According to the guidelines of the Global Reporting Initiative (GRI) G4 Content: global context, supply chain (where the clothes go), employees, environment, economic performance, community involvement ...
The ecological footprint is pretty well known. It describes the negative effects on the environment. What is still new is the term ecological hand print. It describes the positive effects on the environment. HUMANA: small foot print, large hand print.

The manufacture of new clothes places a burden on people and the environment. Second hand helps. We have a re-wear quota of 80.6% for the clothes we collect in Germany. With this quota we are one of the leaders of the industry - average of the industry is 54%. Therefore, our values, in terms of foot and hand print, are not only good, but great.

<table>
<thead>
<tr>
<th>Energy MWh</th>
<th>CO₂ tonnes</th>
<th>Water m³</th>
<th>Land m²</th>
</tr>
</thead>
<tbody>
<tr>
<td>-28,428</td>
<td>-7,114</td>
<td>-6,630</td>
<td>-98,151</td>
</tr>
<tr>
<td>904,757</td>
<td>169,642</td>
<td>113,094,639</td>
<td>76,904,355</td>
</tr>
</tbody>
</table>

See page 32 and 82-89.
This report is published in May/June 2018, the next one at the end of 2020. Our reporting cycle is three years, compiling usually takes one year. The reporting period for this report is 2014 through 2016.

The reporting organizations are:

**HUMANA Kleidersammlung GmbH**
Collection and sorting in Germany
www.humana-kleidersammlung.de

**HUMANA Second Hand Kleidung GmbH**
Second hand shops in Germany
www.humana-second-hand.de

**HUMANA People to People - Verein für Entwicklungszusammenarbeit**
Collection and second hand shops in Austria
www.humana.at
The clothing collected in Germany is partly sorted in our own sorting facility in Hoppegarten near Berlin, and partly in partner sorting facilities in Eastern Europe, which are mostly run by HUMANA organisations.
In 2016, a total of 80.6% of the clothing collected was classified as wearable. These clothes continue their journey from the respective sorting facility to one of many countries in Europe, Africa and Asia, where they are sold as second-hand clothes. The unwearable clothes are recycled (as cleaning cloths or for the production of new fibres) or disposed of. Details on pages 29 - 63.
The collection from Austria is primarily sorted in the HUMANA sorting facility in Martin (Slovakia). The clothes needed in Austria are returned to Austria. In addition, wearable clothing is transported from the sorting facilities to various countries in Europe, Africa and Asia. In 2016, the re-wear quota was 75.2%. The unwearable clothes are used in the best possible way. Our partner sorting facilities in Europe committed themselves to the HUMANA People to People Standards for sorting companies in 2013. Details on pages 29 - 63.
„Good news inspires us. It gives courage and hope. Bad news spreads fear. It creates paralysis and resistance. Constructive journalism seeks to remedy this situation. We need good news that will encourage people and show us new ways!“

We need good news that will inspire and encourage! Because thirty years ago the “bad news” was still celebrated with relish and we were alone in our view, as a young team we founded our own publishing house to present good news and social alternatives.

We were motivated by ground breaking books like “The Limits of Growth”. We were enthusiastic about the Club of Rome and future designers.

Our first “Alternative Business Directory” was published in 1986. We didn’t put our focus on negative reports about dying forests, environmental pollution, climate change and waste of resources, but on positive reports about reforestation, recycling and sustainable action. Together with our readers, we helped bio-products triumph.

Bad news - a perfect environment for the wonderful world of advertising?

This raises the question of why the media still rely on bad news: Is this in fact a calculated approach and are consumers, consciously and with a certain intention, exposed to a world of media contrasts? On the one hand: the dreary grey and the horrible abominations of everyday news. On the other hand “the salvation“: cheerful advertising messages that suggest a perfect world...if you just consume the right products!
But more and more people don’t want to endure the concentrated deluge of catastrophe reports, the distorted representation of our reality and the animation of crazy consumption. Dulling instead of enthusiasm, distraction instead of action cannot and should not be the goal of media!

“Constructive” journalism aims to show that a change of circumstances is possible and that people should be encouraged to become active themselves.

I was often criticised by editors-in-chief of traditional media for this type of reporting with the warning that journalism is only committed to the truth in its reporting and mustn’t take sides.

I reply with conviction: Our media machine always takes sides and is also often subject to the dictates of profit maximisation. Thus it’s only legitimate to use the power of the media not only to describe current conditions but also to outline desirable “futures” and to give their protagonists a platform.

However, companies can and should communicate good news as well. Sustainability communication is playing an increasingly important role in companies. This includes the preparation of a sustainability report according to predefined standards such as the guidelines of the Global Reporting Initiative.

This HUMANA Sustainability Report shows that this is not only possible for large companies.”

Companies should also take part in spreading good news

Fritz Lietsch is a Social Entrepreneur, Managing Director of ALTOP Verlag and Editor-in-Chief of the magazine forum Nachhaltig Wirtschaften.
Fritz Lietsch is the author of numerous books and magazine articles. He also works as a consultant, moderator and speaker on the following topics: Eco-Marketing, LOHAS, CSR, Responsibility for the Future, Biodiversity, e-Mobility and sustainability in all environmentally-relevant topic areas.
In 2010 he won the B.A.U.M. Environmental Prize. He is a moderator of numerous events and a sought-after keynote speaker.

“Sustainability communication is playing an increasingly important role in companies. This includes the preparation of sustainability reports according to predefined standards such as the GRI guidelines. This HUMANA Sustainability Report shows that this is not only possible for large companies”.
We are pleased to submit a sustainability report for the second time. Three companies have teamed up for this project:

HUMANA Kleidersammlung GmbH and HUMANA Second Hand Kleidung GmbH in Germany and HUMANA People to People - Verein für Entwicklungszusammenarbeit in Austria (hereinafter also abbreviated as “HUMANA Austria”).

We follow the clothes we collect in the two countries and report on the effects of our actions. From the clothes containers to the sorting facilities and shops to the next owners and wearers of the clothes - in Europe, Africa or Asia. We report on the economic, environmental and social aspects.

As was the case the first time, we report according to the guidelines of the Global Reporting Initiative, which enjoys the highest international reputation.

We continue to be the only ones in our industry with our GRI reports and hope that other actors will follow.
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Part 1

INTRODUCTION

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Foreword HUMANA Kleidersammlung GmbH
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About this report
Our structure
Ethics and integrity
DEVELOPMENT IN TODAY’S WORLD

Dear readers!
Dear partners and friends of HUMANA Austria!

We are pleased to present our Sustainability Report for the years 2014 to 2016. This was again - all in all - a successful few years. We were also able to celebrate our 30th anniversary in 2016.

Today we live in a world where social contacts are becoming increasingly anonymous and where large numbers of those in acute need live in distant regions. In the past, it used to be simple: What had become too small for our now bigger siblings was passed on to the younger brothers and sisters or needy people in the neighbourhood. These days it has increasingly become the case that most people no longer know each other personally.

This makes transparency and consistency of the way your clothes donations are used from the HUMANA clothes container all the more important until they acquire a new value for another person who can use them as well.

“Development” is not something you export or generously give away. Development is something that is done by people, by each individual for himself and by all together, for everyone else, no matter where one has been born.

At this point I would also like to mention the “Sustainable Development Goals” of the United Nations. Adopted on 1 September 2015, they set out the roadmap for achieving the targets for global poverty reduction, living a life in dignity and prosperity for all people by 2030. Our objectives, which we have pursued since the very beginning of our activities as a non-governmental organisation, are fully in line with these development objectives. Much can be created by us, through associations and by “you and me”.

All that remains is to wish you much enjoyment in reading and of course a “warm thank you very much!” for good cooperation and assistance!

Henning Mörch
Board Member and General Manager
HUMANA People to People - Association for Development Cooperation

Forword from the Board of Directors, HUMANA Austria

HUMANA People to People - Association for Development Cooperation was founded in 1986. HUMANA was the first organization to place clothes containers in Austria. In 2016, 66 employees collected 6.7 million kg of clothing, operated 13 shops and provided support for 24 development projects in Africa and India.
Foreword from the CEO

HUMANA activities have been taking place in Germany since 1986. HUMANA Kleidersammlung GmbH was founded in 1988. In 2016, 109 staff collected more than 12 million kg of clothing and achieved an outstanding re-wear quota at the sorting facility.

GOALS - CODE - VERIFICATION

We are facing the greatest challenge of the 21st century, namely, the goal of “allowing all people to live in dignity without destroying our planet”, This is how the Federal Government Committee of State Secretaries for Sustainable Development formulated it in 2017. The increasing number of refugees worldwide demonstrated the urgency of this issue. We feel reaffirmed in our goal to contribute to environmental protection and global justice.

In order to make our contribution even more comprehensible, we have drawn up a code of conduct, together with the other twelve HUMANA organisations that carry out clothing collections in Europe. This describes the sustainable and responsible handling of the clothing entrusted to us - not only in our company, but also with our partners.

We ensure that all activities comply with legal requirements, high ethical standards and the protection of manpower and the environment.

Since 2016, we have had Mepex Consult AS externally verify that we achieve and even exceed the targets set out in the Code of Conduct for re-wear quotas and recycling (see p. 117).

As a social company, we invest 100% of our profits for the environment and development. Under the auspices of the international HUMANA People to People movement, these funds are bearing fruit in the best possible way.

The employee trip in 2017 to the sponsored projects in Zimbabwe demonstrated this clearly. In this report you will find many pictures which were taken during the employee trip.

We were able to increase our collection volume by a whopping 23% from 2013 to 2016 through expansion and intensification. This means that we are also optimally positioned for the future. All I can say is: Many thanks to our partners, supporters and employees - keep it up!

Kåre Dahne, Director
HUMANA Kleidersammlung GmbH
INDUSTRY LEADER AND GOOD PURPOSE

The international HUMANA People to People movement is a market leader in the second-hand sector. The Network
• is among one of the largest, most experienced actors in charity clothes collection worldwide
• stands for optimal re-wear quotas
• is the largest charitable provider of second-hand clothing in Africa
• is the largest operator of second-hand shops in many parts of Europe
• reaches the broadest range of customers through its modern family shop concept

In Germany, HUMANA Second Hand Kleidung GmbH operates 21 shops in Berlin, Hamburg, Halle, Dresden, Leipzig and Cologne, including the largest second-hand shop in Europe - the HUMANA second-hand store at Frankfurter Tor in Berlin. We offer great selection in all the shops, including ‘new’ goods daily, fair prices and professional service.

Our concept of doing business for a good cause has proven its worth. From the outset, we have committed ourselves in the shareholders’ agreement to using our profits for development cooperation; this is our motivation.

In the reporting period, HUMANA Second Hand Kleidung GmbH was able to increase sales and earnings; our contributions to development cooperation now amount to more than € 500,000 per year. The contributions went to the Federation HUMANA People to People and HUMANA People to People Deutschland e.V.

Zimbabwe was the priority country for assistance during the reporting period; at the end of 2017 a further priority country was added: the Democratic Republic of Congo.

Local project partners were and are Development Aid from People to People Zimbabwe and HUMANA People to People Congo.

We would like to thank everyone involved!

Jytte Nielsen, Director
HUMANA Second Hand Kleidung GmbH

The company was founded in 1995. At the end of 2016 there were 21 shops with a sales area of nearly 9,000 m². In 2016, the approximately 200 employees sold 1,849,650 items of clothing in 766,814 transactions. Sales increased further and amounted to € 8.9 million in 2016.
The concept of re-use contributes significantly to the protection of the environment and is increasingly gaining public support. Nevertheless, even today there is still a lack of infrastructure in the second-hand sector. That is why we work with all our strength and together with our partners to bring the industry forward.

Wertschätzen statt Wegwerfen

Our Sustainability Compass

GROWTH

When companies or states talk about growth, they usually mean economic growth. However, this growth is increasing not only due to socially-desirable aspects, but also, for example, due to rising arms exports. So it's worth taking a closer look: By collecting, sorting and selling donated clothing, our companies create jobs worldwide and increase fair access to clothing.

In addition, we extend the service life of clothing and substitute environmentally-harmful new production. In addition, we make the surpluses generated available for development projects in poorer countries of the world.

For us, therefore, the case is clear: Increasing profits are not an end in themselves, but means to an end. The expansion of our activities and efficiency improvements in our workflows contribute positively to global justice and reduce environmental impacts in the textiles and apparel sector. This means that our contribution to climate protection is directly linked to the increase or decrease in our collection and sales quotas.

The expansion of our activities and efficiency improvements in our workflows contribute positively to global justice and reduce environmental impacts in the textiles and apparel sector. This means that our contribution to climate protection is directly linked to the increase or decrease in our collection and sales quotas.
We are committed to the 10 principles of the UN Global Compact.
The international HUMANA People to People movement has developed own standards to promote the traceability of clothing. All HUMANA People to People businesses are 100% social businesses according to the Yunus definition.

INTERNATIONAL STANDARDS

The 10 principles of the UN Global Compact

All three reporting companies have committed to the 10 principles of the United Nations Global Compact of which HUMANA Austria is a member.

These principles are based on:
- The Universal Declaration of Human Rights,
- The Declaration on Fundamental Principles and Rights at Work of the International Labour Organization (ILO),
- the principles of the Rio Declaration on Environment and Development and
- the United Nations Convention against Corruption.

The principles of the UN Global Compact are divided into the areas of human rights, labour, environmental protection and fighting corruption and are available at www.unglobalcompact.org.

Principles for partner sorting facilities of the international HUMANA People to People movement

Our partner sorting facilities in Europe have committed to the 16 HUMANA People to People Principles for Sorting Facilities, which include, inter alia, the relevant points of the IKEA IWAY Standard.

The 16 Principles for HUMANA People to People Sorting Facilities are available on our website. These relate to working conditions, compliance with the law, anti-corruption measures and the traceability of clothes given to us on their way around the world - in collection, sorting and selling.

100 % Social Business

The term „social business“, unfortunately is increasingly overused. On the other hand, a very precise definition has been formulated by the Nobel laureate Prof. Muhammad Yunus, who coined the term: the business meets a social deficiency (need) and surpluses are either reinvested or donated to a good cause. 100 %.
REPORT PROFILE

The reporting period is from 01.01.2014 until 31.12.2016. We have set the reporting cycle at three-year intervals. Investments are not the subject of this report. Unless otherwise stated, the report relates to all centres of the reporting businesses.

The contact person for any queries is:
Julia Breidenstein
jb@humana-kleidersammlung.de
HUMANA Kleidersammlung GmbH
Meistergasse 7, 15366 Hoppegarten
Phone: 03342-508-7777

We report in accordance with G4, core option. An external verification of important statements was carried out by the Norwegian company Mepex Consult AS. (See pages 116-117).

CREATION OF THIS REPORT

This is our second sustainability report according to the guidelines of the Global Reporting Initiative (GRI).

The GRI standards are recommended by UNEP and Global Compact. Over 26,000 companies, NGOs, governments and other organisations from more than 70 countries have submitted more than 40,000 GRI reports. The GRI guidelines are constantly being revised.

We received very good feedback on our first report. Around 400 people took part (thanks again!).

