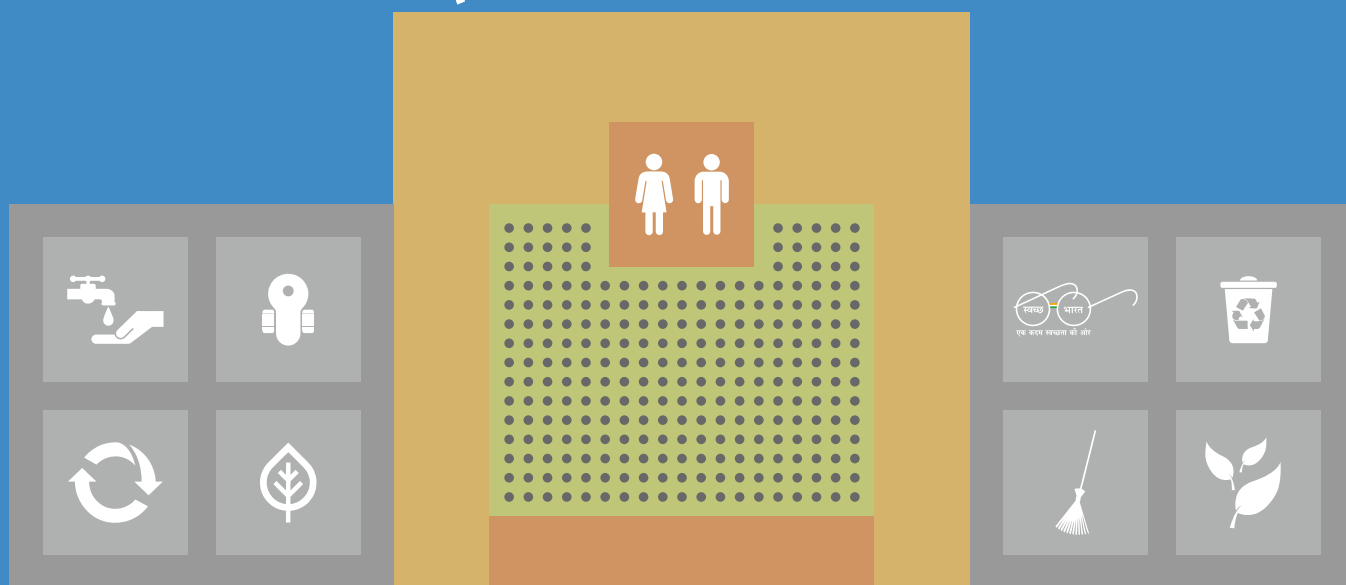


STATE OF THE ART  
**URBAN**  
RESTROOM  
COMPLEX

**STANDARD  
OPERATING  
PROCEDURES**



**GUJARAT CSR AUTHORITY**  
An Initiative by Government of Gujarat



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## **GUJARAT CSR AUTHORITY**

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# **State of the Art Urban Restroom Complex: Standard Operating Procedures**

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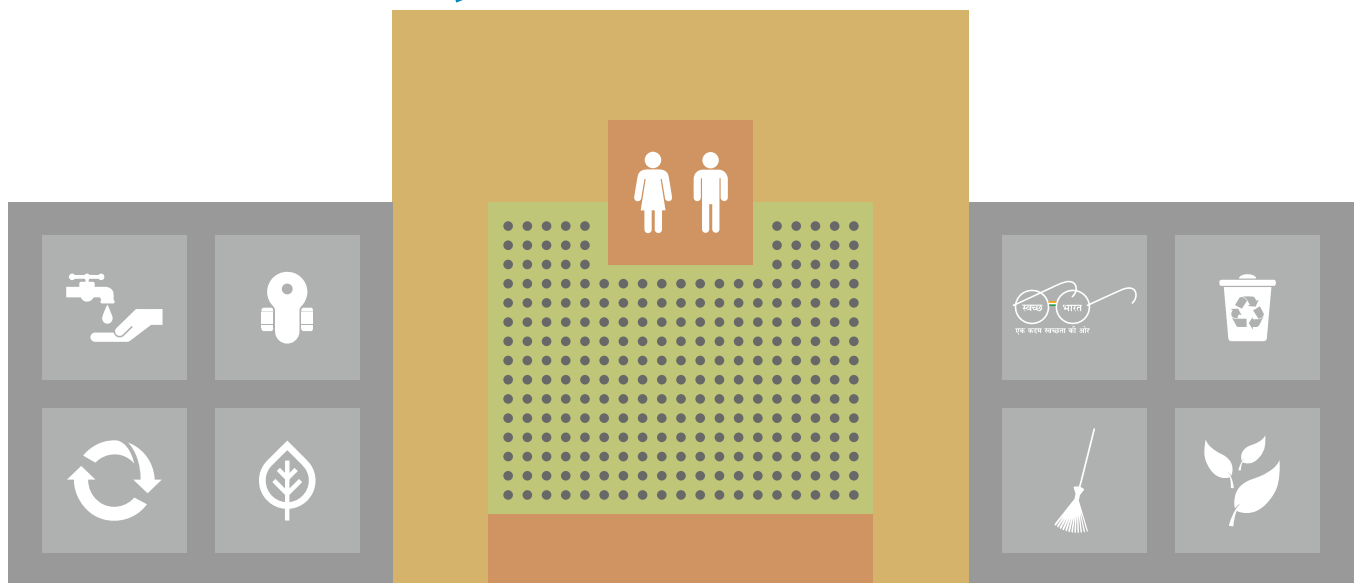
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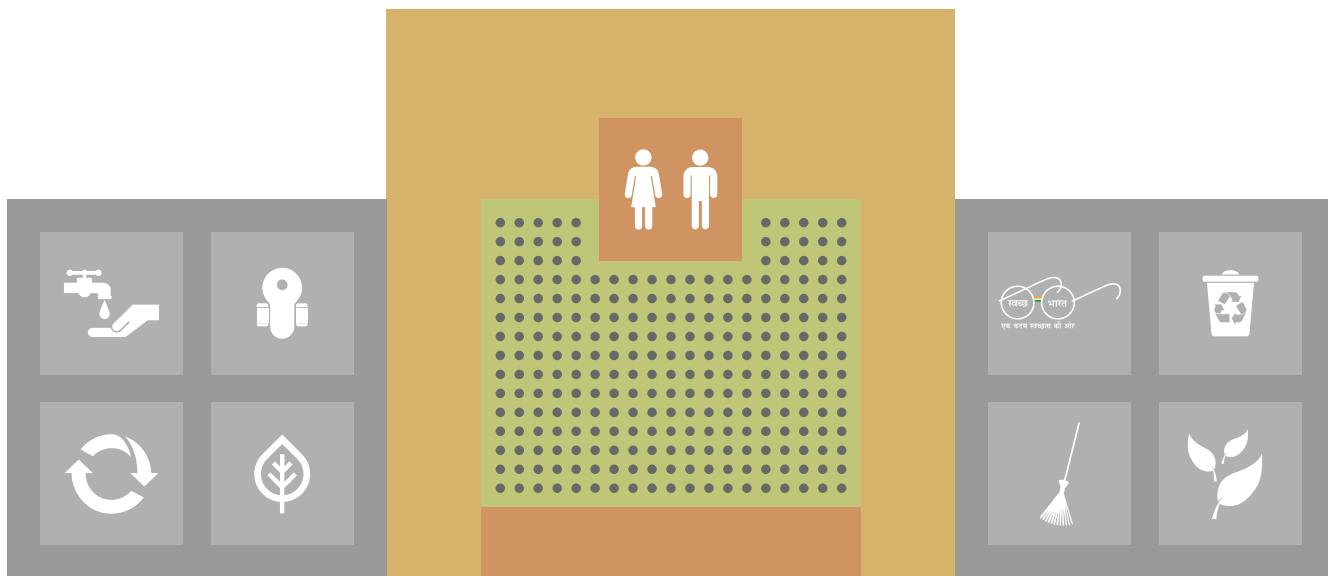
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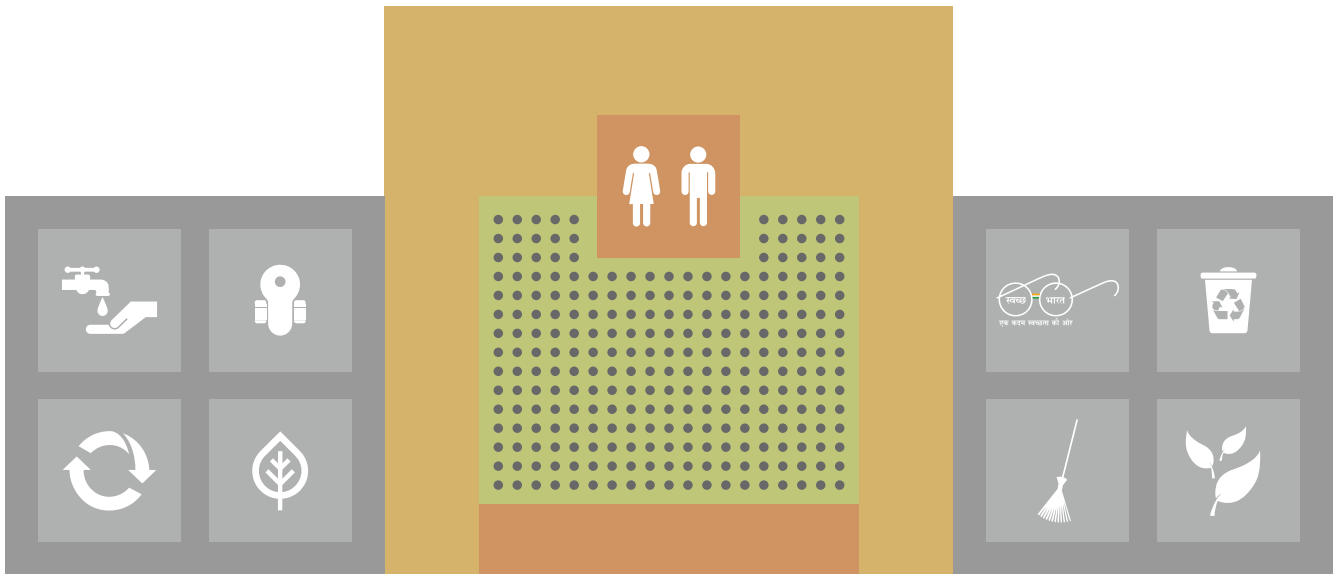


