



Clean the World®

HYATT®

HOSPITALITY RECYCLING PROGRAM

Implementation Guide

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ACCOUNT SET UP Getting Started

Delivering impact just got easier!

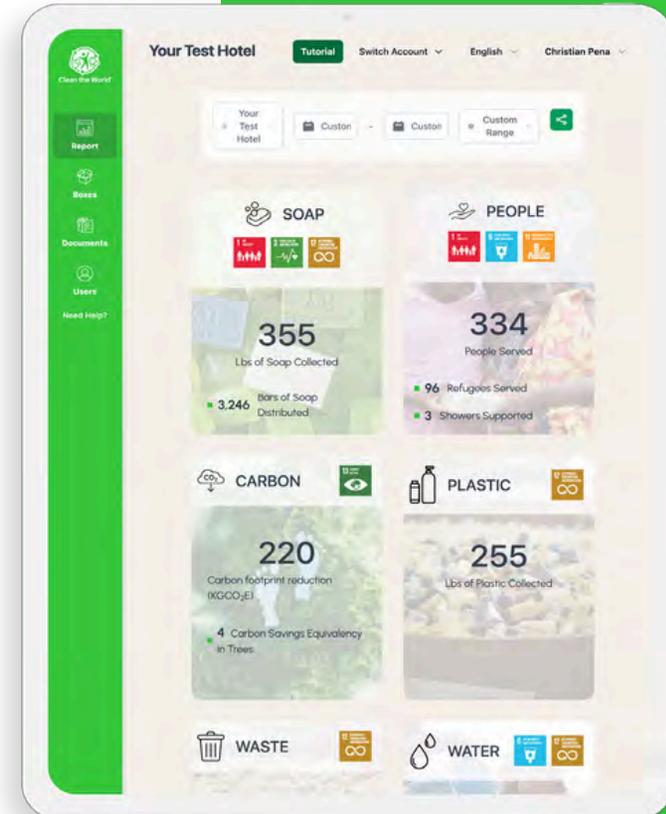
Now that you have joined our program, the following information will be sent to the leader's email address provided on the sign-up form:

- A welcome email from our dedicated Client Team
- A customer portal email with your username and temporary password

Check out Clean the World's customer portal where you can see impact reports, order replacement boxes, learn about our exciting programs, manage users and profiles, and so much more.

You can easily access the portal from any desktop or mobile device 24/7. Simply plug this URL: ctwportal.cleantheworld.org into your device and log-in to access your account.

If you have any questions, please email portalhelp@cleantheworld.org





ACCOUNT SET UP

Access Your Account

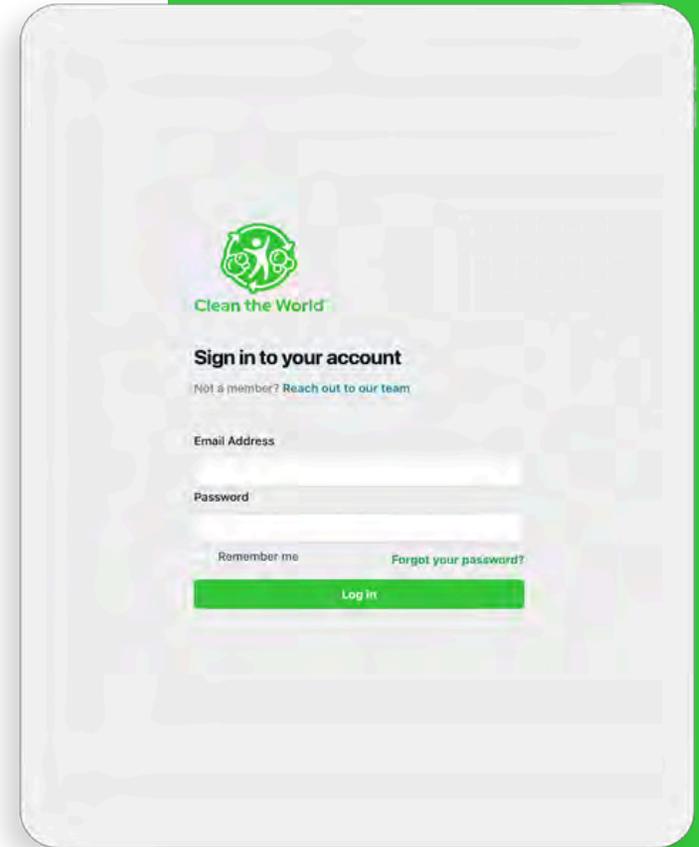
Log-In

To access your account, visit ctwportal.cleantheworld.org and enter your username and password.

