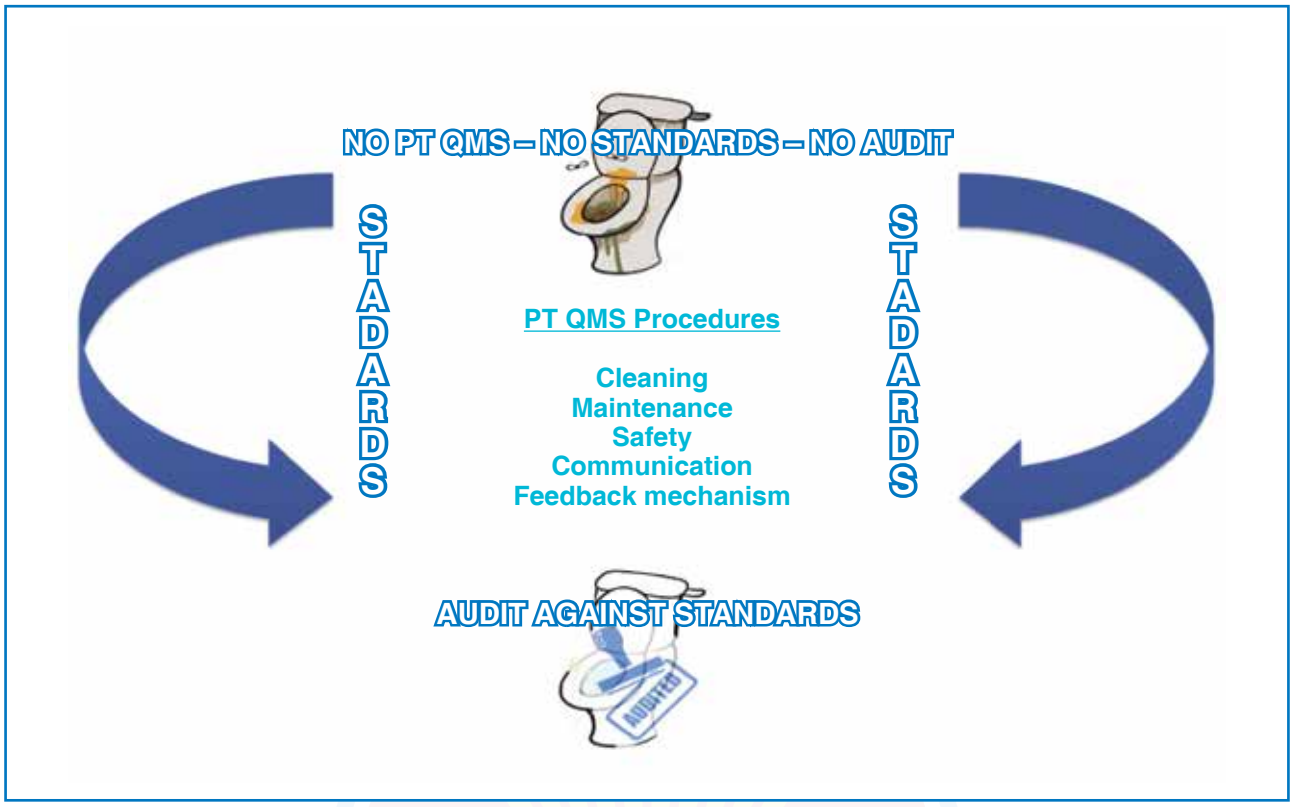
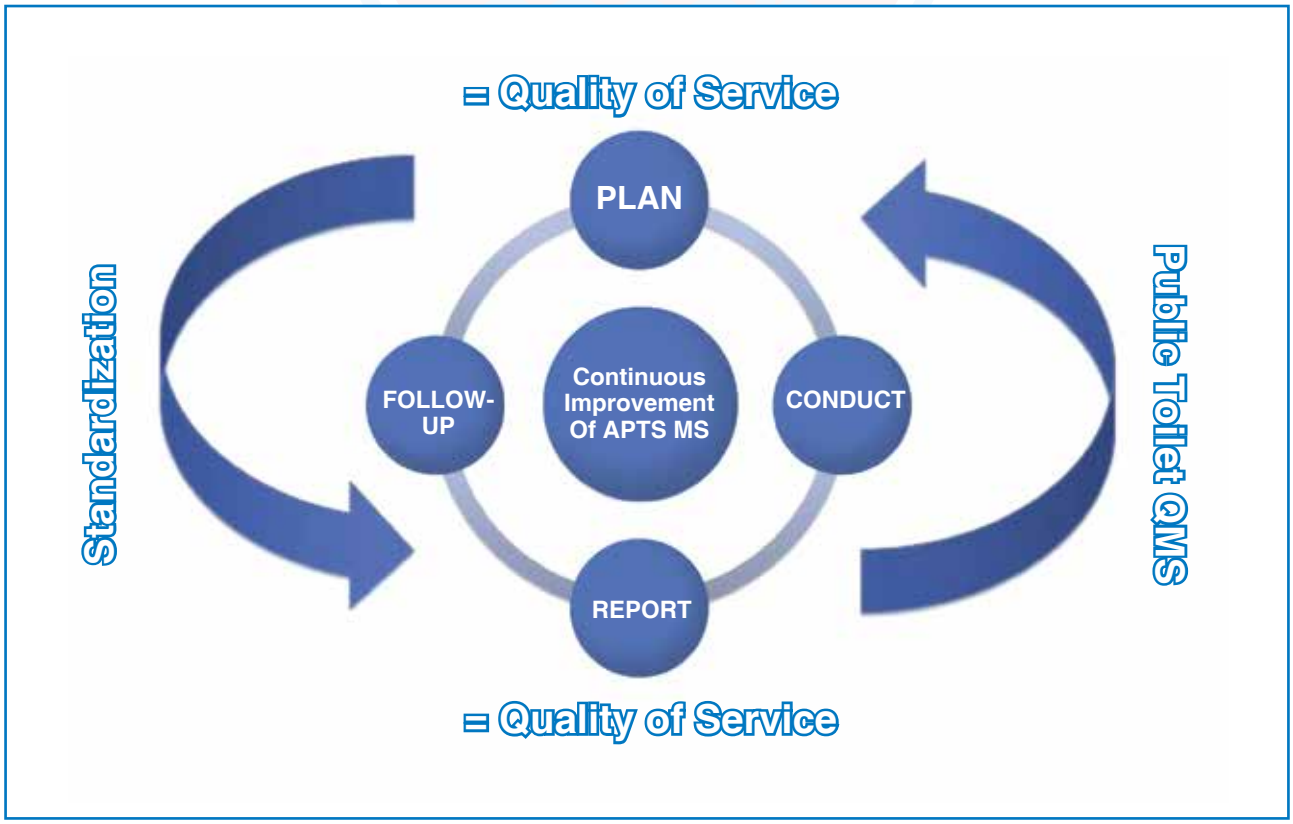


Figure 5.2. The APTS Audit M&E of progress against standards allows for quality of service over time



5.3. The Benefits of the APTS Audit

To date, the application of the APTS Standard to Public Toilets in the ASEAN region remains voluntary. This means that the introduction of a regular Audit service to monitor and promote the quality management system of Public Toilets, its performance and continuous service improvement over time is also not compulsory for the ASEAN Member States. For those countries and their entities, whether public or private, wishing to introduce and enforce the APTS Standard in their Public Toilet premises, the benefits the APTS Standard implementation and conformance monitoring through the Audit exercise can bring, may be significant and can be summarized as follows:

- Increased awareness and understanding towards the APTS Standard;
- Regular verification of conformity against APTS Standard Criteria & Requirements;
- Regular measurement of effectiveness of the QMS to the management;
- Identification of new improvement opportunities;
- Continuous improvement;
- Risk reduction of QMS areas;
- Improved Customer/tourist satisfaction;
- Improved toilet behavior, discouragement of vandalism and unlawful practices;
- Increased hygiene and comfort for all Toilet Visitors.

