

# HUMANA Sustainability Report

HUMANA Kleidersammlung GmbH, HUMANA Second Hand Kleidung GmbH (Germany)  
HUMANA People to People - Verein für Entwicklungszusammenarbeit (Austria)





**According to the standards of the Global Reporting Initiative (GRI) G4**  
Content: global context, supply chain (where the clothes go), employees,  
environment, economic performance, community involvement ...



#### Cover picture:

The **ecological footprint** is pretty well known.  
It describes the negative effects on the environment.  
What is new is the term **ecological handprint**,  
It describes the positive impact on the environment.  
HUMANA: small footprint, large handprint.

The manufacture of new clothes places a burden on people  
and the environment. Second hand helps.  
We have the highest **re-wear rate** in the industry  
(50% better than average).  
Therefore, our values, in terms of foot and hand print,  
are not only good, but great.

	Energy MWh	CO2 tonnes	Water m <sup>3</sup>	Land m <sup>2</sup>
	-27,101	-7,296	-3,094	-64,748
	678,888	127,299	84,866,250	57,709,050

See page 39 and pages 70-77.

# Sustainability Report 2013

G4-3

for

G4-6

## **HUMANA Kleidersammlung GmbH**

Collection and sorting in Germany

[www.humana-kleidersammlung.de](http://www.humana-kleidersammlung.de)

## **HUMANA Second Hand Kleidung GmbH**

Second hand shops in Germany

[www.humana-second-hand.de](http://www.humana-second-hand.de)

## **HUMANA People to People -**

## **Verein für Entwicklungszusammenarbeit**

Collection and second hand shops in Austria

[www.humana.at](http://www.humana.at)

Berlin, 2014

#### G4-12

The question that we are asked most often is: where does the clothing go?

So, here right now is the answer.

Collection is carried out in Germany and Austria.

From the collection points, the clothing goes to one of our partner-sorting centres.

From there, it goes to one of more than 35 countries in Europe, Africa, and Asia.

Details on pages 24 - 57.

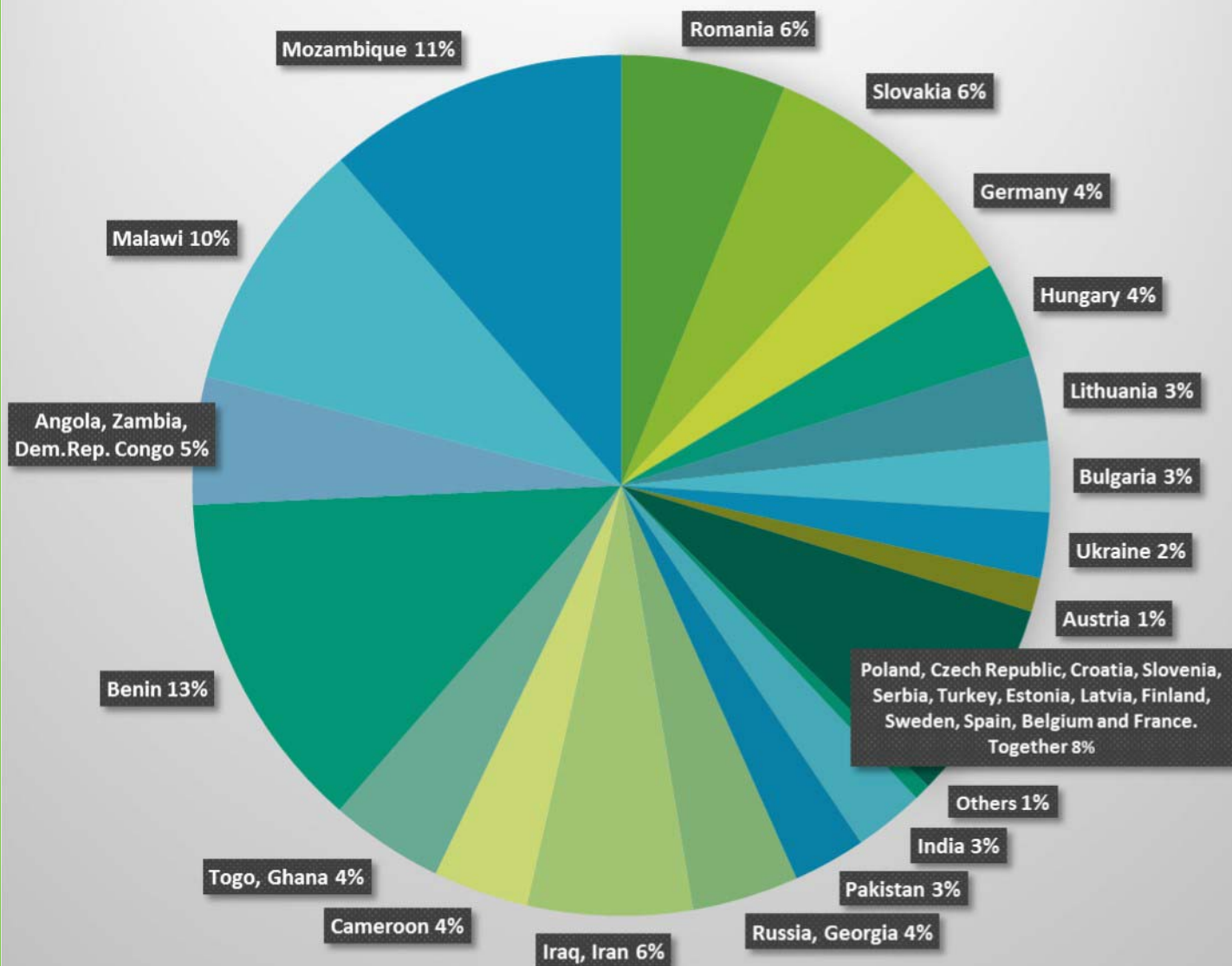


# Where did the re-wear clothing go in 2013?

## HUMANA collections in Germany and Austria

Partner sorting centres in Germany, Turkey, Slovakia, Bulgaria, Estonia, Lithuania

G4-8



G4-21

Without other customers. The graphic covers 88% of the collected clothing.

OUR FIRST  
SUSTAINABILITY REPORT

We are hereby submitting a sustainability report for the first 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 - Association for Development Cooperation - in Austria (subsequently referred to as HUMANA in Austria).

We follow the clothes collected in the two countries and report on the effects of our actions: From the clothes containers to the sorting centres and shops right up to the next users of the clothes - in Europe, Africa, or Asia. We report on the economic, environmental, and social aspects.

We decided to follow the standards of the Global Reporting Initiative, which enjoys an excellent international reputation.

We are the first in our industry to submit such a report and hope that other players will follow.

Partner of the international  
HUMANA People to People movement  
with more than 35 years of experience

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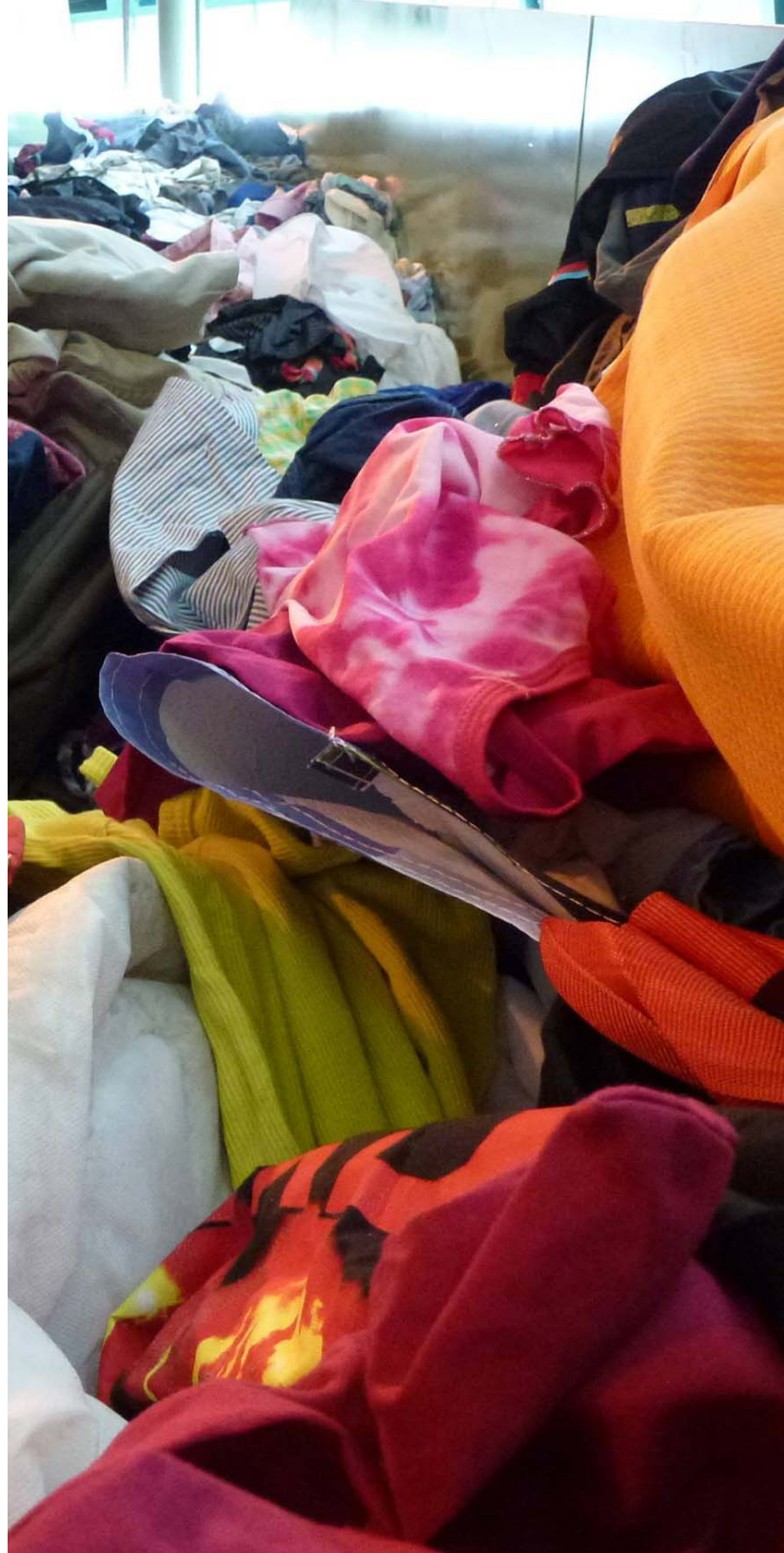
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# Part 1

## INTRODUCTION

Foreword HUMANA People to People, Austria  
Foreword HUMANA Kleidersammlung GmbH  
Foreword HUMANA Second Hand Kleidung GmbH  
Our sustainability compass  
About this report  
Our structure  
Ethics and integrity



## DRESS CODE IN THE YEAR 2100

The Earth's population is constantly increasing. In 2100 there will be about 10 billion of us - or them. Our blue planet has only limited resources, raising the question of how to clothe everyone. Can we continue on the present course?

The gap between rich and poor is growing. Throughout history, this gap has repeatedly grown and shrunk – at intervals of about seventy years. This is, of course, not set in stone and one can't automatically assume that that's what will happen, but it has been the general pattern.

