

PAY IT FORWARD CAMPAIGN

CLEAN TOILETS CAMPAIGN PAYS OFF FOR KLIA

Airport sees 80pc reduction in number of complaints from the public

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THE Kuala Lumpur International Airport (KLIA) has seen a 80 per cent reduction in the number of complaints related to toilet cleanliness since Malaysia Airports Holdings Bhd introduced its Pay It Forward campaign in 2017 to promote cleanliness and toilet etiquette.

Malaysia Airports chief operating officer Datuk Mohd Shukrie Mohd Salleh said before the campaign was introduced, complaints related to toilet cleanli-

ness were high.

"The reduction is nearly 70 to 80 per cent.

"We factor in issues raised by the public when we carry out toilet refurbishment work," he said at Malaysia Airports' World Toilet Day celebration, held in conjunction with the Pay It Forward campaign.

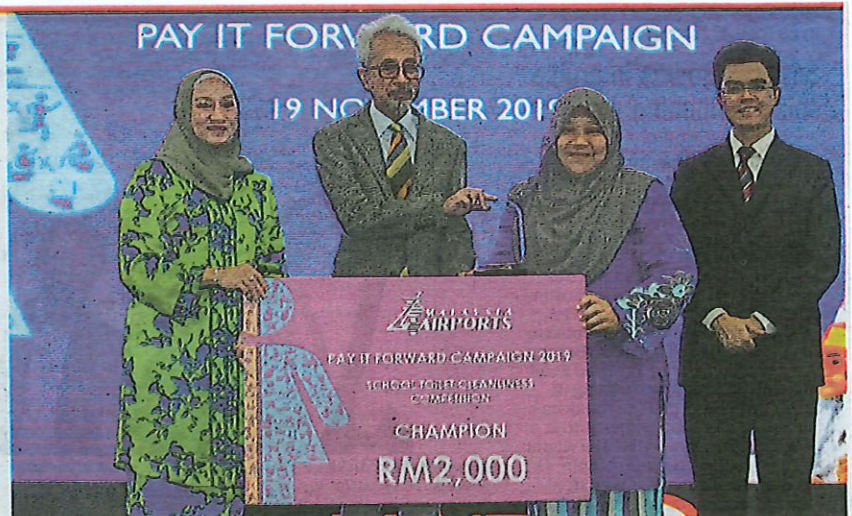
Deputy Housing and Local Government Minister Datuk Raja Kamarul Bahrin Shah Raja Ahmad officiated at the event.

Shukrie said efforts were carried out to improve the toilet facilities at the airport.

"I am proud to announce that as part of our continuous efforts, we are refurbishing 384 toilets at KLIA."

These include replacement of wet to dry-toilets, replacement of toilet ventilation system and the installation of durable sanitation fittings.

"Our efforts show only half the battle is won when it comes to



Deputy Housing and Local Government Minister Datuk Raja Kamarul Bahrin Shah Raja Ahmad presenting a RM2,000 prize money to teacher Aznita Saipol of SK Taman Seroja Sepang at the Malaysia Airports Holding Bhd World Toilet Day celebration in Sepang yesterday. With them are Malaysia Airports chief operating officer Datuk Mohd Shukrie Mohd Salleh and corporate communications general manager Nik Anis Nik Zakaria. PIC BY LUOMAN HAKIM ZUBIR

cleanliness of toilets as it is a collective responsibility," Shukrie said.

On the toilet refurbishment project, he said Malaysia Airports aimed to complete renovation work on 140 toilets by the end of next year.

"So far, we have renovated 45 toilets."

He said through its Pay It Forward campaign, Malaysia Airports engaged 14 schools involving 800 students to create awareness about the importance of toilet cleanliness.

Earlier, Datuk Raja Kamarul Bahrin said World Toilet Day was an initiative to inform, engage and, most importantly, inspire people to take action in tackling global sanitation crisis.

"According to United Nations Water, 4.2 billion people in the world live without adequate sanitation."

"That comprises over half of the total human population. An estimated 673 million people rely on open defecation as part of their daily routine."

"The scariest part is that

432,000 deaths are recorded annually due to a lack of adequate sanitation.

"Fortunately, Malaysia is blessed with first-class infrastructures, such as those in the nation's premier airport, KLIA."

"However, there is much to be desired in terms of achieving a first-class mentality among Malaysians."

SK Taman Seroja Sepang won RM2,000 in a school toilet cleanliness competition, held in conjunction with the Pay It Forward campaign.