In the feedback process it became clear, among other things, that we were on the right track with the topics we selected.
We are in the process of systematising the dialogue with our stakeholders. We record conversation information and use tools like online-survey and dialogue workshops.

Our target groups are naturally interested in various topics in different approaches. Only a closer look reveals how much interest is shown in which topics.
The accompanying matrix serves as an illustration. Essentially, we were able to adopt the structure used in the old report for this report.
Our last Sustainability Report received broad and positive attention. In the ranking of the German Sustainability Reports 2015 it was ranked as one of the top 40 in the SME category. We also presented it to politicians such as Dr. Beckers, Deputy District Mayor of Friedrichshain-Kreuzberg.

**OUR STAKEHOLDERS**

We care about our customers – there’s no question about it! But it’s not only our customers with whom we come into contact along our value chain and with whom we want to maintain a positive relationship. To this end, we distinguish between the following internal and external stakeholders:

- Cooperation partners
- People who throw clothes into our containers / bring clothes to our shops / have clothes picked up
- Entities granting approval for our container sites (individuals, businesses and municipalities)
- Customers in the HUMANA second hand shops in Germany and Austria
- Customers in other countries (in Europe, Asia and Africa)
- Our employees in collection, sorting, sales and administration
- The many people working on HUMANA projects in the southern hemisphere
- Neighbours, residents, friends and fans
- Media
- Organizations for development cooperation, environmental organizations and other fellow campaigners
- The general public
- Future generations

We encounter our stakeholders in everyday life, in business meetings and at conventions, conferences, trade fairs and open days. They voice their concerns, views are exchanged and we continually strive to improve ourselves and broaden and deepen our reports. Against this background, we select the key topics for our reports (overview in the GRI index, pp. 118-121).

**NO CHANGES**

There were no significant changes in the corporate and ownership structure during the reporting period.

Our last sustainability report was published in December 2014. In this new report there are no „restatements of information from previous reports“ and no „changes in reporting boundaries compared to previous reports“.
Our Structure

**MANAGEMENT STRUCTURE AND RESPONSIBILITY FOR SUSTAINABILITY**

With regard to corporate structures, it is important to us to achieve a successful balance between an efficient hierarchy and employee participation. In addition, we have been significantly inspired and guided by sustainability goals since our foundation.

The supreme body of the Austrian association is the General Assembly, which elects the board. The supreme body of the two German limited liability companies is the meeting of the relevant shareholders.

Managing directors appoint regional managers, unit managers and shop managers. A unit manager is responsible for a collection area or several shops. All managers have budget responsibility. Organizations consist of collection, sorting, shops and administration divisions. Managing directors /general managers meet at least once per month and regional managers and unit managers meet monthly or every three to six months, as necessary. Key HUMANA personnel from all over Europe meet in a variety of forums every six, twelve or twenty-four months. We endeavour to involve all employees in higher-level considerations, through the annual HUMANA People to People Day, amongst others.

Guests from HUMANA organizations in Africa, Asia and North and South America often attend European-level international meetings to report on new developments.

**SUSTAINABILITY OFFICER**

The sustainability officer for both companies in Germany is Julia Breidenstein, who reports directly to the management of the respective companies. The sustainability officer for the association in Austria is Katharina Feldmann, who is also a board member.

**HANDLING OF CONFLICTS OF INTEREST**

No conflicts of interest exist in the companies' management bodies. There is no cross-shareholding with suppliers and other stakeholders and no non-standard transactions have taken place with related parties or persons.
OUR MISSION

The creation of a humane and sustainable society in a single world is our ultimate goal.

By collecting and selling clothes and through partnerships with the civil and public sectors, we contribute to making it possible for all people to live in dignity without destroying the natural world.

In order to achieve this goal, we continue to develop our contribution to the sustainability of the textile and apparel industry (i) and support, directly or indirectly, projects which contribute to the self-help abilities of the world’s poorest people, to fight poverty and inequality by contributing to the dissemination of knowledge, health, work and income for all and to environmental protection (ii).

OUR CODE OF CONDUCT

Our code of conduct was worked out in a common effort by the 13 HUMANA organizations in Europe that implement clothes collections in Europe. It comprises the principles that shall make sure our entrepreneurial acting is sustainable and responsible. We ensure that all activities comply with the relevant laws and regulations, high ethical standards as well as protection of the work force and the environment.

Here is the preamble:

"The HUMANA People to People network is committed to sustainable development in the poorest countries of the world and the protection of the environment. One of the activities of the network is the collection of used clothing, allowing it to be worn again and to generate funds for development cooperation.

This Code of Conducts for clothes collections in Europe sets the standards for the handling of used clothing. It describes the sustainable and responsible collection, sorting, re-use and recycling of clothing stating the principles behind our role in the textile value chain.

We are proud of the work we do to allow wearable used clothing to be worn by others. We facilitate re-wear of clothing. This practice prevents waste and saves valuable resources."

Sustainability Report 2014-2016 - p. 19
Part 2: THE GLOBAL CONTEXT

Clothing for all
Clothing and the environment
New EU requirements
Clothing and development
Clothing and alliances
Statement
Prof. Dr. Helmut Maurer

“The re-use of products at the end of their original usage phase and thus waste prevention has the highest priority in the European waste hierarchy.

Of course, this also applies to used textiles, even before recycling and other forms of recovery.”

Statement by Prof. Dr. Jur. Helmut Maurer
Policy Officer, Legal Adviser
European Commission
Directorate-General for the Environment

“Textiles and the clothes made from them are of great psychological and practical importance for all societies.

The general public is less aware of the fact that the textile industry ranks very high in the ranking of dirty industries, with the consequence of massive land, atmospheric and marine pollution due to an exponential increase in textile production and disposal.

With Fast Fashion, textile fashion has become a disposable item, often bought at the click of a mouse, hardly worn and already disposed of.

It is possible that in the near future, the European Commission will also pay more attention to the textile future of Europe, and in particular that the sustainability goals of the United Nations in the production, use and recycling of used textiles can be achieved with appropriate political control instruments.

The re-use of products at the end of their original usage phase and thus waste prevention has the highest priority in the European waste hierarchy. Of course, this also applies to old textiles, even before recycling and other forms of recovery.”
It is an urgent systemic problem of modern consumer societies of the global north to generate mass growth in the consumer sector instead of more strongly pursuing the goal of generating the same economic added value through better use of materials with lower mass growth.

The aim should be for products to be used jointly, to change owners in the best state of use and to be distributed and kept fit for use through a small-structured corporate landscape.

Such a strategy promises not only growth and decentralised employment but also more efficient use of natural resources and a step towards strengthening the conservation of our natural resources.

This can be done, for example, by creating markets for excellent second-hand items such as well-preserved worn clothing. More dynamism in this area could in turn have an impact on the sustainability of production. Low-value mass could be replaced more frequently by higher quality, which could be used more than once in a longer value chain.

Collecting and processing worn clothing and returning it to the market is an important building block in every respect towards a sustainable economy and deserves every conceivable support.”

Prof. Dr. Helmut Maurer has been with the European Commission since 2002 and with the Environment Directorate-General since 2006. He is responsible for the area of European chemicals legislation, its integration into the circular economy branch and coherence with other policy areas, in particular waste legislation. He holds a doctorate in comparative labour law from the University of Trier and has held Chairs at two universities.

Note: The statements of Prof. Dr. Maurer represent his personal opinion and do not necessarily reflect the position of the European Commission.

An important building block

Conclusion of the Statement

Prof. Dr. Helmut Maurer:

„Collecting and processing worn clothing and returning it to the market is an important building block in every respect towards a sustainable economy and deserves every conceivable support.”
NEW EU REQUIREMENTS

The EU last set clear priorities in 2008, and the Member States of the EU have incorporated them into their respective national legislations.

Everyone is now well aware of the waste hierarchy:
- Prevention has priority over re-use,
- Re-use has priority over recycling,
- Recycling has priority over energy recovery (incineration)
- This in turn has priority over disposal (landfilling).

The fact that clothes should not be thrown in the rubbish is therefore common sense AND a political requirement.

After three years of discussion in the EU, the following targets for household waste have been in effect since the end of 2017:
- 55% recycling until 2025 (incl. re-use)
- 60% recycling until 2030 (incl. re-use)
- 65% recycling until 2035 (incl. re-use)

In addition, textiles will have to be collected separately from 2025 onwards, and household waste will only be allowed to be landfilled up to a maximum of 10% from 2035 onwards.

So far less than 50% of household waste in the EU has been recycled – this is a good area in which to set targets. The new requirements will come into force in 2018 and must be transposed into national law two years later.

It can therefore be assumed that in the next step the EU will set targets for the re-use quota. This would please us because re-use is of even higher priority than recycling.

Here are a few facts from practice:
In the textiles sector, twice as much CO2 is already saved through re-use and recycling as in the plastics sector, and five times as much CO2 is saved as in the glass sector. This is because clothing is mostly re-worn as it is; glass and paper are usually first remelted or chopped up for recycling, which again costs energy and thus also releases CO2.
Re-use is far better than Recycling!

The re-use of textiles achieves the highest CO2-savings per tonne of material - in comparison, all measures of waste management investigated do worse. The recycling of glass and paper, for example, for which extensive structures were created, achieves only about one-twentieth of CO2 savings. Therefore, we urgently need targets also for re-wear, not just for recycling of textiles.

Source: Own visualization based on Eunomia / Zero Waste Europe, Oct. 2015

Sustainability Report 2014-2016 - p. 25
Clothing for All

Like daily nourishment and a roof over one’s head, clothing is a basic need.

However, millions of people are so poor that they can not afford new clothes;

for them, it’s second-hand clothes or no clothes at all.

Everyone needs clothes

Die Charcoal irons on sale at markets give an insight into life in the mud huts of Africa, showing how the struggle for an attractive appearance is one that is fought every day.

No electricity, no wardrobe, barely any clothes. The prospect of a kilometres-long journey on foot along dusty roads, often heavily loaded and in scorching heat.

And yet - or perhaps because of it - people walk out of their homes in freshly ironed clothes. Facing the challenges of a new day. It’s a question of dignity.

Yes, clothes and shoes provide protection against heat and cold. If you live in the tropics, you’re freezing at even 20 degrees. Yes, clothing also gives you a degree of protection against mosquitoes that transmit malaria. In any case, the question of dignity must not be forgotten.

Clothes - a scarce resource

Even if clothing is formally imposed on us in Germany and Austria, it is nevertheless, in global terms, a scarce commodity. In recent years, production has been organized ever more efficiently, and more and more clothes are made. And yet there are not enough clothes.

Even if the clothes produced were divided equally - there is not even enough of them to provide everyone on Earth with a minimum of twenty garments per year.

Poor and rich

We are, however, far away from an equal distribution of clothes. In Germany we spend 911 € on clothes per person per year, a little more than this - 1,250 € - in Austria.

Even in Eastern Europe people spend much less money on clothes: in Poland 319 €, in Slovakia 309 €, in Bulgaria 128 € and in Ukraine 59 €.

Outside Europe it looks even worse: in Yemen, people can only spend 39 € per year on clothes, and in Malawi as little as 8 €.

(UN data, 2018).

For detailed information on these topics, including references, see our brochure ‘Kleidung für alle’, (‘clothes for all’), also available online.

Sustainability Report 2014-2016 - p. 26
Scarce oil

Mankind has more than tripled over the last 100 years. Fibre production per capita has kept pace with this development. This was achieved primarily through the invention of synthetic fibre. However, this synthetic fibre is mostly made from petroleum, which will soon run out. If we have to make do with less oil in the future, it will be even harder to provide everyone with clothes. There is no sign of a substitute. In the meantime, alternative materials used to produce fibre include bamboo, banana fibre, eucalyptus, corn, soy, lotus plants, crab shells, and even milk, but it is questionable as to whether sufficient quantities can be produced in time.

Scarce land

The production of wool and cotton requires enormous areas of land for cultivation. However, land is a valuable asset: it is needed for the cultivation of food. Cotton yields will decline due to climate change. Scientists anticipate that yields will decline by one to three quarters by the end of the century.

Water, chemicals, CO₂

The invisible rucksack on the back of each (250 g) cotton t-shirt does weigh something: 7,000 kg of water and 500 g of chemicals are consumed in its production. 7 kg of CO₂ are released in production and distribution. Clothing accounts for 2-10% of consumers' total environmental impact. 11 % of CO₂ emissions per household are caused by the manufacturing and distribution of clothing and footwear (including imports).

Conclusion

We must move away from the throwaway society, ‘chug and chuck’ has had its day. We must learn to pay attention to durability and to closed cycles. Second hand is part of the solution.

Sources and further information on these topics can be found in our brochure ‘Kleidung für alle’ (‘Clothes for all’).

Sustainability Report 2014-2016 - p. 27
HUMANA clothing has created thousands of jobs in Mozambique. 194 persons are directly employed in clothes sales projects and 6,233 resellers each have several employees. Thousands of tailors and cobblers make a living from the repair and modification of used clothing.

JOBS THROUGH CLOTHES

In the 1990s there was some discussion in Europe about whether the export of used clothes would destroy the domestic textile industry in Africa and harm development.

All scientific studies up until now have come to the conclusion that this is not the case. On the contrary, the further sorting, distribution and repair/modification of used clothing is so labour-intensive that it creates more jobs than a comparable textile industry.

The reasons for the decline of the textile industry in Africa are complex: outdated means of production, poor infrastructure, poor terms of trade, corruption and a general lack of global competitiveness.

The working conditions and environmental impact that accompany the production of textiles are now well-known in Europe. More and more people in Europe understand that, as a result of globalization, the idea of a ‘domestic’ textile industry no longer applies.

Textile production centres are often located in special, tax-free economic zones where legal standards with regard to working hours, minimum wages and safety at work are set aside. Centres are often transferred, complete with machinery and labour, to other countries when trade agreements change. This is not a development model worth following.

The majority of people in Africa, especially in rural areas, cannot afford new clothes, no matter where they are made, and buy second-hand clothes. They prefer to invest the little money that is available to them in the education of their children, visits to doctors and seeds.

The greatest potential for the creation of authentic jobs in Africa lies in agriculture and small businesses. All measures designed to boost employment must be accompanied by education and healthcare.

It is of great significance that ADPP Mozambique uses the surplus from clothes sales for development projects.

For more information on this topic, including sources, see our brochure ‘Kleidung für alle’ (‘clothes for all’).
TEXTILE SUPPLY CHAIN INITIATIVES

Better conditions in the textile supply chains can only be achieved with the combined forces of many actors.

Of importance are the sustainable cultivation of cotton; the reduction of the use of toxic substances such as pesticides, fertilisers, bleaching and dying agents; fair and living wages; freedom of association and improvements in occupational safety and fire protection.

Since 2013, HUMANA Kleidersammlung GmbH has been a member of Textile Exchange, a non-profit association which is committed to greater sustainability in the textile value chain. Founded in 2002, the organisation is based in the USA and is active worldwide, with employees in eight countries.

HUMANA Second Hand Kleidung GmbH regularly participates in the "Who made my clothes?" campaign, which takes place every year at the end of April. With shop window campaigns and in social media employees and supporters help increase awareness about the risks of fast fashion and illustrate that participating in sustainable consumption is also fun.