First Time Users: For login instructions, please review your welcome email sent to you by our Client Team. Your username is the email you use to correspond with us. The initial password for your account is Clean123. We ask that you change your password immediately to any password except Clean123 to ensure your account is properly secured.

Property Access

The property name assigned to your account is listed on the top left of the Customer Portal screen. You may have more than one property assigned. To switch between accounts, click "Switch Account" and select your desired property from the dropdown menu.





ACCOUNT SET UP

Manage Users

View User Details

To access your account details, select Users from the side menu. Here you can view your team's information, such as their role, invite status, and app status.

Create New Users

From the Users page, click "Add Users" to add Team Members and manage their information.

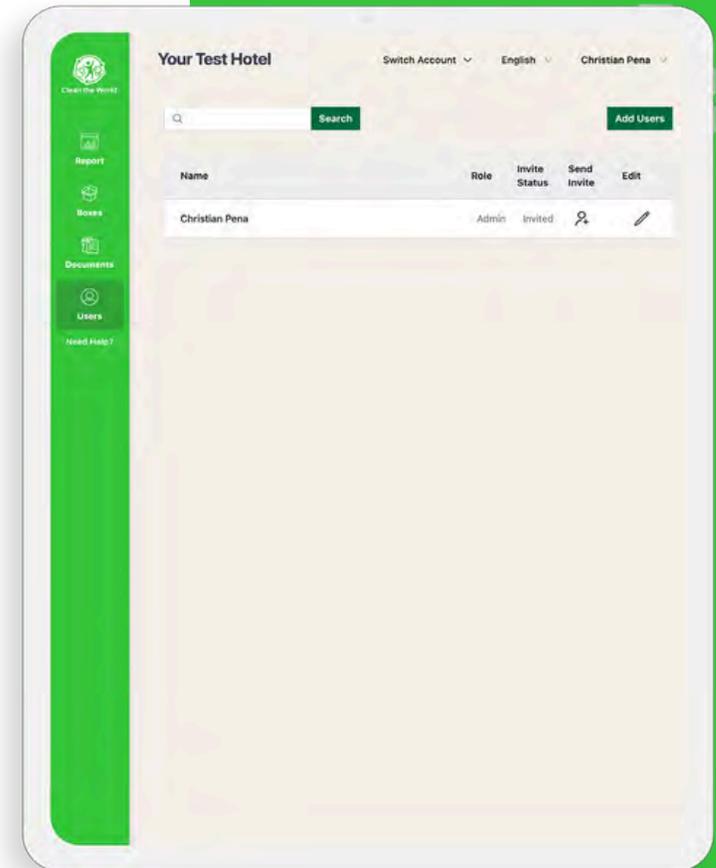
Here you can see the invite status of each of your team members:

Accepted: This user has accepted and created their account.

Invite: This user has been sent an email invitation but has not created their account.

You can also see the user roles of your team members:

User: Users can only change and update their own information. **Admin:** Admin can add, remove, and change other users.





