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What do Polish public toilets look like a hundred days before the biggest European football matches?

Citizens of EURO 2012 host cities give their opinions about public toilets.

Press release, February 2012

As part of the educational campaign Toaleta 2012.pl, four months before the first whistle on the most important football matches in Europe in 2012, we asked the citizens of Gdańsk, Poznań, Warsaw and Wrocław to assess the standard of public toilets in their cities¹. According to the respondents, toilets in their cities – provided you find one – are not so bad but they could be of a higher standard.

For 55% of the respondents taking part in this year's survey carried out by TNS OBOP polling company, and commissioned by CWS-boco Polska, the standard of Polish publicly available toilets is acceptable. In the same group, according to 45% of the respondents the preparation to the tournament in this respect is average, while 10% think it is good or very good. What is more, 63% of the respondents expect the standard and number of public toilets to definitely improve. The citizens of host cities are more critical about public toilets than foreign tourists², who were asked to comment on Polish toilets in 2009. Only 23% of the interviewed foreigners thought the standard of Polish public toilets needed much improvement.

As hosts of a major European event Poles want to make use of their day and present their good sides in all aspects, so such a critical approach to the issue of toilets is not really surprising.

The citizens of Gdańsk are most critical about the preparation of publicly available toilets for the event. As many as 95% of them think the standard of toilets in Gdańsk needs to be improved.

¹ TNS OBOP survey, *Toaleta 2012.pl – Poles about public toilets in their cities*, 26-30 January 2012.

² TNS OBOP survey, *Foreign tourists comment on Polish toilets*, 21-30 August 2009.

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However, such a result is not a surprise, as Gdańsk received the worst marks in the audits of publicly available toilets carried out by the Cleanliness Patrols as part of the campaign.

The situation is completely different in Poznań. Although the citizens of Poznań are also critical about the standard of toilets (as many as 88% of them think that the situation definitely needs improvement), but in terms of the cleanliness of toilets Poznań leads the way among other cities. The citizens of Poznań are demanding, but they can be really proud of their city which occupies the first place in the ranking created by the Cleanliness Patrols.

'The surveys carried out by TNS OBOP polling company show that Poles can see the changes but they are not fully satisfied with them. This is why they are so eager to support our action, which is proved by, among others, the fact that our petitions to the Mayors of host cities have been signed by as many as 1,098 people. Definitely, the citizens expect something more, not only during the event,' says Andrzej Smółko, the President of the Board of CWS-boco Polska.

The critical opinions about toilets also depend on their location. The respondents are most critical about the toilets at railway and bus stations, and public toilets which received only 9% of positive opinions. The toilets at railway stations are treated with even more reserve – only 7% of the respondents think their standard is high or very high.



Unfortunately, the results of audits carried out by the Cleanliness Patrols confirm that the standard of toilets at railway stations and public toilets leaves much to be desired. The average amount of points they received gave them two last positions in the prepared ranking. However, there are also positive examples. The toilet in Sołacki Park in

Poznań, or the toilets at Hoover Market and Warsaw Central railway station can definitely serve as models. However, they are still isolated cases.

TNS OBOP also carried out surveys among the citizens of host cities concerning individual features of publicly available toilets, such as their location, availability, safety, signage, spaciousness and

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equipment. The respondents appreciated safety most – 26% of them believe it is good or very good, and they had most reservations about the convenient location of the toilets (54% said it is poor or very poor) and their availability (48% of the opinions were negative).

'As our experience shows, we are on the right track to improve the standard and increase the number of publicly available toilets. We know there is still much to do but together we can introduce effective changes. This is why, during the current edition, the organisers are encouraging everyone to join forces in the fight for increasing the number and improving the standard of toilets in host cities. We have very little time left,' emphasises Andrzej Smółko, the President of the Board of CWS-boco Polska.