HUMANA Kleidersammlung GmbH is a founding member of the Partnership for Sustainable Textiles. On the initiative of the Federal Development Minister Gerd Müller, representatives of manufacturers and trade, trade unions and NGOs have been working since 2014 for improvements along the textile supply chains.

In the discussions, HUMANA Kleidersammlung GmbH takes the view that not only the processes in production and trade must be considered, but also after consumption - the circuits must be closed. Re-use is much better than mechanical or chemical recycling.

In our opinion, for the foreseeable future the production and distribution of clothing will, in spite of everything, go hand in hand with a considerable impact on people and the environment.

The best way to ensure greater sustainability is extending the lifespan of clothes. We can alleviate the impact of current processes by achieving optimum benefit through improved production, ethical purchasing, professional collection and sorting and a focus on re-wearing quotas.

The textile industry has been proven to be one of the worst polluters on earth; social concerns in the producing countries are often neglected. We are a member of the Partnership for Sustainable Textiles, which strives for improvement. There, we are particularly committed to the issue of re-use.
Part 3:

WHERE THE CLOTHES GO

Your clothes - in the best of hands
Collection, sorting, sale
From use to re-use
Your Clothes - in the best of Hands!

Collection → Sorting in Europe → Sale in Europe

Collection → Sorting in Europe → Recycling and Upcycling in Europe

Collection → Sale in Africa

Collection → Sale and Recycling in Asia

HUMANA People to People
The classic collection method is and remains container collection. Container collection must be extended in order to achieve optimal results. We also advocate new collection methods: pick-up service by cargo bicycle, collection, corporate donations and actions with event character.

**TO VALUE MEANS TO WEAR AGAIN**

Our top priority is to ensure that as much as possible of the clothing you donate is worn again. We are proud industry leaders in this respect: we manage to ensure that almost 79% of the amount collected is worn as clothing again - only 54% is common in the industry.

We achieve this thanks to the support of our donors, our care in collection and sorting, our good connections to the poorest countries and the competent sales work of our partners.

For us, everything begins with the collection of your clothing donations. Therefore, we are constantly developing our container collection and are always looking for new, "donor-friendly" solutions.

Among other things, we offer a pick-up service and also venture experiments in this area again and again (see photo on the left). For example, we are currently implementing a pilot project with ImagineCargo GmbH. Thanks to this cooperation, donations of clothing can be collected in central parts of Berlin emission-free by cargo bike, cargo trike or in special cases by electric car.

We also carry out special campaigns and actions, like the “HELP” campaign in Austria: An installation of 1.6 m high, three-dimensional letters formed the word “HELP”, which were able to be filled with clothing donations. This special appeal for clothing donations was implemented in shopping centres and at events in Austria and was very well-received (see page 127).

In addition, company donations usually lead to larger quantities of residual items, returned goods or discarded work clothing being sent to us. Of course, old clothes can also be conveniently donated at HUMANA Second Hand Shops.
YOUR CLOTHES - IN THE BEST OF HANDS!

SORTING

Clothes sorting is a multi-stage process in which the collected clothing is first cleaned of foreign substances. Then it is decided, depending on the quality and type, how it will continue on its way - for example as summer clothing for Africa or, if it is no longer wearable, as recycled material.

Typically, further sorting according to more specific clothing categories ultimately takes place in the recipient country. The figure on the right illustrates the countries in which the collected clothing was sorted.

Many of the sorting facilities are also operated by HUMANNA organisations. It should be noted here that each of these organisations acts independently, while at the same time benefiting from the exchange of experience among themselves.

SALE

A large part of the clothing we collect is sold by organisations from the HUMANNA network. To be exact, there were 463 HUMANNA Shops in Europe and the US in 2016. In African countries, HUMANNA organisations run clothing sales projects which reach millions of people, especially in rural areas. In addition, part of the clothing is sold to customers in countries where HUMANNA organisations are not active.

We want to reach customers from all parts of society. For this purpose, the HUMANNA Shops in Eastern Europe have developed an innovative 5-week cycle:

At the beginning of a cycle, the shops are fitted with new clothing, which is offered at comparatively high prices. In the following weeks the prices will be reduced step by step. This makes it possible to initially address customers who are interested in the best pieces despite higher prices. Subsequently, customers who are primarily concerned with low prices are increasingly looking for the shops. At the end of each cycle, the stores are sold out and the cycle can begin again.

Close cooperation with other sorting facilities is an absolute must in order to be able to sort the large quantities of clothing donations collected. In particular, the HUMANNA sorting companies seek a regular exchange in order to learn from each other and continuously develop themselves further.
WHERE THE CLOTHES GO

USE

COUNTRY

Collection centres

Container collection

Shop collection

Corporate donations

Pick-up service

Actions

Returns from second hand shops

Sorting facilities in Europe

Foreign substances For energy recovery

Recover
FROM USE TO RE-USE

STORAGE: growing and shrinking according to season and demand.

Re-Wear / Re-Use

1. Quality Summer / Winter
2. Quality Winter
2. Qu. Summer

Sorting facilities in Africa

1. Quality Summer / Winter
2. Quality Winter
2. Qu. Summer

Wipers
For unravelling etc.

Recycle 1

Repair, Upcycling

Recycle 2

DONATIONS
For social projects in Europe and Africa

SALE
HPP shops domestic
HPP shops Europe
various customers
HPP shops Africa
HPP mobile sales
various customers in Africa

RE-USE

Re-Use / Re-Use

various customers
Part 4:

COLLECTION AND SORTING

Collection in Austria
Collection in Germany
Sorting in Germany
Sorting in Eastern Europe
The containers are emptied manually. The diligence of our drivers is central to our high re-wear quota: clothing must not fall to the ground or get wet, shoes should be kept in pairs, and so on. Our drivers are also happy to take care of the concerns of passers-by and contact persons on site.

HUMANA PEOPLE TO PEOPLE - Association for Development Cooperation

Key collection data at the end of 2016:
16 employees
10 trucks/transporters, 0 cars, 2,200 containers
6,703,458 kg of clothes collected in 2016
3 collection points with repacking stations
Currently we collect in 7 federal states:
Lower Austria, Vienna, Burgenland, Styria, Carinthia, Salzburg and Upper Austria.

We are one of the largest charitable clothing collectors in Austria. Together with our competitors, we are committed to ensuring that wearable clothing does not end up in the bin.

According to the available data, only about 38,000 tonnes of clothing and shoes were collected annually by all actors in Austria, while a frightening 29,000 tonnes still ended up in household waste (2015, chart bottom right).

In Germany, three times more clothing is collected than ends up in household waste. Both countries consume similar amounts of clothing.

We therefore have to continue our efforts to increase the collection rate in Austria.

HUMANA was the pioneer of container collection in Austria - today this is the usual form of collection. Thanks to very good cooperation with many communities, we are constantly expanding our network of locations. More locations - more clothing.

But locations alone are not enough. The confidence of the population in the meaningfulness of the clothing collection must also be increased. And here - we think - is where we stand out from our competitors:

We provide detailed information about what happens to the clothes. Together with our partners, we achieve the highest re-wear quotas, have this externally monitored and communicate the fact clearly. This motivates people to donate their discarded items - even more so as the surplus is used for a good cause.

HUMANA Austria has collected just under 120,000 tonnes since 1986 - 120 million kg of clothing. Our heartfelt thanks go to all our supporters!
STATISTICS

Collection in Austria

Top: clothes container maintenance
Bottom: repacking for further transport
In 2016, around 1.2 million people participated in our collection by depositing clothes into HUMANA containers in Austria. Our thanks go to all - and, of course, to our partner municipalities with whom we have agreed to install the containers.

Gov. Consultant Karl Schrattenholzer, former mayor of the oldest partner municipality of HUMANA Austria.
Collection in Germany

What counts is the good cooperation with our partners.

Sometimes the close cooperation with our partners even inspires joint campaigns. In May 2017, together with the E-Center Lübeck, we invited people to an exchange action for one day: Donations of old clothes were weighed with potatoes (photo below left).

3 of our staff in collection: Volker Fehn, Burkhard Sommer and Andreas Pokrandt (from left to right).

Let’s go to container emptying!
Strictly speaking, collection and sorting already starts at home. Sometimes the rediscovery of an item of clothing is better than any new purchase. And sometimes you get tired of wearing clothes that others would love to have.

In 2016 we collected clothing donations for the first time in a total of 14 federal states. In order to make this possible, base managers, regional managers and acquisition agents were active in obtaining permits to set up our clothing containers.

In Germany, we were the first to establish clothes collection containers. Since then, we have succeeded in significantly increasing both our absolute collection results and the relative quantities per container - our efficiency. Based on the amount collected in 2013 (see last Sustainability Report), we increased our collection by 23% to a total of 12,450,210 kg in 2016.

We attribute these successes to our clear container labelling and active exchange with our stakeholders. Since the initiation of our activities, we have informed about the fact that the clothes are sold and the surpluses generated are used for charitable purposes.

Meanwhile, we also ensure that the clothing is highly traceable. In addition, we have had the results of our clothing collection externally audited since 2016. Even today, we are therefore still pioneers in the field of transparency and look forward to every other player in the industry who follows us on the road to transparency.

For us it is clear that wearing clothes again must always take the highest priority, since no other way can really achieve comparable climate protection. In order to do so, good educational work and careful handling of donated clothing are of the utmost importance. That is why we have developed tailor-made processes and structures in which we consciously rely on manual work, the shortest storage times and motivated and well-trained employees.

The result is impressive - with a re-wear quota of 80.6% in 2016, we are well above the average and lead the industry.
In the period under review, we were able to increase our collection result by 23% and at the same time increase our efficiency. We now have container sites in almost every federal state. Our special adhesives featuring the respective partner’s look (here, the “red” Netto logo) are very popular with our partners.
Visit our ‘transparent’ sorting centre in Hoppegarten, near Berlin!
Piece by piece is sorted by hand - this requires knowledge of fashion, keen eyes and instinct.
In order to stay up to date at all times, we aim for a lively exchange with our partners and customers.

Sorting in Germany

HUMANA KLEIDERSAMMLUNG GMBH

Our own sorting facility is located in Hoppegarten near Berlin. With well-trained eyes and hands, our sorters assign each individual garment to the appropriate category.

Our sorters, who on average have been working for us for many years (as of the end of 2016), draw on a wealth of experience covering almost 30 years and continue developing it further all the time. Thanks to this valuable know-how, we achieve above-average re-wear quotas every year.

In order to protect our environment, short distances are important to us. Most of the clothing therefore comes from collection containers in Berlin and Brandenburg. And as much as possible remains in the region: clothing that can be sold in the shops in the region is assigned to them in the sorting process and then delivered directly to the shops.

It’s also important that our sorters always provide the HUMANA Shops in Germany with up-to-date and modern garments that correspond to the preferences of the various customer groups. To this end, shop staff regularly visit the sorting facility and explain the new trends.

From the office, contact is maintained with customers at home and abroad. We speak German, English, Polish, Russian, Italian and Portuguese, among others. We keep abreast of the situation on the ground in the recipient countries through contact with colleagues around the world.

The selection and assignment therefore requires sharp eyes, a knowledge of fashion and instinct. More than three dozen categories were sorted, packed, stored and loaded in 2016. For each category, there is a long series of quality characteristics to consider.

The workplaces are ergonomically optimised and have been designed with the participation of our long-standing employees. Once a month, all employees have the opportunity to take advantage of a massage offer.

The sorting hall has plenty of daylight. This leads to good visibility and keeps spirits bright. All of our forklifts are electric (we do not use petrol forklifts).
We have the highest re-wear quota in the industry: 50% better than the industry average. This is the best possible way to alleviate the harmful effects of textile production on people and the environment. Our shop quota, too, is several times the industry average.

Beware of the trap!
Re-wear, re-use, re-utilisation – it’s worth taking a closer look!

Re-wear = clothing is worn again and thus has a second life as second-hand goods. German: Wiederverwendung.

Re-use (EU definition): as above re-wear; in German, it is actually the same: Wiederverwendung.

ReUse (the definition used by some German competitors): Unfortunately, the English term “ReUse” is erroneously used as an equivalent to the German term “Weiterverwendung” - this German term however also comprises the use as a cleaning rag.

Recycle = incl. material recycling (shredder)

Recover = thermal recycling (incineration).

When competitors show off with recovery rates of 95%, it just means that 95% are not going to landfill. It doesn’t say anything about how much is worn again.

Always ask for the re-wear quota! Only a high re-wear quota demonstrates optimal use for humans and the environment.
In 2013, the International HUMANA People to People Movement developed standards for HUMANA sorting facilities. All HUMANA sorting facilities and the larger partner facilities have signed on to these standards. In addition to ethical behaviour, good working conditions, compliance with the law and the fight against corruption, the traceability of the clothes entrusted to us is particularly important.

The clothes collected by us are not only sorted in Hoppegarten, near Berlin, but also in Eastern European countries such as Slovakia, Lithuania and Bulgaria. The partner sorting facilities usually belong to HUMANA organisations that also operate HUMANA shops in the respective countries.

The HUMANA People to People Slovakia s.r.o. sorting facility (photo) in Martin employs 91 people. Since 2005, clothing from Germany, Italy, Denmark, Spain, the USA, Austria and Slovenia has been sorted there. Approximately one-third of clothing is sold in HUMANA shops in Slovakia, the Czech Republic, Poland and Romania, one third is sold to Africa and one third is recycled in Slovakia, India, Pakistan and Mongolia.

The sorting facility of the company Textile House for Euro Trade in Bratislava sorts clothing from HUMANA among others, with 290 employees, with which it supplies 33 own shops. The clothing comes from eight European countries and goes sorted to Slovakia as well as other Eastern European countries, Asia and Africa.
Sorting in Lithuania

HUMANA People to People Baltic operates a sorting facility in Vilnius with almost 400 employees and 62 shops throughout Lithuania. The clothes come from seven European countries including Germany, Austria, Italy and France. After sorting, it is sold in shops in Lithuania and in African countries such as Mozambique, Angola and Malawi.

Sorting in Bulgaria

HUMANA in Bulgaria (One World Clothes Trade Bulgaria) has been operating a sorting facility in Varna with 91 employees since 2005 (photo). The clothes come from six European countries. The most important recipient countries for wearable clothing are Bulgaria and Romania as well as countries in Africa.
Part 5:

SALE

Shops in Germany
Shops in Austria
Shops in Eastern Europe
Sales in Africa
Excursus: exports of used clothing
First class second hand: From casual wear to elegant, from Trachten (traditional costumes) to totally trendy! We offer a huge selection at a low price.

„New“ goods are put on the rack every day, so there’s always a reason to come and browse. Second hand is good for the environment and easy on the wallet.

Shops in Germany

The years 2014-2016 were good years for us. First of all, here are the key data:

- 21 shops at the end of 2016
- 205 employees at the end of 2016
- 8,946 m² sales area at the end of 2016
- 766,814 sales transactions (customers) in 2016
- 1,849,650 pieces sold in 2016

On the development of the last three years: Over the last three years, turnover has increased by 29%.