For environmental reasons, too, clothing should be worn for as long as possible. Second-hand helps the environment. But need it necessarily be the case that new clothes are worn in one country and second-hand clothes in others? If a major reduction in inequality is achieved, there is a chance that new and used clothing can be distributed more evenly.

The fashion industry thrives on ever shorter clothes life cycles. Some players are trying to start a new trend: clothing made from the fibres of recycled textiles. While this is a good thing, it is even more important for both people and the environment that, once produced, clothing is worn for as long as possible. This also means that all parts of wearable clothing are collected and worn again.

Humanity's dress code in 2100 should be such as to ensure that everyone has something to wear and is properly dressed.

Second-hand is part of the solution.

While we are proud of our contribution, we also see the need to make it a much bigger one. Above all, we need more sites for clothes containers.

With the expansion of our acquisition unit from one to four employees in the past 3 years, we are ideally positioned.

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

## Foreword from the Board of Directors, HUMANA in Austria



*Board Member Henning Mörch  
With Zimbabwean artist Fanizani Akuda*

**HUMANA People to People – Association for Development Cooperation** was founded in 1986. HUMANA was the first organisation to place clothes containers in Austria. In 2013, 58 employees collected 6 million kg of clothing, operated 11 shops and provided support for 16 development projects in Africa and India.

## Foreword from the CEO



## HUMANA Kleidersammlung GmbH

HUMANA activities have been taking place in Germany since 1986. HUMANA Kleidersammlung GmbH was founded in 1988.

In 2013, around 100 staff collected 10 million kg of clothing and achieved a re-wear rate of 70% at the sorting centre in Berlin – an industry record!

### PIONEERS FOR OVER 25 YEARS

Since our foundation more than 25 years ago we have been a 'social business' - although the term was not so widespread at the time. This means that our surpluses are used fully for the benefit of humanity and the environment.

In Germany we were the first, and for many years the only, organisation to set up clothes containers – others didn't start until the 1990s. In the years since, clothes containers have become an indispensable service for people and the amount of clothes collected has doubled.

Despite this, one-third of discarded clothing in Germany still ends up on the scrapheap – even though most of it is still wearable. This last third must be collected too! Too many people have too far to travel to their nearest clothes container. We are constantly employing new collection methods: we already organise successful collections in shops and via pick-up services and continue to add new methods.

In the last five years we have expanded our business from sixty to one hundred employees and from four to eleven centres, simultaneously laying the basis for further expansion. We are now active in thirteen German *Länder* and in 2013 we collected more than 10 million kg of clothing for the first time.

We operate economically and with an awareness of the markets. After the high prices of recent years, a drop in the price of collected goods, leading to a market adjustment in favour of more experienced players, is to be expected.

Our position remains a solid one and we are ready to take the place of those who give up.

Our transparency can be seen in both this report and in our 'transparent' sorting centre on the outskirts of Berlin – you are welcome to visit us!

We would like to thank all donors of clothes and premises, customers, supporters of any kind and, last but not least, our staff.

Kåre Dahne, Director  
HUMANA Kleidersammlung GmbH



## A LEADER IN THE FIELD

The international HUMANA People to People movement is a market leader in the second-hand sector.

### The network

- one of the largest, most experienced players in charity clothes collection worldwide
- we stand for optimal re-wear rates
- the largest charitable provider of second-hand clothing in Africa
- the largest operator of second-hand shops in many parts of Europe
- reaches a broad range of customers through its modern 'family shop' concept

In Germany, HUMANA Second Hand Kleidung GmbH operates 23 shops in Berlin, Hamburg, Halle, Dresden, Leipzig and Cologne, including the largest second-hand shop in Europe - the HUMANA second-hand shop at Frankfurter Tor in Berlin. All of our shops offer a great choice, 'new' goods daily, fair prices and professional service.

Jytte Nielsen, Director  
HUMANA Second Hand Kleidung GmbH

*Photo: Meeting of shop managers of HUMANA shops in Germany and Austria*



## Foreword from the CEO

The company was founded in 1995 and operates 23 shops with a total sales area of nearly 10,000 m².

In 2013, our about 200 staff sold around 1.2 million items of clothing in 600,000 sales transactions – a 25 % increase over the last two years.

**First Class Second-Hand.**

**HUMANA**  
**Second Hand Kleidung GmbH**

**GROWTH**

Even if it is appropriate, in the context of sustainability, to be highly critical of the dogma of eternal growth, in our opinion the best thing we can do for sustainability is to grow, to do more of everything.

Every kilogram of clothing that passes through our hands helps – helps the environment, creates jobs, aids development.

We could fully focus our efforts on reducing our businesses' CO2 emissions, and reducing our consumption of paper and water. All of these measures are helpful.

However, the effect of all of this would be tiny compared to the effect that we can achieve through the further expansion of our activities.

While it is great that we are working to reduce our company's environmental footprint, we must always focus on the question of how we can help an ever-increasing amount of clothes have a second life.

While this brochure will consider the question in detail, the conclusion is simple:

We need to place more containers and open more shops and achieve even greater efficiency in all processes, because for us, sustainability is not a side issue, but lies at the core of our activities.

Julia Breidenstein, Sustainability Officer HUMANA Kleidersammlung GmbH und HUMANA Second Hand Kleidung GmbH



Katharina Feldmann, Board Member and Sustainability Officer HUMANA People to People - Association for Development Cooperation

## Our Sustainability Compass



## Broad Agreement

The throwaway society has had its day. The concept of reuse is finding broad support.

What is lacking, however, is adequate infrastructure in the second-hand sector. While we and our partners have already achieved a lot, there is still much more to do.

## 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 Organisation (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](http://www.unglobalcompact.org).

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

In 2013 our partner sorting facilities in Europe 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 collecting, sorting and selling.

### 100 % social business

The concept of 'social business' is one that is increasingly overused. On the other hand, a very precise definition has been formulated by 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 %.

## Our Sustainability Compass



**We are committed to the 10 principles of the UN Global Compact.**

**The international HUMANA People to People movement has developed its own standards to promote the traceability of clothing. All HUMANA People to People businesses are 100% social businesses according to the Yunus definition.**



## REPORT PROFILE

The reporting period is the calendar year 2013. 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. We are endeavouring to achieve external verification of important statements in the next edition of the report.

## CREATION OF THIS REPORT

Our 'Kleidung für alle' ('Clothes for All') brochure was first published in 2011. The brochure was revised in 2012 and 2013 - we would like to thank all those who have contributed to the development process with their questions, ideas and comments.

In the fourth edition we wanted to raise the bar and combine existing content with a sustainability report in accordance with international standards.

We were spurred on in this endeavour by a series of meetings, especially one held in Berlin late 2013 that was attended by representatives of HUMANA organisations from six European countries and was dedicated to the improvement of our information work.

In the first quarter of 2014 we were still gathering feedback from HUMANA clothing sales projects in Africa and the remaining HUMANA organisations in Europe.

It became clear that there was a wide variation in the levels of interest of our target groups in different countries in different topics.

We therefore decided to first create a report for the German-speaking countries and then one for other countries.

## About this Report

1. INTRODUCTION
2. A BIG OPERATION
3. COLLECTION
4. SORTING
5. SHOPS
6. CLOTHES SALES AFRICA
7. ENVIRONMENT
8. EMPLOYEES
9. SOCIETY
10. GLIMPSES FROM OUR WORK
11. MORE ABOUT US
12. USEFUL INFORMATION

Design for the planned draft report on all  
HUMANA clothes projects in Europe, Spring 2014

## The Global Reporting Initiative

... sets international standards for sustainability reporting. These reports are recommended by UNEP and the UN Global Compact. 6,588 companies from over 70 countries have submitted 16,125 GRI reports. The fourth version of the guidelines (G4) is now available. For more information, see [www.globalreporting.org](http://www.globalreporting.org)

## OUR STAKEHOLDERS

Meetings attended by many staff members were held in May and June 2014 to discuss what our customers want. At these meetings, the term 'customer' was defined ever more broadly, and eventually came to encompass all stakeholders (interest groups), these being:

- ⇒ 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 HUMANA second hand shops in Germany and Austria
- ⇒ Customers in other countries (in Europe, Asia and Africa)
- ⇒ Our staff in collection, sorting, sales and administration
- ⇒ The many people working on HUMANA projects in the southern hemisphere
- ⇒ Neighbours, residents, friends and fans
- ⇒ Media
- ⇒ Organisations for development cooperation, environmental organisations and other fellow campaigners
- ⇒ The general public
- ⇒ Future generations

We speak to hundreds of people every day in the German-speaking countries alone. We meet our stakeholders in everyday life and at meetings, conferences, exhibitions and open days. They voice their concerns, we continually improve ourselves and broaden and deepen our reports.

It is in this context that we chose the major themes of this report (overview in the GRI index, pp. 100-103).

## NO CHANGES

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

As this is our first sustainability report, the sections 'Publication of last report', 'Restatement of information from previous reports' and 'Changes in reporting boundaries compared to previous reports' are omitted.

## About this Report



At the HUMANA People to People Day 2014 event the draft of this report was presented to over 100 interested parties: staff, customers, business partners and environmental and One World volunteers. The choice of topics found broad support. Thanks again to all participants for their valuable feedback!

## Our Structure



### MANAGEMENT STRUCTURE AND RESPONSIBILITY FOR SUSTAINABILITY

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.

Sustainability goals were of key importance to the founding of all three organisations.

Further structures also evolved from experience in the international movement. Managing director(s) 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. Organisations 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 organisations 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

*„International solidarity is not an act of charity. It is an act of unity between allies fighting on different terrains towards the same objectives. The foremost of these objectives is to aid the development of humanity to the highest level possible.“*

(Samora Machel)

HUMANA Austria helps the poorest people in the world to help themselves and fight poverty and inequality through the collection and sale of clothes and partnerships with both the private and public sectors. Spreading knowledge, health, and environmental protection, creating jobs and income for all.

Creating a humane society in a single world - the ultimate goal.

