

Clean the World Volunteer Playbook



Clean the World®



Table of Contents

- 1. Welcome to Kit Building with Clean the World!**
 - a. Global Kit Types and Terms**
 - b. Pricing**
- 2. Planning Your Volunteer Kit Building Event**
 - a. Pre-Planning Check List**
 - b. Planning Check List**
 - i. Bulk Ordering Logistical Considerations**
 - 1. GRAF Logistics Check List**
 - 2. Shipping Check List**
 - c. CTW Setup Check List**
 - d. Setup Examples**
 - e. Participation Check List**
 - f. Post-Event Check List**
- 3. Resources and Tools**
 - a. About Clean the World**
 - b. Sample Inspirational Messages for Note Cards**
 - c. Frequently Asked Questions**



Welcome to Kitting with Clean the World!

Clean the World's Mission:

Clean the World (CTW) improves the quality of life of women, children, and communities by providing access to safe water, sanitation, and hygiene.

Volunteer Kit Building Opportunities:

CTW offers Amazonian teams the opportunity to build life-saving kits to serve those in need. Choose from these kit building options:

- **Sustainable Hygiene Kits** (sustainable bags, bar soap, shampoo and lotion in paper tubes, socks or loofah, bamboo toothbrush and dental tablets, optional note cards to write messages to recipients).
- **Back-to-School Kits** (backpacks, rulers, pencils, erasers, sharpeners, glue sticks, highlighters, crayons, hand sanitizer, notebooks, and soap).
- **Comfort Kits** (backpacks, soap, shampoo, toothbrush and toothpaste, washcloths, deodorant, socks, snack bar, lip balm).

Playbook Purpose:

In this playbook, Amazon in the Community (AITC) walks you through the steps you need to coordinate your kit building event, including:

- **Pre-planning considerations and planning details.**
- **Setting up before the event.**
- **Participating and day-of planning.**
- **Wrapping up and closing out communications with volunteers.**

Global Kit Types and Terms

United States:

All kit types are available for builds within the U.S. All builds can be done in bulk for in-person events or by box for virtual or smaller team activities. There is a desired 30-day turnaround time; any less than that needs inventory confirmation before moving forward. There is no minimum order quantity for U.S. events.

Europe:

All kit types are available for builds within the United Kingdom, France, Germany, Italy, Spain, Portugal, Ireland, and Luxembourg. Additional countries can be added as needed shipping prices/kit prices may vary. All options can be done in bulk for in-person events or by box for virtual or smaller team activities. There is a desired 45-day turnaround time; any less than that needs inventory confirmation before moving forward. There is no minimum order quantity for European events.

Terms Explained:

- **Boxes:** The individual boxes that are sent with all the materials to build kits. Each box comes with materials for 100 kits.
 - Boxes include smaller display boxes for the assembly line. If ordering in bulk, the display boxes will not be included. Plan accordingly.
- **Bulk:** Ordering more than 30 boxes (3,000 kits) will require your materials to be delivered on a pallet to a loading dock. If you are ordering in bulk, you must work with the Global Real Estate and Facilities (GREF) events team to coordinate your order.
- **Kits:** The materials assembled into packages and sent to communities in need. Coordinate with your Business Service Center (BSC) for non-bulk orders.

Pricing

Amazon Pricing:

AITC has negotiated a discounted pricing structure with CTW.

United States:

- Sustainable Hygiene Kits – \$400/box (100 kits)
- Comfort Kits – \$1,650/box
- Back-to-School Kits – \$1,625/box

Europe: United Kingdom, France, Germany, Italy, Spain, Portugal, Ireland, and Luxemburg (additional countries may be serviced, but pricing and shipping is subject to change)

- Sustainable Hygiene Kits – €540/box (100 kits)
- Comfort Kits – €1,945/box
- Back-to-School Kits – €1,951/box

AITC Funding:

AITC will support teams with \$5K, any cost above that will need to be paid by your respective team. Funding is available for the first 50 teams to inquire. Contact [Emily Probst](#) with CTW to start planning.



Planning Your Volunteer Kit Building Event

Step-by-step guides to plan your
event.



