

HAPPY TOILET



RESTROOM ASSOCIATION
(SINGAPORE)

www.toilet.org.sg

HAPPY TOILET PROGRAMME

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INTRODUCTION

The Happy Toilet Programme (HTP) was launched by Mr Lim Swee Say, the former Minister for the Environment on 1 July 2003. The HTP was developed and implemented by RAS with the strong support from the National Environment Agency (NEA).

The HTP 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 HTP is a grading system, based on minimum and progressive standards that start at 3 stars, to 4 stars, 5 stars and a maximum of 6 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 (at least 60 out of 108 points) = Clean Restroom

- 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 (at least 86 out of 108 points) = Good Restroom

- Meet all the above-mentioned 3 stars' requirements
- Special delights and user-friendly facilities
- Adoption of at least one of the DFEC (Detect, Feedback, Eliminate & Clean) smart solutions to increase productivity and efficiency

5 stars (at least 96 out of 108 points) = Premium Restroom

- Meet all the above-mentioned 4 stars' requirements
- Eco-friendly facilities
- Adoption of at least two of the DFEC smart solutions to increase productivity and efficiency

6 stars (at least 104 out of 108 points) = Magnificent Restroom

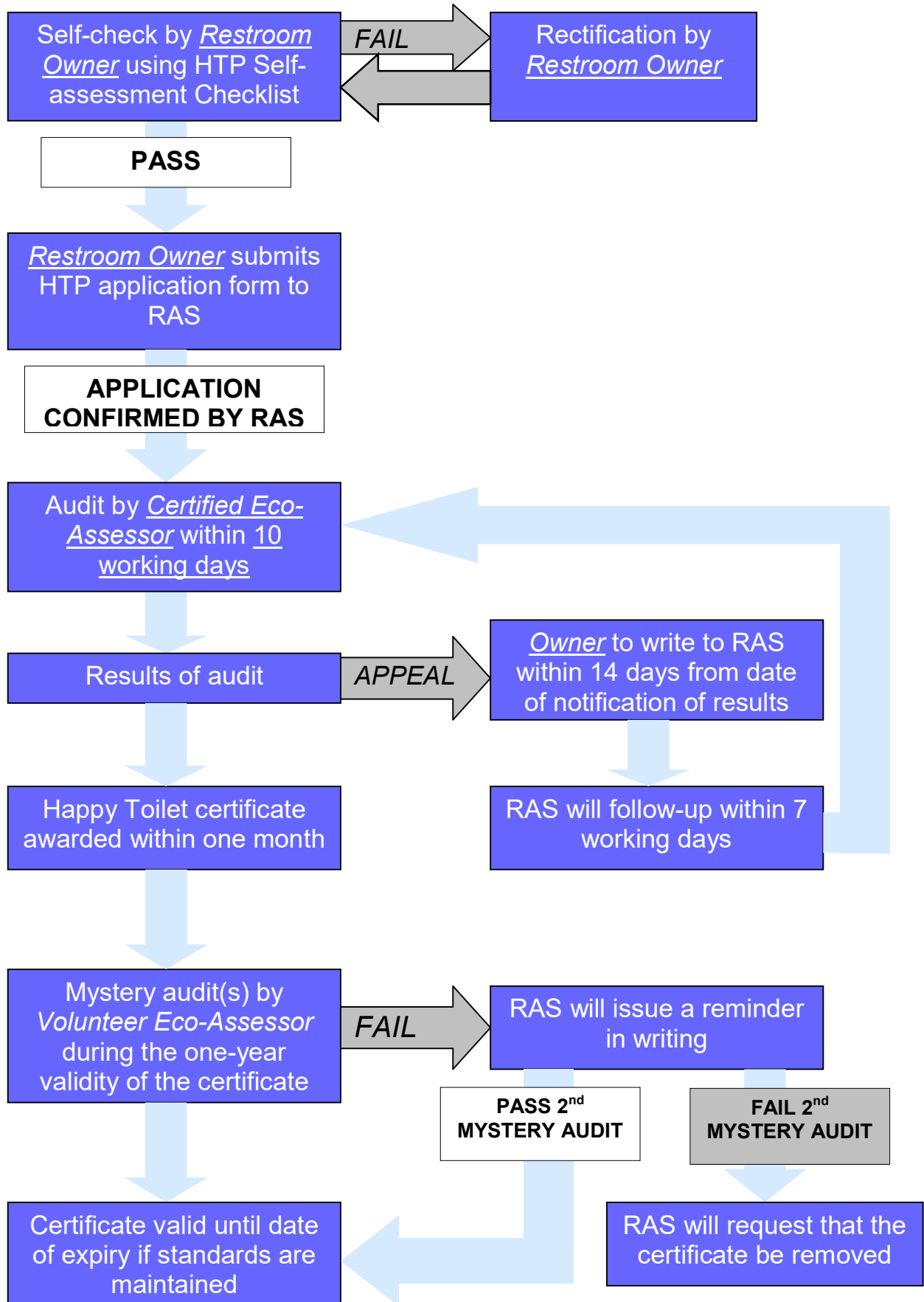
- Meet all the above-mentioned 5 stars' requirements
- Adoption of all four of the DFEC smart solutions to increase productivity and efficiency
- All cleaning attendants completed the Singapore Workforce Skills Qualifications (WSQ) module in washroom cleaning.