## OUR CODE OF CONDUCT

Our Code of Conduct was proposed at the end of 2013 and approved in August 2014. The full text can be found on our website. Here is the introduction:

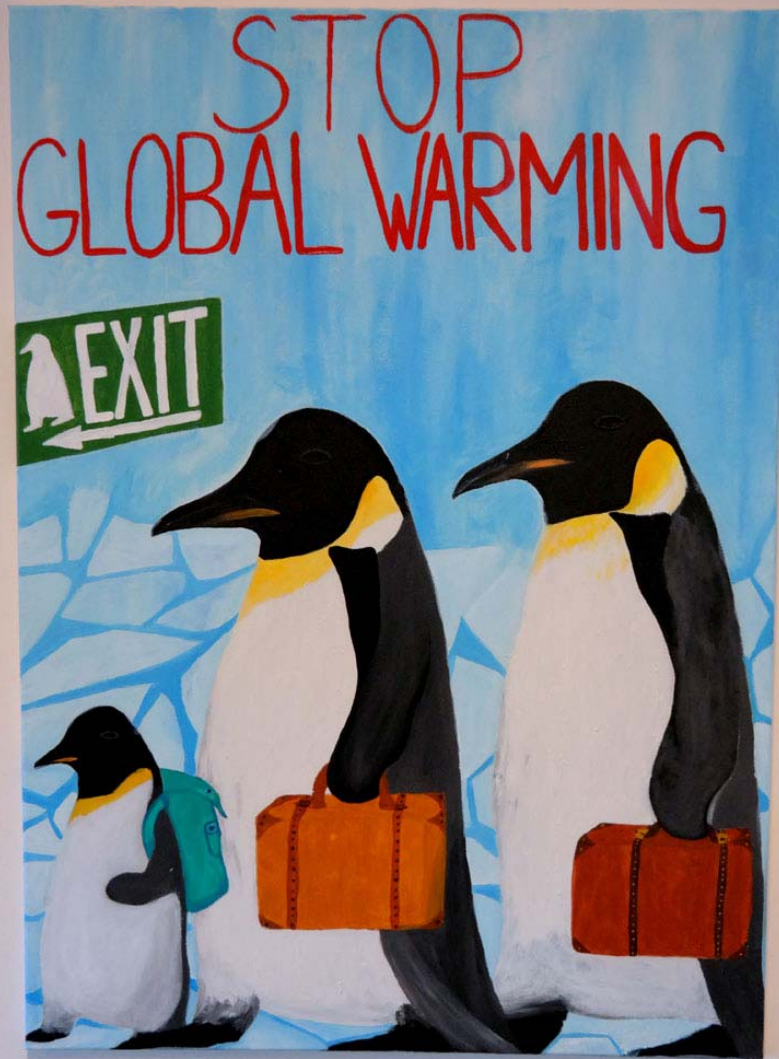
We are founded on solidary humanism. We are committed to humankind and the environment by ensuring that wearable clothing is worn again and by permanently generating funds for development cooperation.

We want to be a role model for the entire sector and contribute to ensuring that not only do we live by the principles of sustainability, but that they also become normal practice with our competitors.

Used clothing is a commodity for which there is great demand worldwide, if the quality is right. However, there is no clear way of gauging and describing quality, meaning that trust between trading partners is essential.

Trust is the basis for the clothing donations that we receive. The trust placed in us is both an incentive and an obligation. Our Code of Conduct sets the standard for the activities of all our employees.

## Ethics and Integrity



The trust placed in us is both an incentive and an obligation.

Our Code of Conduct sets the standard for the activities of all our employees.

# **Part 2:**

# **THE GLOBAL CONTEXT**

**Clothing for all**  
**Clothing and environment**  
**Clothing and development**  
**Clothing and standards**





## Everyone needs clothes

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 the 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 organised 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 836 EUR on clothes per person per year, a little more than this - 1,118 EUR - in Austria.

Even in Eastern Europe people spend much less money on clothes: in Lithuania 404 EUR, in Slovakia 284 EUR, in Ukraine 107 EUR and in Bulgaria 94 EUR.

Outside Europe it looks even worse: in Iraq, people can only spend 54 EUR per year on clothes, and in Malawi as little as 5 EUR.

*For detailed information on these topics, including references, see our brochure 'Kleidung für alle', also available online.*

## 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.

### 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, CO<sub>2</sub>

The invisible rucksack on the back of each (250g) cotton t-shirt does weigh something: 7,000 kg of water and 500 g of chemicals are consumed in its production. 7 kg of CO<sub>2</sub> are released in production and distribution. Clothing accounts for 2-10% of consumers' total environmental impact.

11 % of CO<sub>2</sub> 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'.*

## Clothing and the Environment



1 bag of used clothes given to HUMANA does more to protect the air than 1 tree does in 1 year.

The manufacture of new clothes has a significant impact on people and the environment. Once produced, clothes should therefore be worn for as long as possible.

## **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 new textiles are now well-known in Europe.

More and more people in Europe understand that, as a result of globalisation, 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 the doctor 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 'Kleidung für alle' brochure.*

## **Clothing and Development**



**HUMANA clothing has created 25,000 jobs in Mozambique.**

**520 people 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.**



## TEXTILE SUPPLY CHAIN INITIATIVES

On 24 April 2013, the Rana Plaza building in Bangladesh collapsed, burying thousands of textile workers. More than 1,130 people died and another 2,500 were injured. An increasing number of abuses in the textile industry subsequently came to light.

At the Textile Sustainability Conference in Istanbul in November 2013 we met more than 300 participants from Asia, Europe and North America.

The conference dealt with all parts of the textile chain: cotton production, sheep farming, the chemical industry, fibre and fabric production, bleaching, dyeing, re-treatment, design, brands/labels/advertising, manufacture and world, wholesale and retail trade, as well as second-hand and recycling.

The event was organised by Textile Exchange, a non-profit organisation advocating greater sustainability in the textile value creation chain. Founded in 2002, the organisation is based in the USA and is active worldwide, with employees in eight countries.

HUMANA Kleidersammlung GmbH became a member of Textile Exchange in December 2013.

April 2014 saw the start of discussions in Germany to found an Alliance for Sustainable Textiles.

Representatives of manufacturers, trade unions and NGOs sat down to discuss the matter on the initiative of German Development Minister Gerd Müller. The organisation was founded in October 2014.

From the outset, HUMANA Kleidersammlung GmbH has advocated the view that not only must all retail trade processes, from the cotton field to the hanger in the shop, be considered, but also those from the hanger to the box (clothes collection) and from there to the hanger in the second-hand shop. The loop must be closed.

We hope for fruitful cooperation.

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 rates.

## Clothing and Standards



Where do our clothes come from, under what conditions are they produced?

On 24 April, the anniversary of the accident in the textile factory in Bangladesh, HUMANA employees wear an item of clothing inside out to draw attention to global problems.

## **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!

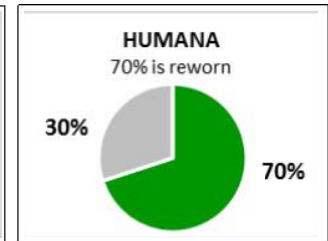
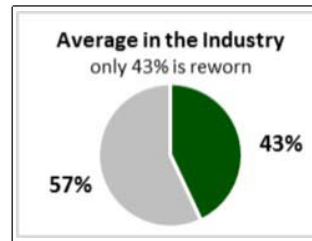


## HUMANA People to People

## YOUR CLOTHES – IN GOOD HANDS!

Where possible, we give your clothes a second life as clothes that are worn again.

In this we are proud industry leaders: around 70% of the clothes that we collect are re-used as clothing - the usual industry rate is only 43%.



This is due to the support given to us by our donors (thank you!), to our careful sorting, our good connections in the poorest countries and the longstanding, high-quality sales work done by our partners.

## COLLECTION

Even collection requires expertise. We were pioneers of container collection - nowadays additional collection systems need to be built, too.

In many cities we offer a pick-up service: just call us and we'll be round. This service is especially welcomed by those who don't have a car, those who aren't so good on their feet and those who want to get rid of large quantities of goods quickly.

Our expansion also includes shop collection: used clothing can be handed in to HUMANA shops (and, looking ahead, in other shops, too).

The advantage of these methods is personal contact: we can tell people directly what is needed and what happens to the clothes that are handed in.

Corporate donations mostly consist of discontinued lines, returned goods and discarded work clothes. These are often donated in larger quantities.

Campaigns: a 'giant shoebox' was set up in Vienna in 2012 for a collection campaign for HUMANA organised by the Austrian shoe industry (photo).

However, the expansion of the container collection is still important, as there are still people whose nearest clothes container is too far away, affecting collection rates.



Container collection



Shop collection



Pick-up service



Corporate donations & actions

The classic collection method is and remains container collection. Container collection must be expanded in order to achieve optimal results. We also advocate new collection methods: pick-up service, shop collection, corporate donations and temporary fund-raising activities.



## YOUR CLOTHES – IN GOOD HANDS!

### SORTING

The multi-level sorting process begins in collection centres, where collected goods are cleaned of foreign substances. In HUMANA's in-house sorting centre, and those of its partners across Europe, quality is the chief factor in deciding which country clothes are sent to and how they are to be used; most items of clothing are further sorted according to categories in the recipient country.

### SALE

In addition to more than 400 HUMANA shops in Europe, HUMANA organisations in Africa operate clothing sales projects that reach millions, especially in rural areas.

This is how the majority of clothes collected from us in Germany and Austria is sold by HUMANA organisations.

A smaller proportion of clothes, primarily winter clothes, are sold by various customers in countries such as Benin, Togo, Cameroon, Iran, Iraq, Russia and Georgia, where there are no HUMANA organisations.

The picture on the right shows the sales network of HUMANA organisations in Europe. Each organisation conducts its own negotiations, makes its own decisions, while benefiting from a lively exchange of experiences with others.

In every country it is also important to reach out to customers from as many sections of society as possible. It was for this purpose that the so-called five-week cycle was developed in HUMANA shops in Eastern Europe: every five weeks, shops are fully restocked.

Prices are then lowered week by week until the end of the five weeks when the shop is empty and can be restocked.

At the beginning of the cycle are the customers who are interested in the best items of clothing, despite comparatively higher prices, and at the end of the cycle, customers who are primarily interested in low prices.



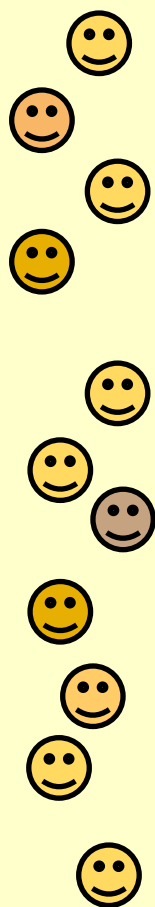
*Sales net of the European HUMANA organisations*

Connections in all parts of the world are an absolute must in order to ensure that the greatest possible proportion of clothing is re-worn.

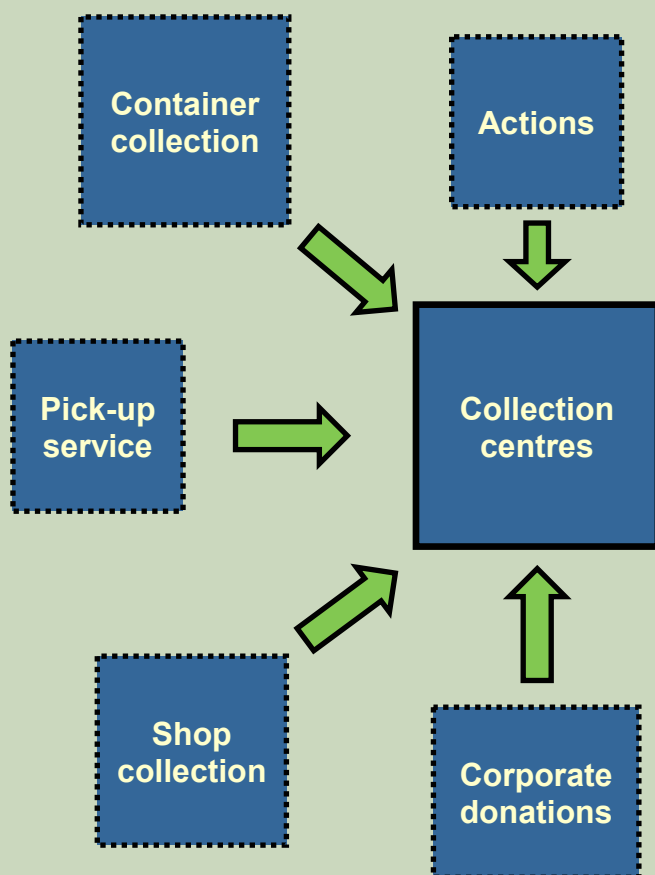
Connections alone are not enough; a high level of intercultural competence in order to build and maintain the necessary level of trust is also vital.