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# INTRODUCTION AND BACKGROUND

## GUJARAT CSR AUTHORITY



### STATE OF THE ART **URBAN** RESTROOM COMPLEX



**GUJARAT CSR AUTHORITY**

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# 1. INTRODUCTION AND BACKGROUND

## ABOUT GCSRA

Gujarat CSR Authority has been established under the administrative control of the Industries and Mines Department (IMD), Government of Gujarat to create a credible platform for launching CSR initiatives in the state. It is registered as a Society since April, 2015 where its Advisory Body is headed by the Hon. Chief Minister of Gujarat.

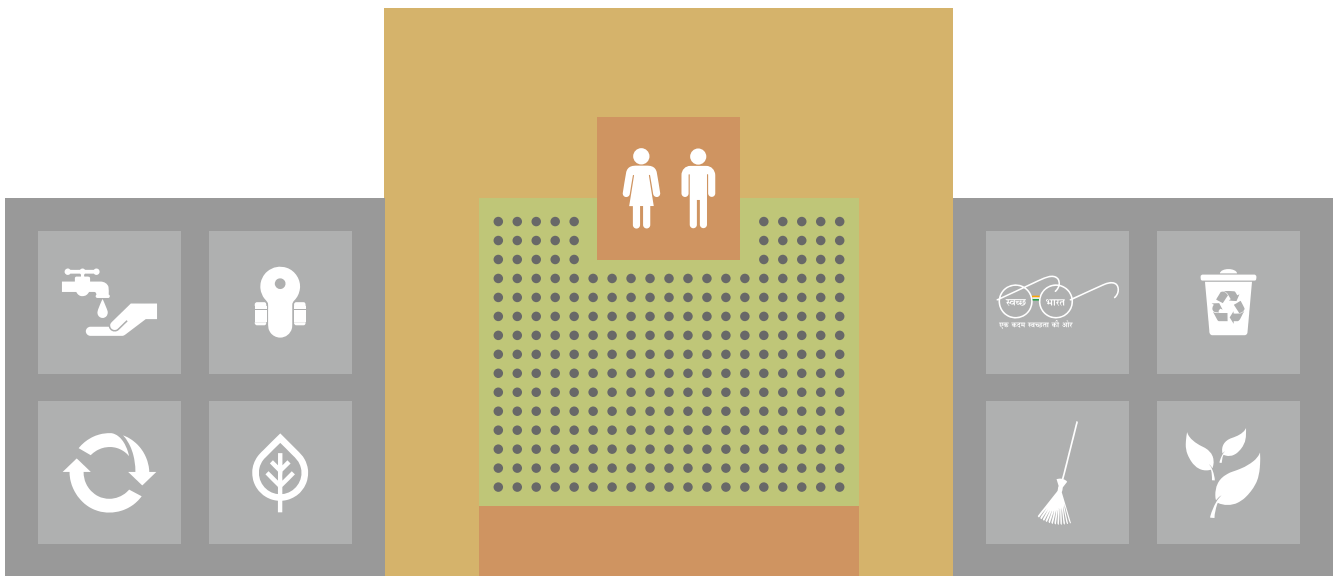
The Authority aims to develop a framework for CSR activities in the State and emerge as an active umbrella body for advocacy for CSR. It actively assists mid-sized and smaller companies in the effective implementation of their CSR strategy

## THE VISION OF GCSRA

Shri A M Tiwari, IAS, Government of Gujarat for the public restroom complex project was to take the perception of public toilets beyond their essential use as a toilet facility into hallmark of public spaces that achieve standards in public health. Currently, the public toilets in Gujarat and much of the country possess basic facilities and minimum level of cleanliness. The GCSRA public restroom complex envisioned a quantum improvement in terms of the design, the facilities and the operations & maintenance of the public toilets to create a national and global model to aspire for. Hence the project's conception was innovative in multiple ways, to make this vision a reality. The design and the facilities were made after careful deliberations and consultations regarding the utility of the restroom complex to the public that would eventually use it. From the very beginning, Shri Tiwari was clear about the importance of lifecycle approach and operations & maintenance to ensure sustained utility of such a public restroom complex. Hence the project recognised Standardised instructions in the form of SOPs as imperative for ensuring quality in keeping the restroom complexes clean. Through the SOPs, clean public toilets can enable outcomes of dignity, empowerment, health and hygiene, business, tourism and good governance.

# INTRODUCTION AND BACKGROUND

## NAGRIKA



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## **ABOUT THE STATE OF THE ART URBAN RESTROOM COMPLEX**

GCSRA's public toilet project seeks to create a model which achieves efficiency both in terms of user-friendliness and cleanliness. The complexes have been designed such that they are not seen as mere amenities but getaways where users could retire for their personal needs. They are likely to be used for multiple functionalities including toilet, shower, grooming along with additional conveniences such as storage, Wi-Fi and others. GCSRA will build these toilets complexes, the urban local body (ULB) will provide the requisite land and private companies will fund the construction and maintenance of these complexes as well as its sub-modules, as part of their CSR expenditure.

GCSRA wants to develop a framework to manage the restroom complexes such that their operations & maintenance is done efficiently, regularly. One part of this framework is to be created in form of Standard Operating Procedures (SOPs) for Operations & maintenance (O&M) which will include various components related to O&M including operating standards.

### **NAGRIKA**

Nagrika has partnered with GCSRA as a knowledge partner, to develop these Standard Operating Procedures. The purpose of the SoP is to provide clear step-by-step procedures for cleaning and maintaining the restrooms. The SoP provides the basis for the activities to be undertaken by the contracted cleaning provider that may be chosen to provide cleaning services for the restroom. This SoP may also provide guidelines for future restrooms that may be developed by GCSRA.

To ensure a clean and usable public restroom, two types of activities need to be undertaken: First, operations activities that ensure that the restroom is hygienic and ready for daily use. Second, maintenance activities that keep the equipment and the facilities at an optimum level of functionality.

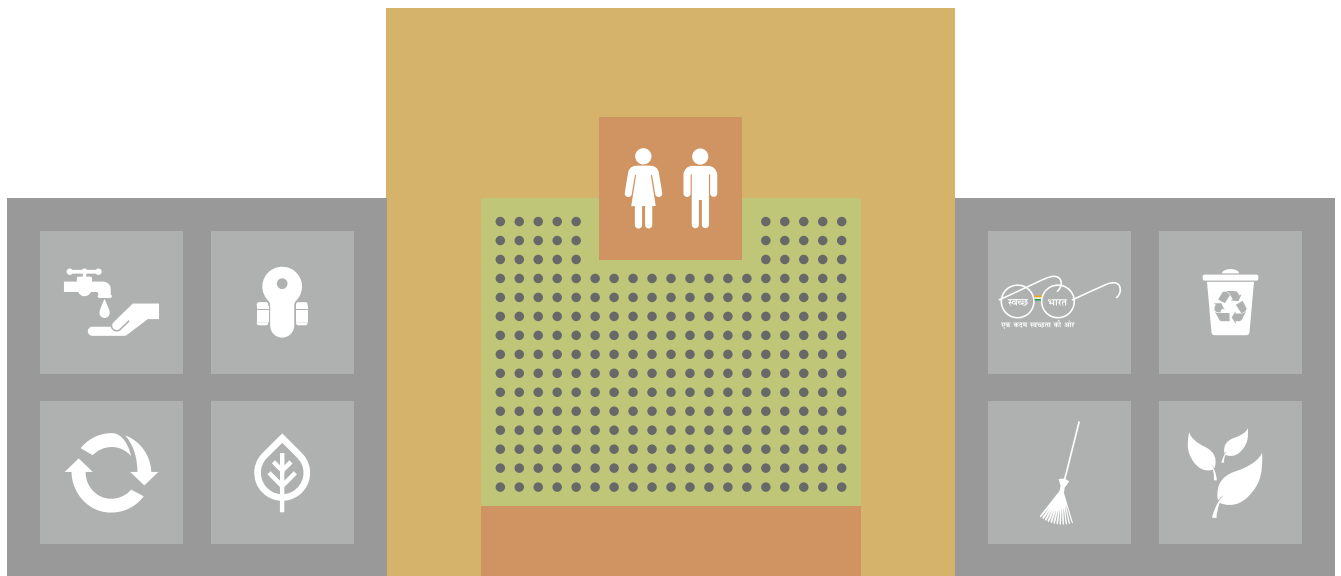
In Section 2, the definitions of Operations and Maintenance are looked at in the public toilet context.

Section 3, consists of Standard Operating Procedures for the Operations and Maintenance of Public Toilets.

Section 4, sets the standards of Operations and Maintenance that is required of Public Toilets.