There was a slight decline in the number of shops (from 23 to 21) and retail space (from 9,468 m² to 8,946 m²). Nevertheless, the number of sales increased by 28% (from 600,459 to 766,814).

The number of pieces sold increased by 50% in the last three years (from 1,235,519 to 1,849,650).

In the reporting period, 9 shops were closed and 7 shops opened; otherwise we operated the same shops.

In 2014-2016, we were again able to achieve an improvement in profitability by increasing the number of pieces sold per square metre and per working hour.

Advertising and information material: we pay attention to sustainability in printing and circulation. Our customer newsletter is now sent out by email. Only the birthday cards to our regular customers are still sent by post.

We make considerable use of our Facebook page, reaching out to younger customers in particular. Our Facebook page now has more than 5,000 “likes”. Contributions are uploaded almost daily, mostly pictures from the branches.

Apart from that, advertising usually takes the form of recommendations, increasingly from fashion bloggers (right: Diana von Löwen. She has half a million followers on YouTube and is an enthusiastic HUMANA customer).

Since the end of 2016, the “HUMANA Vintage Sessions” events take place about once a month at rotating locations with a DJ and live music, often in connection with late-night shopping or Sunday shopping. Only Vinyl, Vintage, Fashion, Art & Music! (Photo page 49)
We offer a large range of women’s, men’s and children’s clothing. There is also vintage clothing from the 1950s to 1990s. All items are available individually; there’s something for everyone. Our merchandise is sorted by colour, making it easy to find. Our dedicated staff are on hand to provide expert and friendly advice.
WE ARE FASHION REVOLUTION!
Anja, 34 years old - saleswoman in Berlin.

“I say: Stop the throwaway society!!
You can also wear second-hand clothes in the latest trend and be unique at the same time. It also saves money and protects the environment. Win-win!”

WE ARE FASHION REVOLUTION!
Federica, 36 years, saleswoman in Berlin:

“Second-hand clothes tell stories, and when I close my eyes, I can hear them!” 😊
WE ARE FASHION REVOLUTION!
Juri Manko, 34 years, salesman in Berlin

„Humana for me is more than just a shop: it’s a museum of an entire era of fashion. Here you see, feel and touch the development of fashion, fabric and style. In the air, you feel how refined was genius Gianni Versace, and discover what we now call 'Fashion Together' with Christian Dior. You find brave experiments..."

WE ARE FASHION REVOLUTION!
Nora, 25 years, saleswoman in Leipzig:

“For me it’s not just a shop but a museum of fashion, fabric and style. In the air, you feel how refined Gianni Versace was, and discover ‘Fashion Together’ with Christian Dior. You find brave experiments...”
SHOPS IN AUSTRIA

The years 2014-2016 were also good years here.

Key data: 2014 2015 2016
Number of shops 12 13 13
Employees 41 41 41
Full-time equivalent 30 34 35
Sales area 2,335 m² 2,445 m² 2,525 m²
Sales transactions 191,268 233,115 265,637

In the period under review, we were able to increase sales significantly. We also achieved good increases in the number of pieces sold and turnover per piece (see graphic on the right).

With 12 shops in Vienna and one in Graz, HUMANA Austria also operated one of the largest second-hand fashion chains in our country in 2016. What distinguishes us from other second-hand shops is the huge selection.

Highlights of the year 2015:
reopening of the shop at Währinger Str. 142 after four years of renovation; two catwalks in the Vintage Shop Lerchenfelderstr. (7th district), once under the motto “Rocky Horror Picture Show” and once on the topic “Transgender”.

Highlights of the year 2016:
It was a special honour for us that we were able to present our HUMANA Second Hand Fashion at the internationally-attended Vienna Fashion Week, which had the motto “The World of Vintage”.
Again there were our popular Second Hand Fashion Shows in our Lerchenfelderstr. branch and folklore festival weeks.
At the “First Vienna Bicycle Show” in the Marx Hall in the 3rd district we presented vintage sportswear and “Urban Life Style Chic”.

A word about our advertising photos, by the way: All photographers and photo models come from the circle of our employees, their families and acquaintances as well as some of our customers.
Shops in Austria
Shops in Austria
HUMANA in Romania

HUMANA People to People Romania has been operating second-hand shops since 2006; meanwhile there are 38 shops. 330 people are employed there. The clothing comes mainly from the HUMANA sorting facilities in Bulgaria and Slovakia.
www.humana-romania.ro

HUMANA in Slovakia

HUMANA People to People Slovakia s.r.o. was established in 2005. There are now 26 HUMANA shops in Slovakia, employing 300 people.
www.humana-slovakia.org

HUMANA in Ukraine

HUMANA People to People Ukraine was founded in 2003. There are now more than 110 HUMANA second-hand shops in Ukraine.
www.humana.com.ua
HUMANA in Lithuania

HUMANA People to People Baltic was founded in May 1998. There are now 62 HUMANA shops in Lithuania in which almost 500 employees work.

The clothing comes from the HUMANA sorting facility in Vilnius, the largest sorting facility in Lithuania.

www.humana.lt

HUMANA Bulgaria

One World Clothes Trade Bulgaria Ltd. operates 18 shops in and around Varna, Burgos and Sofia. A total of 109 employees work for HUMANA in Bulgaria. Work began in 2005.

www.humana-bulgaria.org
HUMANA People to People organisations have built up a unique sales network for second-hand clothes and shoes.

The network reaches 15 million people in Angola, Mozambique, Zambia, Malawi, South Africa and the Democratic Republic of Congo.

From Europe, it takes about 6 weeks for an overseas container to reach its destination. Hard negotiations are needed to achieve the lowest possible freight costs. Getting containers through customs and out of the harbour is a task in itself.

Precise agreements between the supplier and recipient, as well as experienced staff on both sides, are necessary to ensure that the goods match demand in the target area with regard to climate, purchasing power and lifestyle.

Logistics in the recipient country can cause a lot of headaches. Long distances often have to be covered to reach rural areas. Potholed roads are combined with a risky driving style, and it can happen that bridges have been washed away by floods.

Wherever possible, our partners provide sales in shops as a supplement to market stalls. Preventing theft and fighting corruption are challenges to be faced along the entire route. Finally, accounts, statistics and reports are compiled, partly by hand and partly on computer, surpluses are transferred and results communicated.

Managers often meet to share their experiences, inspire each other, and also find solutions where none seem to be in sight. Quite a lot of time is spent travelling, but it's well worth the effort.

It has taken a decades-long, joint effort of those involved to build this clothing sales network. Now it is time to expand this network to take account of changing circumstances.

The movement is well prepared for the future.
REPORT OF THE NORDIC COUNCIL OF MINISTERS (2016)

On 20.12.2016 the Nordic Council of Ministers published a report and a position paper on the effects of shipping used clothing. Conclusion: the positive effects outweigh the negative ones.

The Nordic Council of Ministers is the official body for cooperation between the governments of Sweden, Norway, Denmark, Finland and Iceland. Representatives of the Nordic countries meet in the Council of Ministers to discuss common interests.

More than 100,000 tonnes of clothes are collected annually in the Nordic countries, mainly by charitable organisations that use them to finance their work. About 3/4 of this quantity is exported.

Again and again, this has been described as "dumping" (flooding the market with low-cost goods) and harmful to the local textile industry.

The new report paints a more nuanced picture. In particular, the impact in Poland, Malawi and Pakistan was examined.

Overall, according to the report, by reusing and recycling clothing exported from the Nordic countries, 190,000 tonnes of CO2 and 70 million cubic metres of water are saved each year by avoiding the production of new clothing.

In Africa this clothing creates jobs, feeds 10,000 market traders and their families. An import ban on used clothing would probably not protect the local industry in the face of imports of cheap new goods from Asia.

The Nordic Council of Ministers recommends that aid organisations and other exporters adopt codes of conduct and demand the same from their customers. A common code of conduct for the Nordic countries has been developed.


Positive effects predominate

The report makes recommendations on the handling of used clothing - for both political decision-makers and collectors of used clothing. These recommendations are intended to optimise the positive socio-economic and ecological effects of the dispatch of used clothing.
Excursus: 
Used Clothes in Malawi

Generally, in Malawi all imported used clothes are worn again. Second-hand clothes fill a gap in the supply of clothing. The HUMANA-organisation DAPP Malawi holds a market share of almost 1/3. DAPP produces no waste. 99% is worn again, 1% is recycled.

Everything is worn again

REPORT OF THE NORDIC COUNCIL OF MINISTERS (2016)

Malawi was chosen as one of the three study countries as it is the largest receiver of used clothing originating in the Nordic countries on the African continent.

The visit to Malawi was carried out in close cooperation with the HUMANA-Development Aid from People to People Malawi (DAPP) organisation. DAPP has been active in Malawi for 20 years and has a very well-established network.

Imports of used clothing to Malawi increased from 5,000 tonnes in 2004 to 19,000 tonnes in 2014. In 2015, floods caused severe crop failures, resulting in three million people facing starvation. This reduced the market for second-hand clothing to 12,000 tonnes, as many people could not even afford them. DAPP imported 4,790 tonnes of textiles (and shoes) in 2014, and reduced the quantity by 30% to 3,370 tonnes in 2015.

DAPP is one of the largest importers and apparently the only organisation with its own sorting plant in Malawi. About 75% of the textiles imported by DAPP are sorted locally. The rest is sold directly in 45 kg bales.

DAPP has 10 wholesale departments for used clothing and footwear and 20 retail stores. Usually everything is sold. Less popular items are simply sold at lower prices.

As far as waste is concerned, Malawi has a large informal sector in this area. Special focus is placed on the value of the products, which gives the textiles a long life until the value is fully utilised.

In Malawi, the used clothing market is not seen as the cause of the collapse of the textile industry, which in any case was mainly export-oriented.

Second hand clothes have filled a market gap and have been an important solution in times of economic crisis and poverty.
Pakistan is one of the largest importers of used clothing and one of the largest producers of new clothing.

In general, clothing delivered to Pakistan is of lower quality. A lot of things are wearable. Some things have to be repaired before they can be worn again. Some are recycled.

**Excursus: Used Clothes in Pakistan**

Pakistan is the largest non-EU-importer (direct and indirect imports) of used textiles from the Nordic countries.

From 2004 to 2014, Pakistan’s imports of used clothing from all countries rose from around 100,000 tonnes to 500,000 tonnes. Over the same period, imports of rags increased from around 400 to 1,500 tonnes. The largest exporters to Pakistan are the USA, Great Britain, Germany, South Korea and Canada.

According to several respondents, both direct imports from the Nordic countries and indirect sorted imports are sorted after arrival at sorting plants.

As the importers pay for the textiles, they have a strong economic incentive to optimally use and reuse all materials. Even textile residues are therefore reused and, for example, recycled or reused as cleaning cloths.

As a result, waste from sorting operations is minimal.

In the past, used textiles were mainly sold in small towns and villages in northern Pakistan. Sales vary depending on the season and are highest in the winter season, as temperatures can fall well below freezing.

The interviews conducted also indicate that new customers have emerged in recent years from major cities such as Karachi and Lahore.

As mentioned above, all textile imports are pre-sorted before they reach Pakistan with the intention that all clothing and footwear arriving in Pakistan is suitable for re-use or repair prior to re-use.

Still there could be textiles among the received that under closer examination are neither fit for re-use nor for repair.

For this reason the textiles are sorted again on arrival partly to weed out unsuitable items and to divide the textiles into types, sizes, etc.

Damaged textiles are often repaired before being sold; what cannot be repaired is recycled into industrial wipes or fibres.

**Re-wear - repair - recycle**

Pakistan is one of the largest importers of used clothing and one of the largest producers of new clothing. In general, clothing delivered to Pakistan is of lower quality.

A lot of things are wearable. Some things have to be repaired before they can be worn again. Some are recycled.
Part 6: EMPLOYEES

Our employees
HUMANA Kleidersammlung GmbH
HUMANA Second Hand Kleidung GmbH
HUMANA People to People - Association for Development Cooperation
Our Employees

Strong men of the HUMANA collection in Austria

Plenty of fenced bicycle parking spaces in Hopp.

Prejudice has no place here

Over 50? Unusual CV? Qualifications without the ‘right’ certificates? A woman who wants to get involved in management? International family tree? We can make no progress with prejudice. Our recruitment offices look for qualifications that are relevant to the position. This also makes economic sense.

CORPORATE CULTURE

Nothing would be possible without our employees. Our success and innovative strength are based on the outstanding commitment of our staff. This in turn does not come from good intentions alone, but needs to be nourished every day by good relationships with one another. It is part of our corporate culture that everyone is well-informed and can contribute their own ideas.

We are made aware of this at the annual Humana People to People Day in particular. We clarify where we stand and what direction we wish to take. The event is well structured and yet takes place in a relaxed atmosphere.

WOMEN AND MEN

Throughout our history we have been committed to dealing with one another without prejudice. Women who want to be drivers – men who want to sort clothes – why not?

We have to admit, though, that today, virtually all of our drivers and warehouse workers are men, sorting is firmly the women’s domain, and only a few men are involved in sales. That’s just how things have developed.

The number of women working for us at management level is, however, exemplary: the overall quota of the three reporting companies is 50%. Overall, we employ twice as many women as men.

WORKING CONDITIONS

Of course: social standards and statutory requirements for health and safety at work are met; our employees are paid no less than the minimum wage; both men and women, as well as full- and part-time employees, receive equal benefits for equal work; and all employees are insured in accordance with statutory requirements.

We do not rely on subsidies. All our positions are part of the regular labour market.

The fluctuation is small and periods of employment are long. This clearly shows how happy the employees of the three companies are with their employers.

Sustainability Report 2014-2016 - p. 66
EDUCATION AND TRAINING

Staff development is more than education and training

We have a holistic understanding of development and advocate lifelong learning. Through a combination of professional and global education, we want to encourage our employees to fully realise their personal potential and to contribute to their work with their skills.

Holistic staff development is based on more than short-term 'use value' in everyday working life. Important qualities such as loyalty and commitment are based in particular on a good understanding of the larger context in which we work.

"Vocational education... has to follow general human education." (Wilhelm von Humboldt)

Staff development needs time and space

The learning environment is of crucial importance to the success of the learning process. More than 150 years ago the Danish pedagogue Nicolai F.S. Grundtvig coined the saying "An animated heart is just as indispensable to learning as an alert mind."

Employees of all HUMANA organisations in Europe have thus helped to make the HUMANA centre in Berlin a popular meeting point for the movement.

Under the wings of HUMANA Freiwillige für Afrika e.V., over the last six years the centre has hosted a variety of events promoting the spread of knowledge, exchange of experiences and social interaction.

The centre offers conference rooms and lounges, accommodation, a kitchen, garden, modern media and more. One third of our employees have participated in events held at the centre. Guests came from almost all countries in Europe, as well as the USA and many countries in Africa and Asia.

We also utilise external services such as language courses, lectures/seminars/workshops on health care provision, office administration, public relations, safety at work, fundraising, reporting, etc.