# WHERE THE CLOTHES GO

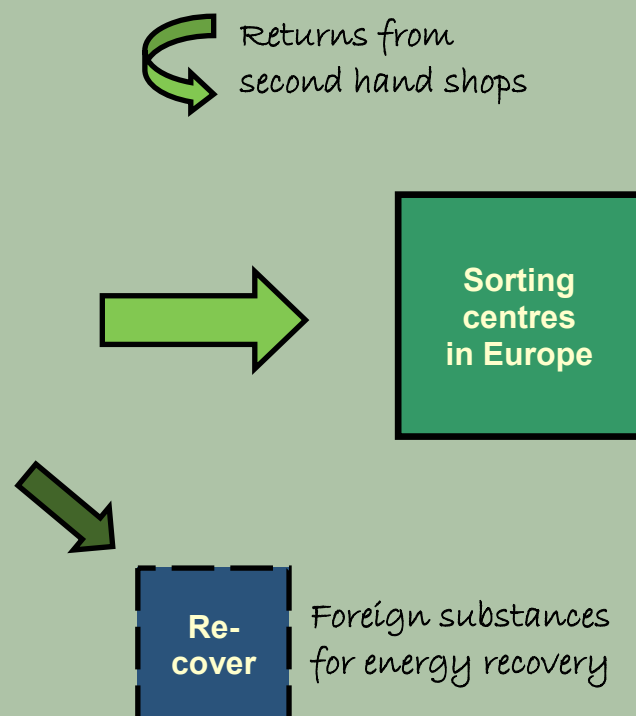
## USE



## COLLECTION

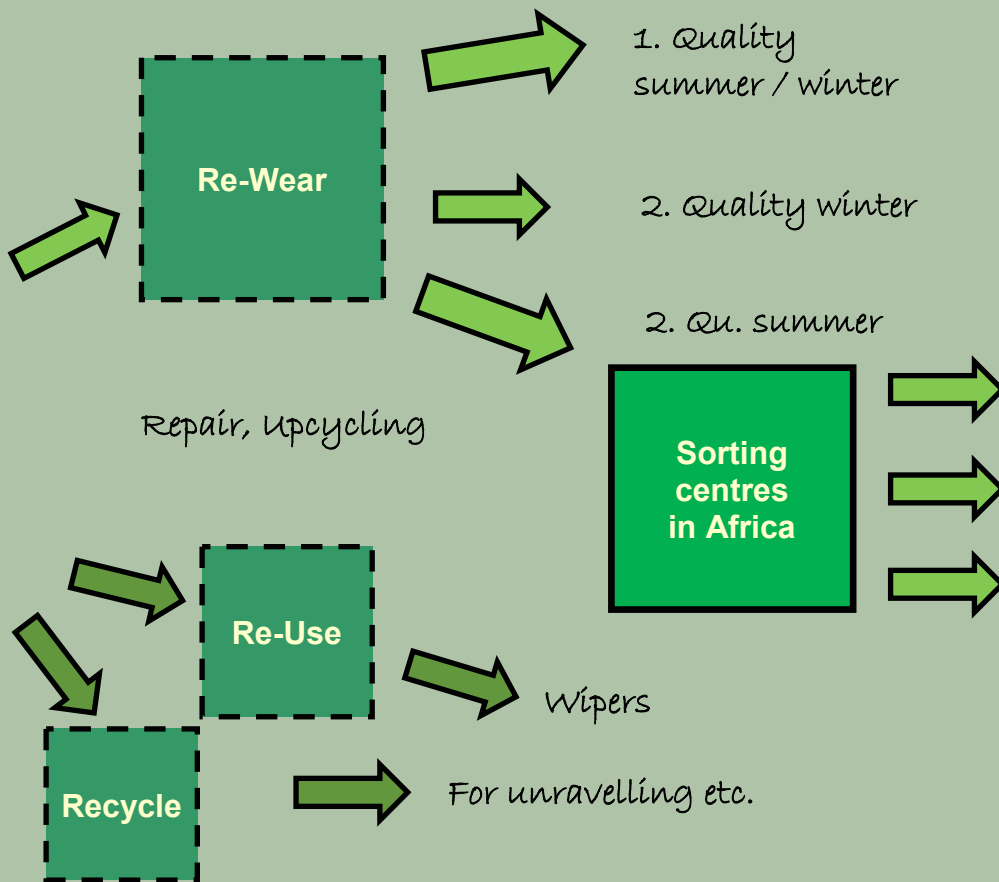


## MULTI-LEVEL SORTING PROCESS



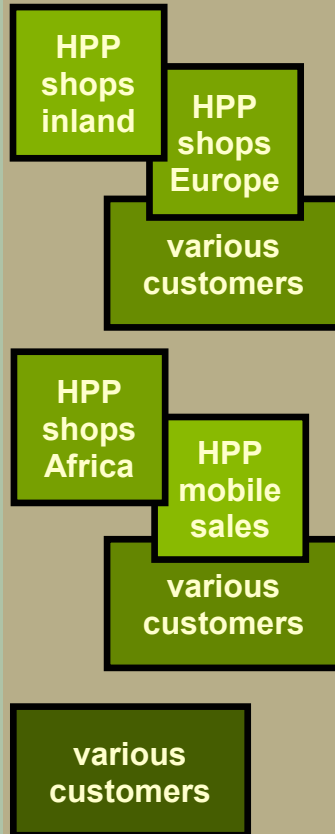


# FROM USE TO RE-USE

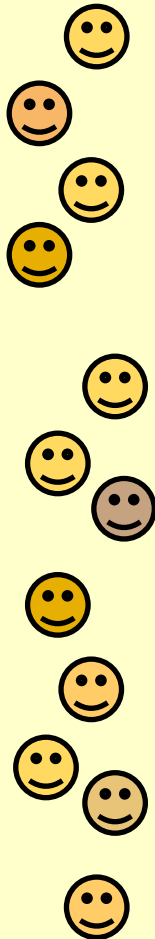


**STORAGE:** growing and shrinking according to season and demand.

## SALE



## RE-USE



# **Part 4:**

# **COLLECTION AND SORTING**

**Collection in Austria**  
**Collection in Germany**  
**Sorting in Germany**  
**Sorting in Eastern Europe**



## Collection in Austria

### Die Zukunft Ihrer Kleiderspende:

# Kindersterblichkeit senken

Eine globale Partnerschaft im Dienste der Entwicklung

UN-Millenniumsziele verwirklichen –

**wir arbeiten daran!**



[www.humana.at](http://www.humana.at)

Poster telling people about HUMANA containers and the purpose of collection. The fight against AIDS is a key issue for the movement.

G4-12

### **HUMANA People to People – Association for Development Cooperation**

In Austria, only 40 % of discarded clothing is collected, putting Austria behind Germany, Belgium, Denmark and France (see chart).

At the same time, spending on new clothes in Austria is significantly higher than in those countries. Austria is not lacking in environmental awareness – what is lacking is a sufficient number of sites for collection containers.

This is directly reflected in collection results: areas with an insufficient supply of containers have much lower per capita results than areas with optimal site density.

It needs joint forces to increase the collection rate in Austria to not only 66%, but close to 100%. Although we have already achieved much - much remains to be done.

HUMANA was a pioneer of container collection in Austria: we set up our first container in 1986 and it was many years before other organisations followed our lead.

Excellent cooperation with a large number of communities has allowed us to steadily expand our network of sites - first in Lower Austria, then in Vienna from the early 90s, and now in seven federal states – including Burgenland, Styria, Carinthia, Salzburg and Upper Austria.

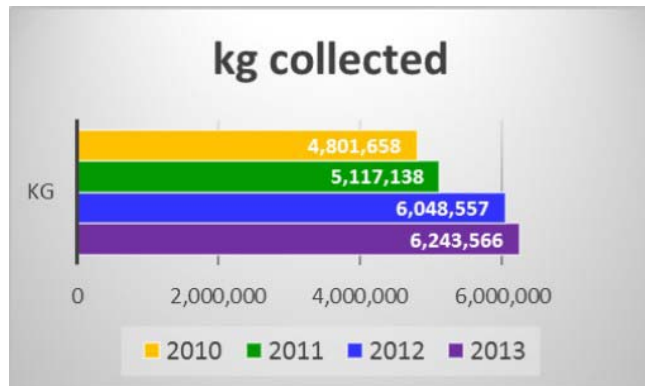
Since 1986 HUMANA Austria has collected almost 100,000 tonnes - 100 million kg - of clothing.

We have enjoyed a good level of support from people from the start. Our concept has played a major role in this. We provide information on containers, on the Internet and in our shops. Awareness levels and popularity have also increased due to multiple mentions in the 'Kaisermühlenblues' television series. We dedicated a whole series of posters to the link between clothes donation and Millennium Development Goals.

We are the largest charity clothes collection organisation in Austria. In collaboration with our partners, we achieve the highest re-wearing rates and make an indispensable contribution to development cooperation.

We thank our donors and look forward to high-quality cooperation with both new and old partners in clothes collection.





## Collection in Austria

Die Zukunft Ihrer Kleiderspende:  
**Armut und Hunger**  
 halbieren

HUMANA People to People - Verein für Entwicklungszusammenarbeit, A-1230 Wien, Perfektastraße 83, ZVR-Zahl 1763805525

Eine globale Partnerschaft im Dienste der Entwicklung

UN-Millenniumsziele verwirklichen –

**wir arbeiten daran!**



[www.humana.at](http://www.humana.at)

Clothing collected by HUMANA is sold. Surplus is used, inter alia, for projects to improve the lives of children in support of the Millennium Development Goals.

## Collection in Austria





## Collection in Germany



Containers at Kaufland, Westphalia



Containers at Edeka, Northern Germany



Collection centre in Southern Germany

**What counts is the good cooperation  
with our partners. Year after year.**



Area manager meeting, Sept. 2014

**HUMANA Kleidersammlung GmbH**

Key collection data at the end of 2013:

64 employees

25 trucks, 26 cars

10,097,041 kg of clothing collected in 2013

11 central collection points, active in 13 federal states

In 5 years we have expanded from 4 to 11 central collection points. 4 centre managers, 3 regional managers and 14 procurers are responsible for obtaining permits for the installation of clothes containers.

We were the first, and for many years the only, organisation in Germany to collect clothes in containers. This pioneering work has brought the industry forward. The use of containers has resulted in a steady rise in collection volumes in Germany, and collecting has become more economical. Between 1996 and 2007 the proportion of clothes collected in containers rose from 20% to 80% of the total amount.

We were pioneers in container labelling and information. From the outset we have informed customers that clothes are sold and the surplus put towards a good cause. Others only followed our lead after a long delay. Today we are pioneers in transparency, particularly with respect to the traceability of clothing. We would like to see the majority of players in the sector follow our lead.

The sector must aim to collect the last remaining third of used clothing. Good educational work and care in the collection are of vital importance in this regard. High re-wearing rates are the best argument for increased support.

It is generally underestimated how much care is necessary to ensure that good quality is donated and that this quality is maintained. It's almost as if we were dealing with perishable goods.

We have developed our own, customised systems. We consciously focus on manual labour, as short storage periods as possible and highly motivated employees.