Section 5, the last section is a list of Do's and Don'ts for staff involved in Operations and Maintenance of a Public Toilet.

# DEFINITION OF OPERATION AND MAINTENANCE



## STATE OF THE ART URBAN RESTROOM COMPLEX



## 2. DEFINITION OF OPERATION AND MAINTENANCE

Operation and maintenance in the case of the restrooms refer to all the activities needed to run the restroom efficiently, effectively and sustainably.

The two activities of "operation" and "maintenance" are distinct. Operation refers to the direct access of the equipment by users. In a restroom context, 'Operation' encompasses general periodic functions of cleaning of toilet seats, urinals, floor, walls, doors, windows, sanitary fixtures and rest of the interior and exterior of the toilet block (UMC).

Whereas, maintenance, is to do with the activities needed to keep the restroom working. 'Maintenance' includes repair (and replacement) of infrastructure, building (civil construction), plumbing, sanitary and electrical fixtures, and other types of repairs as required (UMC).

Maintenance can be of three types – preventive, corrective, and reactive.

### **PREVENTIVE MAINTENANCE**

It is carried out regularly to maintain and keep the infrastructure in good condition, such as plumbing inspection or cleaning of mechanical parts. It might also include minor repairs.

### **CORRECTIVE MAINTENANCE**

It is carried out to correct something that is wrong with the infrastructure such as changing a part.

### **REACTIVE MAINTENANCE**

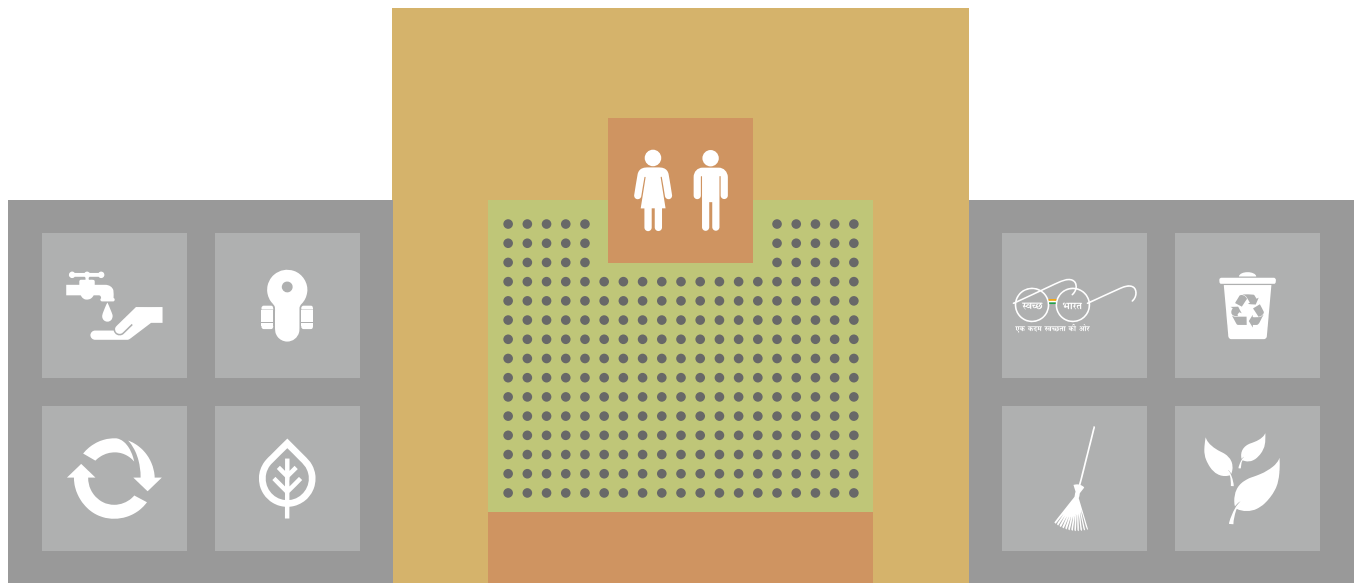
It is carried out in reaction to a crisis or public complaint and results because of failures or breakdowns of equipment.

If done regularly and correctly, preventative maintenance can reduce the possibility of costly repairs. The key to ensuring effective equipment maintenance is to make certain that responsibilities are clearly defined and maintenance personnel have the tools and skills to do their job effectively. It is also essential to schedule preventative maintenance.

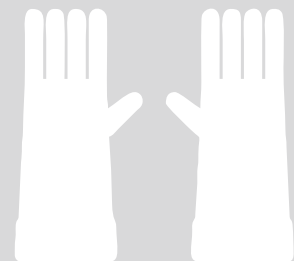
To arrive at the responsibilities and the tools required to do the job effectively, it is important to understand the scope of the public restroom.

# STANDARD OPERATING PROCEDURES

## GENERAL CLEANING



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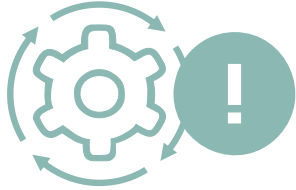










### 3. STANDARD OPERATING PROCEDURES FOR OPERATIONS GENERAL CLEANING OF THE TOILET COMPLEX

The following SOP is for general cleaning of the Toilet Complex. There are 13 broad activities and each one has been described with detailed steps. Some of the steps refer to other guides such as Sequence of Cleaning and the same are provided in the Appendix. In-text reference has been provided.

These are principles of Cleaning that should be followed general, irrespective of the frequency of the cleaning as well as well as the type of cleaning.

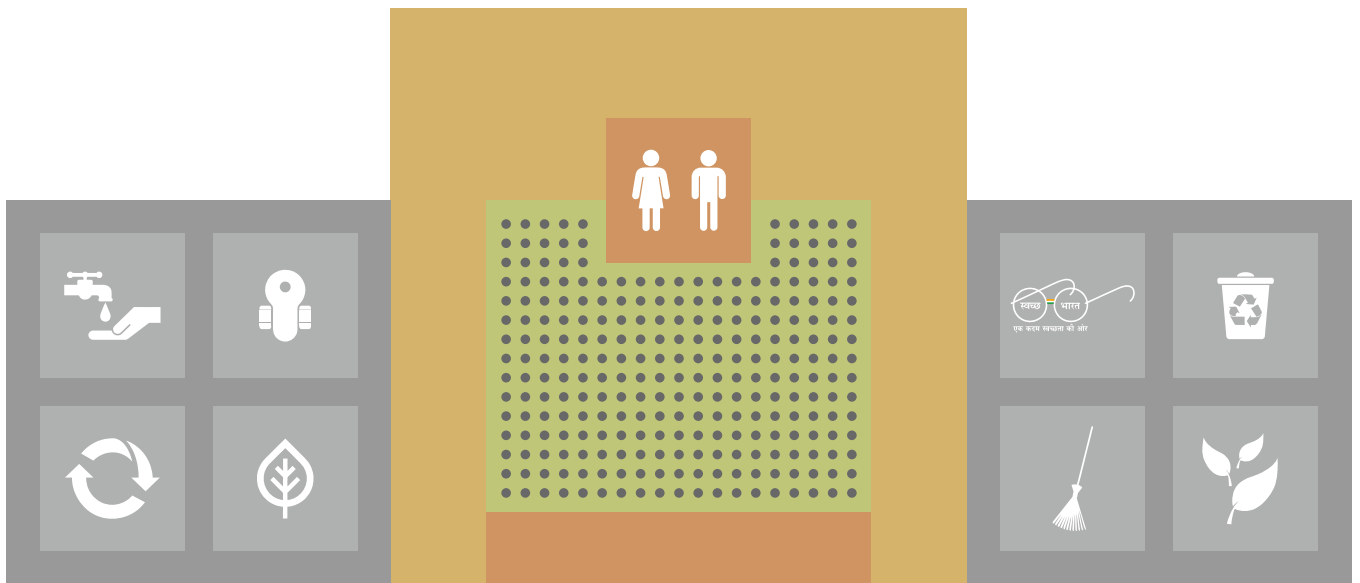
<b>1.</b>	<b>Assess and Plan</b>	
	<ul style="list-style-type: none"> <li>Refer to the Timetable (Appendix 1) to confirm what cleaning is scheduled.</li> <li>Identify the surfaces to be cleaned and consumables to be replenished.</li> <li>Identify any Special cleaning required (Specific spot cleans, Special stains) in addition to regular cleaning</li> <li>Refer to Surface and Cleaning Agent Guide (Appendix 2) to identify equipment</li> <li>Refer to the Sequence of Cleaning (Appendix 3) and plan your approach.</li> <li>Refer to the Do's and Don'ts in Section 6.</li> </ul>	
<b>2.</b>	<b>Protect Yourself</b>	
	<ul style="list-style-type: none"> <li>Check whether all safety equipment and clothing is functional</li> <li>Refer to the Cleaner's Health and Safety guide (Appendix 4) if necessary</li> </ul>	
<b>3.</b>	<b>Assemble Equipment</b>	
	<ul style="list-style-type: none"> <li>Based on Step 1 gather cleaning equipment on one trolley.</li> <li>Refer to the Cleaner's Health and Safety guide (Appendix 4)</li> </ul>	
<b>4.</b>	<b>Inform Users</b>	
	<ul style="list-style-type: none"> <li>Inform users with signage that limits access during cleaning</li> <li>Refer to the 'Informing Users' Section (Appendix 5)</li> </ul>	