6. APTS Audit Types, Cycle and Steps

6.1. Types of APTS Audit and Audit Certification

There are 2 types of APTS Audit:

i) First Party Audit (or Self-Assessment Audit);
ii) Third Party Audit (or Certification Audit).

The Self - Assessment Audit: is performed by the Owner/Manager of the Public Toilet. It initiates the Audit process flow whereby the submission of the Self - Assessment Checklist (ANNEX 8.1) to the auditing entity allows the Owner/Manager of the Public Toilet to request a Certification Audit for its owned/managed Public Toilet. The Self - Assessment Audit therefore, is the obligatory step required to request a Certification Audit. In order to be granted a Certification Audit appointment date the Public Toilet needs to reach a certain minimum score[7]. Failure to do so, means the Owner/Manager of the Public Toilet needs to undertake a number of changes to the current status of its owned/managed Public Toilet until the Public Toilet manages to stand a Self-Assessment Audit.

[7] See 9., *9.2.1 Self-Assessment Checklist*

The Certification Audit: is undertaken by a third party accredited entity to assess the compliance of the assessed Public Toilet against the statutory and regulatory requirements applicable under the APTS Standard. It follows after receipt, review and acceptance of the Self-Assessment Checklist compiled by the Owner/Manager of the Public Toilet. The Certification Audit results in either compliance or non-compliance to the APTS Standard; in this second case, it is followed by a request to take remedial action. A Public Toilet successfully passing the Certification Audit is granted APTS Standard status Certification, which is valid for 2 years. Certification Audit shall happen every 2 years for both certified and new-to-be-certified Public Toilets whose Owners/Managers have successfully made request to be audited and certified against the APTS Standard. The main document used by APTS Auditors for auditing purposes is the Audit Checklist (See 9., 9.2.3, APTS Audit Checklist).

6.2. The APTS Audit Cycle

The APTS Audit cycle is made of **four (4) components**:

1. **Plan** (the Audit);
2. **Conduct** (the Audit);
3. **Report** (on Audit results) and;
4. **Follow-up** (on Audit recommendations and corrective actions).

Overall these four components cover three types of Audit activities: **pre-audit activities**, **on-site activities** and **post-audit activities**.

Pre-audit activities (PLAN)

Once a commitment to auditing the Public Toilet has been undertaken and the date of the Audit has been communicated to the Owner/Manager of the Public Toilet, there are a number of activities that need to be completed before the Certification Audit can commence. These activities are aimed at reducing the amount of time spent on site, as time spent on site is costly to both the Auditor and the Auditee.

Among these activities is planning of the Audit, which includes the identification of the Audit scope and objectives both of which will be documented in the Audit Plan, one of the Auditing Tools[8] in use by the Auditor. Also in this phase takes place the collection of documents relevant to the Audit inspection.

[8] See 9., *The APTS Auditing Tools and their use (9.1, 9.2)*

Table 6.1. APTS Audit Objectives and Scope

Audit Objectives = what needs to be accomplished by the Audit:

- ☑ Determine the effectiveness of the Public Toilet Quality Management System in attaining the management's stated quality objectives;
- ☑ Evaluate the capability and effectiveness of the Public Toilet Quality Management System to ensure compliance with internal and APTS regulations;
- ☑ Determine level of conformity of the audited Public Toilet with the APTS audit Criteria and Requirements;
- ☑ Identify areas for improvement of the Public Toilet services and of its QMS.

Audit Scope = the boundary of the on-site Audit, or the physical location, the processes to be audited, as well as the time period covered by the Audit.

On-site Audit activities (CONDUCT)

On-site Audit activities start with the Opening Meeting with the Owner/Manager of the Public Toilet facility. The Opening Meeting represents the first encounter between the Auditor and the Owner/ Manager of the premise (unless an informal and facultative encounter is organized before hand). The meeting should be used to reassure facility personnel about any worry they might have with regards to the Audit. During the meeting the Auditor should explain the purpose, scope and mode of conduct of the Audit, in addition to outlining the Audit activities he/she will undertake to the Owner/Manager. The Owner/Manager should pursue to provide anything needed by the Auditor for the sake of the inspection and present the auditable area to the Auditor. The Auditor should clarify with the The Owner/Manager he/she will take photos during the Audit before the on-site Audit commences.

Through previous review of relevant documentation, the Auditor should have a general idea of the management of the Public Toilet audited and of the requirements that need to be met. Additional, facultative interviews with local staff and personnel may help corroborating the document review. While inspecting the Public Toilet, the Auditor should be able to understand and spot weaknesses and strengths in the management system and procedures underlying the upkeep of the Public Toilet as well as its physical ambience, design, amenities & facilities, cleanliness and safety areas.

An indication of good quality management would be for the Auditor the detection of personnel who is well trained and experienced, having well-established roles and responsibilities with well-assigned duties to follow up. The existence of internal verification/supervision procedures being established, of protective measures taken for personnel at risk (e.g. PPE provided for

cleaning personnel) as well as sufficiently documented procedures for compliance results are all good signs of an effective quality management system in place.

One important aspect taken during the on-site Audit is that of gathering Audit evidence, as this is going to support any conclusion the Auditor will make of conformance/non-conformance to the APTS Standard. There are a few ways available to collect Audit information:

Enquiry. The Auditor can inquire staff on a either formal or informal basis. Enquiry is a relatively easy way by which to obtain information, involves minimal cost, is relatively quick and straightforward to undertake and provides quick feedback. However, it does not provide by itself definite proof.

Observation. Information about the facility can be obtained from the Auditor's senses of sight, smell and hearing. This form of examination is frequently undertaken as it provides a reliable source of information.

Taking pictures. Pictures are the most direct tool for gathering Audit evidence, as a picture can be used to illustrate a problem at a site or a situation of non compliance. An Auditor should always bring a camera and use it freely, as pictures are also useful means to remind the Auditor of issues once he/she is off-site and drafting the Audit Report. Alternatively, site inspection can be recorded on digital camera and disks filed for later reference.

Communication during the Audit is paramount, as the Auditor will have to gather information also via enquiry. This means that it is important for the Auditor to have effective interpersonal skills so that communication and relationships with people at the facility allow for more information to be obtained. One of the main objectives of the Audit is to minimize the time spent on site. Each Auditor should therefore seek to establish a positive working relationship with the facility personnel. Among the skills required are by the Auditor are: straightforwardness (e.g. what the Auditee should expect from the Audit), ability to listen, friendly and professional attitude (to win cooperation) and understanding (comprehend the stress the Audit can exercise on the Auditee).