All these measures contribute to our re-wear ratio being top of the industry – 50% above the industry average.

**Collection in Germany**

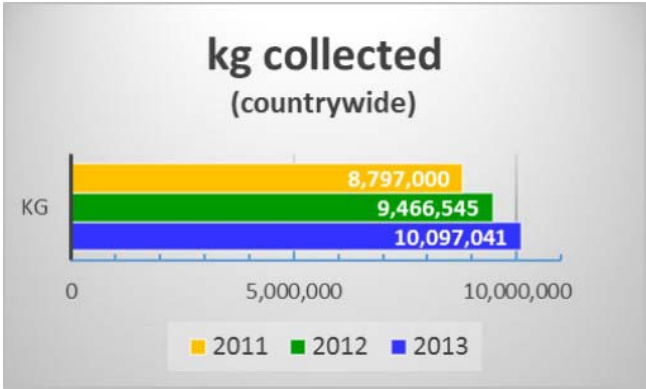
*We are the only organisation to offer clothes containers made from renewable raw material wood.*

**Ten of our containers create / maintain one job in Europe.**

**Worldwide, ten HUMANA containers mean ten jobs in Africa.**

**They finance development projects for 800 people in the southern hemisphere. One HUMANA container helps the climate more than 500 trees.**





# Collection in Germany



**HUMANA Kleidersammlung GmbH****Sorting in Germany**

**Top: Visit our 'transparent' sorting centre in Hoppegarten near Berlin! Dates by arrangement.**

**Right: It takes six months for a sorter to master their craft. A good working atmosphere contributes significantly to employees staying with us for a long time.**

The clothing is sorted by hand, piece by piece. In terms of sorting, we are among the most experienced in the industry. We have been sorting since our company was established, that is, for more than 25 years. Our sorters have been employed by us for 15 years on average.

The clothing comes mainly from our containers in the Berlin and Brandenburg region. The clothes remain in the same region as much as possible. What can be sold in the shops goes to the shops.

The shop staff regularly come to the sorting facility and report on the latest trends, because we are not only interested in what is "officially" fashionable, but what is really in on the streets.

Thus, 14.7% of the sorted clothes go into the shops (shop quota).

The hard work is supported mechanically, but there is still no substitute for sharp eyes, fashion knowledge and intuition. More than three dozen categories were produced, packaged, stored, and loaded in 2013 and, for each category, there are many quality considerations to think about.

Contact is maintained with customers at home and abroad from the office. The team in Hoppegarten is assisted by colleagues in Frechen near Cologne. We speak German, English, Polish, Russian, Italian, and Portuguese, among others.

We constantly have to get updates on the situation in the recipient countries. We exchange information with our colleagues around the world. The main customer country in 2013 was Mozambique (825 tonnes).

School classes and other groups of visitors often come to find out what happens to the clothes. Open days are very popular.

Our hall has plenty of daylight - natural and artificial. This leads to good visibility and lifts the spirit.

The sorting facility was designed based on years of experience and active input from the employees. The workstations are ergonomically optimised. Once a month, there are massages in the facility. All of our trucks are electric trucks (we do not use gas forklifts).





## Beware of the trap!

It is worth taking a closer look at words such as 'reuse' and 'recycle'.

**Re-wear** = clothing is worn again and has a second life as second-hand goods.

**Re-use** = this term includes use as a cleaning cloth (wiper).

**Recycle** = incl. shredding of materials for fibres

**Recover** = thermal recovery (incineration).

If a competitor brags about recovery rates of 95%, this only means that 95% of goods do not go to landfill sites and says nothing about how much is re-worn.

### Ask for the re-wear rate!

Only a high re-wear rate shows optimal commitment to people and the environment.

## Sorting in Germany



We have the highest re-wear-rate 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 rate, too, is several times the industry average.

## Sorting in Europe

In 2013, all partner sorting centres committed to the HUMANA People to People Principles for sorting centres.

In addition to working conditions, compliance with laws and fighting corruption, the principles are also particularly concerned with the traceability of clothing entrusted to us.



## Sorting in Turkey

The sorting centre in Turkey is operated by HUMANA Estonia. The centre has 153 employees.

Clothing is gathered from more than 6 countries and goes to more than 15 countries. The main recipient of wearable clothing is Iraq, followed by Benin, Cameroon and Russia.

## Sorting in Slovakia

The HUMANA People to People sorting centre in Slovakia (photo) has 81 employees.

Clothes are gathered from 10 countries and sent to 10 countries.

The main recipient of wearable clothing is Malawi, with Slovakia, Romania and Austria some way behind.



The Textile House sorting centre has 160 employees and supplies, amongst others, 39 shops of the company's shops in Slovakia, which have 199 employees.

Clothes are gathered from 8 countries and sent to 16 countries. The main recipient countries for wearable clothes are Slovakia, Benin and Hungary.



## Sorting in Lithuania

Humana People to People Baltic operates a sorting centre in Vilnius with 374 employees and 60 shops with 398 employees.

Clothes are gathered from 6 countries and sent to 10 countries. The main recipients for wearable clothes are Benin and Ukraine.



## Sorting in Bulgaria

HUMANA in Bulgaria (One World Clothes Trade) operates a sorting centre in Varna with 80 employees (photo). Clothes are gathered from 6 countries and sent to 10 countries.

The main recipient countries for wearable clothes are Romania, Malawi, Bulgaria and Angola.



## Sorting in Estonia

The HUMANA Estonia sorting centre has 120 employees and supplies, amongst others, 21 HUMANA shops in Estonia, which have 150 employees.

Clothes are gathered from 5 countries and sent to 6 countries. The main recipient countries for wearable clothes are Latvia, Estonia and Angola.

# **Part 5:**

# **SALE**

**Shops in Germany**  
**Shops in Austria**  
**Shops in Eastern Europe**  
**Sales in Africa**  
**Towards Zero Waste**



## HUMANA Second Hand Kleidung GmbH

2013 was a successful year.

First of all, here's the key data:

- ◇ 23 shops by the end of 2013
- ◇ 194 employees at the end of the year
- ◇ 9,468 m<sup>2</sup> of retail space at the end of the year
- ◇ 600,459 sales transactions (customers) in 2013
- ◇ 1,235,519 items of clothing sold in 2013

Developments over the past few years:

Over the last 3 years, sales have increased by 54 %. Initially we expanded: we went from 17 shops at the end of 2010 to 23 shops at the end of 2012.

These shops were then consolidated. Between 2011 and 2012 there was a significant increase in the number of items of clothing sold and sales transactions, with a slight increase in 2013.

Our main achievement in 2013 was greater efficiency through a significant increase in the number of items sold per hour worked.

This is thanks to a clarification of internal structures and the commitment of employees. More meetings between branch managers also aided us in this.

In 2013, one loss-making shop was closed and one profitable shop opened; otherwise we worked with the same shops.

Individual shops enhanced their profiles as either classic HUMANA Family Shops, HUMANA Vintage Shops or HUMANA 8-Week Shops.

We are proud of our advertising and information materials and are mindful of sustainability in our printing methods and print runs.

The objective is to provide sufficient information while acting in a way that is conscious of the environment and costs.

Many customers who subscribe to our newsletter agreed with its digital distribution.

We make considerable use of our Facebook page, reaching out to our younger customers in particular.

A new development since July 2013 has been the expansion of the 'Shop Collection' - the collection of used clothes in shops. These clothes are usually of very good quality. There is a significant increase in volume.

## Shops in Germany



Täglich  
NEUE  
HERBST  
MODE



2014

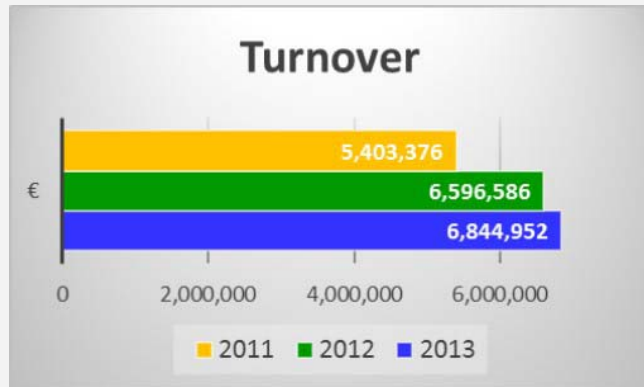


Secondhand Mode  
&  
VINTAGE  
FASHION

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.





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.

## Leipzig



## Berlin





## Berlin



## Hamburg



## Shops in Austria



### G4-12

#### Shops in Austria

2013 was a successful year.

Key data:

- ◇ 11 shops by the end of the year
- ◇ 34 employees at the end of the year
- ◇ 2,585 m<sup>2</sup> retail space at the end of the year
- ◇ 172,076 sales transactions (customers) in 2013
- ◇ 399,190 item sof clothing sold in 2013

In recent years second-hand shops have come under pressure from increasingly cheaper new goods, although these are often not of good quality.

One shop had to be closed in each of 2011 and 2012, resulting in a decline in sales.

Since then, however, sales have again increased significantly, so that we now find ourselves growing again. Shop no. 12 was opened in May 2014.

This success was in part due to restructuring and internal quality improvement measures implemented in shops in 2011 and 2012.

Since 2012, two shops have specialised in vintage goods, and in three shops we offer an increased range of traditional wear.

The layout and fittings of all shops were improved and one shop was completely transformed on-site.

In 2012, we launched a new website and started to advertise more on the Internet. Our customer newsletter is now available via both post and e-mail.

In 2013, twice-yearly Costume Weeks were introduced for all shops. Trachten (traditional costume) is now available year-round in nine shops.

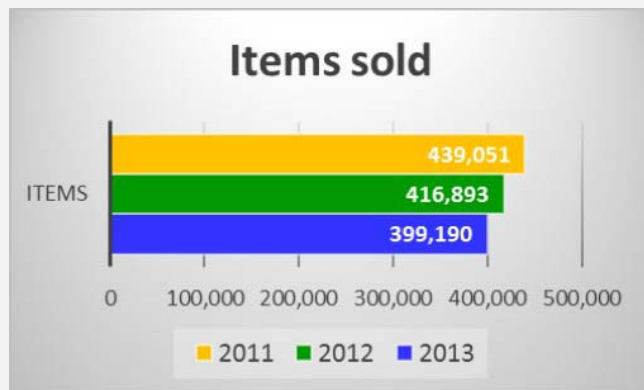
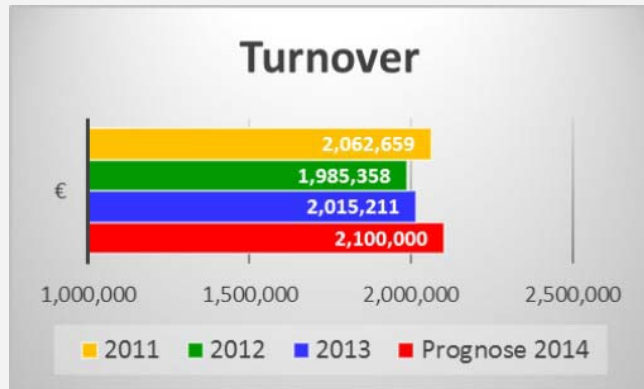
In 2013, we made many improvements in terms of employee development, advertising and customer information and expansion. Amongst other things, since 2013 regular monthly meetings have taken place with branch managers and unit managers, as well as monthly price courses and training.