Dual training

We train apprentices: 2014-2017 in the profession office management clerk (m/f) and since 2017 specialist for circulation and waste management. These are recognised professions for dual training. The trainees receive a certificate from the IHK (Chamber of Industry and Commerce) after they pass their examinations.
HUMANA Kleidersammlung GmbH - our Employees

For you in the office in Hoppegarten: Martha M.

There's a massage twice a month in Hoppegarten

Peter Ottke at the open day of the SBAZV

Football team with fan

Sustainability Report 2014-2016 - p. 68
In spite of our great effort we unfortunately did not win!

Sabine T. at Open House Day

Having trouble? We'll take care of it right away!

Gerd - one of our professional drivers
HUMANA Kleidersammlung GmbH - our Employees

Number of employees in total and by category in the last 4 years:

- **2013**
  - Total: 99 employees
  - Collection: 24%
  - Sorting: 22%
  - Administration: 54%

- **2014**
  - Total: 112 employees
  - Collection: 22%
  - Sorting: 27%
  - Administration: 51%

- **2015**
  - Total: 106 employees
  - Collection: 27%
  - Sorting: 29%
  - Administration: 44%

- **2016**
  - Total: 109 employees
  - Collection: 29%
  - Sorting: 23%
  - Administration: 48%

Registered gender (biological and identified gender may differ):

- **2013**
  - Male: 73
  - Inter: 31
  - Female: 26

- **2014**
  - Male: 81
  - Inter: 31
  - Female: 25

- **2015**
  - Male: 81
  - Inter: 25
  - Female: 25

- **2016**
  - Male: 84
  - Inter: 25
  - Female: 25

Full time - part time:

- **2013**
  - Full time: 90
  - Part time: 3
  - Temp: 6

- **2014**
  - Full time: 101
  - Part time: 9
  - Temp: 5

- **2015**
  - Full time: 93
  - Part time: 7
  - Temp: 6

- **2016**
  - Full time: 95
  - Part time: 9
  - Temp: 5

Indefinite - fixed term:

- **2013**
  - Indefinite: 37
  - Fixed term: 62

- **2014**
  - Indefinite: 32
  - Fixed term: 80

- **2015**
  - Indefinite: 33
  - Fixed term: 73

- **2016**
  - Indefinite: 37
  - Fixed term: 72

Hours worked:

- **2013**
  - 151,121

- **2014**
  - 164,499

- **2015**
  - 161,308

- **2016**
  - 154,394

Women in leadership positions:

- Men: 80%
- Women: 20%
(Collection and Sorting in Germany)

**Employees by Region (Federal States)**

<table>
<thead>
<tr>
<th>Year</th>
<th>BE-BB</th>
<th>NRW</th>
<th>BW</th>
<th>HE</th>
<th>SN</th>
<th>SH-HH</th>
<th>MV</th>
<th>NI</th>
<th>BY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>50</td>
<td>25</td>
<td>10</td>
<td>8</td>
<td>9</td>
<td>4</td>
<td>11</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>2014</td>
<td>55</td>
<td>24</td>
<td>8</td>
<td>8</td>
<td>7</td>
<td>18</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2015</td>
<td>56</td>
<td>20</td>
<td>5</td>
<td>11</td>
<td>8</td>
<td>12</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2016</td>
<td>55</td>
<td>20</td>
<td>5</td>
<td>18</td>
<td>9</td>
<td>12</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

**Period of Employment**

- 2013: 7.20
- 2014: 6.86
- 2015: 7.43
- 2016: 7.63

**Age Groups**

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>under 30 years</td>
<td>4</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>30-50 years</td>
<td>43</td>
<td>54</td>
<td>43</td>
<td>42</td>
<td>16</td>
<td>15</td>
</tr>
<tr>
<td>over 50 years</td>
<td>52</td>
<td>55</td>
<td>59</td>
<td>62</td>
<td>13</td>
<td>13</td>
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<tr>
<td>total</td>
<td>99</td>
<td>112</td>
<td>106</td>
<td>109</td>
<td>36</td>
<td>33</td>
</tr>
</tbody>
</table>

**Citizenships, End of 2017**

- under 30 years: 52
- 30-50 years: 55
- over 50 years: 59
- total: 112

Sustainability Report 2014-2016 - p. 71
Dream job with a down-to-earth attitude

Break room of the future?

Discounted public transport to work in HUMANA shops

Work... And get some fresh air once in a while!
„Love yourself as you are!“

The motto of the Fashion Show 2017 was a commitment to diversity.
HUMANA Second Hand Kleidung GmbH - our Employees

Employees by category:
- Shops: 148 (73%)
- Administration: 57 (27%)
- Total: 205

Types of contracts in percent - end of 2016:
- Full time: 51%
- Part time: 49%
- TEMP: 21%

Registered gender:

Full time - part time:
- 2013: 106 (full time), 28 (part time), 61 (temp)
- 2014: 100 (full time), 46 (part time), 62 (temp)
- 2015: 77 (full time), 55 (part time), 55 (temp)
- 2016: 83 (full time), 61 (part time), 61 (temp)

Indefinite - fixed term:
- 2013: 38 (indefinite), 71 (fixed term), 86 (temp)
- 2014: 31 (indefinite), 72 (fixed term), 105 (temp)
- 2015: 30 (indefinite), 64 (fixed term), 93 (temp)
- 2016: 26 (indefinite), 100 (fixed term), 79 (temp)

Hours worked:
- 2013: 189,655
- 2014: 181,844
- 2015: 179,280
- 2016: 210,860

Women in leadership positions:
- Male: 67%
- Female: 33%
--- | --- | --- | --- | --- | --- | ---
under 30 years | 87 | 91 | 64 | 79 | 55 | 55
30-50 years | 82 | 87 | 91 | 93 | 33 | 33
over 50 years | 25 | 30 | 32 | 33 | 2 | 2
Mit dem Firmenticket zur Arbeit in den HUMANA Shops

Ramona E. and Sabine K.

Erwin L. and Erwin H.

Sonja D.

Naser I.
The HUMANA-Day in September (here 2017) is a firm tradition - a celebration for employees and supporters.
number of employees in total and by category in the last 4 years

- **2013**
  - **58** employees in total
  - **33%** Sammlung
  - **33%** Shops
  - **9%** Verwaltung

- **2014**
  - **65** employees in total
  - **26%** Sammlung
  - **65%** Shops
  - **9%** Verwaltung

- **2015**
  - **67** employees in total
  - **7%** Sammlung
  - **27%** Shops
  - **66%** Verwaltung

- **2016**
  - **67** employees in total
  - **7%** Sammlung
  - **24%** Shops
  - **69%** Verwaltung

registered gender (biological and identified gender may differ)

- **2013**
  - **38** male
  - **20** female
  - **44** inter

- **2014**
  - **44** male
  - **49** female
  - **9** inter

- **2015**
  - **46** male
  - **47** female
  - **8** inter

- **2016**
  - **46** male
  - **47** female
  - **8** inter

full time - part time

- **2013**
  - **43** full time
  - **13** part time
  - **8** temp

- **2014**
  - **49** full time
  - **9** part time
  - **8** temp

- **2015**
  - **47** full time
  - **13** part time
  - **4** temp

- **2016**
  - **44** full time
  - **18** part time

indefinite - fixed term

- **2013**
  - **0** indefinite
  - **58** fixed term

- **2014**
  - **0** indefinite
  - **66** fixed term

- **2015**
  - **0** indefinite
  - **68** fixed term

- **2016**
  - **0** indefinite
  - **66** fixed term

period of employment 2014-2016

- **2014**
  - **7.29**

- **2015**
  - **7.31**

- **2016**
  - **7.78**

women in leadership positions, 2016

- **33%** female
- **67%** male
### Period of Employment per End of 2016

<table>
<thead>
<tr>
<th>Period</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
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<td>18</td>
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<td>1 - 5 years</td>
<td>31</td>
<td>37</td>
<td>36</td>
<td>29</td>
</tr>
<tr>
<td>6 - 10 years</td>
<td>9</td>
<td>11</td>
<td>17</td>
<td>17</td>
</tr>
<tr>
<td>11 - 15 years</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>16 - 20 years</td>
<td>9</td>
<td>9</td>
<td>12</td>
<td>19</td>
</tr>
<tr>
<td>&gt; 20 years</td>
<td>9</td>
<td>17</td>
<td>14</td>
<td>19</td>
</tr>
</tbody>
</table>

### By Age Groups

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>under 30 years</td>
<td>11</td>
<td>17</td>
<td>19</td>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td>30-50 years</td>
<td>37</td>
<td>36</td>
<td>29</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>over 50 years</td>
<td>17</td>
<td>14</td>
<td>19</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>total</td>
<td>65</td>
<td>67</td>
<td>67</td>
<td>8</td>
<td>14</td>
</tr>
</tbody>
</table>

### Employees by Category

<table>
<thead>
<tr>
<th>Year</th>
<th>collection</th>
<th>shops</th>
<th>admin.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>34</td>
<td>42</td>
<td>44</td>
</tr>
<tr>
<td>2014</td>
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<td>17</td>
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<td>2015</td>
<td>17</td>
<td>16</td>
<td>18</td>
</tr>
<tr>
<td>2016</td>
<td>16</td>
<td>16</td>
<td>16</td>
</tr>
</tbody>
</table>

### Citizenships 2014 - 2016

Sustainability Report 2014-2016 - p. 79
Part 7:

ENVIRONMENT
Environmental balance sheet: Energy

<table>
<thead>
<tr>
<th>2016 (DE+AT)</th>
<th>In MWh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negative impact</td>
<td>-28.428</td>
</tr>
<tr>
<td>Positive impact</td>
<td>904.757</td>
</tr>
<tr>
<td>Result</td>
<td>876.329</td>
</tr>
</tbody>
</table>

A massive plus for the environment!

Our energy balance shows:
The positive impact of our activities is 25 times greater than the negative impact. Here, we define 'positive' as meaning 'beneficial to man and the environment', i.e. a reduction in energy consumption. The consumption of energy is understood as negative (bad for the environment).

Our energy balance thus amounts to a saving of approximately 581,000 MWh.

### OUR ENERGY CONSUMPTION IN COMPARISON

**Germany:**
In 2016, energy consumption in collection, sorting and shops along the entire process chain of clothing collected by us in Germany was around 21,000 MWh and the saving in the production of new clothes achieved by our activities was 602,000 MWh (1 MWh = 1,000 kWh). Our energy balance thus amounts to a saving of approximately 581,000 MWh.

Energy balance sheet 2016 in detail for HUMANA clothes collected in Germany

1. Transports: container emptying, acquisition, long distance transport, air and rail travel -11.909
2. Production relating to purchased vehicles, clothes containers, computers, clothes racks (second hand goods at 50%) -735
3. Electricity and heating Collection and own sorting, own shops, sorting and shops of partners abroad, pro rata ³) -8.381
4. Energy savings from avoided demand for new clothes 12.450,2 t x 80,6% x 75% x 80 kWh 602.092
5. Result 581.067

³) Estimate

**Austria:**
In 2016, energy consumption in collection, sorting and shops along the entire process chain of clothing collected by HUMANA in Austria resulted in savings and a positive (beneficial) impact to the amount of 295,261 MWh.

1. Transports -5.262
2. Production of purchased goods -212
3. Electricity and heating -1.930
4. Energy savings from avoided demand 302.665
5. Result 295.261

Sustainability Report 2014-2016 - p. 82
**OUR COMMITMENT TO RENEWABLES**

**Germany:**
Both companies in Germany utilise green electricity from Naturstrom GmbH, ensuring that power consumption for collection, sorting and shops does not cause any CO2 emissions.
By choosing this particular green electricity provider, we contribute to the energy revolution at our site:

Naturstrom is certified with the green electricity label of the environmental associations "Grüner Strom" and is recommended by BUND and NABU, among others. Naturstrom stands for a climate-friendly, environmentally friendly and citizen-friendly energy supply based on renewable energies that is environmentally friendly, safe and affordable in the long term.
The subsidy contribution of 1 cent per kWh of natural electricity consumed is used to invest in the expansion of renewable energies. More than 290 new eco-power plants have already been built. More than 20,000 customers are thus supplied with electricity from small and medium-sized wind and hydropower plants (Naturstrom, 2017).

Most of the conferences, both national and international, that we attend with many persons take place at the HUMANA conference centre in Berlin, which also obtains 100 % of its electricity from Naturstrom.
At the beginning of 2014 a solar thermal system was installed on the roof of the conference centre for the provision of hot water. The installation has 12 modules with a total area of 25 m².
In the future we plan to install a solar power system on the roof of the sorting centre in Hoppegarten.

We will place signs in our shops to make our use of Naturstrom electricity visible and encourage customers to change their electricity supplier.

**Austria:**
In Austria we use 'normal' electricity, 87 % of which was provided from renewable energy sources in 2016. With 72 %, hydroelectric power has the lion's share of the national energy mix.
In July 2013 a decision was taken in favour of Austria's hundred-percent atomic energy independence, relating to both the production and import of electricity.

**Sustainability Report 2014-2016 - p. 83**
CO₂: direct actions taken

Top: natural gas-vehicle at HUMANA Austria.
Below: in Germany we are switching to LED-lamps.

Natural gas, LED, tour planning...

HUMANA Kleidersammlung GmbH heats its headquarters with natural gas while HUMANA Austria uses natural gas-powered vehicles. The two German companies are switching to LED-lamps. The optimisation of collection routes is a constant topic in both countries.

ELECTRICITY, HEATING, TRANSPORT ETC.

We are well positioned concerning electricity: the complete or predominant use of green energy means that we create no CO₂-emissions in Germany and only very low emissions in Austria (see previous page). We reduce our consumption, where this is possible. However, we are faced by more formidable challenges in heating and transportation.

Germany:

In the reporting period, we changed our purchasing strategy with regard to lamps: both companies in Germany now always buy LED-lamps.

We have been heating in Hoppegarten with natural gas since 2009. Although this is also a fossil energy source, it has lower CO₂-emissions than petroleum.

By constantly optimising our fleet and collection routes, we are working on reducing our CO₂-emissions per ton of collected clothing.

Our paper for the office area carries the Blue Angel eco-label for particularly environmentally friendly products and services. Our printed matter is mainly printed CO₂-neutral. For further domestic trips we use the train if possible. We increasingly book air travel using the CO₂-offsetting-option.

Austria:

Following years of positive experience with board member Henning Mörch's natural gas-powered car, between 2011 and 2013 we purchased a gas-powered five-ton truck and three natural gas-powered utility passenger vehicles (Volkswagen Caddy).

These allow reductions in CO₂ emissions of 25 % and reductions of up to 97 % in nitrogen oxide emissions compared to gasoline-powered vehicles.

We are committing to these measures, step by step, because, like all other businesses, we, too, must operate efficiently. However, we endeavour to reduce our CO₂ emissions within the options open to us.

Sustainability Report 2014-2016 - p. 84
Emissions caused by us were primarily the result of transport, as well as production of purchased vehicles and clothes containers. These are, however, negligible compared to the enormous amounts of emissions normally caused by the manufacture of new clothes.