ACCOUNT SET UP

Manage Users

Edit Users

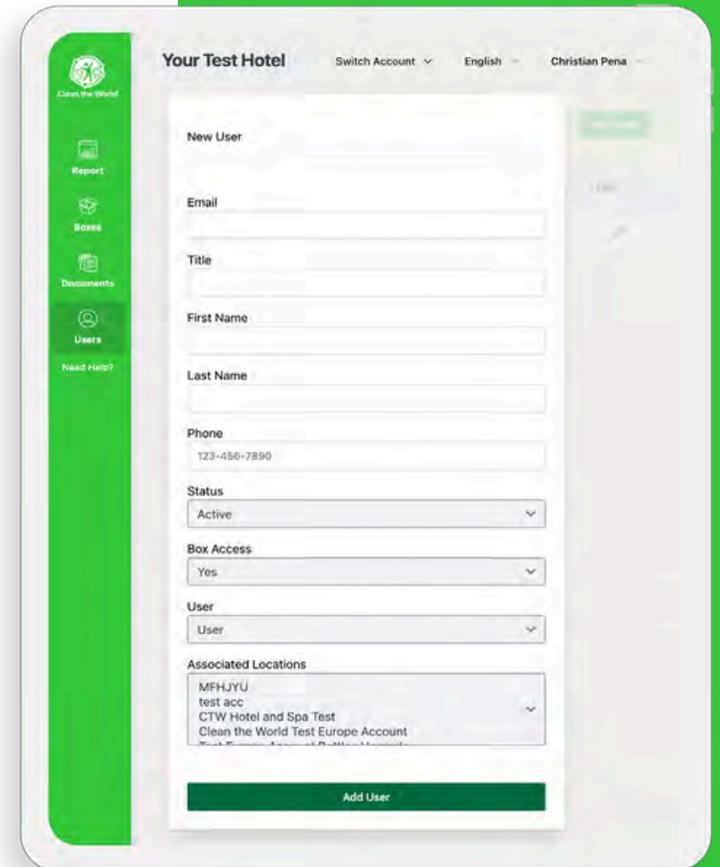
Did you make a mistake spelling someone's name? Need a new admin to manage your users? You can utilize our User edit feature.

To make changes to a user, click the User's tab, find the user, and click the  icon from the edit column to open the User Details panel.

From here, you can alter information, promote a user to admin when necessary, and associate users with other properties (if you are responsible for managing multiple properties).

Resend Invitations

To resend an invitation to a user, click the User's tab, find the user, and click the  icon from the Send Invite column. With this feature, the user will receive an email with full instructions on how to login.





SOAP AND PLASTIC COLLECTION Order Your Collection Boxes

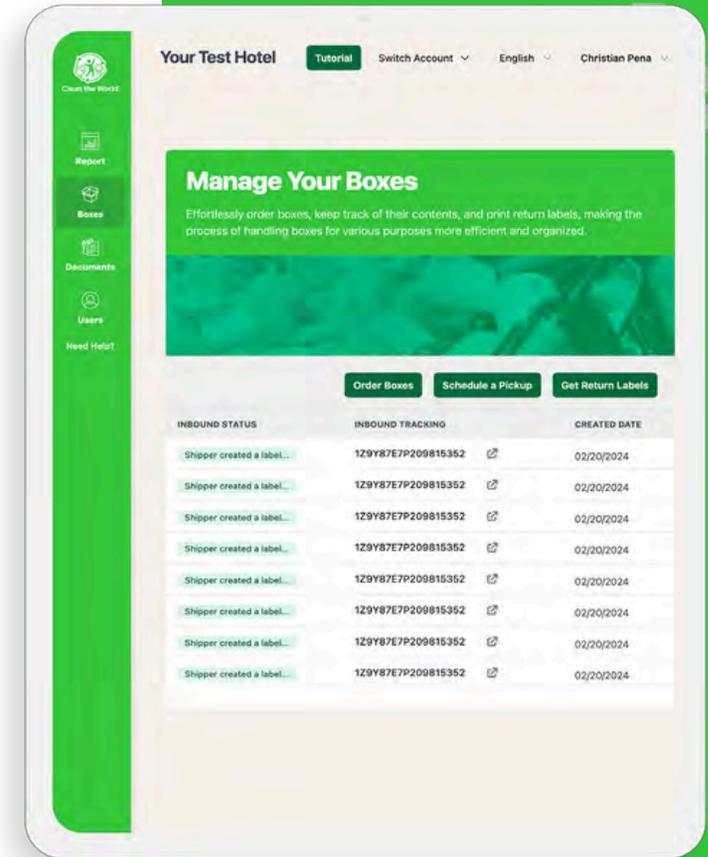
Order Your Collection Boxes

To order your collection boxes, click "Boxes" on the side menu. When you click "Order Boxes," you will be directed to the box order screen. Confirm the number of boxes and your delivery location. Click the green "Confirm" button, and Clean the World will do the rest!