<b>5.</b>	<b>Clear Area to be Cleaned</b>	
	<ul style="list-style-type: none"> <li>• Clear the Bins and remove them from cleaning area</li> <li>• Remove any (non-faecal) litter. Refer to Local Municipal Solid Waste Guidelines if necessary</li> <li>• If any faecal litter is present, use a flexible pipe and a water jet to drain any faecal matter through the floor drain.</li> </ul>	
<b>6.</b>	<b>Raise Maintenance/Repair Issues</b>	
	<ul style="list-style-type: none"> <li>• Identify and raise issues with management that go beyond cleaning but are affecting the operations of a toilet and require specialised intervention in the form of repair or maintenance.</li> <li>• Refer to the Reporting Faults Infographic (Appendix 6)</li> </ul>	
<b>7.</b>	<b>Apply and Wait / Scrub</b>	
	<ul style="list-style-type: none"> <li>• Apply the appropriate agent. Refer to Surface and Cleaning Agent Guide (Appendix 2).</li> <li>• Wait if appropriate depending on surface/agent. Then Scrub.</li> <li>• If stains are resistant, consider special cleaning techniques.</li> </ul>	
<b>8.</b>	<b>Rinse</b>	
	<ul style="list-style-type: none"> <li>• Rinse the Surface with a damp cloth and / or by Pouring Water</li> </ul>	
<b>9.</b>	<b>Drain and Wipe</b>	
	<ul style="list-style-type: none"> <li>• Drain any excess water and wipe the surfaces using a dry cloth.</li> </ul>	

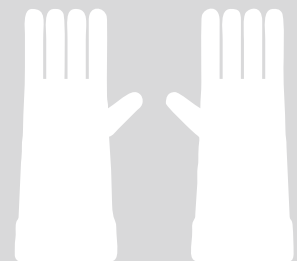
<b>10. Restock</b>	
<ul style="list-style-type: none"> <li>• Replenish consumables such as soap, sanitiser, tissue paper and garbage bags.</li> <li>• Update Inventory and Stock List (Appendix 7).</li> </ul>	
<b>11. Pack Away</b>	
<ul style="list-style-type: none"> <li>• Make cleaning Materials suitable for next use and put away in designated space.</li> </ul>	
<b>12. Sanitise Self</b>	
<ul style="list-style-type: none"> <li>• Ensure that you take off the gloves and dispose them safely.</li> <li>• Wash hands using disinfectant and or waterless sanitiser.</li> <li>• Refer to Cleaner's Health and Safety (Appendix 4).</li> </ul>	
<b>13. Inspect and Update</b>	
<ul style="list-style-type: none"> <li>• Carry out an Inspection and check for areas that were missed out</li> <li>• Check the customer-complaint book for any cleaning or repair issues</li> </ul>	 

# STANDARD OPERATING PROCEDURES

## GENERAL MAINTENANCE



### STATE OF THE ART URBAN RESTROOM COMPLEX



## 4. STANDARD OPERATING PROCEDURES FOR THE GENERAL MAINTENANCE OF THE TOILET COMPLEX

### GENERAL MAINTENANCE

It is essential that the public restroom complexes created through this project are appropriately repaired and maintained.

The process for repair work or maintenance may be triggered through multiple ways.

The probable triggers include,

1. Maintenance issues discovered during scheduled cleaning. These issues will be registered in the Maintenance Register. For this, refer to point 6 and point 13 of the Operations SOP and Appendix 6.
2. Maintenance issues that are triggered via customer complaints as per point 13 of Operations SOP.

Irrespective of the way the maintenance issue is triggered, please refer to the reporting faults infographic (Appendix 6) for the protocol that must be followed, once an issue is discovered.

### BASIC INFRASTRUCTURE

#### LOCK

- Check all lock and key mechanisms to the main entrance, emergency exits, storage closets and restricted access areas such as baby changing facility and locker rooms are working
- Ensure that spare keys for all lock and key mechanisms are stored in one place with the site manager.

#### LATCHES

- Ensure all latches for cubicles, disabled access, baby changing facilities on both the outside (if present) and the inside are working, unjammed and are tightly fitted.
- If not, put the affected sub-area out of order and fix immediately.

#### WINDOWS

- Ensure all Window panes, hinges and handles are not broken and fitted properly.

#### DOORS

- Ensure all door hinges, stoppers and handles are fitted properly.

#### FITTINGS

- Ensure all towel rods, toilet roll dispensers, napkin dispensers, door hooks, shelves are fitted properly.

#### OVERHANGING FIXTURES

- Ensure that any overhanging fixtures such as signs, fans and tube light holders are fixed properly.

#### SPECIAL ACCESS FIXTURES

- Ensure that all handles and bars that allow wheelchair and assisted access are tightly fitted and optimally positioned.

#### WATER METER

- Ensure the water meter is installed correctly, cleaned and giving accurate readings
- Ensure any incorrect meters that over measure and undermeasure that water consumed are reported to the Water Supply company and GCSRA immediately and corrected as soon as possible.

## **ELECTRICAL**

### **LIGHTING**

- Replace bulbs that are not working with LED bulbs of a chosen luminosity for that area  
Check all other lights are working after replacement  
Report any electrical faults to a qualified and empaneled (if available) electrician.

### **VENTILATION SYSTEM**

- Ensure the exhaust fan and / or the ventilation system are working and making the fixed number of air exchanges per hour
- Report any issues and contact a qualified and empaneled (if available) electrician.

### **SOCKETS**

- Check any charging / shaving sockets are functional using a tester
- If faulty, use insulated masking tape or plastic cover to disable access
- Report fault and contact a qualified and empaneled (if available) electrician

## **PLUMBING AND SANITARY WARE**

### **WATER TAPE LEAKS**

- Ensure Water taps are not leaking.
- Report any leaking pipes to the empaneled and qualified plumber.
- Ensure that replacements meet quality, functionality and aesthetic standards

### **PIPE LEAKS**

- Ensure pipes are not leaking
- If a non-mains pipe (for example, leading to one toilet cubicle) is leaking, turn off that pipe and close that cubicle
- Report any leaking pipes to the empaneled and qualified plumber
- Ensure that replacements meet quality, functionality and aesthetic standards

### **CISTERN LEAKS**

- Check the physical structure of Cistern for cracks
- If a crack is found, report the fault contact a qualified and empaneled plumber to replace the cistern
- If the problem is with the ballcock, report the fault and contact a qualified and empaneled plumber to replace the ballcock.

### **SHOWER HEAD**

- Check whether the shower heads are allowing full water flow.
- Replace the shower head if that is not the case.
- If problem persists, report and contact a qualified and empaneled plumber

### **TOILET SEATS**

- Ensure toilet seats are not broken and fitted correctly.
- If damaged, replace toilet seat with a pre-approved type of toilet seat that is appropriate to the toilet bowl(s).

## **FLUSH HANDLE / MECHANISM**

- Ensure flush handle is working and dispensing the right amount of water.
- If not, report the matter to a qualified and empaneled plumber.
- Ensure that replacement flushing mechanism meets the quality and functionality for the cistern.

## **STORAGE TANKS**

- The storage tank must be cleaned at regular intervals by a specialist cleaner
- Records on when the storage tank was cleaned must be maintained.

## **INCIDENT BASED MAINTENANCE**

### **GAS LEAK**

- In the event of a gas leak detected, priority must be to turn off the leak, followed by quick evacuation of all customers and sealing of facilities
- The fire department must be contacted immediately and the site manager must ensure that the ULB / public authority is aware too
- Special training from the fire department or NDRF must be a component of training.

### **SEWER BLOCKAGE**

- In the event of a blocked sewer, the site manager must close the premises and report the incident to the Public Health and Engineering Department / Sanitation department of the ULB within hour of discovery.
- The PHED must have a same day resolution agreement if reported before pm.

### **LACK OF WATER / DIRTY WATER**

- If there is no water supplied or dirty water is being supplied, the facility must close and report the incident immediately to the Water Supply Board of the area.
- Such incidents must be logged with the date, time of start of the incident, date and time of resolution and other remarks must be logged.
- There must be an agreement between the ULB and the operator for compensation in event of any water supply problems.

### **VANDALISM**

- If a part of the toilet is vandalised and is contributing towards further deteriorating of the toilet standards, then this part of the toilet must be closed.
- This should be recorded, reported to the police as well reported to the ULB.
- The vandalised property must be replaced, repaired and / or ensure they are painted over to erase any signs of vandalism