After collecting evidence, the Auditor needs to first ask him/herself the question whether the information/evidence gathered is sufficient to corroborate the findings. Following, the Auditor needs to evaluate the Audit evidence to identify observations or exceptions to the Criteria and Requirements parameters. Subsequently, the Auditor must compile a list of all all the observations and exceptions for each of the Criteria areas audited: these ones will be compiled in the Corrective Action Plan which will be shown to the Owner/Facility Manager in the Closing Meeting for validation. All the findings must be substantiated by evidence and care must be taken to ensure this.

Once all the findings have been determined, the Auditor will have a Closing Meeting with the Owner/Facility Manager to communicate the results of the Audit findings and to help resolve

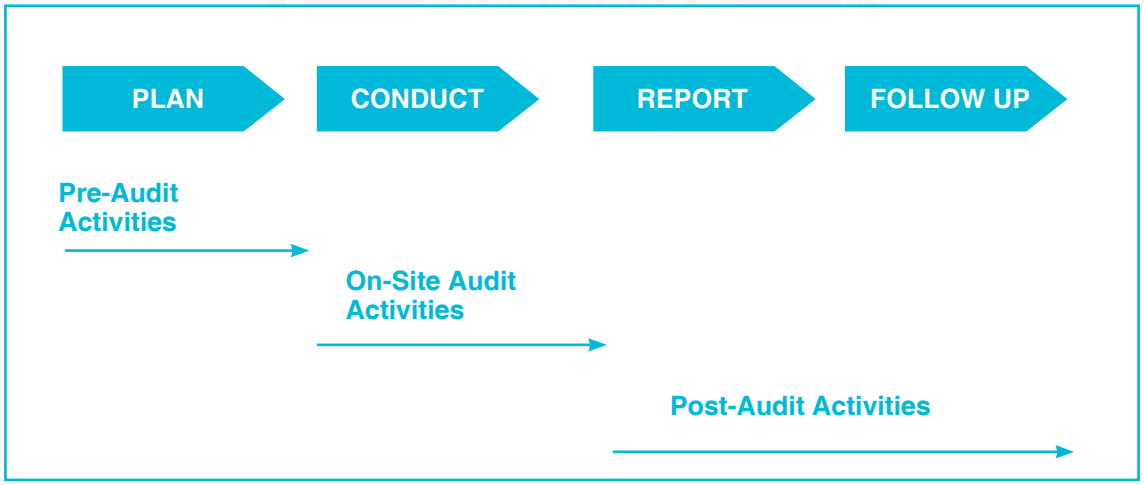
any misunderstandings, errors, misinterpretations the Auditor might have made. With the completion of this meeting, the on-site audit activities are completed.

Post-Audit Activities (REPORT & FOLLOW-UP)

Post-audit activities begin with the drafting of an Audit Report. Once the Final Audit Report has been completed, it should be sent to the Owner/Manager. After Final Report has been submitted the formal role of the Auditor is completed. However not so the Audit process, as there is still a need to act upon the Report and the Corrective Action Plan, until all findings are addressed properly. The Owner/Manager has the task to complete the second and third rows of the Corrective Action Plan[9] with concrete measures for corrective actions on how to address the non-conformities found during the Audit by when and by whom.

It is important that the Corrective Action Plan is followed up and monitored by the Auditor to make sure the Management is chased up for overdue action and reporting of the corrective actions is tracked. When the Corrective Action Plan has been completed, the formal Audit procedure is complete.

Figure 6.1. The Audit Cycle and its 4 components



6.3 The APTS Audit Steps

There are overall seven (7) steps the Auditor needs to go through in the Audit Cycle and these are the following:

1. Collect Documents (pertaining to the PLAN part of the Cycle)
2. Review Documents and Plan the Audit (pertaining to the PLAN part of the Cycle)
3. Opening Meeting (pertaining to the CONDUCT part of the Cycle)
4. On-site Audit (pertaining to the CONDUCT part of the Cycle)
5. Closing Meeting (pertaining to the CONDUCT part of the Cycle)
6. Audit Report (pertaining to the REPORT part of the Cycle)
7. Follow-up (pertaining to the REPORT and FOLLOW-UP part of the Cycle).

[9] See 9., 9.2.4 *Corrective Action Plan*

Figure 6.4. The APTS Audit Steps

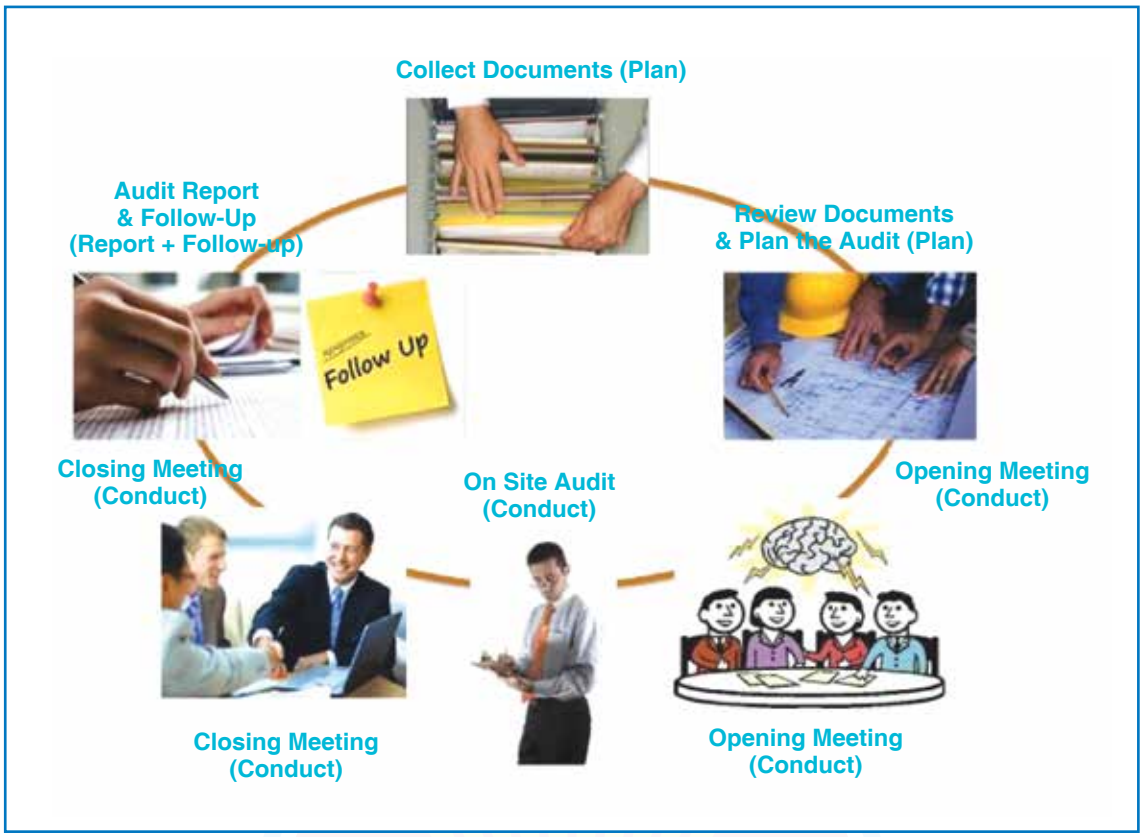


Figure 6.5. The Audit Steps in relation to the Audit Cycle

In each Audit Step the Auditor is required to undertake a number of activities, as described below.