Your boxes will arrive 7-10 days of ordering. The number of boxes you receive is based on room count and participation history, not on the number of floors.

Once you order and receive your first set of boxes, you're ready to start collecting!

Note: If you're replenishing boxes for your hotel, at least 6 boxes need to be returned before you can order more.





SOAP BAR COLLECTION Set Up Your Boxes

Receiving and Setting Up Your Collection Boxes

You will receive your Collection Boxes in 7 -10 days of ordering. They will all come bundled in 1 x Delivery Box. The number of boxes you receive is based on room count and participation history, not number of floors.

Once you receive your boxes, take them to their designated collecting area. We suggest using an area that your housekeepers pass by regularly to line up your collection boxes. Feel free to decorate your collection area with Clean the World inspirational and educational posters to inspire and engage your team.

After you unpack your boxes, place them in the designated collection area. Make sure that the bottom of your box is secured with tape. Please keep soap and bottles in separate boxes.



Delivery Box Dimensions: 40.5 in x 7 in x 25 in



Soap Box Dimensions: 22.25 in x 16.25 in x 8 in



SOAP BAR COLLECTION **How to Collect**

Collecting and Preparing Your Boxes for Shipment

As your housekeeping team makes their rounds through your guest rooms, encourage them to only fill the boxes with soap bars. When they make it to the collection area, have them fill each box with their collected soap and amenity bottles. Once the box is 100% full tape the box closed. You are now ready to ship your boxes to Clean the World.





SOAP BAR COLLECTION

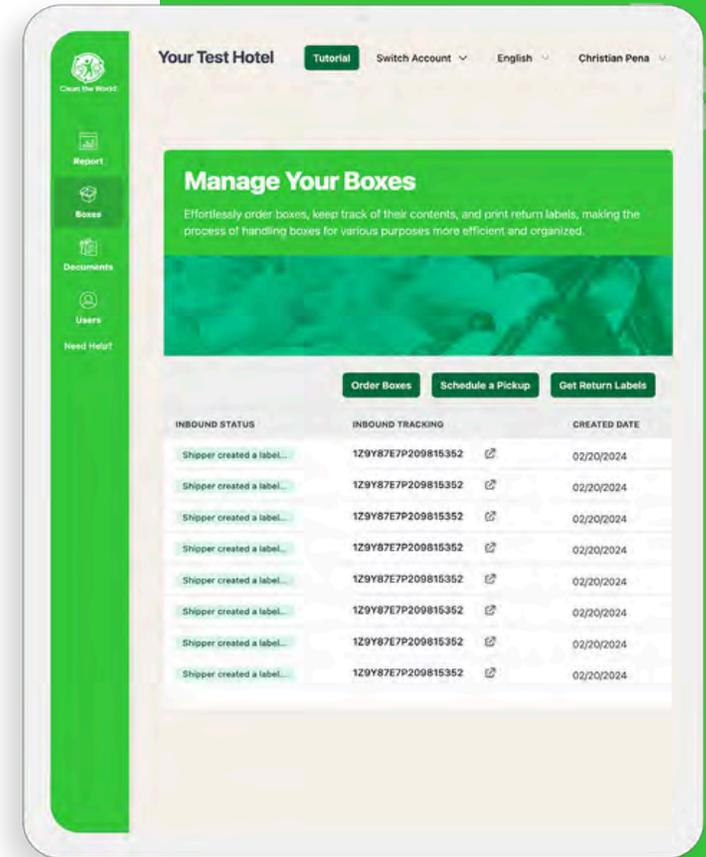
Returning Your Boxes

Shipping Your Boxes

Once you have attached your shipping labels to your boxes, place your full boxes in the same location where your UPS pick-ups and drop-offs take place.

If your property does not have a regular UPS pickup area, please contact us at partners@cleantheworld.org for help.