### **THEFT**

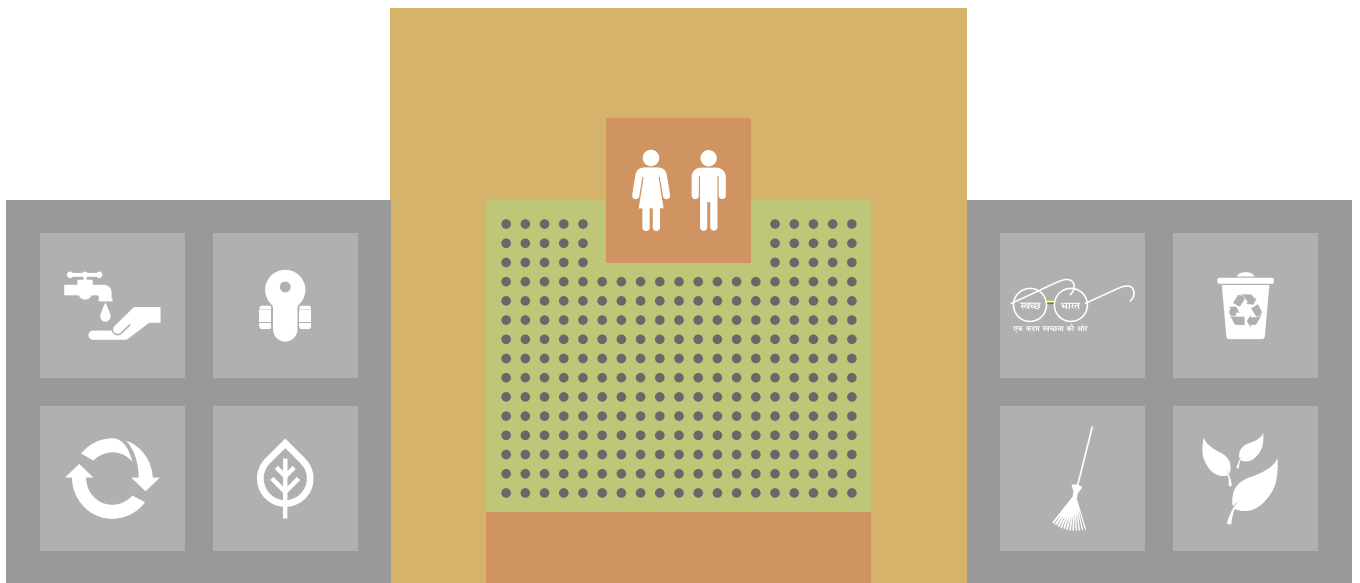
- If any fittings, equipment or the collected money is stolen, then the matter should be reported to the police and the FIR must be kept for records.
- Any serial numbers and invoices must be provided to the police.

### **ANTI-SOCIAL BEHAVIOR**

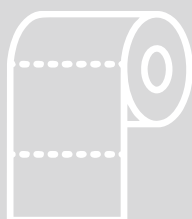
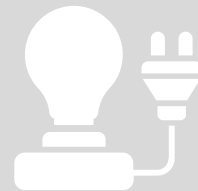
- Any kind to anti-social behaviour must be noted in an Incidents Logging book
- If necessary, the matter must be escalated to the police.

# STANDARD OPERATING PROCEDURES

## MAINTENANCE STANDARDS


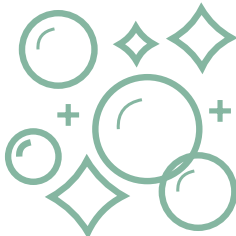





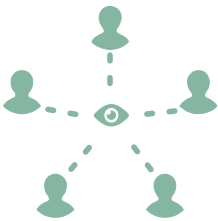
### STATE OF THE ART URBAN RESTROOM COMPLEX





# STANDARDS FOR OPERATIONS AND MAINTENANCE

OPERATIONS STANDARDS	
 <p>Frequency of Cleaning</p>	<ul style="list-style-type: none"> <li>• Toilets (Inside the Restroom Complex) should be cleaned in every 1 hour.</li> <li>• In heavy footfall areas, toilets must be cleaned every 1 hours.</li> <li>• Cleaning of all operation should be split into 5 groups: Continually, Daily, Weekly, Monthly and Half Yearly.</li> <li>• Daily and Periodic cleaning should be scheduled and timetabled as per requirements.</li> <li>• The Timetable for Cleaning Activities / Cleaning Checklist should be placed in an area that is highly visible to users</li> <li>• Cleaning of all surfaces should be split into 4 groups: Daily, Periodic, Special and Spot</li> </ul>
 <p>Cleanliness</p>	<ul style="list-style-type: none"> <li>• The Access areas and the Access Signage must be Clean.</li> <li>• The Toilet, the cubicles and washing area must be clean and dry.</li> <li>• The Toilet cleaning equipment must be clean, odourless, and kept in one place.</li> <li>• Mirrors and Windows should be clean and not having water marks.</li> <li>• Accessories such as Bins and Sanitary disposal units must be clean, dry, sanitised, hands-free and odourless, as well as should have liners.</li> <li>• Fixtures such as wash basins, vanity tops, WC bowls and urinals must be clean and dry.</li> <li>• Fittings such as door handles, doors should be clean.</li> <li>• The floor should be dry.</li> <li>• Ventilation systems that are natural or mechanical should be clean &amp; functioning.</li> <li>• The humidity levels indoors should not be higher than normal.</li> <li>• Adequate floor drainage should be clean and unclogged</li> </ul>
 <p>Opening / Closing Times</p>	<ul style="list-style-type: none"> <li>• The toilet opening times must be determined by the area that it is serving. In areas with high public footfall, the toilet must be open for 16-18 hours a day.</li> <li>• The opening hours must be displayed right next to the main entrance of the toilet.</li> </ul>

	<ul style="list-style-type: none"> <li>Opening times must also be displayed on GIS and other information based platforms in addition to being displayed on the access signage.</li> <li>Cleaning should be carried out in a phased manner, allowing minimum restrictions on users.</li> <li>Closure of the toilet should be for emergency cleaning rather than periodic cleaning.</li> </ul>
 <p>Odour</p>	<ul style="list-style-type: none"> <li>The Toilet should be fragrant / odourless</li> <li>Natural ventilation should be given preference to air fresheners to reduce bad smells.</li> </ul>
 <p>Safety Protocols</p>	<ul style="list-style-type: none"> <li>Protocols should ensure that windows and ventilation are open during cleaning.</li> <li>Cleaning in progress, wet floor' signs should be in place.</li> <li>Cubicles that need special cleaning must be locked / blocked</li> <li>All Safety Equipment issued to cleaners must be checked by the cleaners themselves before use and by the Site Manager / Chief Attendant on a weekly basis. Any faulty hardware must be immediately replaced.</li> <li>Chemicals must be stored separately, in a unit that is locked and not accessible to users.</li> <li>Flooring should be anti-slip and dry.</li> <li>Disabled Assistance / Distress alarm must be working</li> <li>Assistance Handlebars for the Disabled Toilets must be properly fitted and not damaged.</li> <li>CCTV should be in place (where appropriate). The data recorded should be stored as per data protection laws</li> </ul>
 <p>Monitoring</p>	<ul style="list-style-type: none"> <li>Monitoring should be carried out by a designated person within the ULB on a scheduled but unannounced basis.</li> <li>A cleaning checklist that is dated, timed and signed by the cleaning staff should be placed in a place that is highly visible to users.</li> <li>There must be a visible, easily accessible suggestion mechanism in place</li> </ul>

*This can be facilitated if there are living facilities for the site manager / chief attendant on site. It would also be an additional perk of the job and ensure greater ownership of toilet.*

## MAINTENANCE STANDARDS



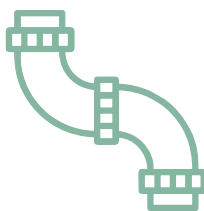
### General Maintenance Standards

- Planned maintenance should take place outside of Toilet Opening hours.
- There should be a faults and repair log book maintained by the Site Manager.
- Pipping and fittings for utilities and drainage should be concealed.
- Sanitary ware including toilet bowls, urinals and wash basins must be durable.
- Fittings such as door knobs, tissue holders, toilet roll holders, taps should be durable.
- Lighting should be adequate and working.



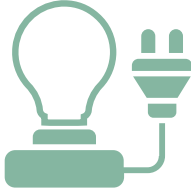

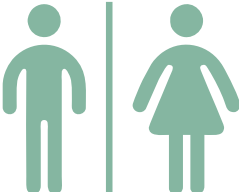
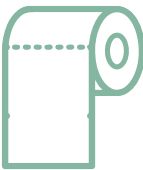
### Toilet Floors

- In addition to being clean, they must not be cracked, uneven and the tiling must not be chipped
- The floor should also be clear of any debris and only approved fixtures, such as dustbins, must be present
- Repairs within 7 days of detection
- Logging of fault immediately
- The floor must be cleared immediately.



### Plumbing Fittings

- Damage to Plumbing Fittings shall not affect optimal functionality
- If the damage is minor and highly localised the damage should be repaired / component replaced within 24 hours
- If it is affecting functionality, for example, leaking pipes that are making floors wet, and thereby making the area dirty and hazard prone, then the component must be repaired, replaced Fittings within 6 hours or on the same day whichever is sooner.

 <p>Electrical Fittings</p>	<ul style="list-style-type: none"> <li>• The electrical fittings shall be functional, not violating any safety norm and the toilet shall always be well lit</li> <li>• Any electrical fittings must be repaired within 24 hours of break down</li> <li>• Any damaged electrical fittings that are posing a safety risk for users / staff must be removed, or if not possible, then the area must be sealed</li> <li>• Further, any electrical malfunctioning that is rendering the use of the toilets difficult, such as complete or significant failure of the lighting system must be rectified within 4 hours.</li> </ul>
 <p>Water Availability</p>	<ul style="list-style-type: none"> <li>• Water should always be available for washing and cleaning purposes</li> <li>• The water connection, if disrupted, should be restored in 1 hour</li> <li>• If the quality of water has degraded, the Water supply board must be informed immediately upon detection.</li> </ul>
 <p>Information Boards / Signage</p>	<ul style="list-style-type: none"> <li>• Signage Boards must be clean, unobstructed and properly fitted</li> <li>• If not properly fitted, or obstructed, it must be moved immediately.</li> </ul>
 <p>Consumables</p>	<ul style="list-style-type: none"> <li>• All consumables such as toilet roll, soap must be well stocked</li> <li>• Any consumable dispenser that is empty, must be replaced within one hour.</li> </ul>

# HUMAN RESOURCE NORMS

An essential part of the Operations and Maintenance are the staff who operate and maintain these premises. Ensuring high motivation, sufficient knowledge of cleaning, strong people to people skills and ownership to toilet premises are key to successful operations and maintenance.