Pre-Planning Checklist

Before planning your event:

- ❑ **Determine whether your event will be in-person, virtual, or a combination of the two (hybrid)**
 - ❑ If your event is virtual or hybrid, you may need to order multiple boxes to be delivered to different locations.
 - ❑ If your event is in-person, work with BSC or GREF to coordinate delivery.
- ❑ **Determine how many volunteers you will have and how long the event will last to figure out the number of boxes to order.**
 - ❑ 10 people can build 200 kits in one hour.
 - ❑ Plan for about 30% attrition of volunteers.
- ❑ **Secure your event budget**
 - ❑ If you have your own budget for the volunteer event, contact [Emily Probst](#) with CTW to coordinate your event.
 - ❑ If your event will be less than 100 people, you can draw down from AITC's budget. Contact [Emily Probst](#) to order your boxes.
- ❑ **Plan for delivery time**
 - ❑ Give yourself at least six weeks ahead of your intended event.
 - ❑ Do not plan for same-day delivery. Aim for a mid-week delivery, not on a holiday and determine where you will store the boxes in the meantime.
- ❑ **Secure a nonprofit recipient**
 - ❑ If using your own budget, you select the recipient of your kits, but they must be able to accept them. Or, work with CTW to determine the recipient.
 - ❑ If drawing down from AITC's budget, your kits will be sent to our Disaster Relief by Amazon hub in Atlanta.

Planning Check List

Before your event:

- ❑ **Secure event location**
 - ❑ If your event will take place on Amazon's campus, submit a [Meeting and Event Request Form](#) through GREF.
 - ❑ Request a badge scanner from GREF. Also, clarify who you can contact for support if you run into any technical issues during the event.
- ❑ **Create your event registration in GIVEhub**
 - ❑ If you do not already have access to create events in GIVEhub, complete a short [KNET training](#).
 - ❑ Duplicate this [GIVEhub event template](#) and update all the necessary details.
- ❑ **Get access to the [GIVEhub dashboard](#) (if tracking against a goal)**
 - ❑ For more information about GIVEhub access levels, visit our wiki [here](#).
 - ❑ Login to Amazon [QuickSight](#) using "amazonbi" as the username.
- ❑ **Recruit your volunteers**
 - ❑ Make sure you abide by Amazon's [solicitation policy](#).
- ❑ **Check out our [volunteering communications toolkit](#) for planning and communicating volunteer events.**
- ❑ **Order [free volunteer t-shirts](#) for your team.**
- ❑ **Send out reminder emails prior to your event**
 - ❑ Reminder email to volunteers.
 - ❑ Reminder email to CTW confirming the number of kits being built and how/when they will be sent back.

Bulk Ordering Logistical Considerations

When ordering in bulk, there are a lot of extra steps to take.



GRAF Logistics Check List

Shipping and delivery:

- ✓ Shipping company's certificate of insurance (COI) meets the requirements for the building.
- ✓ Confirm permitted delivery hours for your building's loading dock.
- ✓ If required, reserve time to load/unload.
- ✓ Confirm if there is a height restriction for trucks and if so, ensure truck being used can accommodate.
- ✓ Confirm if truck needs to have a lift gate.
- ✓ Ensure delivery driver has all necessary information and instructions before arrival.
- ✓ Confirm if empty pallets can be stored in the loading dock until kits are ready to be shipped back.

Moving materials through the building:

- ✓ Determine location for team to break down pallets into individual boxes.
- ✓ Secure hand trucks/carts to move the boxes through the building.
- ✓ Determine any areas within the building that are off-limits to hand trucks/carts with boxes.
- ✓ If necessary, secure access to freight elevators and entrances in order to move boxes between the loading dock and event space.

Space considerations:

- ✓ Determine if facilities team needs documentation of room layout set-up for event.
- ✓ Determine best way to communicate immediate event needs and issues should they arise (e.g. emptying trash cans throughout event, if there are sound/room temperature issues, etc.).
- ✓ If needed, determine if kit materials can be stored in the event space overnight or secure a location.
- ✓ If offering multiple shifts during the volunteer event, secure smaller storage space to hold extra materials, if necessary.
- ✓ Secure lollipop stands/easels for directional signs.
- ✓ Secure badge scanner/s your volunteer check-in/registration table.
- ✓ Determine if room has A/V system to play music during event.

