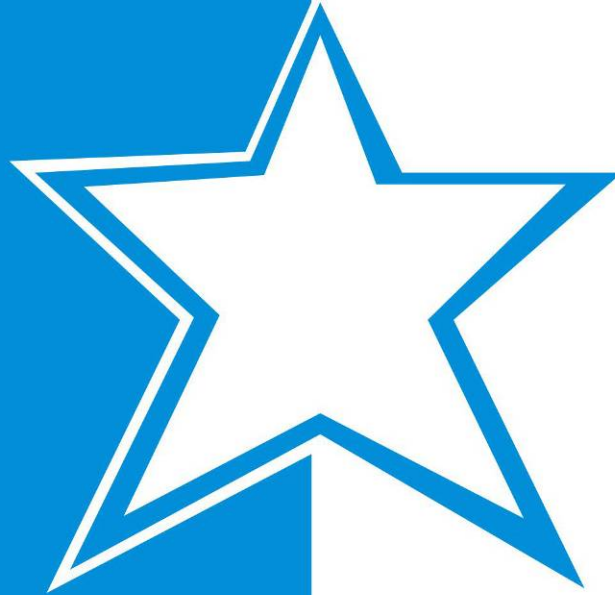


HAPPY TOILET



RESTROOM ASSOCIATION
(SINGAPORE)

www.toilet.org.sg

HAPPY TOILET PROGRAMME

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INTRODUCTION

The Happy Toilet Programme, developed and implemented by Restroom Association (Singapore) or RAS, is supported by the National Environment Agency (NEA). RAS has been working with toilet owners in various sectors like Shopping Centres, Industrial & Commercial Buildings, Parks, Hawker Centres, Tourist Attractions and Petrol Stations.

This programme was launched by Mr Lim Swee Say, the former Minister for the Environment on 1 July 2003.

It is a star-grading initiative for public toilets which focuses on five main areas - Design, Cleanliness, Maintenance, Effectiveness and Satisfaction. Users will also leave the toilet happy, as the programme will ensure that they have the best experience, with all their needs met.

The cornerstone of the Happy Toilet Programme is a grading system, based on minimum and progressive standards that start at 3 stars, to 4 stars and a maximum of 5 stars.

Application is open to all owners of public toilets in Singapore, anytime throughout the year. Once graded, the certification of quality has 12 months' validity. "Happy Toilets" will be promoted through the RAS website so that the public can identify star graded facilities.

3 stars = Good and Clean Restrooms

- Facilities in working condition
- Provision of basic amenities i.e. hand soap, toilet paper, etc
- No odour, litter-free
- Reasonably dry floor and facilities
- Customer Satisfaction

4 stars = Excellent Restrooms

- Facilities in working condition
- Provision of basic amenities i.e. hand soap, toilet paper, etc
- No odour, litter-free
- Reasonably dry floor and facilities
- Customer Satisfaction
- Special delights and user-friendly facilities

5 stars = Premium Restrooms

- Facilities in working condition
- Provision of basic amenities i.e. hand soap, toilet paper, etc
- No odour, litter-free
- Reasonably dry floor and facilities
- Customer Satisfaction
- Special delights, user-friendly and eco-friendly facilities

BENEFITS

Some of the tangible and intangible benefits of participating in the HTP are as follows:

1. Media publicity on Happy Toilets.
[\[Read More\]](#)
2. For more publicity, Happy Toilet owners can nominate themselves for the annual LOO Awards, the first restroom awards for organisations and individuals. The first LOO Awards were held in December 2009.
[\[Read More\]](#)
3. LOO Map, an online map locator of Happy Toilets, was launched in June 2009. The LOO Map will add more publicity to participants of the HTP. Since the number of visits to our official website was tracked in July 2009, there are more than 15,000 visits to our website both locally and internationally.
[\[View Here\]](#)
4. HTP is the only comprehensive rating system for toilets in Singapore. The current Singapore's OK (SOK) is close to the 3-star standard and it does not include two of the judging criteria namely effectiveness and satisfaction. For four and five star ratings, it will include special delights, user-friendly and eco-friendly facilities. Unlike the SOK, HTP is renewed annually not only to ensure the sustainability of the toilets but also to boost public confidence on the standard of the Happy Toilets.
[\[Read More\]](#) [\[View Here\]](#)
5. Participation in the HTP is also a means of embracing Corporate Social Responsibility (CSR) as this will help to create job opportunities for the Eco-Assessors, who are mostly elderly and housewives paid for every toilet assessment they perform.
[\[Read More\]](#)
6. Happy Toilet owners can send their employees or cleaning contractors to be trained as Volunteer Eco-Assessors (VEA) to assess their own Happy Toilets without any charges (Usual charge is \$10 per person).
[\[Read More\]](#)
7. Research which polled 2,500 people in the UK, France, Germany, Sweden and Russia about their restroom perceptions revealed that 70% of visitors to offices make a value judgment on the workplace based on their impression.
[\[Read More\]](#)

To summarise, the HTP is about branding.