Environmental balance sheet: Emissions

<table>
<thead>
<tr>
<th>2016 (DE+AT)</th>
<th>CO₂ in t</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negative impact</td>
<td>-7.114</td>
</tr>
<tr>
<td>Positive impact</td>
<td>169.642</td>
</tr>
<tr>
<td>Result</td>
<td>162.528</td>
</tr>
</tbody>
</table>

Top value in climate protection!

Emissions caused by us were primarily the result of transport, as well as production of purchased vehicles and clothes containers. These are, however, negligible compared to the enormous amounts of emissions normally caused by the manufacture of new clothes.

Climate change impact 2013 in detail for HUMANA clothes collected in Germany

| 1. Transports: container emptying, acquisition, long distance transport, air and rail travel | -3.170 |
| 2. Production relating to purchased vehicles, clothes containers, computers, clothes racks (second hand goods at 50%) | -356 |
| 3. Electricity and heating Collection and own sorting, own shops, sorting and shops of partners abroad, pro rata³) | -1.727 |
| 4. Energy savings from avoided demand for new clothes 12.450,2 t x 80.6% x 75% x 15 kg CO₂ | 112.892 |
| 5. Result | 107.639 |

³) Estimate

Austria:

In 2016, CO₂ emissions for the collection, sorting and shops along the entire process path of clothing collected by us in Austria was exceeded many times over by savings in emissions from the manufacture of new clothes.

1. Transports | -1.393 |
2. Production related to purchased goods | -90 |
3. Electricity and heating | -378 |
4. Energy savings from avoided demand | 56.750 |
5. Result | 54.889 |
Environmental balance sheet: Water

<table>
<thead>
<tr>
<th>2016 (DE+AT)</th>
<th>In m³</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negative impact</td>
<td>-6.630</td>
</tr>
<tr>
<td>Positive impact</td>
<td>113.094.639</td>
</tr>
<tr>
<td>Result</td>
<td>113.088.007</td>
</tr>
</tbody>
</table>

Water for millions of people

Clothes that 'flow' through one HUMANA shop save as much water as 10,000 people in Zimbabwe need to live (30 litres/person/day). When clothes sales in the southern hemisphere are included, every shop saves five times as much water as these sales also replace new clothes.

OUR WATER CONSUMPTION IN COMPARISON

Germany:
In 2013, water consumption in collection, sorting and shops along the entire process chain of clothing collected by us in Germany was 6,148 m³. Savings in the production of new clothes achieved by our activities amounted to more than 75 million m³ (1 m³ = 1,000 litres) of water. Our environmental balance sheet in terms of water consumption thus amounts to a saving of more than 75 million m³.

Water consumption 2016 in detail for our clothes collected in Germany

1. Water consumption in collection and own sorting
2. Water consumption in own shops (domestic)
3. Water consumption in sorting and shops of partners abroad, pro rata 
4. Water savings from avoided demand for new clothes
5. Result

| 1. Collection | -73 |
| 2. Own shops (domestic) | -150 |
| 3. Sorting and shops of partners abroad | -259 |
| 4. Water savings from reduced demand | 37.833.120 |
| 5. Result | 37.832.635 |

Austria:
In 2013, water consumption in collection, sorting and shops along the entire process chain of clothing collected by us in Austria resulted in a positive (beneficial) impact through savings in water consumption in the production of new clothes. In total, nearly 32 million m³ of water were saved.

| 1. Collection | -73 |
| 2. Own shops (domestic) | -150 |
| 3. Sorting and shops of partners abroad | -259 |
| 4. Water savings from reduced demand | 37.833.120 |
| 5. Result | 37.832.635 |
OUR LAND USE IN COMPARISON

Germany:
In 2016, our land use for collection, sorting and shops along the entire process chain of clothing collected by us in Germany was 64,500 m². Savings in the production of new clothes achieved by our activities amounted to over 51.2 million m² (cotton cultivation, amongst others, takes up a large amount of land). As a result, we save a land area of around 51.1 million m².

Land use 2016 in detail  
for clothes collected by us in Germany

1. Land use for collection and sorting -17.000
2. Land use for own shops (domestic) -5.500
3. Land use for sorting and shops of partners abroad, pro rata
4. Reduction of land use in production of new clothes 51.177.833
12.450,2 t x 80,6% x 75% x ........
5. Result 51.113.333

³) Estimate

Austria:
In 2016, land use for collection, sorting and shops along the entire process chain of clothing collected by us in Austria resulted in a positive (beneficial) impact through clothes production land saved (especially for the cultivation of natural fibres).

Land use 2016 in detail
for clothes collected by us in Austria

1. Collection -6.500
2. Own shops (domestic) -2.100
3. Sorting and shops of partners abroad ³) -25.051
4. Reduction of land use 25.726.522
5. Result 25.692.871

³) Estimate

Environmental balance sheet: Land

<table>
<thead>
<tr>
<th></th>
<th>2016 (DE+AT)</th>
<th>in m²</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negative impact</td>
<td>-98.151</td>
<td></td>
</tr>
<tr>
<td>Positive impact</td>
<td>76.904.355</td>
<td></td>
</tr>
<tr>
<td>Result</td>
<td>76.806.204</td>
<td></td>
</tr>
</tbody>
</table>

Land for food!

Clothing collected by HUMANA in Austria saves more farmland than is available to 13,000 people worldwide (based on global average).

Clothing collected by HUMANA in Germany saves enough arable land to support 26,000 people worldwide.
Environmental balance sheet: Materials

<table>
<thead>
<tr>
<th>2016 [no water, no oil]</th>
<th>in tonnes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negative impact</td>
<td>-146</td>
</tr>
<tr>
<td>Positive impact</td>
<td>11.309</td>
</tr>
<tr>
<td>Result</td>
<td>11.163</td>
</tr>
</tbody>
</table>

Resource conservation for 1 T-Shirt

- second hand: 30 gram
- made new: four tonnes

The production of a normal cotton T-shirt (100 g) consumes four tonnes of raw materials, equal to the weight of an adult elephant.
A second-hand T-shirt from us and our partners requires only around 30 grams of raw materials - less than the weight of a mouse.

OUR MATERIAL CONSUMPTION IN COMPARISON

Germany:
In 2016, material consumption in collection, sorting and shops along the entire process chain of clothing collected by us in Germany amounted to 93 tonnes. Savings in the production of new clothes achieved by our activities amounted to 7,526 tonnes (counting only the material of clothes themselves, without waste, water, oil, equipment procured, fertilisers, etc.). This thus resulted in savings of at least 7,433 tonnes of material.

Material balance 2016 in detail

<table>
<thead>
<tr>
<th>In HUMANA clothes collected in Germany</th>
<th>tonnes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Production of purchased vehicles, Production equipment, computers ²)</td>
<td>-56</td>
</tr>
<tr>
<td>2. Steel band, bigbags, bags ²)</td>
<td>-5</td>
</tr>
<tr>
<td>3. Paint and varnish ²)</td>
<td>-1</td>
</tr>
<tr>
<td>4. Paper for office and printed matters ²)</td>
<td>-2</td>
</tr>
<tr>
<td>5. Same with partners abroad ³)</td>
<td>-29</td>
</tr>
<tr>
<td>6. Savings from avoided production of new clothes</td>
<td>7.526</td>
</tr>
<tr>
<td>7. Result</td>
<td>7.433</td>
</tr>
</tbody>
</table>

²) Domestic operations ³) Estimate

Austria:
In 2016, material consumption for collection, sorting and shops along the entire process chain of clothing collected by us in Austria resulted in savings of at least 3,730 tonnes of material.

<table>
<thead>
<tr>
<th>Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Prod. of purchased goods ²)</td>
</tr>
<tr>
<td>2. Steel, Steel band, bigbags, bags ²)</td>
</tr>
<tr>
<td>3. Paint and varnish ²)</td>
</tr>
<tr>
<td>4. Paper for office and printed matters ²)</td>
</tr>
<tr>
<td>5. Same with partners abroad ³)</td>
</tr>
<tr>
<td>6. Savings from avoided demand</td>
</tr>
<tr>
<td>7. Result</td>
</tr>
</tbody>
</table>

G4-EN1 G4-EN2

Sustainability Report 2014-2016 - p. 88
OUR WASTE, OUR WASTE PREVENTION

Germany:
In 2016, waste generated in collection, sorting and shops along the entire process chain of clothing collected by us in Germany amounted to approximately 10 tonnes (scrapped vehicles and containers, packaging material bought by us and no longer usable, office and break room waste).
Collected goods totalled 12,450 tonnes. Material classified as waste by us and our partners (7.7%) would have ended up as waste even without our activities. Our activities prevented the remaining 11,490 tonnes ending up as waste. Overall, we have reduced the amount of waste by 11,480 tonnes.

Waste balance 2016 in detail for clothes collected by us in Germany

- 1. Scrapped vehicles, containers, production equipment, computers ²)
- 2. Office and break room waste ²)
- 3. Same types of waste at the operations of partners abroad ³)
- 4. Avoided waste by our activities (domestic and European partners)
- 5. Result

²) Domestic, ³) Estimate

Austria:
In 2016, waste generated by us and our partners in collection, sorting and shops along the entire process chain of clothing collected by us in Austria amounted to an estimated 6 tonnes.

Collected goods amounted to 6,703 tonnes. Our activities prevented 6,181 tonnes of waste.

- 1. to 3. waste caused by our activities
- 4. Avoided waste
- 5. Result

Environmental balance sheet: Waste

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>in tonnes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negative impact</td>
<td>-16</td>
<td></td>
</tr>
<tr>
<td>Positive impact</td>
<td>17.677</td>
<td></td>
</tr>
<tr>
<td>Result</td>
<td>17.661</td>
<td></td>
</tr>
</tbody>
</table>

Waste prevention

Clothes that we send to Africa are sorted, wearable and do not contain any waste. Packaging for which there is no use is returned to the municipal recycling collection.
The picture is entitled "Recycling of Plastic and Paper" and was painted by Ngondoma.C at a HUMANA Hope Project.
Part 8: ECONOMY AND SOCIETY

Economic performance - HUMANA People to People Austria
Economic performance - HUMANA Kleidersammlung GmbH
Economic performance - HUMANA Second Hand Kleidung GmbH
Financial impact of climate change, local procurement
Contributions to development cooperation
Support to the local community
The international movement
The Federation HUMANA People to People
## Economic Performance

### Economic Value Generated and Distributed

Explanations to the table:

- **Turnover:** Net turnover (sales and other income)
- **Operational costs:** Suppliers, service providers, transport companies, landlords, utility providers, insurances, leasing, depreciations (vehicles, containers). Without contributions to development cooperation.
- **Wages and related costs:** Wages, salaries and employer's share of health insurance, pension fund and unemployment insurance.
- **Interest:** Interest for debts and credits
- **Dividends to owners:** We are a one hundred percent social business. Profits are not used for private purposes, they are used for environment and development only
- **Taxes:** All taxes after tax carryforward as well as profits and loss carried forward (except VAT and tax on vehicles).
- **Contributions to development cooperation:** the payments went to HUMANA organisations, see page 96-97.
- **For future investments:** Annual result / profit or loss carried forward / economic value retained.

### Financial Assistance from Government

We did not receive any of the following types of assistance from government: neither tax abatements and tax credit equivalents, nor subsidies, investment grants and other grants, awards, remissions of fees, financial support from export credit agencies, financial performance allowance or other financial advantages from governments.

As social business we cover the costs of our activities from the income we generate ourselves.

---

### Table: Economic Performance

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HUMANA Austria (in %)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Turnover</td>
<td>100.0</td>
<td>100.0</td>
<td>100.0</td>
</tr>
<tr>
<td>1. Operational costs</td>
<td>50.1</td>
<td>50.5</td>
<td>50.2</td>
</tr>
<tr>
<td>2. Wages and related costs</td>
<td>37.9</td>
<td>38.3</td>
<td>36.3</td>
</tr>
<tr>
<td>3. Interest</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>4. Dividends to owners</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>5. Tax carryforward</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>6. Contributions to development cooperation</td>
<td>13.0</td>
<td>10.1</td>
<td>12.4</td>
</tr>
<tr>
<td>7. For future investments</td>
<td>-1.0</td>
<td>1.0</td>
<td>1.0</td>
</tr>
</tbody>
</table>

---

### Diagram: Application of Income 2016

- **Operational costs**
- **Wages and related costs**
- **Interest**
- **Dividends to owners**
- **Taxes**
- **Contributions to development**
- **For future investments**

---

**Sustainability Report 2014-2016 - p. 92**
ECONOMIC VALUE GENERATED AND DISTRIBUTED

Explanations to table:

**Turnover:**
Net turnover (sales and other income)

**Operational costs:**
Suppliers, service providers, transport companies, landlords, utility providers, insurances, leasing, depreciations (buildings, vehicles, containers). Without contributions to development cooperation.

**Wages and related costs:**
Wages, salaries and employer’s share of health insurance, pension fund and unemployment insurance.

**Interest:** Interest for debts and credits

**Dividends to owners:**
We are a one hundred percent social business. Profits are not used for private purposes, they are used for environment and development only

**Taxes:**
All taxes after profits and loss carried forward (except VAT and tax on vehicles).

**Contributions to development cooperation:**
the payments went partly to HUMANA People to People Deutschland e.V., partly to the Federation HUMANA People to People, see pages 98-99 and 104-107.

**For future investments:**
Annual result / profit or loss carried forward / economic value retained.

FINANCIAL ASSISTANCE FROM GOVERNMENT

We did not receive any of the following types of assistance from government: neither tax abatements and tax credit equivalents, nor subsidies, investment grants and other grants, awards, remissions of fees, financial support from export credit agencies, financial performance allowance or other financial advantages from governments.

As social business we cover the costs of our activities from the income we generate ourselves.

---

### Economic Performance

<table>
<thead>
<tr>
<th>HUMANA Kleidersammlung GmbH (in %)</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turnover</td>
<td>100.0</td>
<td>100.0</td>
<td>100.0</td>
</tr>
<tr>
<td>1. Operational costs</td>
<td>50.4</td>
<td>52.4</td>
<td>53.6</td>
</tr>
<tr>
<td>2. Wages and related costs</td>
<td>43.3</td>
<td>41.0</td>
<td>36.9</td>
</tr>
<tr>
<td>3. Interest</td>
<td>1.2</td>
<td>0.9</td>
<td>0.4</td>
</tr>
<tr>
<td>4. Dividends to owners</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>5. Taxes</td>
<td>0.6</td>
<td>0.7</td>
<td>1.5</td>
</tr>
<tr>
<td>6. Contributions to development cooperation</td>
<td>3.1</td>
<td>4.4</td>
<td>3.4</td>
</tr>
<tr>
<td>7. For future investments</td>
<td>1.3</td>
<td>0.6</td>
<td>4.2</td>
</tr>
</tbody>
</table>
Economic Performance

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Turnover</td>
<td>100.0</td>
<td>100.0</td>
<td>100.0</td>
</tr>
<tr>
<td>1. Operational costs</td>
<td>56.1</td>
<td>53.6</td>
<td>48.6</td>
</tr>
<tr>
<td>2. Wages and related costs</td>
<td>40.0</td>
<td>38.8</td>
<td>34.6</td>
</tr>
<tr>
<td>3. Interest</td>
<td>0.1</td>
<td>0.1</td>
<td>0.1</td>
</tr>
<tr>
<td>4. Dividends to owners</td>
<td>0.0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>5. Taxes</td>
<td>0.7</td>
<td>1.5</td>
<td>3.9</td>
</tr>
<tr>
<td>6. Contributions to development coop.</td>
<td>3.0</td>
<td>4.7</td>
<td>6.2</td>
</tr>
<tr>
<td>7. For future investments</td>
<td>0.1</td>
<td>1.4</td>
<td>6.6</td>
</tr>
</tbody>
</table>

ECONOMIC VALUE GENERATED AND DISTRIBUTED

Explanations to table:

Turnover: Net turnover (sales and other income)

Operational costs: Suppliers, service providers, transport companies, landlords, utility providers, insurances, leasing, depreciations. Without contributions to development cooperation.