There was a significant increase in turnover per item.

A word on our publicity photos:

All photographers and photo models come from among our employees and their friends and families; our customers also sometimes get involved.





## Shops in Austria



## Shops in Austria



Gilet € 14,-  
 Masche € 9,-  
 Hemd € 11,-  
 Hose € 19,-  
 Brille € 18,-

**HUMANA** FIRST SECOND HAND

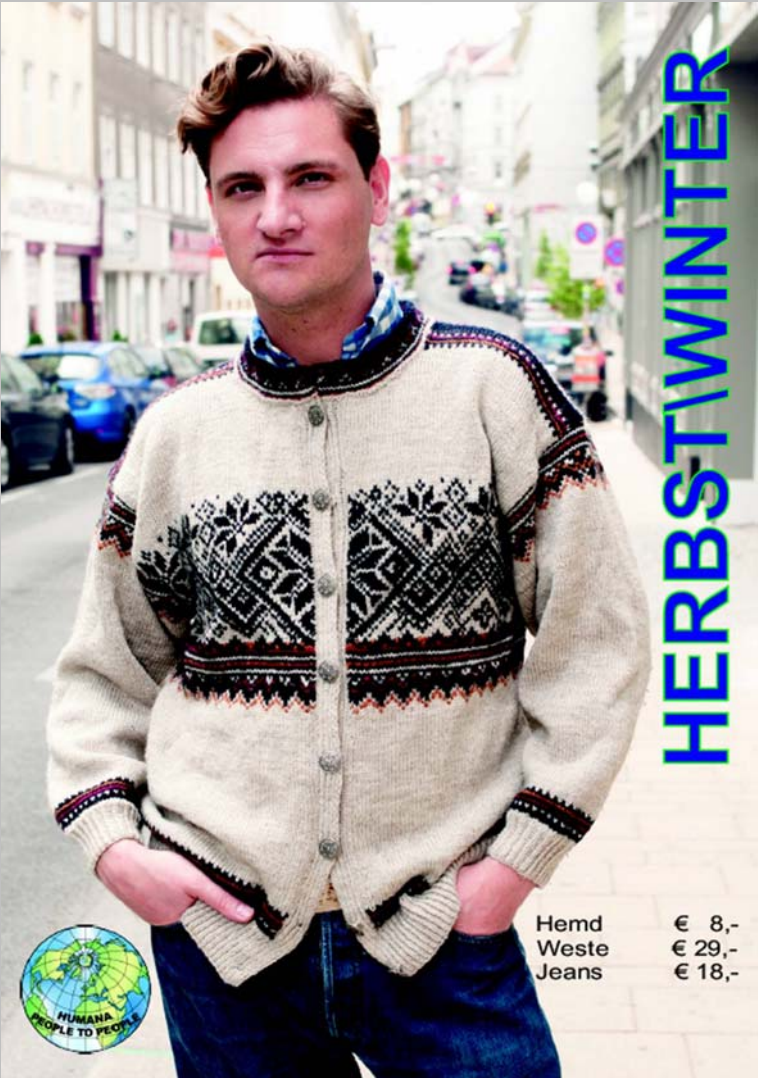
[www.humana.at](http://www.humana.at)  
[www.facebook.com/humanafirstsecondhandaustria](https://www.facebook.com/humanafirstsecondhandaustria)  
[www.humana.at](https://www.humana.at)



Hut € 15,-  
 Bluse € 14,-  
 Masche € 6,-  
 Mantel € 38,-  
 Kragen weiss € 22,-


**TRACHTENSAISON**





A male model with light brown hair is standing on a city street, wearing a cream-colored cardigan with a black and red geometric pattern. He has his hands in his pockets. The background shows a street with parked cars and buildings.

**HERBSTWINTER**

 Hemd € 8,-  
Weste € 29,-  
Jeans € 18,-

Shops in Austria



A female model with long red hair is sitting on a black wicker chair, holding a large red parasol. She is wearing a black dress and a necklace. The background is a red brick wall.

**HERBSTWINTER**

 Feder € 6,-  
Schmuck € 24,-  
Samtkleid € 34,-



## HUMANA in Romania



HUMANA People to People - Romania operates 32 shops in 17 towns, with 300 m<sup>2</sup> per shop. Launched in 2006 it has 221 employees.  
[www.humana-romania.ro](http://www.humana-romania.ro)



## HUMANA in Slovakia

HUMANA People to People Slovakia s.r.o. was launched in 2005, employs 194 people and operates 1 sorting centre in Martin and 18 second-hand shops in Žilina, Martin, Trenčín, Banská Bystrica, Zvolen, Nitra, Poprad, Prievidza, Liptovský Mikuláš, Čadca and Ružomberok.  
[www.humana-slovakia.org](http://www.humana-slovakia.org)



## HUMANA in Ukraine



HUMANA in Ukraine was launched in the year 2003. There are now more than 100 HUMANA Second Hand Shops in Ukraine.  
[www.humana.com.ua](http://www.humana.com.ua)

## HUMANA in Lithuania



HUMANA Baltic operates 1 sorting centre in Vilnius, in which 500 tonnes of clothing are sorted every week, and 59 shops. Work started in 1998 and supports more than 40 development projects. 772 employees earn their living in these operations in Lithuania.  
[www.humana.lt](http://www.humana.lt)

## HUMANA in Bulgaria



One World Clothes Trade Bulgaria Ltd. has one sorting centre in Varna and fifteen shops in and around Varna, Bourgas and Sofia.

A total of 168 people are employed by HUMANA in Bulgaria.

Work began in 2005.

[www.humana-bulgaria.org](http://www.humana-bulgaria.org)





## THE ROAD TO THE NEXT USER

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

The movement is well set-up for the future.

## Sales in Africa





## COURSE OF ACTION

Our partner in Mozambique is the HUMANA organisation ADPP Mozambique (ADPP = Ajuda de Desenvolvimento Povo para Povo, in English Development Aid from People to People).

HUMANA sorting centres in Europe ensure that the clothing that is sent to ADPP Mozambique is wearable and meets the needs of people in the area.

Clothing is divided into more than 50 categories in ADPP sorting centres: short-sleeved men's shirts, long-sleeved, etc.

The sorting centre in central Mozambique is located in the major port city of Beira. From here, clothes are transported to sales locations in the provinces of Sofala, Manica, Tete and Zambezia and to shops.

When clothes are sent from Europe, they are packed into bales of 400-450 kg, a size that is suitable for forklift trucks and shipping containers.

Bales that are made in the sorting centres in Mozambique weigh 45 kg to suit retailers who lift things by hand and use vans or wheelbarrows, or even carry bales on their heads.

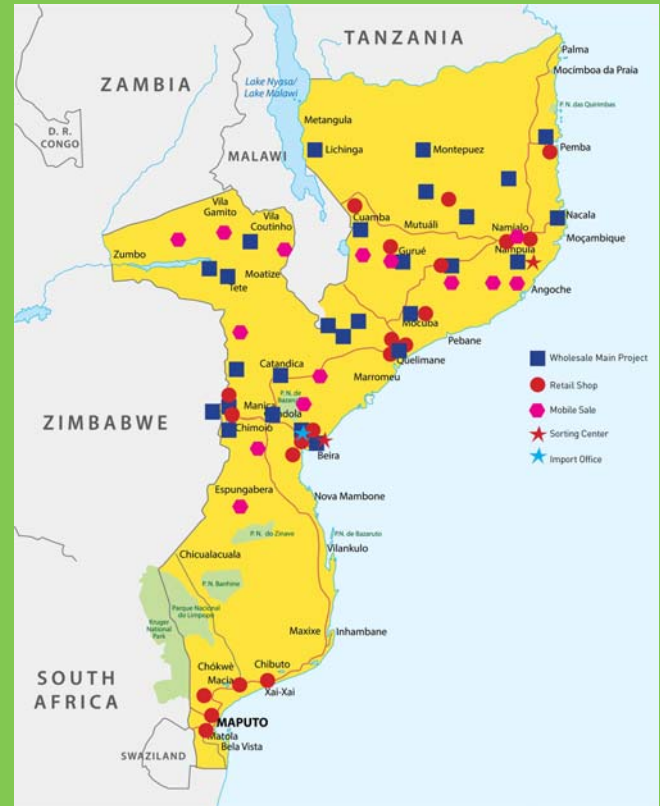
Every sales project has a main selling location and a number of additional locations and branches in selected towns and rural areas.

The project manager is responsible for processes and outcomes. Surplus is sent every week to ADPP headquarters, and from there to social projects, i.e. education, health, community development projects etc.

ADPP first got involved in used clothing in 1984. At the time it was chiefly engaged in the distribution of emergency relief to victims of the civil war. It began selling second hand clothes in 1986, expanded its activities across the whole country during the 1990s and in the last decade has grown in every respect.

One of the most important tasks was and is the training of employees and re-sellers, as well as the construction and development of a viable structure in which everyone can meet their responsibilities and contribute with new ideas.

## Sales in Mozambique



## Towards Zero Waste



G4-12

### SECOND-HAND, THIRD-HAND, FOURTH-HAND ...

What happens to clothes after they have been worn second-hand in Africa?

It's simple: they will be repaired or altered and be given a new lease of life, because used clothing from Europe is fundamentally of such good quality that it is worth it. You can see everywhere how cobblers and tailors make their living from it.

And what happens when repair is no longer possible?

Well, maybe you can make children's clothes from it (see photo on the right).

Even strips of cloth are valuable, as seen in the photo on the left, because they can be used to make whole sports teams recognisable.



And then? Well, scraps of fabric are used to sew brooches and weave coasters and unravelled garments are used to make crocheted caps.

These products are sold to tourists – an additional source of income.

Old rags and yarn are used everywhere to make footballs – demand for this type of football is almost limitless.

### RECYCLING

Unwearable items have already been filtered out in Europe; most of these can be recycled.

We give these to companies specialising in this part of the cycle.

Knitted items are unravelled and woven items cut up for use in fibre production. Fibres are used to make materials such as roofing felt or felt for the interior lining of cars. Old feathers from duvets are cleaned and mixed with new ones, pairs of shoes that have been separated are painstakingly matched back up.

A lot of the recycling work takes place in Asia. End products include blankets and carpets.



## RESEARCH PROJECT IN VIENNA

Dr. Andreas Bartl, lecturer at the Technical University of Vienna, Austria, on the research project with HUMANA Austria:

"I was pleased when HUMANA approached us to look into ways of recycling textile scraps that so far had to be disposed of.

A research project was initiated together with R + M Ressourcen und Management GmbH and UEG Umwelt- und Entsorgungstechnik AG and funded by the Austrian Federal Ministry for Transport, Innovation and Technology (BMVIT) (Factory of the Future programme; project number: 814961).

In the course of the project, a procedure was developed by which scrap textiles from clothes collections could be recycled, chiefly as construction materials, significantly increasing the economic viability of ecological clothes collection.

HUMANA was a perfect partner in this research project, which considered not only the scientific, but also the commercial, ecological and social aspects of the issue.

Economic conditions meant that up until now it has not been possible to implement this recovery of scrap textiles in the collection of used clothes: But I am convinced that HUMANA is the right place to implement it at an appropriate time."

The final project report was published in June 2011 under the title "Scientific research into the material recovery of scrap textiles by mechanical processes and the development of a closed overall cycle".