From the recruitment process, to the training and the carrying out of duties, the entire HR process may recognise and accordingly adopt dynamic responsibilities, capacity building initiatives and image building activities. The role may be advertised and marketed as a 'super-cleaner' and / or a facilities manager. It is essential that cheap, casual, untrained and demotivated labour is not sub-contracted to do the work. It is important that staff feel that they are valued and comprehensive training is imparted to up-skill them. It is important that rhetoric is backed by higher financial incentives and benefits in kind. Further, adding more dignity to the job is also essential, especially in India where while cleanliness is considered important, cleaners have often looked down upon. To dispel the stigma of both cleaners and public toilets, these site managers should also be used as outreach agents.

**These are some suggested norms for the cleaning and maintenance staff:**

- Cleaning staff employed must be well trained, ideally with an accredited qualification.
- Cleaning staff employed must have performance based contracts while at the same time have some tenure security.
- Cleaning staff for such centres should be offered higher than the market rate to bring some desirability and dignity to cleaning.
- The Site Manager / Chief Attendant can be offered accommodation and associated utilities for a token rent with the condition that they would be willing to cover x% of early morning / late night shifts.
- The Manager must have some experience of managing and maintaining a similar facility, ideally in a similar context. Some managing training can be made available to a suitable candidate.
- Cleaning must be accorded a dignity through various additional 'soft' measures.

*In addition to providing them training, it will bring a certain dignity to the job.*

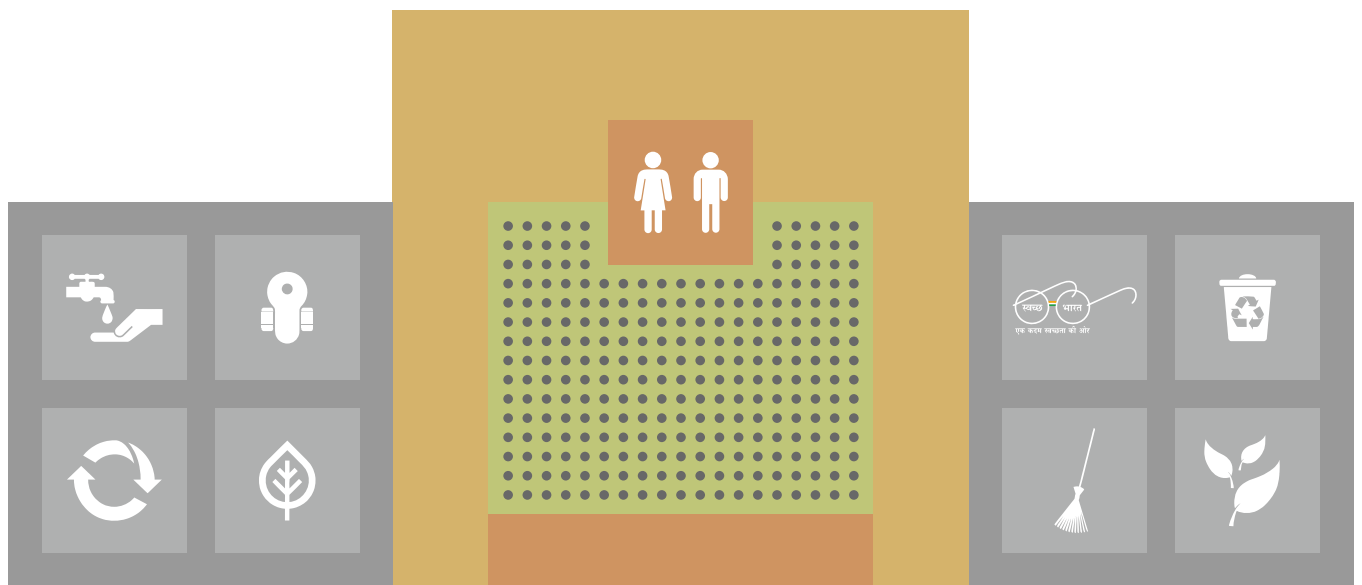
*Contracts for 1-2 years assuring employment subject to performance.*

*Any sub-contracting of cleaning, if at all allowed, must be heavily scrutinised by the ULB.*

*Ensuring a well-trained cleaner can go to schools, to give talks/demonstrations on the importance of hygiene and toilet etiquette may not only educate future generations but also bring some respect to the job*

# OPERATIONS AND MAINTENANCE

## DO'S AND DON'TS



STATE OF THE ART  
**URBAN**  
RESTROOM  
COMPLEX



## 5. OPERATION AND MAINTENANCE OF PUBLIC TOILETS : DO'S AND DON'TS

These are a list of Do's and Don'ts for frontline staff when dealing with a range of issues to do with Operations and Maintenance.

SNO	Do's	Don'ts
1	Always wear gloves, designated overalls, safety glasses and non-slip boots when handling cleaning chemicals and any waste.	Don't pour cleaning water down the toilet.
2	Ensure that safety equipment is working and worn properly	Do not combine ammonia and bleach.
3	Use a flexible pipe and water jet to drain away faecal waste.	Do not block the disabled access with storage
4	Report faults immediately, and record them in the log book.	Do not close toilets for scheduled cleaning carried out in opening hours.
5	Lock toilet / cubicle if out of order.	Do not touch any faecal waste (with or without gloves)
6	When mopping floors, clean in an outward direction. Leave the cleaning of the common area, such as the aisle, for last.	Do not use broken equipment.
7	Always put the appropriate signs when cleaning.	Do not use the same mops / cloths / buckets for high risk areas such as urinals and toilet bowls for low risk areas such as basins and light switches.
8	Ensure cleaners are vaccinated against common diseases.	Do not allow any encroachments on the access to the toilet and in the gangways of the toilets.
9	Ensure that cleaning agents and chemicals are stored in a place that is locked.	Do not use abusive language for users in case of a problem.
10	Ensure storage of chemicals follows guidelines for the safe storage of chemicals.	Do not flush any non-fecal waste down the toilet bowl.
11	Ensure leaks in fittings and pipes are sorted immediately.	Don't pour cleaning water down the toilet.

12	Ensure that blocks in the drainage is reported to the Municipal Corporation/PHED or relevant authority immediately.	Do not combine ammonia and bleach.
13	Ensure that the Septic tank/Drainage Tank is cleared before it starts to overflow. Ensure that the entire tank is cleared during this process.	
14	Ensure that Disabled and Braille signage is installed correctly and cleaned regularly.	
15	Encourage good toilet etiquette with users.	
16	Encourage good civic sense with users.	
17	Ensure male and female toilets have a male and female attendant respectively.	
18	Ensure that cleaning and inspection rota is in place, and displayed in a place accessible to staff.	
19	Ensure that each staff also has his personal timetable.	
20	Make staff aware that there might be a cleaning audit by the ULB / Citizen's body without prior notice.	
21	Ensure that attendants are empowered and confident to approach users and correct any poor toilet, but in a constructive manner.	

*Ensuring a well-trained cleaner can go to schools to give talks / demonstrations on the importance of hygiene and toilet etiquette will not only educate future generations but also bring some respect to the job.*



## APPENDIX 1 : TIMETABLE

To use the timetable below:

1. The Site Manager must Print a new timetable every week and date it
2. Write his name and sign it
3. Then as per the cleaning rota and availability he must fill in the designated cleaner for each of the week days.
4. The cleaner(s) must refer to the timetable to see when they are scheduled to clean
5. At the end of every scheduled cleaning they must fill out the date, time, their name, go through the checklist within the timetable, write down any remarks and then sign against the row
6. Details of any maintenance issues and faults discovered when carrying out scheduled cleaning should be noted in the maintenance register

[illegible]

## APPENDIX 2: SURFACE AND CLEANING AGENT GUIDE

Surface / Fitting	Agent	Instructions	Equipment	Safety	Frequency
Wall/Floor	Disinfectant	<p>1. Clear any non-faecal debris lying on the floor using dustbin-broom.</p> <p>(Use a flexible pipe and waterjet to drain any human faecal content into the floor drain. Do not touch the faecal content.)</p> <p>2. At the end of the entire cleaning, mop the floor, moving towards the direction of the doorway.</p> <p>+Fortnightly Machine Cleaning of Floor</p> <p>++ Monthly Cleaning of Wall</p>	<p>Broom and dustpan.</p> <p>Waterjet and flexi-pipe.</p> <p>Mop and wheeled bucket.</p>		<p>Daily</p> <p>Fortnightly</p> <p>Monthly</p>
Glass / Mirror	Ammonia or neutral based Cleaners	Spray and polish glass with special glass cleaner cloth	Glass cleaner cloth	Never mix ammonia with bleach.	Daily
Sink	Use disinfectant cleaners	<p>1. Replace soap dispenser, clear and blocks.</p> <p>2. Apply disinfectant cleaner suitable for plumbing metallic fixtures on taps and underside pipes.</p> <p>3. Scrub with a plastic scrub.</p> <p>4. Apply ceramic / granite suitable disinfectant on the basin and surface top.</p> <p>5. Leave for 10 minutes.</p> <p>6. Scrub, rinse and wipe.</p> <p>+ Weekly Scrub to remove yellow stains</p>	<p>1. Plastic Scrub</p> <p>2. Cloth</p> <p>3. Soap refills.</p>		<p>Daily</p> <p>Weekly</p>