STEP 1: Collect documents (OFF SITE)

At this stage, the Auditor has been assigned to audit a Public Toilet premise. After the arrangement of an appointment with the Owner/Manager to introduce him/her to the APTS

Programme (facultative), the Auditor can start collecting documents relevant to the Audit inspection. Among these documents are:

- Previous Audit Report (in case of re-Certification)
- Auditor Memos on previous audit checks (in case of re-Certification)
- Corrective Action Plan compiled by Owner/Manager (in case of re-Certification)
- **AUDITING TOOL: Compiled Self Assessment Checklist from Owner**
- Applicable Legal/Regulatory documents (e.g. local environmental protection & safety standards, waste management and water treatment regulations on chemical use etc.).

The Auditor requests from the Owner/Manager that he/she provides some other relevant documents (besides the Self Assessment Checklist), such as: copy of Cleaners' inspection card, copy of cleaning staff training records, copy of Procedures manuals (if any).

STEP 2: Review Documents and Plan the Audit (OFF SITE)

At this stage, there are a number of actions the Auditor needs to undertake, both pertaining to the review of documents he/she has collected and to the specific planning of the Audit, as follows:

- Review the documents collected (See list above in STEP 1)
- Identify the person responsible for the audited venue (Owner/Manager)
- **AUDITING TOOL: Audit Plan. Prepare the Audit Plan**
- Send out the Audit Plan to the person responsible (Owner/Manager) and reconfirm the date of the Certification Audit
- Confirm the Audit Plan (request the Owner/Manager returns the Audit Plan signed)
- Remind the Owner/Manager of the Audit date 3 days in advance.

STEP 3: Opening Meeting (ON SITE)

At this stage, the Auditor will have an Opening Meeting with the Owner/Manager to explain what the Audit will be about and what type of support will be required from the Owner/Manager. **It is to be noticed that the Audit will take place whether the Owner/Manager is present or not**.

The Auditor will advise the Auditee that the Audit most probably will result in findings that will be evaluated in order to assess compliance with the APTS Standards. Auditees should also be notified of the key aspects of the Audit, including the Audit objective, scope and criteria, before the start of the data collection phase or after the completion of the Audit planning. Among things to perform in this phase:

- Past Corrective Action Plan: interview the Owner/Manager on corrective actions taken: can they be close? (In case of re-Certification)
- Interview the Owner/Manager on any issues encountered in understanding the tasks requested in the Self Assessment Checklist (In case of first time Audit)

- Discuss with Owner/ Manager the Audit Plan, scope and actions to be taken during the Audit
- Explain the Owner/Facility Manager that findings will be documented during the assessment

STEP 4: On-site Audit (ON SITE)

At this stage, the practical inspection of the Public Toilet begins. As mentioned above, APTS Auditors can draw upon a variety of data-gathering and analysis techniques, such as interviews, observations, documentary analysis (notes), pictures, as well as the analysis of performance data (e.g. customer satisfaction at electronic rated toilets present in some international airports). Audit methods should be chosen which best allow the gathering of Audit data in an efficient and effective manner. Whatever the methods chosen, the Auditor needs to gather sufficient and appropriate Audit evidence to conclude against the objectives, answer the Audit Checklist questions, or confirm the hypotheses.

Among the activities required by the Auditor at this stage are the following:

- Follow the Audit SOP: Observe and Inspect the venue to be audited[10]
- AUDITING TOOL: APTS Audit Checklist. Use the Audit Checklist to check all the requirements boxes
- Document the findings by collecting evidence of conformance/non conformance as it is found (e.g. pictures, notes taking)
- AUDITING TOOL: Working Papers. Make notes on potential remedial actions as they are noticed
- Mark whether Corrective Action has been effectively implemented since last Audit inspection (in case of re-Certification)
- Inquire the Owner, Toilet visitors, Cleaners, Staff (facultative).

STEP 5: Closing Meeting (Summarize results) (ON SITE)

At this stage, the Auditor has terminated his/her inspection and needs to present his/her findings to the Owner/Manger of the Public Toilet. He/she will do that during the Closing Meeting. In this time, all misunderstandings and misinterpretations should be clarified and any diversion of opinions documented.

Among the activities to perform:

- Have all non-conformities and un-remedied actions confirmed by the Owner/Manager; document if any divergence of opinions in this respect has occurred
- AUDITING TOOL: Corrective Action Plan. Fill the non-conformities found in the Corrective Action Plan under the columns “Areas”, “Items of non-conformance” and “Causes”

[10] See 7., 7.2 *On-site APTS Audit in detail*, for a detailed explanation of actions to be taken in this specific activity

- Have all non-conformities and un-remedied actions filled in the Corrective Action Plan confirmed by the Owner/Manager with a signature. Document if there is any divergence of opinions in this respect
- Summarize the Audit results with the Owner/Manager
- Discuss with the Owner/Manager about Corrective Actions to be undertaken: who will be responsible for these and by when?
- Remind the Owner/Manager that the Corrective Action Plan will have to be sent filled with suggested corrective actions, a due date for implementation and the person responsible for it (last three columns of the Corrective Action Plan) within 2 months from receipt of the finalized Audit Report
- If the Owner and Manager are not present, send a memo with the results via email to them and attach this as part of the documentation of the Audit Report to be compiled later
- Give an approximate date when the Audit Report will be finalized and distributed to whom
- Thank the Owner or Manager or Both before leaving the venue.

STEP 6: Audit Report (OFF SITE)

At this stage, the Auditor has to prepare the draft Audit Report. A copy of the Final Report with the results needs to be sent to the Owner/ Manager of the facility audited. Among the activities an Auditor needs to perform at this stage are:

- Review the Audit Findings
- Review the Notes (also from meeting interviews)
- **AUDITING TOOL: Audit Report. Draft Audit Report.** Make reference to and include all evidence proving the findings
- Submit copy of the **approved** Audit Report[11] (with attached Audit Checklist, Notes, Corrective Action Plan) to the list of stakeholders shared with the Owner/Manager.

STEP 7: Follow-Up (OFF SITE)

At this stage, the Auditor will have to follow-up with the Owner/Manager (or the person appointed in the Corrective Action Plan) that the irregularities discovered during the Audit are addressed. Among the activities required at this stage are:

- Audit results are reviewed and acknowledged by Owner/ Manager
- Owner/Manager send the the Auditor a copy of the Corrective Action Plan filled with remedial actions, timeframe and person responsible to follow-up on the implementation
- Follow up and verify effectiveness of corrective actions (to be documented in the copy of Corrective Action Plan sent by Owner/Manager in the Corrective Action Plan Follow-up column) in the next Audit possibility.