Once we receive your boxes and record them in our system, you'll be able to order new boxes from the portal.



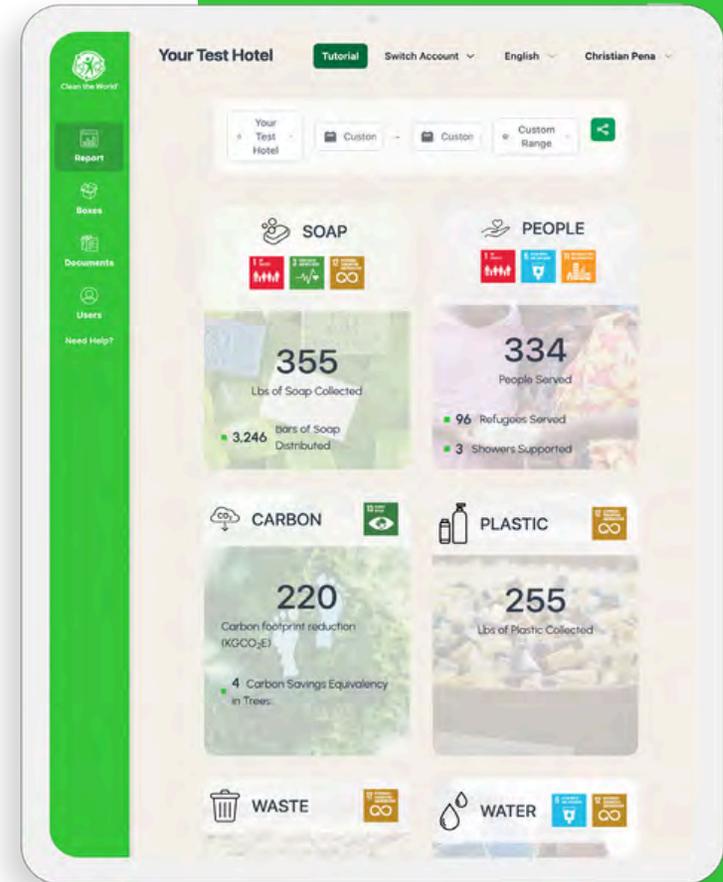


TRACKING YOUR IMPACT Reporting Overview

Our impact dashboard introduces advanced filtering mechanics so you can get a detailed view of your growth across your company over time. With these features, you'll be able to set goals, track your progress, and take ownership of your impact.

In addition, you can see how your impact contributes to the United Nations' Sustainable Development Goals. These impact metrics will help you keep track of your hotel's sustainability goals.

We will continue to roll out new updates, so check back often.