BENEFITS

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

1. Media publicity on Happy Toilets.
2. For more publicity, Happy Toilet owners can nominate themselves for the annual LOO (Let's Observe Ourselves) Awards, the first restroom awards for organisations and individuals.
3. RAS' LOO Map and the NEA's myENV smartphone app feature locations of Happy Toilets. Both map locators 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 50,000 views to our website both locally and internationally.
4. HTP is the only comprehensive rating system for toilets in Singapore. The NEA have expressed their strong support on the HTP by publishing it on their website.
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.
6. Research which polled 2,500 people in the UK, France, Germany, Sweden and Russia about their washroom perceptions, revealed that 70% of visitors to offices make a value judgment on the workplace based on their impression.

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.

Entrance

Yes No

Q1 There are prominent signages and the entrance looks clean.

Hand Wash Area

Q2 All the taps at the basin and hand dryers are in working condition.

Q3 The hand soap dispensers are filled and in working condition.

Q4 Overall, the hand wash area is clean and tidy, with no litter.

Water Closet (WC)

Q5 The cubicle door is clean and free of graffiti.

Q6 The door lock and coat hook are intact and functional.

Q7 The toilet bowl seat and cover/squat pan is intact and stain free.

Q8 The WC flush/sensor flush is functional and free of dust and stain.

Q9 The toilet paper dispenser is intact and functional with toilet paper.

Q10 Sanitary bin (for ladies only, one in each cubicle) is clean, intact and lined with plastic bag.

Urinals (for gents only)

Q11 The urinals are intact and functional without chokage.

Q12 The urinal flush/ sensor flush is functional and free of dust and stain.

General Areas

Q13 The floor, walls, wall tiles and ceiling are free from dust, stains and litter.

Q14 The lightings are intact and functional, and of appropriate brightness.

Q15 The toilet is odour free, the floor is dry and no water leakages.

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.**





Audit will be conducted within
10 working days from the
date of application

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											
*Note: General area includes wash area/basin, mirror and two urinals (for male toilets only)											Total fees	

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

(iii) Above 40 toilets - \$80 each

(iv) 3-Year Participation - \$80/\$100/\$120 per toilet per year

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

Minimum Fee is \$160 per year for 3-Year Participation and \$200 for 1-Year Participation

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 & Company Stamp : _____

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 \$50 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.

9. Restroom Owner shall consent RAS to the use of any photos taken for the assessment, to be publicised in any form of online and print media including RAS' own publicity materials.

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 or 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.