[11] The Auditor's Audit Report needs to first pass the scrutiny of an Audit Supervisor before being circulated as *approved*. During the drafting of the Report, it is essential the Auditor keeps the communication channel with the Owner/ Manager open in order to clarify any pending issue

7. On-site APTS Audit in details

7.1. Auditor's Equipment

Before setting off for a Public Toilet Opening Meeting and Audit inspection, the Auditor will make sure he/she is equipped with the following items:

- **Auditing Tools**[12] → To Document the Audit Process
- **Meter** → To measure dimensions of fittings, cubicles
- **Camera** → To collect evidence
- **Torchlight** → To check for difficult-to-see areas (detect dirt, leakages etc.)
- **UV light flashlight** → To check for difficult-to-see-areas (detect urine, blood, body fluid stains)
- **Telescopic mechanic mirror** → To check for difficult-to-see areas (detect dirt in toilet bowl rim)
- **Accreditation Company's Auditor ID Card** → To identify oneself as accredited Auditor.

7.2. APTS On-site Audit Standard Operating Procedure

STEP 4 of the APTS Audit has to do with the physical inspection of the Public Toilet. But what to observe and where to start auditing a Public Toilet? The APTS On-Site Audit Standard Operating Procedure (ANNEX 8.6) details where to start the Audit and what to observe in accordance with the Audit Checklist. Basically, it goes into details as to what needs to be done in activity one, as listed in STEP 4 of the APTS Audit Steps[13].

The APTS On-Site Audit SOP is intended to help the Auditor understand the Public Toilet as a whole, allow for enhanced work effectiveness & time saving as well as establishing a standardized Audit approach.

8. APTS Audit Grading Methodology

8.1 APTS Audit Criteria and Requirements

The Public Toilet's Audit grading is assessed using the ASEAN Public Toilet Standards' Audit Checklist. The four (4) main Criteria established in the APTS represent the four (4) auditable areas in the Audit Checklist and therefore in the Audit assessment[14]:

[12] See 9., 9.1, *The APTS Auditing Tools and their use*

[13] See 6., 6.3 *The APTS Audit Steps*, STEP 4: On-site Audit (ON SITE), first activity (in bullet point list)

[14] Refer to the *ASEAN Public Toilet Standard's Audit Checklist and Guideline*, pages 19-20 (3. ASEAN Public Toilet: Auditing Guideline; 3.1 Criteria and Requirements for Public Toilet Assessment)

1) Design & Environmental Management System;
2) Amenities & Facilities;
3) Cleanliness;
4) Safety.

The main Criteria are subdivided into 80 Requirements, each carrying a grading. The Requirements are distributed among the four sections of the Audit Checklist, as shown below:

- Design & Environmental Management System: 19 Requirements
- Amenities and Facilities: 21 Requirements
- Cleanliness: 27 Requirements
- Safety: 16 Requirements.

8.2 APTS Audit Assessment Methods

Depending on the number of Requirements met during the Audit and the total score of their summed grading - as measured by the Auditor -, the Public Toilet can pass or fail the Audit[15].

The Auditor appointed to execute an APTS Audit inspection is provided with the Audit Checklist document - among other Auditing Tools - containing the four main Criteria and their respective 80 Requirements. During the Audit of a Public Toilet, the Auditor will have to record in the respective boxes and rows whether a requirement is met or is not met by applying a positive score (1 or 2 = CONFORMANCE) or a negative score (0 = NON CONFORMANCE), respectively[16].

IMPORTANT:

The Auditor assigns "2" (instead of "1") for conformance in the last items of each section of the Audit Checklist document (ANNEX 8., 8.3 APTS Audit Checklist).

The maximum score reachable during the Audit is **90 marks**, the minimum is **0 marks**. The sum of the maximum scores per each section will give 90, that of the minimum scores 0. The marks are distributed among the four sections of the Audit Checklist, as shown below:

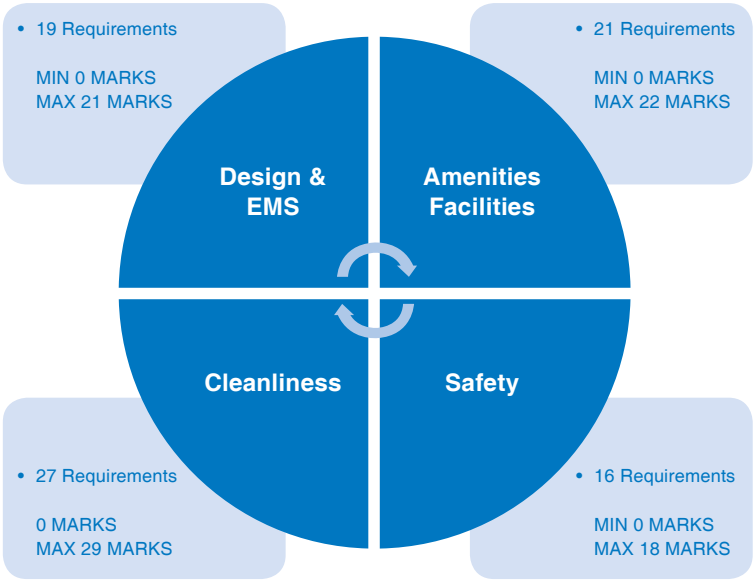
- Design & Environmental Management System: **min 0 marks; max 21 marks**
- Amenities and Facilities: **min 0 marks; max 22 marks**
- Cleanliness section: **min 0 marks; max 29 marks**
- Safety section: **min 0 marks; max 18 marks**.

[15] For this section, refer to the *ASEAN Public Toilet Standard's Audit Checklist and Guideline*, page 20

[16] No Requirement must be left unchecked as otherwise the result of the grading will be compromised. The Auditor will need to report any circumstance, which has made impossible to check any Requirement and the reasons why this has occurred in the Audit Report

Figure 8.6. APTS Audit Grading System

A Public Toilet passes the Audit when it reaches 70% (and above) of the total maximum score, that is, 63 marks (or 70% of 90):



PASS: 63 score and above
FAIL: 62 score and below

In Summary:

- In case of **PASS** the Public Toilet is given a certification valid for two years o (i.e. until next Certification Audit, in 2 year's time).
- In case of **FAIL** the Public Toilet is given a chance to take remedial action and is allowed to request for the next possible Audit possibility (Audits are organized every two years).
- In case of **FAIL** of the second Audit, Public Toilets should be considered for non-certification or for non-renewal of the Certification obtained (this last one in case of already Certified Public Toilets).
- In case **one or more cubicles aren't working**, the Public Toilet owner/manager is asked to signal it immediately and repair the damage **within 1 month since the Audit check**. An Auditor will be sent to inspect the damage has been repaired to satisfaction. If this attempt is not fulfilled, the Public Toilet should be failed.
- **Blind Audits** will be arranged within the two years of certification. A certified Public Toilet failing a blind Audit is requested to take remedial action. If remedial action is taken promptly, the Public Toilet Owner/Manager can ask for another Audit appointment in the same year the Public Toilet was found not compliant (i.e. not wait until the next Audit possibility in 2 years time), if not, he/she will have to wait until the next Audit possibility (in 2 years time).