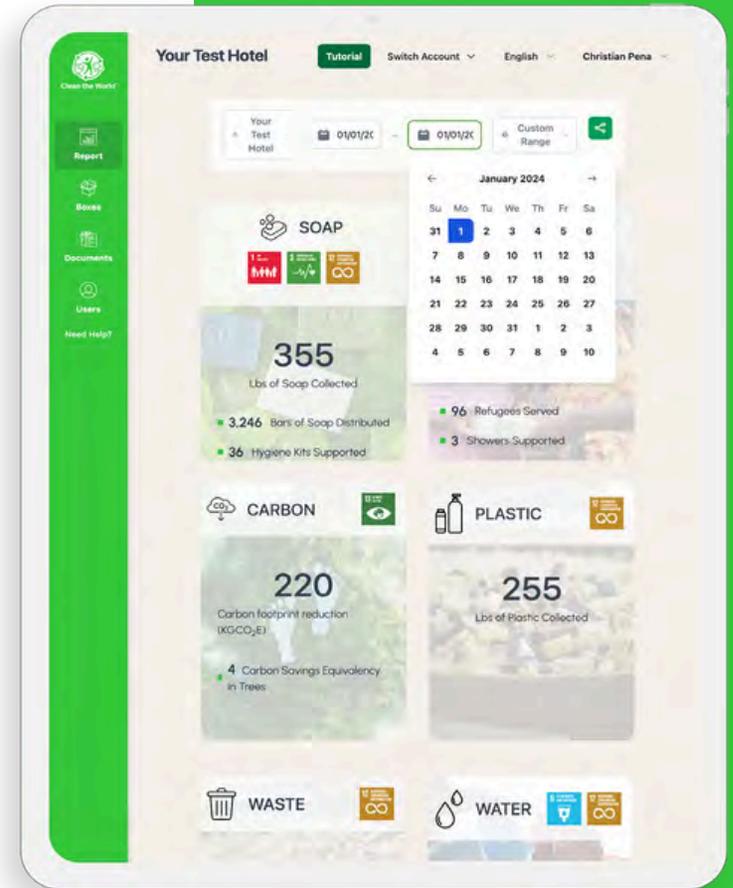
TRACKING YOUR IMPACT

Filtering Data

Filter by Date

Want to know how many soap bars you have distributed to date? Use our date filters to see how you have performed historically or during a specific period.

To begin, click on "Reports" from the side menu of the portal. Click on the date range filter at the top right of the page. Select from a range of predetermined time ranges or choose your own by selecting "Custom Range." For Custom Range, enter your start date in the Custom Start Date field and your end date in the Custom End Date field.





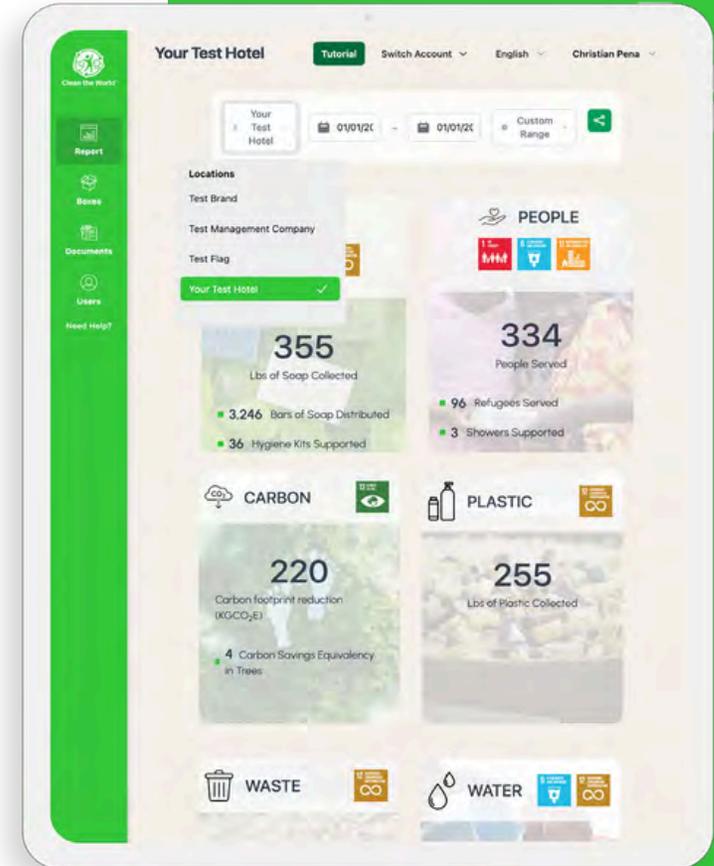
TRACKING YOUR IMPACT

Filtering Data

Filter by Entity

If you are a flag, brand, or management company, you can filter by entity to view your contribution levels from an individual hotel or your whole company.

To change your view, click on the top left entity filter and select your flag, brand, management company, or individual hotel from the dropdown list.





TRACKING YOUR IMPACT Sharing Your Report

Sharing your report metrics is easier than ever. To do so, click on "Report" from the side menu of the customer portal. If needed, filter your reporting to fit your needs by entity or date range. When finished, click on the  icon on the top right of the page and select from the dropdown of options.

Download Report

This option downloads a PDF version of your impact report.