Shipping Check List

Working with a shipping company:

- ✓ If not using Amazon for shipping, secure Certificate of Insurance (COI) for review.
- ✓ If using Amazon, work with GREF to determine if paperwork is necessary (if previously delivered to building, it may not be required).
- ✓ If using a loading dock, work with GREF Events/Security for escort or badging (necessary in HQ1).
- ✓ Secure the drivers' names and a cell phone number.
 - The driver may need a signature on their bill of lading (BOL).
- ✓ Ensure the truck meets the loading dock's requirements.
 - Loading dock height, if the truck has a lift gate, etc.
- ✓ Determine if driver can bring a pallet jack and assist with offload/load of pallets.
 - If driver cannot assist, work with GREF to secure pallet jack and determine if training/certification to use the jack is required for Amazon employees.
 - Confirm the pathway from loading dock to storage location (will need double door entrance). Electric pallet jacks cannot go on ramps or slopes.
- ✓ If kits are not being stored at loading dock, ask if driver can bring empty pallets when they pick up completed kits.
- ✓ Determine if driver has pallet wrap or if team needs to purchase in advance.

CTW Setup Check List

Kit building is a lot of fun, but may seem overwhelming to volunteers if not setup properly. We recommend the following setup for the best volunteer experience:

- ❑ **Create an assembly line for kit building**
 - ❑ Six-foot tables should be arranged with six feet of space in between to allow for volunteers to work from both sides simultaneously.
 - ❑ Place the materials for the kits in order from most bulky to least bulky to make sure everything fits.
 - ❑ Note cards are typically the bottleneck for the assembly line. You may ask volunteers to complete the cards ahead of time, use pre-printed stickers, or choose not to include cards in your kits.
- ❑ **10-12 volunteers per assembly line.**
 - ❑ You may choose to pass the bags down the line, or walk down the line with an empty bag or two and fill them as you go.
- ❑ **Use the boxes your materials came in to re-pack and ship the assembled kits.**
 - ❑ 100 hygiene kits should fit in each box. Consider having a dedicated volunteer at that station to make sure all the completed kits fit in the boxes.
 - ❑ Any extra boxes will need to be broken down. Work with GREF to request janitorial support for this.
- ❑ **Gather your supplies**
 - ❑ Packing tape and markers.
 - ❑ Signage and swag.

Setup Examples

Structure this activity in a way that best serves your team.



Participation Check List

During your event:

- ❑ Arrive 30 minutes ahead of time for a small setup, or 90 minutes ahead of time for a larger setup. Scan volunteer badges as they arrive.
- ❑ Wear your Amazon volunteer t-shirt.
- ❑ Before volunteers start building, play [this video](#) to introduce CTW and connect them to the mission. This will help to create a positive volunteer experience.
- ❑ Keep the energy up in the room! CTW has an upbeat [Spotify playlist](#) you can listen to with music everyone will enjoy.
- ❑ Take pictures and videos
 - ❑ All subjects included in the photos must complete a [release form](#) in order to be shared on Amazon's official marketing channels (e.g. Inside Amazon).
 - ❑ For virtual events, ask your volunteers to take pictures of their kit building.
- ❑ Share on social media
 - ❑ Check out [PR's guidelines](#).
 - ❑ Tag @Clean_the_world and @InsideAmazon on Instagram, and use the hashtag #CleantheWorld and #AmazonintheCommunity.
- ❑ Enjoy the event!

Post-Event Check List

After your event:

- ❑ Return your completed boxes.
 - ❑ CTW has provided you with return labels from donotreply@cleantheworld.org. Check your spam folder if you didn't receive them.
 - ❑ Mail boxes directly from the BSC in your building.
 - ❑ If sending bulk, work directly with your shipping company - no labels needed.
- ❑ Follow-up with volunteers
 - ❑ [Thank them](#) for volunteering.
 - ❑ Share highlights, photos, and impact from the event.
 - ❑ Ask them to provide feedback in our [Employee Volunteer survey](#).
 - ❑ Include your manager on the email.
- ❑ Provide feedback on your experience
 - ❑ Take our [Volunteer Coordinator survey](#).
- ❑ [Share your volunteer story](#)
 - ❑ Include photos and your impact in metrics if possible.
- ❑ Receive a Phone Tool Icon from AITC for volunteering
 - ❑ Data for this award is pulled from GIVEhub and uploaded on a quarterly basis. The icon will be automatically added to your profile the first month following the end of the quarter.
- ❑ If applicable, follow-up with the organization
 - ❑ Send a thank you note letting the organization know your team was proud to support the incredible work they are doing and is looking forward to doing so again soon.