Wages and related costs: Wages, salaries and employer's share of health insurance, pension fund and unemployment insurance.

Interest: Interest for debts and credits

Dividends to owners: We are a one hundred percent social business. Profits are not used for private purposes, they are used for environment and development only.

Taxes: All taxes after profits and loss carried forward (except VAT and tax on vehicles).

Contributions to development cooperation: the payments went partly to HUMANA People to People Deutschland e.V., partly to the Federation HUMANA People to People, see pages 98-99 and 104-107.

For future investments: Annual result / profit or loss carried forward / economic value retained.

FINANCIAL ASSISTANCE FROM GOVERNMENT

We did not receive any of the following types of assistance from government: neither tax abatements and tax credit equivalents, nor subsidies, investment grants and other grants, awards, remissions of fees, financial support from export credit agencies, financial performance allowance or other financial advantages from governments.

As social business we cover the costs of our activities from the income we generate ourselves.

Sustainability Report 2014-2016 - p. 94
FINANCIAL IMPACT OF CLIMATE CHANGE

Increasing temperature fluctuations will further increase humanity's need for clothing. (The body gets used to the 'normal' temperatures of its region and can itself compensate for only a limited range of temperature variations. In the tropics, for example, people are freezing at 20 degrees - even immigrant Europeans).

Presumably, a) the gap between rich and poor will grow larger and b) environmental awareness will continue to increase so that the demand for second hand clothes in particular will continue to grow, both in Europe and in Africa and Asia.

Declines in cotton yields caused by climate change (see page 8 below) can lead to higher prices for new clothes, increasing the demand for second-hand clothes.

The effects of climate change are felt particularly strongly in our partner countries, but also within Germany and Austria.

Looking ahead, we will need to ensure that stocks in our warehouses are not flooded in the future, too. This could be caused by inadequate rain catchment systems, designed according to the needs of previous decades.

The cost for a possible retrofitting is very limited, while, under certain circumstances, failure could be costly to us.

LOCAL PROCUREMENT

We order the majority of materials and services that we use from the region, that is from Germany and Austria. Examples of purchases from other regions are packaging materials such as steel bands, big bags and plastic bags.

Local procurement accounts for by far the largest part of the purchasing budget in both Germany and Austria.

These are materials and services for which we pay. 99.7 % of the materials that we handle are used clothes placed in our collection containers, which should probably also be regarded as local procurement.
Contributions to Development Cooperation

HUMANA Austria

<table>
<thead>
<tr>
<th>Contributions to development cooperation in the reporting period (in €)</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Africa</td>
<td>308,635.00</td>
<td>253,830.00</td>
<td>366,331.42</td>
</tr>
<tr>
<td>Angola</td>
<td>75,173.00</td>
<td>63,685.00</td>
<td>63,316.55</td>
</tr>
<tr>
<td>India</td>
<td>15,035.00</td>
<td>81,881.00</td>
<td>90,452.20</td>
</tr>
<tr>
<td>Mozambique</td>
<td>231,179.00</td>
<td>156,017.00</td>
<td>190,854.13</td>
</tr>
<tr>
<td>DR Congo</td>
<td>-</td>
<td>9,098.00</td>
<td>40,219.57</td>
</tr>
<tr>
<td>Membership fee</td>
<td>46,044.00</td>
<td>45,489.00</td>
<td>48,826.13</td>
</tr>
<tr>
<td>Other Projects</td>
<td>87,737.22</td>
<td>23,234.11</td>
<td>44,102.76</td>
</tr>
<tr>
<td>Total</td>
<td>763,803.22</td>
<td>633,234.11</td>
<td>844,102.76</td>
</tr>
</tbody>
</table>

HUMANA Austria has supported the following projects:

**SOUTH AFRICA**
- Child Aid Doornkop € 17,185
- Child Aid Tubatse € 13,567
- Child Aid Bakenberg € 3,618
- Child Aid Zululand/Abaqulusi € 904
- Preschool movement in South Africa € 2,713
- Education of preschool teachers € 68,743
- TCE orphans, disadvantaged children € 165,527
- HOPE Westrand € 8,140
- Institutional strengthening of HUMANA SA € 85,929

The partner organization is HUMANA People to People South Africa. HPP South Africa started its activities in 1995 and is a member of the HUMANA People to People Federation. At the end of 2016 HPP South Africa had 1,660 employees.

www.hpp-sa.org

**ANGOLA**
- Polytechnical School Cabinda € 2,261
- Polytechnical School Viana € 34,824
- Frontline Institute € 26,231

The partner organization is ADPP Angola (Ajuda de Desenvolvimento Povo para Povo). ADPP started its work in 1986 and is a member of the HUMANA People to People Federation. ADPP reaches 700,000 people.

www.adpp-angola.org

**INDIA**
- Farmers’ Clubs Dausa € 43,540
- Teacher Training Program € 46,912

The partner organization is HUMANA People to People India. HPP India implemented its first project in 1998. HPP India is a member of the HUMANA People to People Federation.
Surpluses from clothes sales are used for environment and development. Here is a picture of the Cashew Training Center in Itoculo, in northern Mozambique, which HUMANA Austria has supported for many years. The project helps small farmers in the region to increase their income.

MOZAMBIQUE
- Polytechnic College Nhamatanda € 9,690
- Teacher Training College Nhamatanda € 582
- Teacher Training College Cabo Delgado € 4,338
- Teacher Training College Macuse € 14,498
- Cashew Training Center Itoculo € 22,591
- Farmers’ Clubs Cabo Delgado € 1,696
- Farmers’ Clubs Nhamatanda € 7,725
- Farmers’ Clubs Sofala + Zambézia € 129,730

The partner organization is ADPP Mozambique (Ajuda de Desenvolvimento Povo para Povo). ADPP started its work in 1982, is a member of the HUMANA People to People Federation and has more than 3,000 employees. [www.adpp-mozambique.org](http://www.adpp-mozambique.org)

DEM. REP. OF CONGO
- Farmers’ Clubs Bolobo € 4,522
- Child Aid Kinshasa € 35,969

The partner organization is HUMANA People to People Congo. HPP-Congo implemented its first project in 2006 and is a member of the HUMANA People to People Federation. HPP-Congo has 185 employees. [www.hpp-congo.org](http://www.hpp-congo.org)

MEMBERSHIP FEE
As a member of the HUMANA People to People Federation HUMANA Austria pays a membership fee to the amount of 6.5 % of project support for development cooperation.

The work of the Federation and its function are described on pages 104-107.

CONTRIBUTIONS FOR THE ENVIRONMENT
Apart from contributions for development cooperation, we make significant contributions for the environment, including financial contributions: the costs for the expansion of the collection, sorting and sale of used clothes are investments in the future - for climate protection and resource efficiency.

Sustainability Report 2014-2016 - p. 97
VISIT TO HUMANA-PROJECTS IN ZIMBABWE

In November and December 2017, 12 HUMANA employees embarked on a travel to Zimbabwe for eight days to visit the three current projects. Silke Neffe, employee of HUMANA-Second-hand-Shops, writes in her report:

„Our group was able to gather unforgettable impressions of the self-sacrificing work of the employees in the individual projects over the course of the days, which were even difficult to describe due to and measured against the abundance of encounters. If I were to emphasise a single impression from the set of impressions that I have, then it would be unfair to do this due to the sheer number of the rest. It is thus the sum of all impressions that will initially remain in my memory as a picture.

To read about the projects in the existing publications is one thing, but to see it with your own eyes, to experience, yes, to feel how much power and energy the people put into their projects is a subcutaneous experience.

Mathias announced that the work in the individual projects will not (and cannot) be finished. The farmer projects would initially be extended by 18 months.

We gladly fulfil his desire for a reflection on what we have experienced. In Germany, among our colleagues, in our families. I look forward to it!

When a farewell is sad, it implies leaving something very beautiful. This was a multitude of wonderful, even profound encounters and experiences. It should therefore have been a heart breaking farewell. That it was exactly not the case due to a simple trick:

yes, we will be active as a multiplier of so many, so good impressions; yes, you will think of so many people and their dedicated work; and also yes - at some point we will see each other again! That's how it shall be! Thank you!“

Sustainability Report 2014-2016 - p. 98
HUMANA in Germany supported the following projects in Zimbabwe from 2013 to 2017:

FARMERS CLUBS MAKONI, 2013-2017
The project was aimed at a total of 1,200 smallholders from three communities in Makoni. It contained support, organisation and measures to improve the economic situation. Knowledge about sustainable agriculture was also imparted. The project was supported with a total of €285,000.

TC-TB MAKONI, SINCE 2017
The project is dedicated to tuberculosis-control in Makoni. Tuberculosis, which usually breaks out due to immunodeficiency caused by HIV, for example, was the second most frequent cause of death in Zimbabwe from 2010 to 2014. The project aims to reach more than 50,000 people. Help and action are carried out through screening-forms, home visits, saliva samples, HIV-tests and treatments. The budget for 2017 was USD 90,000.

CHILD AID BINDURA/SHAMVA, SINCE 2017
The project provides holistic support for 3,000 families in Bindura and Shamva. It combines child relief and community development by helping with health, education, agriculture and food security. On the one hand, measures include information, on the other hand vegetable gardens are set up, preschools and youth clubs are built, sports activities and educational work are carried out. There are also plans to establish clubs against HIV/AIDS. Orphans receive special support. The budget is about €42,500 per year.

FRONTLINE INSTITUTE, SINCE 2017
The Frontline Institute in Zimbabwe was established in 1993 to train project managers for HUMANA People to People projects worldwide. The students acquire vocational and educational knowledge and skills as well as the ability to plan, perform and control work. One focus is on action against climate change. By 2016, more than 4,240 students from Africa, Latin America, India and China had been trained there in six-month courses. Funding of USD 72,400 per half year is planned for the three-year period to 2020.
Local Support, Germany

We are taking a standpoint for a more humane coexistence. Above: at the alliance for Brandenburg.

We help to make the welcome initiative better known. Below: the First Minister of Brandenburg visiting our stand.

G4-SO1

HUMANA KLEIDERSAMMLUNG GMBH

We support the local community in different ways. During the reporting period, support for refugees was of particular importance. We have continued our commitment to young people and expanded our training initiative.

Clothes donations for refugees
When the refugees arrived, the refugee shelters spontaneously received a lot of help from the population. In some cases, clothing donations had to be stopped and we were asked to pick up excess clothing donations in order to send them to a good cause - which we were happy to do.

There were concrete gaps in the supply of clothing that we were able to close, such as the inquiry of a district mayor in Berlin for stockings and men's underwear for "his" refugee shelters, and the inquiry of a knitting group for fleeing women for wool and yarn.

Support for the Hoppegarten welcome initiative
A refugee shelter was set up just 500 metres from our headquarters. We have supported the local welcome initiative in organising a welcome party.

Although Hoppegarten, with 17,000 inhabitants, is not a very large community, 450 people came to this festival, half of them German neighbours, half refugees. A rich programme and very tasty food made for an unforgettable afternoon.

We have provided resources for the production of leaflets, roll-ups, a flag and a 64-page photo book on the activities of the Welcome Initiative. Of the latter, 500 copies were printed and the printing costs were covered by a support programme of the State of Brandenburg.

Brandenburg-Day, which always attracts tens of thousands of visitors from all over the state, fortunately took place in autumn 2016 in Hoppegarten. We granted the welcome initiative "shelter" in our information booth. There were homemade Syrian biscuits, many exciting conversations and high-profile visitors: even Prime Minister Dietmar Woidtke and President of the state parliament Britta Stark visited our stand (photo).

But there is still a lot to do in terms of integration. The Hoppegarten welcome initiative is still active in 2018 and is probably the largest in the district.

Sustainability Report 2014-2016 - p. 100
Contact with their new neighbours is very important to the refugees. The welcome party was attended by 450 visitors.

"THANK YOU!!!

Dear employees at HUMANA,

the 3 giant bags of wool have caused so much enthusiasm among my knitting women and children that the contents of the bags has already shrunk considerably. Every one ran into their rooms with arms full of wool, because for sometime now the ladies have been knitting without my direct help. We see each other 2 times a week and mainly do German lessons. Handicrafts are therefore being put to the side a little.

Today 3 of the women brought me some of the finished parts. These are all knitwear we made in winter - and it's only a tiny part of it. Stacks of caps, scarves, but also sweaters have already been produced. It's not so easy to get all women and children on the picture together, because they are rarely all there at the same time.

Therefore today there is only a small selection, connected once again with a very big THANK YOU!

Kind regards
on behalf of my knitting and crochet group
From the emergency first-aid facility,
CJD Berlin-Brandenburg
Groß-Berliner Damm 59
12487 Berlin"
HUMANA AUSTRIA

HUMANA People to People Austria supports the local community in two projects in particular. They deal with the important issues of integration and neighbourhood assistance.

INTEGRATION FOOTBALL WORLD CUP
CASINOS AUSTRIA

HUMANA People to People Austria has been the official sponsor of the Casinos Austria Integration Football World Cup since 2013.

The multiple award-winning integration project is a tournament with around 150 football teams across Austria, each competing as the national team of their home country and as sporting ambassadors on the green turf.

As president of the association "Sport speaks all languages" Erwin Himmelbauer is the initiator and organiser of the project. With the integration football World Cup, he successfully applies the well-known proverb "Football connects!".

According to the principle of a local amateur-World Cup, HUMANA and "Sport speaks all languages" want to bring together people of all nationalities.

The project wants to promote integration, overcome linguistic, religious, cultural and ideological barriers and connect through the worldwide passion for football.

Now there are over 1,800 players every year from nearly 100 countries, speaking 50 different languages, on the pitch, and the project continues to grow.

Even Bhutan, a country located in the mountain forests of the Himalayan-mountains and therefore without a single regular football field, could provide an amateur-team. To be exact, the amateur-kickers of Bhutan were the first representatives of their country on a European football pitch and so they were very happy and proud to represent their country despite defeat.

Willi Ruttensteiner, the former sports director of Austrian football-association, also recommended the project.

Together with HUMANA Austria, a further project was implemented: an amateur-Winter World Championships in the Alps. It takes place every winter in the village of Kleinarl.