Save Report to Portal Docs

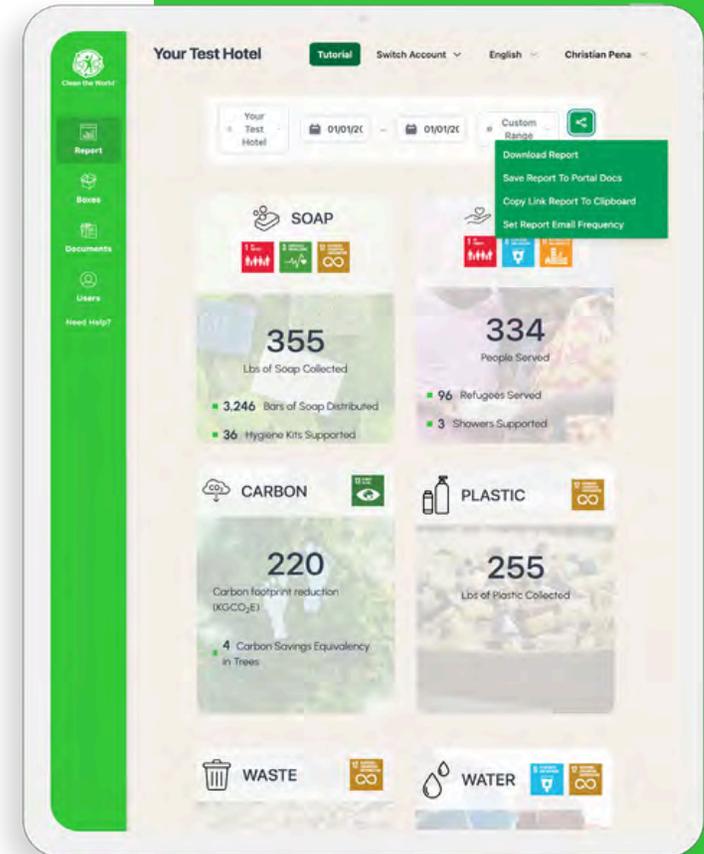
This option saves a PDF version of your impact report to the Documents section of your customer portal.

Copy Link Report to Clipboard

This option copies a shareable link to your impact report.

Set Report Email Frequency

This option sets the frequency of how often you get your impact report.





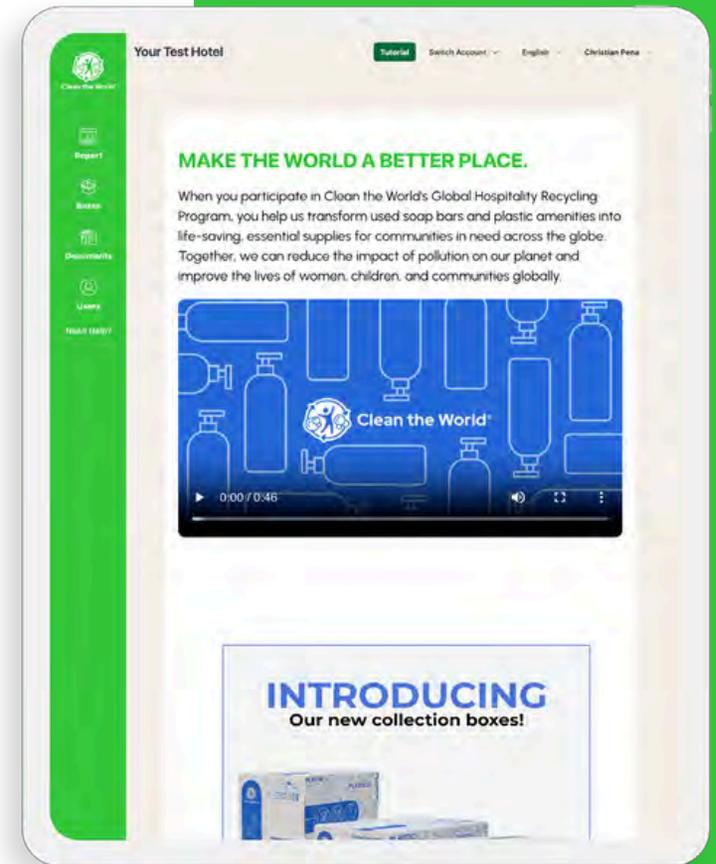
CLEAN THE WORLD RESOURCES Clean the World News

The best way to see how your work is saving lives around the world is by keeping up with Clean the World News!