Resources and Tools

To help execute your event.





Clean the World™

OUR MISSION

Scan to Learn More



About Us

Clean the World is a global impact organization whose mission is to save millions of lives around the world through the recycling and distribution of soap.

Our goal is to eradicate hygiene-related deaths by providing sustainable resources, programming, and education focused on water, sanitation, and hygiene for all those affected by poverty, homelessness, and humanitarian or natural crises.

Fresh Start WASH & Wellness

In cities across the United States, our mobile showers giving back dignity and health to individuals experiencing homelessness by providing them hot showers and hygiene supplies.

Soap Saves Lives Box

Gather family and friends and host an at-home packing party. Our Soap Saves Lives Box contains life-saving hygiene products that can be assembled and distributed to a local charity, at your church or to a neighbor in need. It's a fun and engaging way to give back!

WASH Education & Infrastructure

Our WASH Infrastructure & Education Programs provide sustainable infrastructure, locally-sourced supplies, and needs-based training to schools, healthcare facilities, and community centers to help achieve sustainable access to WASH for vulnerable communities.

Emergency Relief

Clean the World Foundation provides rapid deployment of WASH supplies, including soap and hygiene kits, to populations impacted by natural disasters, disease outbreaks (including cholera and COVID), refugee crises, and homelessness around the world.

In-Person Hygiene Kit Builds

Businesses or meeting planners, engage employees in a safe, team-building event or virtual happy hour, by putting together life-saving hygiene products that can be donated to a local charity or NGO.

To schedule an interview or request more information contact us at ctwhr@cleantheworld.org



RECYCLING SOAP. SAVING LIVES.

Note Card Sample Inspirational Messages

Every kit has notes that Amazonians can include for recipients.
These are optional.

We thought of you while we packed this kit

Never give up

Hope to brighten your day!

Thinking of you

Be Healthy

From our hearts to yours

You are loved

Best wishes

Just believe

You are Unique

Our thoughts are with you and your family

Wishing you the best

Stay strong

Keep going

Here's to a brighter future

Take care

Here's to your health

"Tough times don't last - tough people do"

Packed with love

Sent with love



FAQs

What about sustainability?

CTW makes sure they not only they include the best, most sustainable products but also choose nonprofit recipients upon need and their sustainability and recycling practices.

Does AITC cover printing costs for the note cards included in the kits?

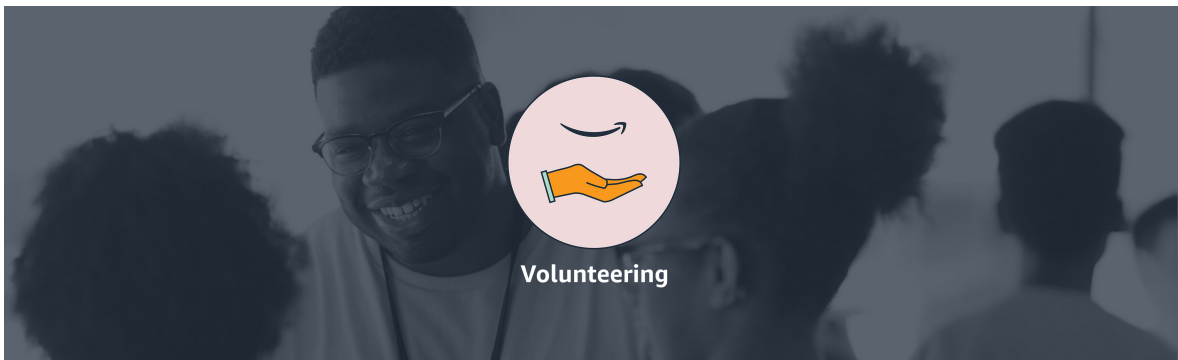
No. Please account for printing costs if you decide to put stickers on the note cards that are sent with the completed kits.

Is this volunteer event family-friendly?

Yes. However, it is up to the event organizer to determine if bringing children and families is appropriate. All standard visitor policies apply if the event is open to guests.

Can volunteers stay for more than one shift?

Yes. If you have a large event, we recommend planning for shifts of 45 minutes with a 15 minutes in between to allow for resetting the room. When you setup your event in GIVEhub, you can create shift options.



Thank You

We couldn't do this without you.

Questions? [Submit a SIM here.](#)



Clean the World®