Urinal	Disinfectant Cleaners	<ol style="list-style-type: none"> <li>1. Spray the disinfectant on the urinal, including on the controls, the underside pipe and the sides and adjoining area.</li> <li>2. Let it stand for 10 minutes.</li> <li>3. Clean the inside of the urinal using a separate urinal brush.</li> <li>4. Clean the controls and the wall around using cloth and disinfectant.</li> </ol> <p>+ Weekly scrub to remove yellow strains</p>	<ol style="list-style-type: none"> <li>1. Separate cleaning cloth</li> <li>2. Urinal Brush</li> </ol>		<p>Daily</p> <p>Weekly</p>
WC	Disinfectant	<ol style="list-style-type: none"> <li>1. Spray the disinfectant to both sides of the toilet seat, toilet paper holder, the flush knob, the wall behind and the door handle area.</li> <li>2. Let it stand for 10 minutes.</li> <li>3. Clean the toilet bowl. (see below)</li> <li>4. Clean the above areas using a separate cloth.</li> </ol>	<ol style="list-style-type: none"> <li>1. Cloth</li> </ol>		<p>Daily</p>
WC Bowl	Disinfectant and / or mild abrasive liquid for the bowl	<ol style="list-style-type: none"> <li>1. Using toilet brush and disinfectant, swab inside of the toilet bowl and under the rim.</li> <li>2. Wait for 10 minutes.</li> <li>3. Flush Toilet. Discard Cloth and gloves.</li> </ol> <p>+ Weekly scrub to remove yellow stains</p>	<ol style="list-style-type: none"> <li>1. Toilet Brush</li> </ol>		<p>Daily</p> <p>Weekly</p>
Plastic Fittings – Door handle, Bins, light switch, air freshener, soap dispenser and easily soiled areas.	Use Neutral based cleaners	<ol style="list-style-type: none"> <li>1. Spray plastic surface friendly disinfectant.</li> <li>2. Wipe with a dry cloth.</li> </ol> <p>+ Wipe Exhaust fans, Scrub Bins, Dust air freshener pod, fan</p>	<ol style="list-style-type: none"> <li>1. Cloth</li> </ol>		<p>Daily</p> <p>Weekly</p>

## APPENDIX 3: SEQUENCE OF CLEANING INFOGRAPHIC

### CLEANING SEQUENCE

(BASED ON NEA SG RECOMMENDED SEQUENCE, 2008)

*Clear and empty bins*



*Sweep floors*



*Clean toilet bowls*



*Clean Windows/Mirrors*



*Clean sinks/Vanity tops*



*Clean sinks/ Urinals*



*Spot clean any areas*



*Clean fittings*



*Wet mop the floor*



## APPENDIX 4: CLEANER'S HEALTH AND SAFETY

### LIST OF SAFETY EQUIPMENT

#### RUBBER / LATEX GLOVES

1. Always use gloves when handling cleaning agents.
2. Always use gloves when picking up any kind of waste.
3. Ensure gloves are being used even when not in direct contact but using other equipment to clear waste.

#### BOOTS

1. Boots should be anti-slip.
2. Boot should conform to industry standards with regards to safety from chemicals.
3. Do not wear slippers when climbing or in any task that involves even 'spot' and 'light cleaning'.

#### SAFETY GOGGLES

1. Always use safety goggles when handling cleaning agents and cleaning.
2. Ensure that Safety goggles procured meet the standards for Chemistry laboratories.

#### FIRST AID KIT

1. Always ensure that the First Aid kit is well stocked.
2. Keep First Aid kit in a place that is known and accessible to all employees.
3. Ensure a log book that records first aid incidents is kept inside the box.

#### PERSONAL WATERLESS HAND SANITISER

1. Apply after cleaning.
2. Staff should also apply at certain times during the day, in addition to cleaning.

### GENERAL HEALTH AND SAFETY GUIDELINES

#### CHEMICAL HAZARDS

Chemicals may enter the body in the following 3 ways in the cleaning context.

1. Inhalation.
2. Accidental Ingestion.
3. Contact with skin and eyes.

Chemicals that are harmful and toxic can be present in the public toilet context in the following 3 ways.

1. Through chemicals present in the cleaning agents, for example, surfactants, acids, bases, solvents, disinfectants such as formaldehydes, volatile organic compounds.
2. Dirt / dust particles that are unsettled in cleaning processes can also contain many active chemical agents.

## LIST OF COMMONLY USED CHEMICAL AGENTS AND THE CORRESPONDING HAZARDS.

Chemical Substances	Type of Cleaning Products	Risk
Acids	Toilet Cleaning Product	Corrosive action; burns on skin; dermatitis;  in case of eye-contact: reduced vision or blindness (e.g. due to hydrochloric acid)  / Skin, eye and mucous membrane irritation; respiratory problems; possible asthma
Alkalines	Degreasing Product	Skin, eye and mucous membrane irritation;
Hypochlorite, aldehydes, quaternary ammonium compounds	Disinfectants	Sensitisation, mucous membrane irritation
Solvents (e.g. toluene, alcohols, glycol ethers such as 2-butoxyethanol)	Floor Cleaning products, Degreasing products, disinfectants, detergents and waxes.	Irritative to skin, respiratory system; Neurotoxic or reproductive toxic agents
Fatty acid salts, organic sulphonates	Complexing agents, e.g. EDTA, Nitrilotriacetic acid (NTA)	Skin, eye and mucous membrane irritation
Formaldehydes	Disinfectants in floor cleaners, waxes, detergents etc	Mainly allergic action, sensitization
Complexing agents, e.g. EDTA, Nitrilotriacetic acid (NTA)	Dissolving cleaners	Skin, eye and mucous membrane irritation
Film formers, polishes (wax, acryl polymers, polyethylene)	Surface Care	Sensitising Action
Ethanolamine	Surfactant used in floor care products, general purpose, glass and bathroom cleaners	Skin sensitization; Irritation of respiratory ways and lung; link to occupational asthma

## **BIOLOGICAL HAZARDS**

Biological hazards in cleaning include micro-organisms such as bacteria, viruses, mould and their secretions. The route for exposure is like the chemical hazards.

The sources of biological hazards may be dust particles, the droppings of rodents, human waste

Additionally, viruses can be transmitted through needles or blades that are left carelessly lying around by users who are infected with a virus.

Personal protective equipment, regular pest-control, vaccinations for staff, correct handling of needles and blades, good ventilation, hand-washing practices and scheduled sterilisations are some ways to protect from these hazards.

## **PHYSICAL HAZARDS**

Slip, trips and falls

Musco-skeletal problems due to Repetitive actions, incorrect lifting techniques, poor postures when cleaning as well as equipment that is not ergonomically designed.



## APPENDIX 5: INFORMING USERS

When Cleaning, these are some signs that can be used to inform users.

1

When Regular Cleaning is ongoing



2

When a toilet is out of order



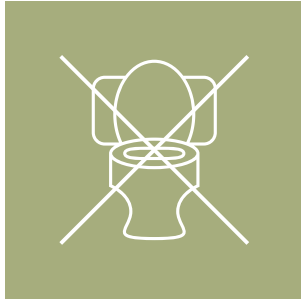
3

For the Chemicals Storage Cupboard.



## APPENDIX 6: REPORTING FAULTS INFOGRAPHIC

In case a fault is reported and or detected in any of the fittings, sanitary ware, plumbing, utilities or infrastructure of the facility please follow the steps below.



***Prevent access to that section***



***Record the problem in the maintenance register***



***Carry out maintenance/call the empaneled experts maintenance person***



***Inspect/ supervise the maintenance work***



***Update records and keep documentation***

## APPENDIX 7: INVENTORY AND STOCK LIST

This is a stock List. The Site Manager at the start of each week is responsible for updating the total numbers units of each item in stock. This would be all items that are in stock and therefore not available to users in the toilets and showers.

The cleaner's / attendants on duty who are responsible for replacing consumables must insert a tally mark right next to the item name on the appropriate day and time. During scheduled stock checks the left-over stock must be corroborated against the numbers of use in the stock list.

Item	Weekly Stock	Mon day	Mon day	Tues day	Tues day	Wedne sday	Wedne sday	Thur sday	Thur sday	Total Consumed	Stock Left
Toilet Roll											
Napkins											
Liquid Soap											
Hand Sanitiser											

Item	Weekly Stock	Fri day	Fri day	Satur day	Satur day	Sun day	Sun day	Total Consumed	Stock Left
Toilet Roll									
Napkins									
Liquid Soap									
Hand Sanitiser									

## BACKGROUND

GCSRA's public toilet project seeks to create a model which achieves efficiency both in terms of user-friendliness and cleanliness. The complexes have been designed such that they are not seen as mere amenities but getaways where users could retire for their personal needs.

They can be used for multiple functionalities including toilet, shower, grooming along with additional conveniences such as storage and others.

GCSRA is building these toilets complexes, urban local body is providing the requisite land and private companies are funding the construction and maintenance of these complexes as well as its sub-modules, as part of their CSR expenditure.

As part of the task entrusted by GCSRA to Nagrika, this is the advisory on signage that can be placed inside and outside the toilet complex.

## RATIONALE FOR SIGNAGE FOR PUBLIC TOILETS

- A person's literacy level or familiarity with any particular language doesn't impact their ability to find the nearest public toilet or properly use its facilities. For this, proper and efficient signage is most important
- Good signage can reduce the information gaps faced by prospective users who need to use a public toilet and hence reduce the chances of open defecation, urination, impact on personal health and hygiene as well on public health and sanitation
- Using signage that is easily understandable is crucial for places which see floating populations, be they people with low levels of literacy or visitors who are not familiar with the local language to read the signs. Surat being an important commercial hub witnesses both. People from different parts of the country come here for multiple purposes, thereby making it imperative to make signage comprehensible and accessible
- Accessible signs are also needed to aid tourism in the city by making it tourist-friendly
- People can be educated about toilet use which would help with toilet cleanliness, maintenance as well as better public health and civic sense. Signs can be an effective way of educating people, and can be preferred over text.