Clean the World News is the first page you see when you sign-in to the portal. To return to this page, click on the "Clean the World" logo from the side menu bar.

From this page you can:

- Stay up to date with Clean the World's global impact
- Access helpful videos
- Learn about our upcoming programs





CLEAN THE WORLD RESOURCES

Documents

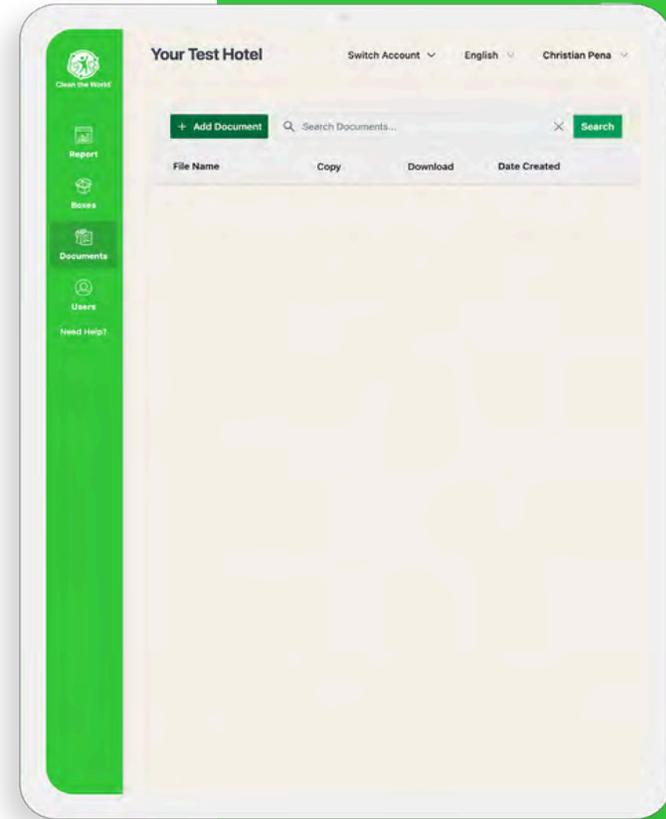
You can access the Documents Panel by selecting "Documents" from the side menu. From here, you can manage your Clean the World documents.

Adding a Document

Select the green "+ Add Document" button at the top. This will open a pop-up to help you upload your document. Select which accounts you want to upload your document to, categorize your document, and select your file from your device. When you are finished, click "Save," and your document will now appear in the Documents Panel for easy access.

Download a Document

To download a document, click "Download" for the document you wish to save.





CLEAN THE WORLD RESOURCES **Add Shortcut to Home Screen**

To save time, we recommend you add the Clean the World Portal icon to the home screen of your mobile device.

For instructions on how to properly add the Clean the World Portal icon to your home screen, please visit cleantheworld.org/portal-icon.





ABOUT
Clean the World



ABOUT CLEAN THE WORLD

Our Purpose

Clean the World is a global impact organization whose purpose is to make the world a better place through the recycling and distribution of soap.

We pioneer sustainable hospitality solutions through innovative soap and amenity recycling programs, which in turn help eradicate hygiene-related deaths by providing these reclaimed resources to those affected by poverty, homelessness, and humanitarian or natural crises.

Clean the World partners with The WASH Foundation to help distribute recycled soap and other hygiene resources to communities in need around the world.





ABOUT CLEAN THE WORLD
Soap Recycling Process

Clean the World manages all collection and consolidation for recycling.



STEP 1

Hotels collect used soap and send it to Clean the World.



STEP 2

The collected soap is refined and sanitized at our facilities.



STEP 3

New, life-changing soap is created.



STEP 4

A third-party laboratory tests the soap.



STEP 5

The soap is distributed to vulnerable communities around the globe.



CLEAN THE WORLD RESOURCES

Questions?

To keep up with program updates, visit our Customer Portal landing page at cleantheworld.org/hyatt-resources

For additional questions, please email partners@cleantheworld.org or visit our FAQ's at cleantheworld.org/faq