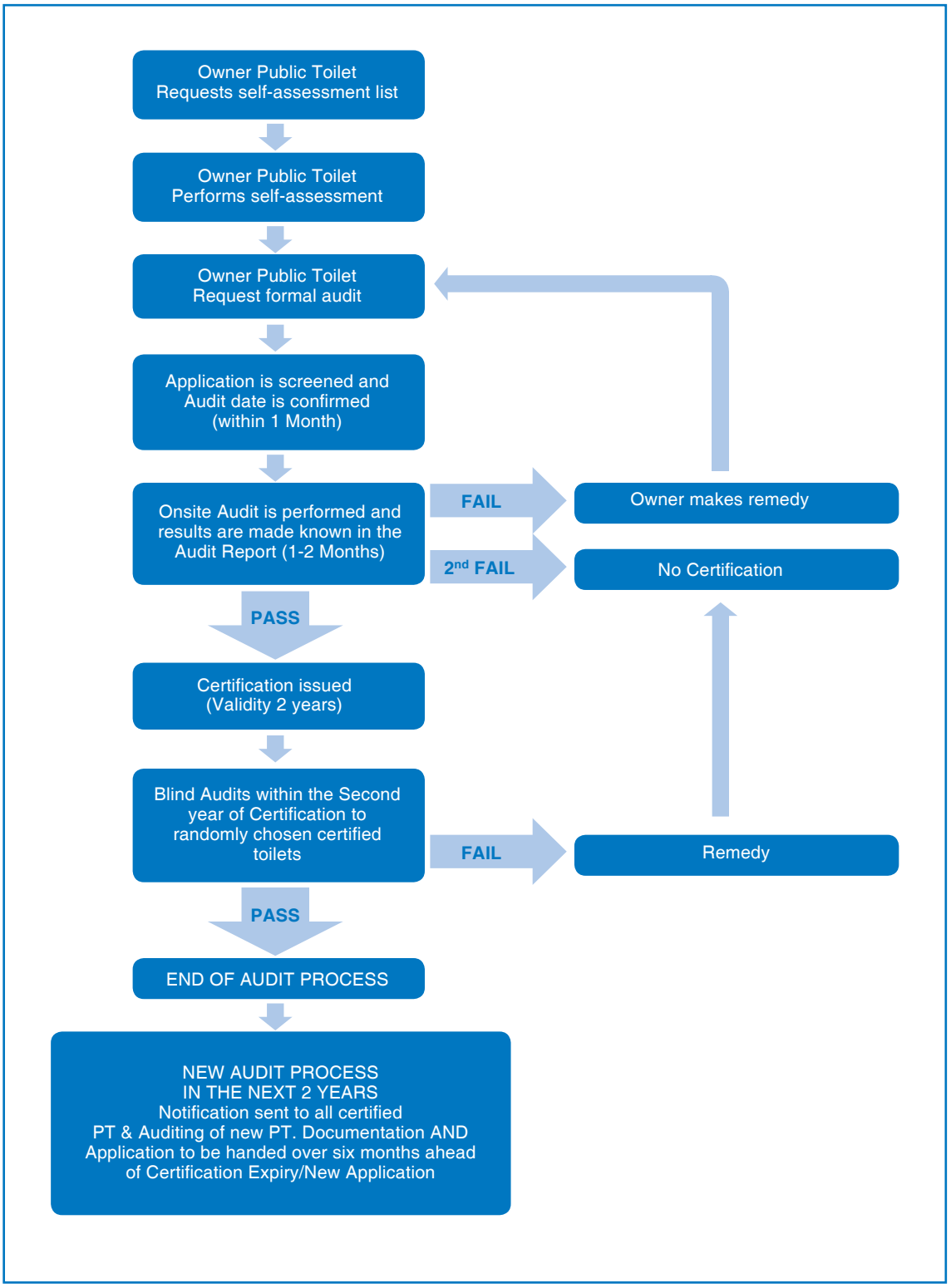
8.3 Audit Process Flowchart

To expand on what mentioned above in the Summary section of 8.2, the APTS Audit Process involved in implementing and operating, monitoring and reviewing, maintaining and improving the service performance of a Public Toilet and its quality management system will pursue a specific process flow, as summarized below[17].

- The Audit process is initiated by a formal request of the Owner/Manager of the Public Toilet who needs to obtain the APTS Certification. By the time of the request, the Owner/Manager must have already performed a Self-Assessment Audit, completed the Self-Assessment Checklist and the result of the Checklist must have satisfied the minimum grading, which allows the fixing of a Certification Audit appointment.
- The date for the Certification Audit is set (within a month from the initial request from the Owner/Manager), preliminary work ahead of the on-site Audit commences after which, the on-site Audit takes place. The approved Audit Report is available for circulation within a month (maximum 2 months) from the Audit inspection.
- If a first-time audited Public Toilet is found not compliant, it has to take remedial action through the Corrective Action Plan[18]. It will be given another chance of standing an Audit in the next Audit inspection (in 2 years time). If a Certified Public Toilet fails the re-Certification Audit, the Certification obtained in the previous Audit will be suspended until the Corrective Action Plan strategy has been found as effectively implemented by the subsequent Audit inspection (in 2 years time). By this time, in case the corrective actions were found ineffective, the Certificate would not be renewed and the Public Toilet be considered for closure.
- Certificate issuance for newly certified Public Toilets and Certificate renewal for already certified Public Toilets, which is valid for 2 years, will follow shortly at passing of the Audit.
- Blind Audits will be organized within the second year of Certification for newly Certified Public Toilets. In case of fail, the Public Toilet is given a chance to remedy in the same year the non-compliance was found, providing remedial action is taken promptly.
- A new Audit process will start in 2 years. Notification will be sent to all Certified Public Toilets. Documentation and Application need to be handed over 6 months before Certification Expiry.

[17] For this section, refer to the *ASEAN Public Toilet Standard's Audit Checklist and Guideline*, page 21
[18] See 9., 9.2.4 *Corrective Action Plan*

Figure 8.7. Audit Process Flowchart



9. The APTS Auditing Tools and their use

9.1. The logic behind the APTS Auditing Tools

As mentioned earlier in 5., 5.1 the APTS Audit should be a systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which APTS Audit Criteria and Requirements are fulfilled. The APTS Audit should also be a periodic exercise, to ensure continuous improvement in the level of sanitation services provided.

The APTS Audit is systematic when it covers all aspects of a Public Toilet site and the operations undertaken there. In order to be systematic, a common auditing method should be pursued and it revolves around the use of Audit protocols and Audit SOPs[19]. For protocols we refer here to the use of the APTS Audit Checklist and questionnaires (e.g. list of questions used for interviewing Public Toilet facility management staff). With regard to the documentation of an APTS Audit, a rigorous procedure should be established so that all the information collected on a Public Toilet site is written down and stored in an accessible and workable format. With this in mind, APTS Auditing Tools have been developed and are explained as below.

APTS Auditing Tools should be regarded as protocols supporting the Auditor in the various stages of:

I. The systematic preparation and planning of the APTS Audit;
II. The methodic collection of written and documented evidence during the on-site APTS Audit inspection;
III. The standardized record and analysis of all the information gathered after the APTS Audit, so that this can be stored, used and well understood by others in the future.

The APTS Auditing Tools have a number of functions and are used mainly:

- **To provide guidance in relation to the APTS Audit Procedure:** by listing all the steps to be undertaken during the course of on site work of an APTS Audit;
- **As a tool to assist APTS Audit planning:** by suggesting the required field activities to be performed and the time suggested to allocate to the Audit assessment on site;
- **As a structure for the documentation collected:** by providing a standardized approach to what needs to be collected, when and how;
- **As a basis for the assessment of the APTS Audit itself:** by providing a mean to review the Audit undertaken to ensure that all the relevant steps have been accomplished;
- **As a tool to ensure consistency and quality of data collected:** by ensuring that certain required information is checked, recorded and analyzed in a methodic way, at the same time guaranteeing efficiency in the Audit Procedure.

