

RESTROOM
ASSOCIATION
(SINGAPORE)

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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 certified by the Singapore Green Building Council

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 certified by the Singapore Green Building Council

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 certified by the Singapore Green Building Council
- 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. Opportunity to be awarded the prestigious ASEAN Public Toilet Award.

2. Media publicity on Happy Toilets. 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.

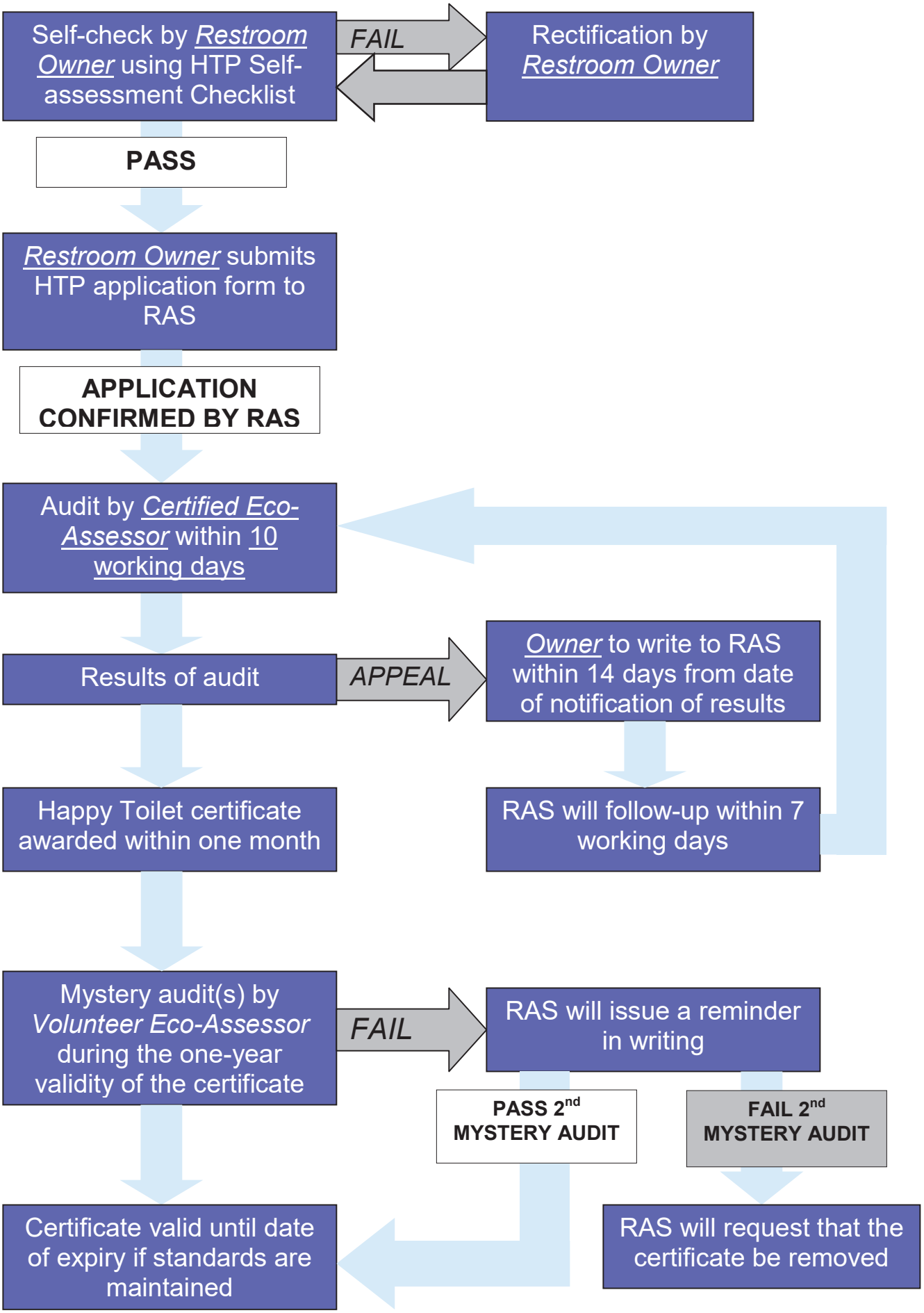
3. RAS' LOO Map features locations of Happy Toilets. Map locators add more publicity to participants of the HTP. Every year, there are more than 50,000 views to our website both locally and internationally.

4. HTP is the only comprehensive rating system for toilets in Singapore. The NEA has 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.

	Yes	No
Entrance		
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.

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