Over 1,800 players from almost 100 countries have played for the regional world championship title every year, thus promoting integration and cohesion through the global passion for football.
Local Support, Austria

NEIGHBOURHOOD ASSISTANCE: SCHOOL FURNITURE FROM BIEDERMANNSDORF FOR SLOVAKIAN ROMA-CHILDREN

In 2015 and 2016, HUMANA People to People Austria together with the municipality of Biedermannsdorf near Vienna donated school furniture for pupils in Slovakia.

In 2015, three new classrooms were set up in the Hungarian-speaking Roma community of Sútor through the Austrian association Direkthilfe: Roma.

Also in 2016 thanks to the mediation of Direkthilfe: Roma a HUMANA-lorry was sent to Slovakia, this time to the Roma-community Dubovec. It was loaded with 29 school benches, 45 chairs and 4 teacher's tables from the Biedermannsdorf elementary school.

The furniture donations from HUMANA Austria's oldest partner municipality were transported free of charge by HUMANA-employees and received with great joy in both municipalities by the mayors, numerous local residents and pupils.

At the international HUMANA-days 2016 and 2017 thanks were given to the donors in the form of dances and music from Slovakia.

Biedermannsdorf and the two communities are about 350 km apart as the crow flies.
The international movement has existed for 40 years. In 2016 it had 31 member organisations with 1,153 projects in 45 countries on 5 continents. More than 16,000 employees worldwide mobilised 15.1 million people in projects to improve their living conditions. Another 26 million people donated and/or bought used clothing.
HUMANA People to People - the International Movement

- 26,000,000 Donors and customers
- > 16,000 employees
- 15,100,000 people at the projects
- 1,153 projects
- 5 continents
- 45 countries
- 40 years
HUMANA projects help people to help themselves: people develop their skills and organise themselves as a community so that they can make clear, permanent improvements to their living conditions. The ideological bases for our work is solidarity humanism.

www.humana.org

G4-SO1

PROJECTS

Projects of the member organisations 2016 (selection):

Education
- 53 teacher training centres with approx. 12,500 students in 7 countries. 35,000 graduates since 1993. In 2016, 700,000 students were taught by graduates of these 1- to 3-year HUMANA teacher training programmes.
- 1 University in Mozambique (One World University), faculties of Pedagogy and Poverty Reduction
- 7 vocational schools with 1,800 graduates in Zimbabwe, Mozambique, Malawi, Namibia and Guinea-Bissau
- 340,000 children in primary school programmes for child-friendly schools
- Preschools with 7,000 participating children

Health work
- 77 "Total Control of the Epidemic" projects for 6,500,000 participants
- 17 "HOPE Humana" projects against HIV/AIDS for 930,000 participants
- 35 "TC-TB" projects against tuberculosis for 1,720,000 participants
- Projects in the field of food security/healthy nutrition with 1,130,000 participants
- Further projects in the field of health with 720,000 participants

Poverty reduction/rural development
- 336 "Farmers’ Clubs" projects with 90,000 small farmers in 14 countries for 685,000 people
- Further projects in the field of agriculture and environment with 95,000 participants
- 237 "Child Aid/Community Development" projects with 1,900,000 participants
- 39 HUMANA microfinance projects with 81,000 women and their households (310,000 people)

Clothes sales projects
- 143 projects (collection, sorting and sale), operated by 17 member organisations in Europe and the USA. Collection result: 136,000 tonnes. Number of second hand shops: 463.
FINANCE

In 2016, the members of the HUMANA People to People Federation spent around 86 million USD on project activities in Africa, Asia and Latin America.

Source of revenue:
43 % from governments
30 % from the sale of second-hand clothes
10 % from multilateral donors
12 % from companies, foundations and NGOs
05 % other revenue

Distribution of project expenditure:
38 % for education
33 % for healthcare work
17 % for poverty reduction / community development
12 % for environment and sustainable agriculture

This information has been provided by the Federation; as the members are individually registered and independent organisations, they each have their own separate economy and audited accounts. These individual, national accounts are not consolidated.

THE FEDERATION

The Federation was founded in 1996 and offers its members services and exchange of experiences. Its work is funded by contributions from HUMANA organisations. The full name is: 'The Federation for Associations connected to the International Humana People to People Movement'. Its headquarters are located in Geneva and its international headquarters in Shamva, Zimbabwe.

HISTORY

The first HUMANA People to People organisation was established in Denmark in 1977. The organisation was founded against a background of several extended study trips to developing countries and the anti-apartheid movement. Other organisations were founded, first in Scandinavia and South Africa, from 1986 in other European countries and later in Eastern Europe, Asia and America. The names vary:
DAPP (Development Aid from People to People)
ADPP (Ajudada de Desenvolvimento Povo para Povo), HUMAN People to People and Planet Aid.

Many different partners contribute to the financing of the projects.
30 % of funds come from the sale of used clothing.
The national member organisations of the HUMANA People to People movement are autonomous. The Federation provides service and the exchange of experience.
Part 9:

FURTHER INFORMATION

References
Certificate issued by Mepex Consult AS
GRI-Index
Supplements, abbreviations, glossary, acknowledgements
Sources
Network, imprint, picture credits
Addresses
Empty words do not help
Industry record
The two musicians Mary Broadcast und Karim Thiam have visited HUMANA projects in Guinea-Bissau.
June 2015

(About our first sustainability report:)

„The President of the Federal Republic... took a look at the interesting report."
"The Federal President is taking this opportunity to thank you and your employees for your commitment and sends his best regards."

Austrian Presidential Chancellery
Assistant Head of Government department
Dr. Markus Langer
HUMBANA Kleidersammlung GmbH

stellt sich verantwortungsbewusst den Herausforderungen des globalen Klimawandels und hat sich daher der Initiative „Wirtschaft pro Klima“ angeschlossen.

Damit bekennt sie sich zur Notwendigkeit eines vorsorgenden Klimaschutzes und insbesondere zur Reduzierung der Treibhausgasemissionen.


Hamburg, im April 2013

Peter Altmaier
Bundesminister für Umwelt, Naturschutz und Reaktorsicherheit
und Schirmherr der Initiative

Prof. Dr. Maximilian Gege
Vorsitzender B.A.U.M. e. V

April 2013

Peter Altmaier,
then Federal Minister for the Environment, Conservation and Nuclear Safety
and
patron of the
Economy for the
Climate Initiative

and
Prof. Dr.
Maximilian Gege,
Chairman
B.A.U.M. e.V. -
German Federal Working Group for Environmental Management
June 2015

(About our first sustainability report:)

„Thanks a lot for ... HUMANA’s latest sustainability report, which I will read with great interest, and for your very kind comments.“

Nicolas Bernier Abad,
DG FISMA (non financial reporting among others)
European Commission
May 2006

“The fact that HUMANA, anchored in the local civil societies, has the capacity to generate the essential part of the funding it needs is an exemplary element of sustainability.”

Koos RICHELLE
European Commission
EuropeAid Cooperation-Office
Director General

03 May 2006

“HUMANA is dedicated to solidary humanism around the globe, and the network is well-known to EuropeAid. Growing membership and activities, a clear charter and operational headquarters in the South are all positive signs. The fact that HUMANA, anchored in the local civil societies, has the capacity to generate the essential part of the funding it needs is an exemplary element of sustainability.”

Übersetzung:


Since 2006 HUMANA People to People organizations
Have signed more than 25 contracts with EuropeAid.
March 2018

Anniversary Certificate:
„For 5 years, we have been together with you on the path to greater sustainability in business and society. For your loyalty, support and the good cooperation in the past years we would like to thank you symbolically with the attached anniversary certificate."

B.A.U.M. e.V.
We are building for the future
In order to preserve nature, EDEKA Nord is committed in many ways. Many markets are built and converted in a climate-friendly way.

Northern Germany's landscape and nature are unique
One day our children will ask us what we did to preserve our nature. Nobody wants a guilty conscience then. At EDEKA Nord, environmental protection has therefore been a matter of course for years...
All people in northern Germany benefit from the sustainable measures of EDEKA Nord. CO₂-savings protect the environment. Open rainwater systems, green areas and gentle outdoor lighting protect the habitat for many animals. And the use of reusable and healthy building materials lays the foundation for a safe and clean future.
"As a cooperative, we have a generation-spanning responsibility when it comes to creating and maintaining value. It is therefore in principle an objective with an extreme long-term orientation that goes far beyond the topics of climate protection and CO₂-topics .“ ...

HUMANA Containers
You will already find over 300 clothes containers in front of the EDEKA-markets in our region - and the number is growing!
The donated garments are sorted after collection: approx. 70% of the collected quantities are worn by needy people as clothing again, the rest is recycled. By donating clothes you are actively contributing to environmental protection. The production of new clothes is associated with considerable burdens on the environment. A single bag of used clothes passed on to HUMANA is equal to a higher amount of climate protection than achieved by 1 tree in a year.
For more information visit: www.humana-kleidersammlung.de

EDEKA Nord
HUMANA Austria adheres to the General Principles in the HUMANA People to People (HPP) Code of Conduct.

Reported results from 2016 from the sorting centres used by HUMANA Austria, and audits performed at some of these, contribute to the validation of these results.

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<td>75.2 %</td>
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<td>Re-wear and recycling</td>
<td>80 %</td>
<td>95.5 %</td>
<td>44 % Europe, 27 % Asia, 26 % Africa, 2 % Other</td>
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Managing Director, Frode Syversen
This certificate is valid from 2017-12-14
December 2017

„HUMANA Kleidersammlung GmbH adheres to the General Principles in the HUMANA People to People Code of Conduct.“

„Reported results from 2016 from the sorting centres used by HUMANA Germany, and audits performed at some of these, contribute to the validation of these results.“

Frode Syversen
Managing Director
Mepex Consult AS
Why this index? The GRI-index facilitates comparisons between different GRI reports. The reporting companies / organisations can report about the aspects (topics) and indicators in whatever order they consider reasonable. The GRI index lists the aspects and indicators in the same order always, so they are easy to find.

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*GRI G4 Content Index*  
*Guidelines of the Global Reporting Initiative*  
*Sustainability Report 2014-2016 - p. 119*
### SPECIFIC STANDARD DISCLOSURES

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<td>• Ratio of basic salary and remuneration of women and men</td>
<td>G4-LA13</td>
<td>66</td>
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<td><strong>SOCIETY</strong></td>
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<td>Local communities</td>
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<tr>
<td>• Local communities engagement, impact assessment and Development programs</td>
<td>G4-SO1</td>
<td>92-107</td>
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</tbody>
</table>

*Thomas Hözel, Marketing Central Germany, and Vladimir Zeiger, Dispatcher in Collection West (both HUMANA Kleidersammlung GmbH), in Bindura/Shamwa, Zimbabwe.*
Frontline Institute in Zimbabwe trains future project managers. The offer consists of six months basic course and six months advanced course (full-time). The students come from HUMANA projects in various countries and then return there to actively promote the work.
The students at Frontline Institutes come from South-, East- and West Africa as well as from Asia and Latin America. This is already very instructive. Sustainable agriculture is part of the training - through garden farming and the rearing of pigs and hares the Institute is self-sufficient.

GLOSSARY

CO₂ carbon dioxide. Here, the term represents greenhouse gases, gases that are harmful to the environment, in scientific terms CO₂e (CO₂ equivalent).

Clothing, collected / used
Clothing, shoes, bed linen, table linen, curtains, handbags, cuddly toys and so on

Supply chain
As we receive our 'raw materials' from consumers, we considered the path of clothes from the donor to the next user.

Re-wear
Clothing, that will be worn again

Re-wear / Re-use / Recycle
(as well as Wiederverwendung/Weiterverwendung/Weiterverwertung) see page 45

THANK YOU!

Models and photographers in our fashion photos are employees and family and friends of employees.

We would like to thank our photographers and models in Germany, Austria and Africa.

Many of the pictures were taken during the employee trip at the end of 2017. 12 employees of HUMANA Kleidersammlung GmbH and HUMANA Second Hand Kleidung GmbH were invited on this trip. We would also like to send sincere thanks for these pictures.

Further pictures were taken at events such as the Open Trade Day in Hoppegarten and the HUMANA Day in Vienna.

Two of the pictures were provided thanks to the 2014 World Wide Art Competition, in which schools and HPP projects in many countries participated:
S.85 „The situation of our real life, today and tomorrow“
HPP Teacher Training College Faridabad, India.
S.89 „Recycling of plastic and paper“
DAPP HOPE Harare, Zimbabwe

Employee Paul B. from the administration in Hoppegarten (HUMANA Kleidersammlung GmbH) on site in Africa.

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Child Aid is helping the families and the village community to help themselves.
Action on climate change: mulching helps to prevent the soil from drying out.

SOURCES

S. 60  Information provided by the Federation FAIHPP
61-63  Report of the Nordic Council of Ministers, 2016:
David Watson, David Palm, Louise Brix, Maria Amstrup, Frode Syversen and Rasmus Nielsen, 2016.
Exports of Nordic Used Textiles - Fate, benefits and impacts, Nordic Council of Ministers
S. 86  Water per shop...
Carefully calculated with 100 tonnes collected clothing / shop in Europe.
S. 87  Reduced land use...
Arable land worldwide 13.8 million km² divided by 7 billion people = about 2,000 m² per person.
S. 88  Elephant (1 T-shirt, 4 tonnes)
Wuppertal Institute 2011, the „MIPS“ for a 100 g T-shirt from conventional cotton not included the use phase is 4,047 kg.
www.Tr_folium_zukunft_vortrag_Baden-Baden _130302_HRo.pdf
MIPS = Material Input Per Service unit.
In contrast to the material footprint, the MIPS also includes water.
Mouse (1 T-shirt, 30 gram)
Own calculation for 2013:
367 tonnes of material without water plus 3,094 tonnes of water, divided by
11,316 tonnes re-wear times
10 T-shirts per kg makes 31 g per T-shirt.
Positive impact by avoided harmful impact of the textile industry
1) Laura Farrant 2008:
‘Environmental benefits from reusing clothes’,
Technical University of Denmark, Copenhagen.
The study also examined the percentage of second hand clothing replacing new clothing, namely 75%.
96-97  Statements of the respective partners
S. 99  Statements of HPP Deutschland e.V.
S. 104-107  Statements of the Federation FAIHPP
S. 128  Re-wear quota of the industry
See source to page 02

Driver Werner from Region West (HUMANA Kleidersammlung GmbH) on the employee trip to Africa.
Network / memberships (selection).
Top: HUMANA Kleidersammlung GmbH.
Below: HUMANA Austria.

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Picture credits:

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Fotolia pages 1, 2, 15, 22, 23, 39ml, 43 bottom left, 63, 83top, 88, EuropeAid page 113.
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HELP - Empty words do not help: Action by Michael Wittmann und Roland Radschopf in Vienna to support HUMANA. In a few days, these huge, transparent letters were filled with clothing donations. Our thanks go to the above mentioned and to Werbeagentur Nord, Donauzentrum and SCS Vösendorf.
Industry record: 80.6 % Re-Use!
(Clothing, that is worn again. Average of the industry is 54 %.)

Transparency is important. We show, where the collected clothes went and what they were used for. This was verified externally by Mepex Consult AS. Here is the result for 2016. ⇒ Certificate page 117.