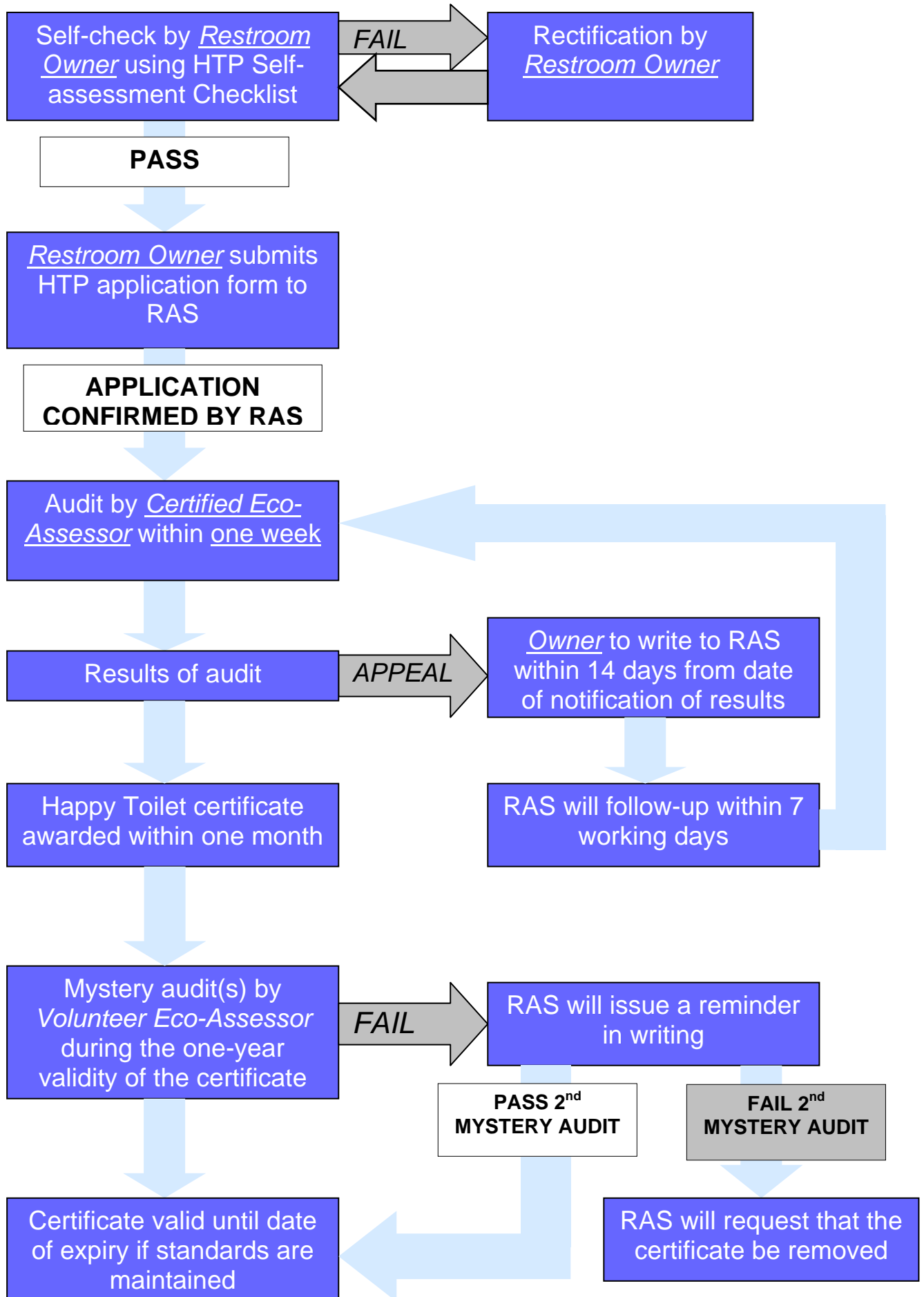


SAMPLE CERTIFICATE

5 Stars awarded to:
XXX

January 2010 to December 2010

FLOWCHART OF THE HAPPY TOILET PROGRAM (HTP)



HTP Self-assessment Checklist

Address: _____ Date: _____

Done by: _____ Contact number: _____

For official use
VEA ID No: _____
CEA ID No: _____

Please tick the boxes accordingly.

	Yes	No
Entrance		
Q1 There are prominent signages and the entrance looks clean.	<input type="checkbox"/>	<input type="checkbox"/>
Hand Wash Area		
Q2 All the taps at the basin and hand dryers are in working condition.	<input type="checkbox"/>	<input type="checkbox"/>
Q3 The hand soap dispensers are filled and in working condition.	<input type="checkbox"/>	<input type="checkbox"/>
Q4 Overall, the hand wash area is clean and tidy, with no litter.	<input type="checkbox"/>	<input type="checkbox"/>
Water Closet (WC)		
Q5 The cubicle door is clean and free of graffiti.	<input type="checkbox"/>	<input type="checkbox"/>
Q6 The door lock and coat hook are intact and functional.	<input type="checkbox"/>	<input type="checkbox"/>
Q7 The toilet bowl seat and cover/squat pan is intact and stain free.	<input type="checkbox"/>	<input type="checkbox"/>
Q8 The WC flush/sensor flush is functional and free of dust and stain.	<input type="checkbox"/>	<input type="checkbox"/>
Q9 The toilet paper dispenser is intact and functional with toilet paper.	<input type="checkbox"/>	<input type="checkbox"/>
Q10 Sanitary bin (for ladies only, one in each cubicle) is clean, intact and lined with plastic bag.	<input type="checkbox"/>	<input type="checkbox"/>
Urinals (for gents only)		
Q11 The urinals are intact and functional without chokage.	<input type="checkbox"/>	<input type="checkbox"/>
Q12 The urinal flush/ sensor flush is functional and free of dust and stain.	<input type="checkbox"/>	<input type="checkbox"/>
General Areas		
Q13 The floor, walls, wall tiles and ceiling are free from dust, stains and litter.	<input type="checkbox"/>	<input type="checkbox"/>
Q14 The lightings are intact and functional, and of appropriate brightness.	<input type="checkbox"/>	<input type="checkbox"/>
Q15 The toilet is odour free, the floor is dry and no water leakages.	<input type="checkbox"/>	<input type="checkbox"/>

Q16 Are there any other areas to improve on?

Q17 Any other comments?

**Please fax the completed form to 6297 9825 or email it to info@toilet.org.sg if all of the answers are "Yes".
For enquiries, kindly contact the Restroom Association (Singapore) at 6297 9824.**





Preferred Assessment Date and Time:

At least 5 working days in advance

Happy Toilet Programme

Application Form for New Assessment/ Re-Assessment

Name and Address of Organisation: _____

Person in-charge: _____

Tel: _____ H/P : _____ Fax : _____ E-mail: _____

New Assessment Re-assessment, Last Date of Audit: _____

Fees:

(i) Less than 20 toilets:

Areas	Unit Price	Male					Female					Total No. of Units x Unit Price = Total Amount
		Floor Level					Floor Level					
Cubicle(s) with toilet bowl/shower	\$16											
*General area(s)	\$45											
Toilet(s) with more than 2 urinals	\$16											
Stand-alone handicap unit(s)	\$20											
Certificate(s)	\$10											
<i>*Note: General area includes wash area/basin, mirror and two urinals (for male toilets only)</i>											Total cost	

(ii) 20 to 39 toilets - \$100 each

(iii) Above 40 toilets - \$80 each

(iv) 3-Year Participation - \$60/\$80/\$100 per toilet per year

Total number of toilets _____ at \$ _____ each. Total cost \$ _____ / per year for 3 years* (*Delete if not applicable)

#Fees exclude delivery charges. Free delivery for \$500 and above. Delivery charges waived for self-collection.

Name to appear on certificate: _____

**Note: "Male & Female Restrooms" would be indicated if it is a shared certificate*

Applicant's Declaration:

I declare that the above information is correct. I have read and understood the terms and conditions governing the administration of the "Happy Toilet" Programme.

Date of application : _____

Signature of applicant : _____

Please send application & payment to:
Restroom Association (Singapore)
Blk 2, Balestier Road
#03-679 Singapore 320002

For enquiries, please contact:
Tel: 6297 9824
Fax: 6297 9825
E-mail: info@toilet.org.sg
URL: www.toilet.org.sg

TERMS AND CONDITIONS UNDER THE HAPPY TOILET PROGRAMME

The following are the terms and conditions the Restroom Owner has agreed to abide:

1. RAS reserves the right to reject any application form if:
 - (a) the application is incomplete or has not been completed correctly; or
 - (b) any information furnished therein is false.
2. In the course of assessment, RAS's duly appointed assessor may request the Restroom Owner to produce documentary proof, e.g. restroom maintenance records etc as part of the assessment exercise. Photocopies of the documents may be kept by RAS for record purposes.
3. Any appeal against an assessment should be addressed in writing to the Restroom Association of Singapore (RAS) within 14 days from the date of notification of results. A fee of \$30 shall be payable for the reassessment.
4. Restroom Owner shall take steps to uphold the standards according to the "Happy Toilet" standards awarded at all times throughout the duration of 1 year after the issuance of the certificate.
5. RAS reserves the right to withdraw any certificate issued if there is a breach of terms and conditions herein. Under such circumstances, Restroom Owner or RAS shall remove the award or plaque displayed at the restroom upon notification by RAS in writing.
6. RAS reserves the right to review the elements in the "Happy Toilet Programme Grading Checklist" and the terms and conditions herein in subsequent assessment or reassessment exercises as and when necessary to stay current and relevant.
7. Restroom Owner who participates in the three-year Happy Toilet Programme shall commit for a period of three years upon application. In the event that the Restroom Owner wishes to opt out of the Happy Toilet Programme in the second or third year, the Restroom Owner is liable to pay the difference between the actual fees (fees for less than 20 toilets or 20 to 39 toilets or above 40 toilets) and the 3-Year Participation fees.
8. Restroom Owner shall hold RAS harmless and indemnified against all actions, claims and demands in respect of any loss, injury or damage occasioned to any person or property arising from or in connection with the award, and the display of the award or plaque at the restroom.

INTEPRETATION

In these terms and conditions, the following words and expressions shall have the meanings set hereunder unless the context otherwise requires:

"RAS" means The Restroom Association of Singapore

"Restroom Owner" means any person or organization responsible for the maintenance and up-keeping of public toilet facilities and has applied to RAS for a public toilet inspection/ grading.

"Happy Toilet" refers to the grading scheme managed by the RAS in which public toilet facilities are graded on a set of criteria deemed appropriate by the RAS. These criteria may be subject to changes and are at the discretion of RAS.

"Application" means an application to RAS made in such manner or otherwise acceptable to RAS for the assessment or re-assessment of public toilets by the restroom owner through the prescribed "Happy Toilet" programme.

"Happy Toilet Programme Grading Checklist" refers to an identified list of set criteria upon which participants of the programme will be assessed on. RAS reserves the rights to amend or modify these criteria as required.