[www.nachhaltigwirtschaften.at](http://www.nachhaltigwirtschaften.at) or  
[www.fabrikderzukunft.at/results.html/id5324](http://www.fabrikderzukunft.at/results.html/id5324)

## Towards Zero Waste



*Dr. Andreas Bartl (left), Prof. Ingo Marini (second from the right) and Sebnan Haner, MSc. (to the right)*



*Dr. Andreas Bartl, TU Vienna, visiting HUMANA, Mag. Angelika Guldts, Lenzing AG and Moses Chibwana, Director of a DAPP vocational school in Malawi.*

**Zero waste is the motto.**

**We are open to new ideas, participate in research projects and are always looking for more partners.**

**New garments are sewn from old scraps (upcycling); rags are made into cleaning cloths and fibres made into new materials or insulation.**



# **Part 6: EMPLOYEES**

## **Our Employees**

**HUMANA Kleidersammlung GmbH**

**HUMANA Second Hand Kleidung GmbH**

**HUMANA People to People - Association for Development Cooperation**

# Over 25 years of Experience



Can you recognize the 25?  
Group photo with guests at the celebration of HUMANA Kleidersammlung GmbH's  
25th anniversary in September 2013

## 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 other 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. For shorter campaigns this division of roles is, however, left aside. (The photo on the left was taken by one of our subcontractors).

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.

## Our Employees



*Women during loading and unloading. A rare image.*



*Employees at the sorting centre in Hoppegarten*

## 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.



## 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.

## Our Employees



*Drivers at the HUMANA People to People Day in Wien*



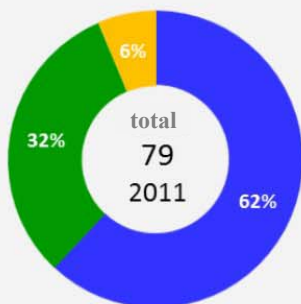
*Delicious food at the HUMANA People to People Day*

## Lifelong learning

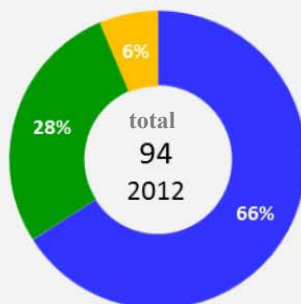
For us, learning by doing is a tradition, and so is theoretical learning. We'll gladly make new people with additional qualifications part of the team. We train apprentices. Meeting our colleagues from around the world, f.x. at the HUMANA People to People Day, continues to give us fresh encouragement.

## HUMANA Kleidersammlung GmbH - our employees

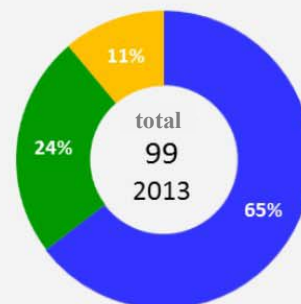
number of employees: in total and by category in the last 3 years



■ collection



■ sorting



■ administration

male - female



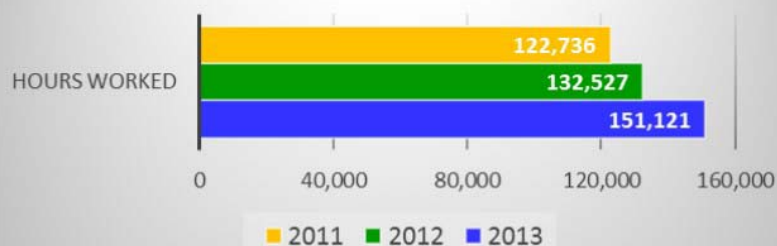
full time - part time



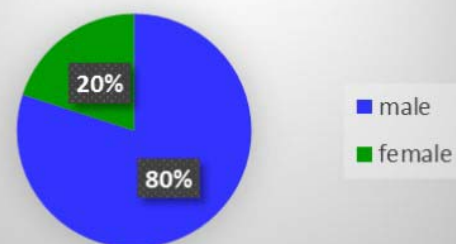
indefinite - fixed term



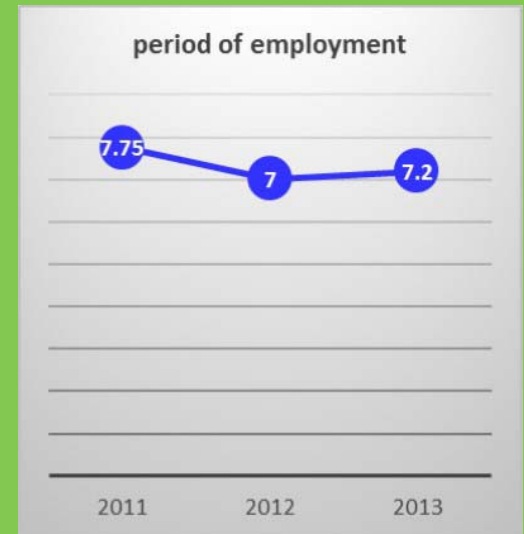
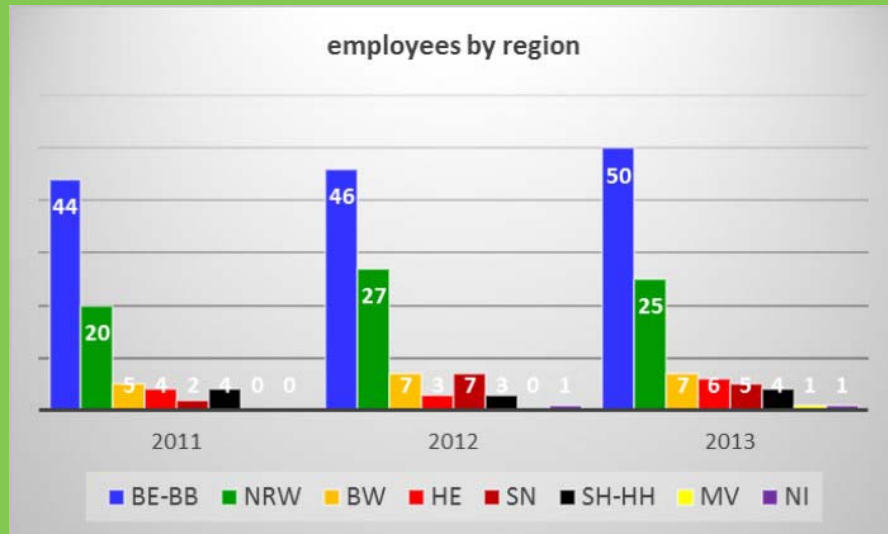
hours worked



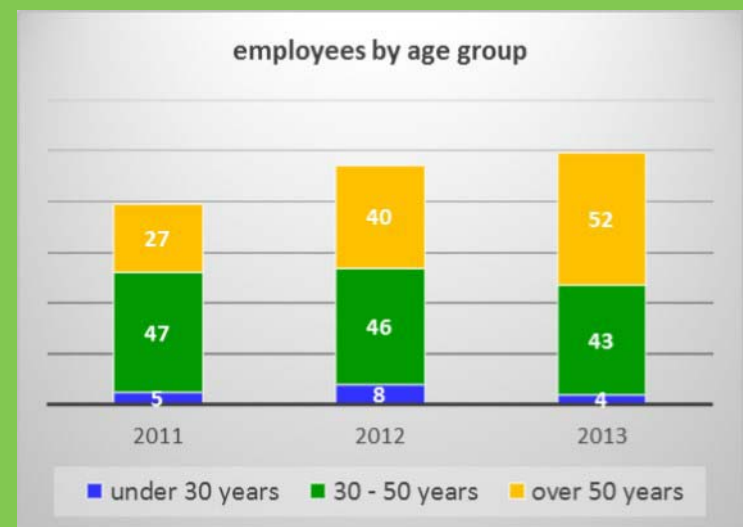
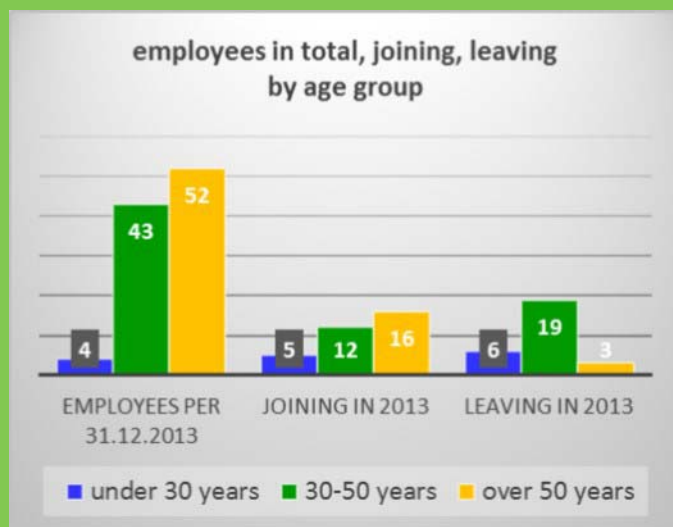
women in leadership positions



## (Collection and sorting in Germany)



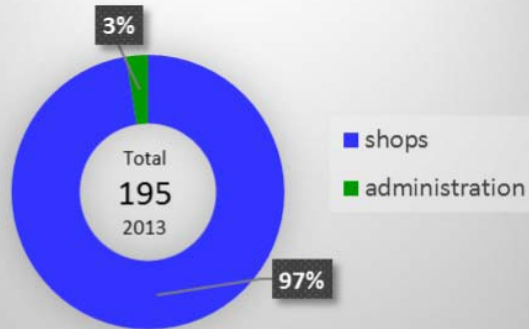
age groups	per 31.12.2011	per 31.12.2012	per 31.12.2013	joining in 2013	leaving in 2013
under 30 years	5	8	4	5	6
30-50 years	47	46	43	12	19
over 50 years	27	40	52	16	3