[19] See 7., 7.2 *APTS On-site Audit Standard Operating Procedure*

The APTS Auditing Tools are as follows:

1. **Self Assessment Checklist**
2. **Audit Plan**
3. **Audit Checklist (And Guideline)**
4. **Corrective Action Plan**
5. **Audit Report**
6. **Working Papers (Notes Taking).**

9.2. The APTS Auditing Tools

9.2.1. Self Assessment Checklist

The Self Assessment Checklist (SAC) (See ANNEX 8.1) is an Auditing tool that includes basic requirements under the Audit Checklist and the ASEAN Public Toilet Standard. The main user of the SAC is the Owner/Manager of the Public Toilet.

To kick off start the APTS Audit process, the Owner/Manager of the Public Toilet is asked to compile the Self Assessment Checklist by himself/herself[20]. Judging from the results obtained during the self-assessment exercise, the Owner/Manager of the Public Toilet is allowed to request a Third Party Audit or Certification Audit[21]. An official Certification Audit should be granted only if the sum of the YES scores in the Self Assessment Checklist is equal to 20 (or About 70% of the 28 items checkable)[22].

The Self Assessment Checklist is one of the first documents the APTS Auditor needs to review in STEP 1 (Collect Documents) and STEP 2 (Review Documents and Plan the Audit) phases.[23]

The compilation of the Self Assessment Checklist provides the Owner/Manager of the Public Toilet and the relevant auditing entity a general idea of the status of the premise with regards to its adherence to the APTS Standard Criteria and Requirements. This checklist - together with the official Audit request - form the necessary documentation that has to be provided prior to the organization of the official Certification Audit.

As a Certification Audit takes place every 2 years for newly-to-be-certified and already certified Toilet Premises, a yearly voluntary procedural use of the Self Assessment Checklist can become very instrumental for the Owner/Manager of certified Public Toilets to ensure the premise maintains an acceptable level of compliance before the Certification Audit takes place the subsequent year.

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[20] Refer to the ASEAN Public Toilet Standard's Audit Checklist and Guideline, page 23-24 (3.3. Audit Process Flowchart)
[21] See above in 6, 6.1, 6.1 Types of APTS Audit and Audit Certification
[22] Refer to the ASEAN Public Toilet Standard's Audit Checklist and Guideline, page 8 (1.4 Terms and Definitions)
[23] See above in 6., 6.3 The APTS Audit Steps

9.2.2 Audit Plan

The Audit Plan (See ANNEX 8.2) is an Auditing tool used by the Auditor to plan the work to be done ahead of the on site Audit inspection. It is a useful tool in that, by allowing the Auditor to organize the work to be done ahead, it saves him/her and the Owner/Manager a lot of time during the on site Audit assessment.

The Audit Plan addresses the specific questions:

- What are the Audit Objectives?
- What is the scope of the Audit?
- When will the Audit take place?
- Where will the Audit take place?
- How long will the Audit last?
- Who is the person in charge of the management of the Public Toilet?
- Who is the Auditor?
- How will the Audit be performed?
- Who will be interviewed?
- What will happen after the Audit?

Generally, the planning of the Audit takes place once the Auditor has collected and reviewed the necessary documents before the on-site inspection. In an Audit Plan the Auditor will insert, among others:

- The person responsible for the management of the Public Toilet, his/her contact contact and the address of the audited venue;
- The type of Public Toilet audited;
- The scope (e.g. the precise physical area to be audited) and objectives of the Audit;
- The estimated schedule for the on-site Audit - given the nature and the extent of the area to be audited;
- The steps to be undertaken during the Audit and the necessary support needed from the management;
- Questions or areas that require clarification - which were contained in the documents reviewed - and will be discussed during the Opening Meeting;
- The fact that evidence will be collected and personnel may be interviewed during the Audit;
- Status of Corrective actions - in case of re-Certification Audit - its discussion in the Opening Meeting and its assessment during the on-site inspection;
- Expected date of Audit Report issuance;
- Reporting language;
- Other remarks.

Sending the Audit Plan to the Owner/Manager before the on-site inspection takes place, not only saves time; once accepted by the Owner/Manager, the Audit Plan serves as a tool to avoid future misunderstandings with the Owner/Manager as to what the Audit will entail. Once agreed with the Owner/Manager, the Auditor shall seek to follow the Audit Plan on site to make sure the Audit is done methodically and efficiently.

9.2.3 APTS Audit Checklist

The APTS Audit Checklist (ANNEX 8.3) is the key Auditing Tool to assess a Public Toilet against the APTS Standard. It consists of a list of key items and steps in the Audit process detailed in terms of the quality, characteristics and level of performance required by the APTS Standard. The APTS Audit Checklist is used by the Auditor to methodically and objectively evaluate the level of compliance of the Public Toilet audited and to determine its ability to satisfy the minimum requirements to pass the APTS Audit. The APTS Audit Checklist is divided into 4 criteria and 80 requirements, each carrying a grading to facilitate evaluation[24]. The sum of the grades will determine whether the Public Toilet audited has passed or failed the APTS Audit and the consequent issuance or non-issuance, re-certification or non-re-certification of an APTS Certificate respectively.

During the on-site Audit the Auditor will have to check ALL the Requirements by filling ALL the checklist boxes with the relevant grading. Failure to do so will give a faulty Audit result and invalidate the outcome of the on-site inspection and subsequent Audit Report.

In the beginning of the Auditor's activity, it is recommended Auditors carry with them the **ASEAN Public Toilet Audit Checklist Guideline** for reference to many items in the APTS Audit Checklist, which are simply listed but not broadly explained. With the time, the Auditors should be able to memorize all the aspects and master a profound and thorough knowledge of the ASEAN Public Toilet Standard's Audit Checklist and Guideline.

9.2.4 Corrective Action Plan

The Corrective Action Plan (ANNEX 8.4) is an Auditing tool used by the Auditor to list all the non-conformities found during the Audit inspection. **Nonconformity equals to non-fulfillment of an APTS Audit Requirement**. When these nonconformities are discovered, corrective actions appropriate to the effects of the nonconformities encountered shall be undertaken. The Auditor can suggest the Owner/Manager a number of these corrective or preventive actions to amend the irregularities found verbally during the Closing Meeting.

[24] Refer to ASEAN Public Toilet Standard's Audit Checklist and Guideline for a thorough explanation of the APTS and Audit Criteria and Requirements

The Corrective Action process can be broken down into various components:

- Identification of the requirement;
- Identification of the nonconformity;
- Identification of the Corrective (or containment) course of action of the issue;
- Root Cause Analysis (to avoid recurrence of the non-conformity);
- Corrective Action Implementation and;
- Verification of Effectiveness of the actions taken.

