



**BRUNEI DARUSSALAM STANDARD
PIAWAI BRUNEI DARUSSALAM**

PBD 32:2017

**TOURIST SERVICES STANDARD
- PUBLIC RESTROOM**

**NATIONAL STANDARDS COUNCIL
BRUNEI DARUSSALAM**

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National Standards Centre

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The Brunei Darussalam Standards are subject to periodical review according to the current needs of the local industries and to keep abreast of progress in the industries concerned. Suggestions of amendments will be recorded and in due course brought to the notice of the committees concerned.

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- 1) Brunei Darussalam Standards are subjects to periodic review and references to technological changes and new developments. Any changes made hereafter are documented through the issue of either amendments or revisions.*
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Amendments issued since publication

Amendment No.	Date of issue	Text affected

Brief Introduction on National Standards Council

Formed in 2009, the Council is envisioned to act as a body that is responsible for strengthening and monitoring standards and conformance in Brunei Darussalam. Its members encompass of multiple agencies across the Government, industry and consumer interest and are envisaged to provide policy direction that will firm up the national initiatives to create and stimulate sustainable economic growth. In this endeavor, factors such as creation and promotion of awareness on consumer safety and interest will also form part of the main scope of the council.

The work of the council is facilitated by the National Standards Centre (NSC), under the Energy and Industry Department, Prime Minister's Office. With the main role of strengthening the capacity and sustainability of the national standards infrastructure, the NSC has been instructed to act as a body that provides a platform to complement the formation of the Council.

On matters pertaining to the development of national standards i.e. Piawai Brunei Darussalam (PBD), the management of its activities are monitored through the formation of National Standards Committees. Clustered based on the scope of its industry, the work of developing PBD are guided by the international practices with the involvement of multiple agencies across the Government, industry and public as a whole.

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CONTENT

Table of Contents

Brief Introduction on National Standards Council	2
Committee Representation.....	5-6
Foreword.....	7
1 Public Toilets Standard – Criteria	8
1.1 Introduction	8
1.2 Scope.....	8
1.3 Terms & Definition	8
1.3.1 Public Toilet.....	8
1.3.2 Waste Management.....	8
1.3.3 Cubicle.....	8
1.3.4 Visitor	Error! Bookmark not defined.
1.4 Design of Public Toilets (Refer to PBD 12:2014 Building Guidelines and Requirements, Part XIII).....	Error! Bookmark not defined.
1.4.1 General.....	Error! Bookmark not defined.
1.5 Design and Environmental Management System	Error! Bookmark not defined.
1.5.1 Good waste water management system and standardized water treatment system.....	Error! Bookmark not defined.
1.5.2 Pleasant landscape and design	Error! Bookmark not defined.
1.5.3 Clear public toilet signboards	Error! Bookmark not defined.
1.5.4 Encourage the appropriate use of the toilet and importance of hygiene.	Error! Bookmark not defined.
1.5.5 Disabled and elderly facilities.....	Error! Bookmark not defined.
1.6 Amenities and facilities.....	Error! Bookmark not defined.
1.6.1 Appropriate space for each cubicle	Error! Bookmark not defined.
1.6.2 Sufficient provision of amenities	Error! Bookmark not defined.
1.6.3 Coat hangers and ledges in cubicles	Error! Bookmark not defined.
1.7 Cleaning, Clean, Cleanliness.....	Error! Bookmark not defined.
1.7.1 Cleaning.....	Error! Bookmark not defined.
1.7.2 Clean, Cleanliness.....	Error! Bookmark not defined.

32:2017

1.7.3	Adequate air circulation & ventilation system	Error! Bookmark not defined.
1.7.4	Good smell and no dirty areas maintenance.	Error! Bookmark not defined.
1.7.5	Floors should be kept clean and dry	Error! Bookmark not defined.
1.7.6	Trained personnel on the facilities for cleaning and maintenances	11
1.7.7	Customers' Suggestion Box Regular cleaning of the toilet premises	11
1.7.8	Regular cleaning of the toilet premises.....	12
1.7.9	Regular maintenance of the toilet premises	12
1.7.10	Monitoring.....	13
1.7.11	Self-Assessment.....	13
1.8	Safety	Error! Bookmark not defined.
1.8.1	Adequate lighting	Error! Bookmark not defined.
1.8.2	Public location	Error! Bookmark not defined.
1.8.3	No slippery ground or surface	Error! Bookmark not defined.
1.8.4	Firm construction	Error! Bookmark not defined.
1.8.5	Cleaning Agent	Error! Bookmark not defined.

32:2017

COMMITTEE REPRESENTATION

The Technical Committee on Tourism for Tourist Services Standard was entrusted by the Ministry of Primary Resources and Tourism for the preparation of this Brunei Darussalam Standard. The members of the Technical Committee are as follows:-

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Malati binti Hj Abdul Ghani	: Tourism Development Department

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Dyg Siti Joriahati bte Johari	: Tutong District Office
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Foreword

This Brunei Darussalam Standard (Piawai Brunei Darussalam) PBD 32:2017 was prepared by Technical Committee on Tourism Services.

The objective of this standard is to provide basic guidelines and ensure on cleanliness of public toilets. This standard is also referred with the ASEAN Public Toilet Standard published in January 2016 and PBD 12:2014 Building Guidelines and Requirement; Recommended Design Requirements for Design of Public Toilet. This public toilet standard will focus on four main criteria which are Design & Environmental Management System, Amenities & Facilities, Cleanliness and Safety.

1 Public Toilets Standard – Criteria

1.1 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, and complete with various amenities and facilities, located conveniently, well maintained and using proper waste management systems. This standard looks at common criteria that should be practiced at all public toilets in the ASEAN region.

1.2 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.

1.3 Terms & Definition

1.3.1 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.

1.3.2 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.

1.3.3 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.