To ensure that people do not spend a long time looking for toilets and are made aware of where toilets are located, the following guidelines are suggested:

# GUIDELINES ON SIGNAGE

## 1. PATHFINDING

For path finding, there should be clear signage that indicates the presence of the restroom complex including legible signs for each gender. Signage for specially-abled can be located near the entrance to each toilet facility and displayed clearly in main passageways. Signage should be commonly recognizable (against dark colour contrast)

## 2. ACCESSING SIGNAGE

External signages can be put in coordination with other local authorities. This may include information on where the toilets are or how far and other such details. Signage should include internationally understood toilet symbols, and languages which are commonly understood in the region

## 3. VISIBILITY

Signs that are created should be clear and visible, ideally at all times of its functioning hours. Efforts must be made so that decorative elements like plants etc. do not block the view.

## 4. CONTRAST

Symbols should contrast visually with the background and mounting surface.

## 5. TACTILE SIGNS

Tactile signs may be used to assist people with visual difficulties

## 6. BRAILLE SIGNS:

Signs in Braille should be placed on the side of the doors closer to door knobs, not on the doors

## 7. UNIVERSAL SYMBOLS

Utilisation of universal and / or national symbols for public toilets rather than text to denote toilets

## 8. DISTANCE

The signs should mention the distance to and the direction of the nearest toilet

## 9. OPERATING HOURS

If possible, operating hours of the public toilet should be included as a part of the sign

## 10. OTHER FACILITIES

The provision of additional facilities like bathing and baby care room should be communicated as a part of the toilet sign

## 11. HELPLINE

Signs should also give information about being under surveillance, helpline numbers etc.

## 12. INFORMATION SHARING AT OTHER ESTABLISHMENTS

Toilet availability stickers with details of facilities and opening times may be encouraged to be pasted on shop windows. Stickers may also be placed in nearby car parking areas, shops, bus stops, parks, and other public spaces

## 13. POSITION

Signs must be positioned where a particular activity that should be discouraged is happening. E.g. No Smoking signs can be placed inside the main toilet area as well as inside the cubicals

**14. HEIGHT**

Signs must be at an accessible height and position for reading while engaging in a particular toilet related activity. For example, 'Please Use Soap' on the soap dispensers and 'Please Flush' at an eye-line above the urinal.

**15. SIMPLICITY**

Signs must be simple, so that the meaning is easy to understand. Signs must be uncluttered, where minimal amount of shapes can spread the message.

**16. ATTRACTIVE**

Signs must be attractive.

**17. LANGUAGE**

The language of any reading text that accompanies the signs should not be difficult, the standard must be equivalent that a Class 5 Student should be able to read it. Technical terms and big words must be avoided if possible.

**18. SENTENCES**

Sentences if any, must be short. Creativity, and rhymes can be used to create memorable catchy slogans.

**19. CLEAR MESSAGES**

Signs and accompanying text should be open about toilet use and challenges. They should not pander to taboos.





**20. MATERIAL**







Signs must be made of water repellent material. Design, size, positioning and content should discourage vandalism.

**21. PSYCHOLOGY**


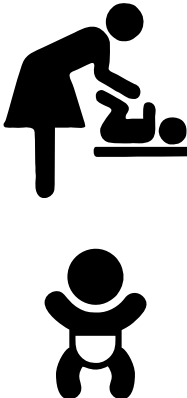
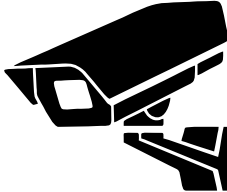
'Nudge' psychology can be used, such as the 'fly' in Dutch toilets to encourage better aiming in urinals

## SOME COMMON SIGNAGE

Signage	Indicative Text	Indicative Icons
Main Room	·Helpline Number	
	No Smoking	
	·Other advisory messages such as “This is your bathroom. Help us in keeping it clean” or “This bathroom is for your convenience. Help us in keeping it clean”	
In the main room and inside the individual cabins	“Throw in the dustbin” or “Use Me”	
On the Main Entrance	A board saying “Toilet” or “Public Toilet” or any other way in which GCSRA wants to mention	

Outside WC Door	Male-Female Icons, specially abled boards outside respective toilet areas	  
Inside WC and above the urinals	<p>A board saying 'Sanitary Napkins in Sanitary Bins' (for Women's WC)</p> <p>Another board saying "Please Flush" or "Please flush after use"</p>	
Near Washing Area	<p>"Wash your hands please"</p> <p>"Please Use Soap"</p> <p>"Please Turn Off Tap After Use" (in case of conventional taps).</p>	
Outside Bath Door	"Shower Area"	



Inside Bath	Save Water or Conserve Water or Do not waste water	
Outside Child Care Room Door	Baby Changing Or Baby Changing Area	
Working Time	"Hours of Operation: X AM to Y PM" or Open: X AM Close: Y PM	
Surveillance (outside toilet area)	You are under CCTV surveilllance	

While more and more illustrative signs must be used, at times it becomes necessary to use text. In such cases, the text may be in three languages - Gujarati, English, and Hindi - and care must be taken to accompany the text with illustrative signs.

The choice of materials, dimensions and other specifications for the signage can be tailored as per the norms, standards and budget of the project.

# INDICATIVE SIGN OUTSIDE INCLUDING SPONSOR DETAILS

A board as per the GCSRA / local standards may be kept outside along with relevant logos. Some of the indicative information that may be used includes:

Name of the Project	XXX
Facilities inside the Project	XXX
Opening Time	XXX
Closing Time	XXX
CSR Sponsor for Construction	XXX
Land Provided by	XXX
Constructed by	XXX
Operated and Maintained by (For GCSRA/or Surat Municipal Corporation)	XXX
Other partners	XXX

## RESOURCES

- [American Institute for Graphic Arts \(AIGA\)](#)
- [The Noun Project](#)

## GUIDELINES ON DISABLED SIGNAGE

The International Wheelchair symbol is a blue square overlaid in white with a stylized image of a wheelchair. It is listed in ISO 7001.



Alternatively, this can be replaced by:

This alternative can be used as in India, the term 'specially abled' is used. Even in Hindi the term 'Divyang', which means specially abled is used. The symbol indicates mobility, strength and aspiration. This symbol denotes the inherent potential that all human beings have, despite their limitations. The reality in India is that disabled people in India are stigmatised and at best, viewed with pity. An adaptation of the international symbol can be used, as a subtle, small step to change perceptions of disability.



# GUIDELINES ON BRAILLE / TACTILE SIGNAGE

1. Braille / Tactile signage should be at accessible height.
2. The Braille Signage should have Bharati Braille
3. Braille / Tactile Toilet signs are to be located on the wall (not on the door), on the door knob side.
4. The line of Braille between 1250 mm and 1350 mm above floor level, at least 50 mm from the frame.
5. If not possible, then it can be located on the door.
6. Directional Braille and tactile signs should be located at the same height, directly ahead in the direction of travel.
7. Tactile / Braille toilet signs that indicate a disabled / special access toilet should be written in Braille.
8. The "LH" or "RH" on each accessible toilet sign indicates the direction of transfer from a wheelchair to the toilet seat
  - a. RH: If the person has to transfer to the right onto the toilet seat using a grabrail on the wall on the right side
  - b. LH: If the person has to transfer to the left onto the toilet seat using a grabrail on the wall on the left side.
9. Shower facilities, if available, should also be written in Braille.
10. Specifications of Braille letters
  - a. Tactile characters must be raised or embossed to a height of not less than 1mm and not more than 1.5mm
  - b. Sentence case (upper case for the first letter of each main word and lower case for all other letters) must be used for all tactile characters, and
    - i. upper case tactile characters must have a height of not less than 15mm and not more than 55mm; and
    - ii. lower case tactile characters must have a height of 50% of the related upper case characters
  - c. Tactile characters, symbols, and the like, must have rounded edges
  - d. The entire sign, including any frame, must have all edges rounded
  - e. The background, negative space or fill of signs must be of matt or low sheen finish
  - f. The characters, symbols, logos and other features on signs must be matt or low sheen finish
  - g. The minimum letter spacing of tactile characters on signs must be 2mm
  - h. The minimum word spacing of tactile characters on signs must be 10mm
  - i. The thickness of letter strokes must be not less than 2mm and not more than 7mm
  - j. Tactile text must be left justified, except that single words may be centre justified
  - k. Tactile text must be Arial typeface."

## RESOURCES

Public Toilet Design Guidelines. December 2013. Brisbane City Council.  
ASEAN Public Toilet Standard. January 2016. ASEAN Secretariat.  
Inclusive Public Design: Public Toilets. Clara Greed. 2003.

## GCSRA'S KNOWLEDGE PARTNER:

The SOP & Signage's is prepared by Nagrika, as part of a knowledge partnership with Gujarat Corporate Social Responsibility Authority (GCSRA). The report is based on data and information, provided during Nagrika's interaction with various officials of GCSRA and from various reports, documents, and websites of relevant organisations, which we consider to be reliable. Nagrika is a non-partisan organisation based in Dehradun. Nagrika helps narrow the information and knowledge gap in the perceived understanding of small cities.

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## NOTES





## GUJARAT CSR AUTHORITY

An Initiative by the Government of Gujarat

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