The Corrective Action Plan is at the heart of the continuous improvement approach inbuilt in the APTS Audit. In fact, to obtain and maintain an APTS Certification, the management of a Public Toilet has to take corrective action in case a number of nonconformities are found, which is sufficient to determine the failure of the Audit inspection. Failure to take remedial action by actively responding to the Corrective Action Plan findings and effectively implementing a corrective action strategy may cost the Public Toilet to lose its Certification (valid for 2 years till next re-Certification Audit) and to be even considered for closure[25].

The Owner/Manager of the audited Public Toilet who is certifying its premise for the first time may pass not the Audit on the first instance. This means he/she will have to apply for the next Audit opportunity (every 2 years) after taking note of the nonconformance findings and suggested corrective actions to be taken by then.

The Owner/Manager of the Public Toilet audited who is re-certifying its premise may also fail to pass the Audit. This means he/she will have to apply for the next Audit opportunity (every 2 years) after taking note of the nonconformance findings and suggested corrective actions to be taken by then. During all this period, the Public Toilet's Certificate will be suspended, until corrective action undertaken is proved satisfying and effective by and at the next Audit inspection. Failure to introduce effective corrective actions will cost the Public Toilet to lose its Certification and be considered for closure.

Generally, the compilation of the Corrective Action Plan takes place at the Closing Meeting (although the Auditor may have already taken notes during the Audit inspection). The Auditor will have to fill in the Corrective Action Plan - under the columns: Area of non-compliance, Item and Causes - with all the noncompliance findings identified, no matter whether the Public Toilet inspected will result Audit complaint or not. This document will be part of the Audit Report documentation.

It is essential that the Auditor and the Owner/Manager are both in agreement with the finding of irregularities after the Audit inspection has taken place. In case this

[25] Refer to the *ASEAN Public Toilet Standard's Audit Checklist and Guideline*, page 23-24 (3.3. Audit Process Flowchart) or Figure 8.7 above (Audit Process Flowchart)

was not possible, the Auditor shall still write down all irregularities he/she judges to have found during the Audit inspection and documents any divergence in opinions.

After the Closing Meeting, the Auditor will send copy of the Audit Report inclusive of the Corrective Action Plan Form listing all the nonconformities found. It will be the responsibility of the Owner/Manager of the Public Toilet to fill in the column of the Corrective Action in the Plan with all the corrective actions he/she intends to implement by when and by whom. This document will be used by the Auditor to follow up on the effectiveness and timeliness of the corrective actions undertaken at the next possible official Audit check of the Toilet premise.

The Owner/Manager of the Public Toilet will have to have a documented procedure for Corrective Action in place and maintain records of corrective action taken and their results. In case the Public Toilet audited succeeded to pass the Audit, the Owner/Manager will have no obligation to act on the Corrective Action Plan. However, this action should be encouraged by the Auditor, especially for those premises, which barely managed to pass the Audit, to avoid the risk of non-compliance in the next Audit inspection appointment.

The Owner/Manager of the audited Public Toilet will have to send the Corrective Action Plan filled with intended remedial action to be undertaken, the person responsible to implement it by when, **no later than 2 months from the date of the receipt of the finalized Audit Report from the Auditor**. As the Corrective Action Plan is also in use by the Auditor during the Blind Audit to document and, if necessary, request remedial action to the Owner/Manager of the randomly inspected Certified Public Toilet, it is in the interest of the Owner/Manager to submit the Corrective Action Plan as soon as possible, as to avoid a prolonged suspension of the Certificate.

Together with the Self-Assessment Checklist, the Corrective Action Plan can play a very useful role if employed as a tool for periodic and voluntary self-examination to ensure that processes are not only suitable and appropriate but are effective in achieving the desired results. Since it is in the interest of the Owner/Manager to control nonconformities and make sure they do not reoccur, the Auditor may suggest a number of actions to the Owner/Manager, which would be instrumental to achieve this, as follows:

- Conducting internal inspections;
- Inspecting, and monitoring the equipment and hardware (e.g. toilet bowls, urinals, cleaning equipment);
- Consulting regularly with staff;
- Customer feedbacks and investigating complaints (i.e. Suggestion Box);

- Conducting Internal Audits (e.g. using the Self-assessment Checklist);
- Being up-to-date with regards to regulatory requirements (e.g. EMS and environmental regulations).

9.2.5 Audit Report

The Audit Report (ANNEX 8.5) is an Auditing tool used by the Auditor to draw together the final conclusions of the APTS Audit process. The Report is an important document as a means of communicating the Audit findings to all the stakeholders involved and it constitutes an enduring record of the Audit procedure for future uses.

The Audit Report should provide:

- Description of the audited site;
- nformation about the facility's compliance status (short executive summary plus broad assessment status recount);
- Information on changes of Audit scope, objectives and schedule;
- Records reviewed/people interviewed;
- Recommendations that will serve as a basis on which initiate action (by Owner/ Manager);
- Recount on how the Audit was taken;
- Information on what was addressed and what was found;
- Statement of confidentiality of the Report;
- Summary of any obstacles encountered during the on-site Audit.

Generally, the compilation of the Audit Report takes place after the Closing Meeting, off site. The Auditor reviews all the findings and evidence and analyzes them by compiling them in a final official report document. The Audit Report should be produced as quickly as possible as to avoid that by the time the Report is completed the situation will have changed. **Draft Audit Reports should be prepared within one week of the completion of the Audit inspection and a finalized approved Report be published soon after (within a month, maximum two months)**.

Reporting in the Audit Report must be of sufficient quality and accuracy. Management requires a reliable Audit Report and therefore all findings and statements should be supported by evidence and be documented. Reporting should be clear as clarity ensures that the readers fully understand the Auditor's meaning and that no misinterpretation of the findings occurs. **Jargon and highly technical terms must be avoided. It is also important that the Report is concise and that it contains only material directly concerning the Audit**.

9.2.6 Working Papers (Notes Taking)

Not quite an official Auditing Tool, however extremely useful to the Auditor during the on-site Audit inspection. Notes shall be taken in a clear and concise manner to support the memorizing of findings during the Audit Report's drafting phase.

10. The APTS Auditor Role and Duties

The APTS Auditor, or the qualified individual who has received the relevant training and certification in order to be able to assess a Public Toilet against the APTS standard, is responsible for ensuring an independent, evidence-based approach assessment.

The Auditor must adhere to the following **Code of Conduct Rules**:

- Keep confidentiality on all the information acquired pre, during and post Audit;
- Keep objectivity and an unbiased attitude in his/her assessing and reporting;
- Remain professional and maintain the observation of the highest standard of integrity;
- Refrain from communicating opinions or results throughout the assessment;
- Seek to maintain good professional relationships with stakeholders to promote free flow of information and be respectful throughout the entire Audit process;
- Report all significant instances of noncompliance that were found during or in connection with the Audit;
- Accept NO GIFTS in any form from Auditee Organizations or affiliates.

The Auditor must also adhere to the following **Skills and Attire Rules**:

- Possess adequate knowledge of the Standard subject matter and Audit techniques;
- Obtain sufficient and appropriate Audit evidence to satisfy the Audit objective, to be able to draw conclusions and to provide recommendations;
- Work systematically and carefully in interpreting the data and arguments collected and recorded;
- Complete the relevant Audit documents and produce Audit documentation to fully record the preparation, conduct, contents and findings of the Audit;
- Maintain the necessary decorum expected from a professional.

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