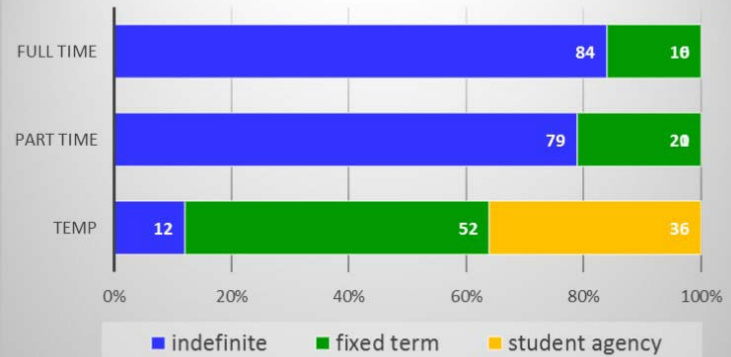


# HUMANA Second Hand Kleidung GmbH - our employees

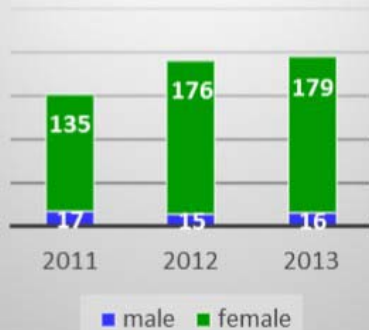
employees by category



types of contracts in percent



male - female



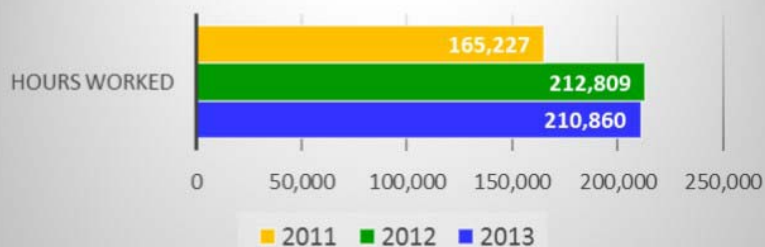
full time - part time



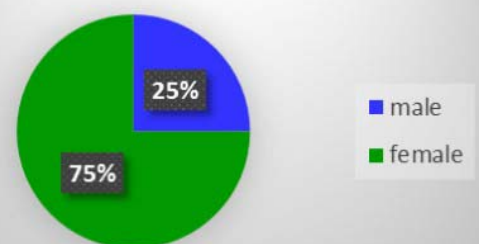
indefinite - fixed term



hours worked

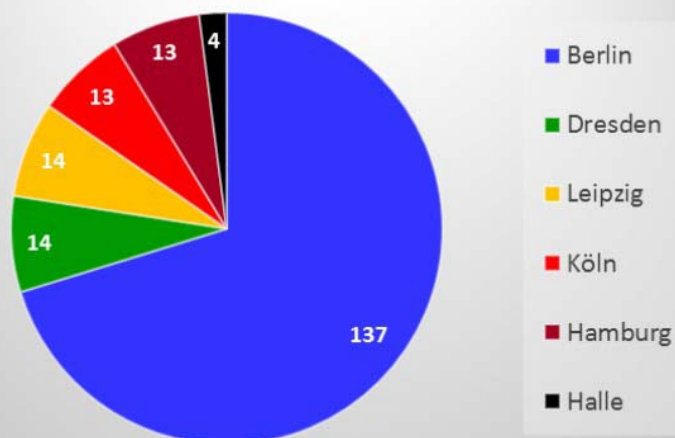


women in leadership positions

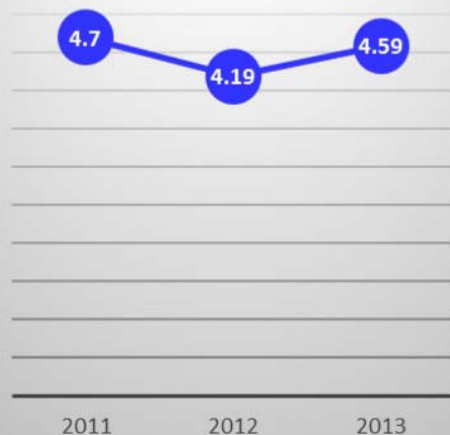


## (Second hand shops in Germany)

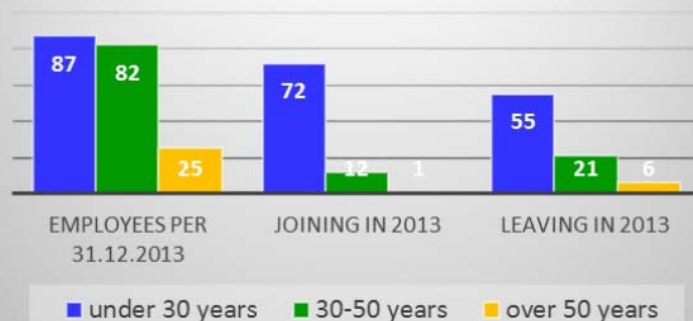
employees by cities, in which the shops are situated



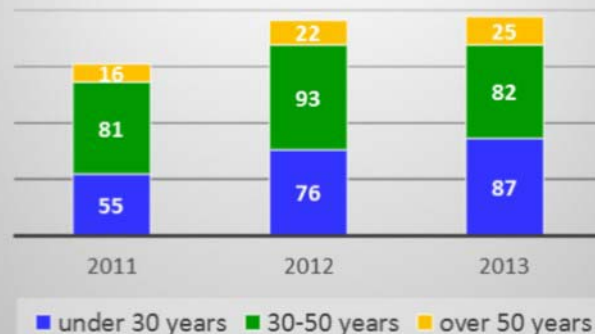
period of employment



age groups	per 31.12.2011	per 31.12.2012	per 31.12.2013	joining in 2013	leaving in 2013
under 30 years	55	76	87	72	55
30-50 years	81	93	82	12	21
over 50 years	16	22	25	1	6

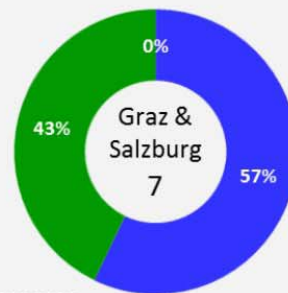
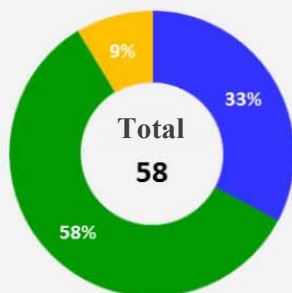
employees in total, joining, leaving  
in 2013  
by age group

age groups at end of year



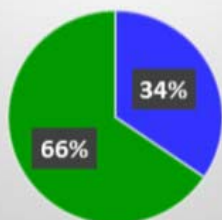
# HUMANA People to People - Association for Development Cooperation

number of employees in total and by category and region



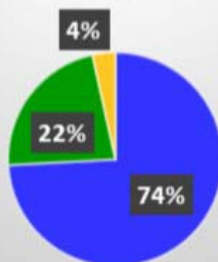
■ collection ■ shops ■ administration

male - female



■ male ■ female

type of employment



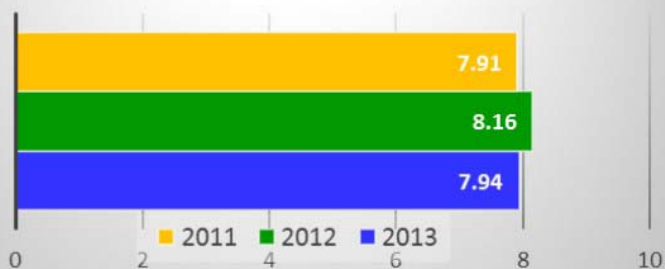
■ full time ■ part time ■ temp

indefinite - fixed term

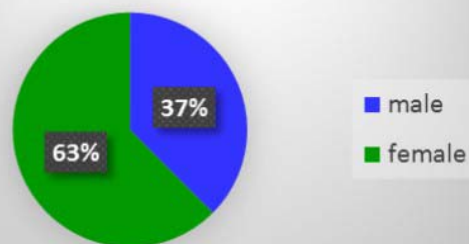


■ indefinite ■ fixed term

period of employment 2011-2013



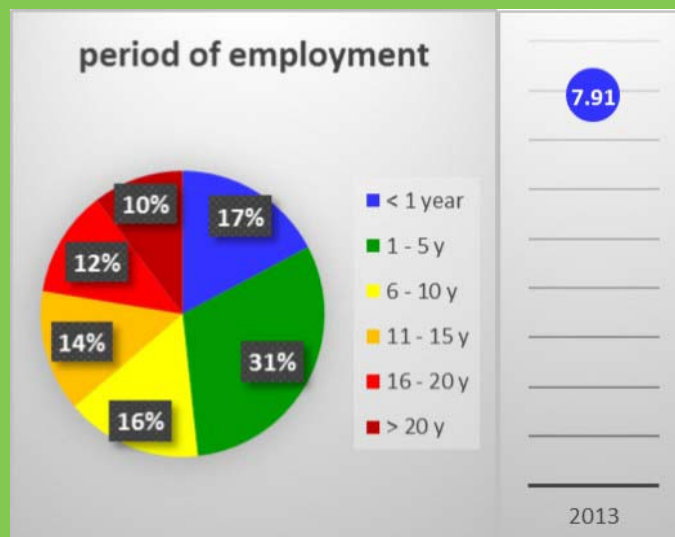
women in leadership positions



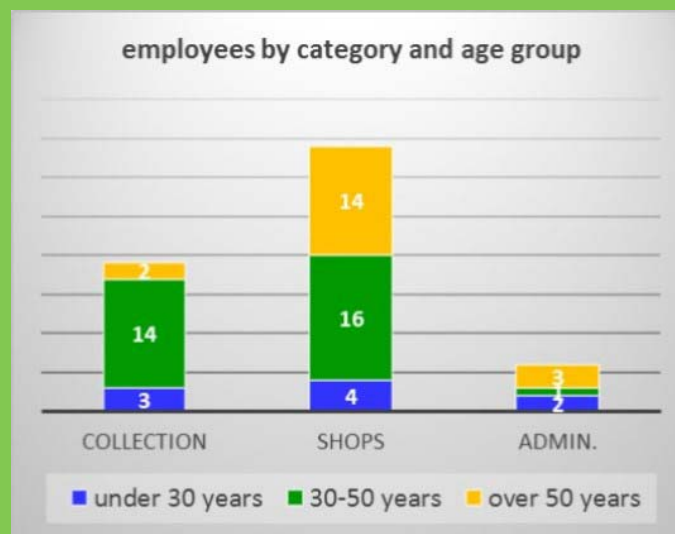
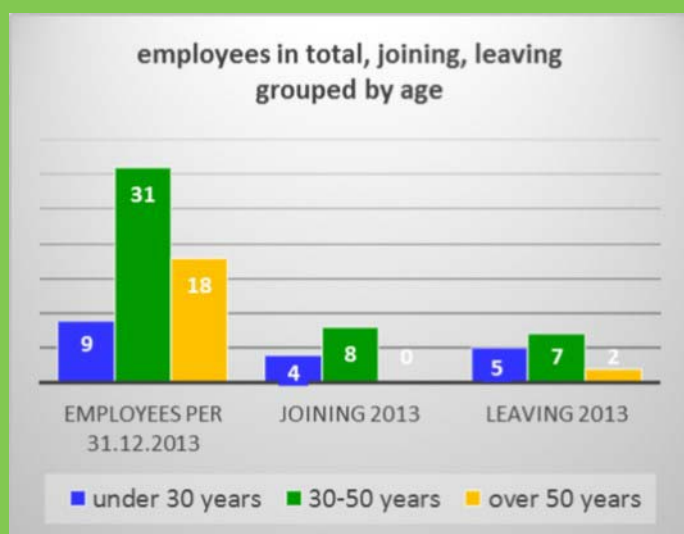
■ male  
■ female



## (Collection and shops in Austria)



age groups	per 31.12.13	joining 2013	leaving 2013	male	female	collect.	shops	admin.
under 30 years	9	4	5	6	3	3	4	2
30-50 years	31	8	7	15	16	14	16	1
over 50 years	18	0	2	1	15	2	14	3



# Part 7:

# ENVIRONMENT

Energy  
Emissions  
Water  
Land  
Materials  
Waste





## Environmental balance sheet: Energy

2013 (DE+AT)	In MWh
Negative Impact	-27,101
Positive Impact	678,888
Result	651,787



## 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).

G4-EN3 G4-EN30

### OUR ENERGY CONSUMPTION IN COMPARISON

#### Germany:

In 2013, energy consumption in collection, sorting and shops along the entire process chain of clothing collected by us in Germany was around 20,000 MWh and the saving in the production of new clothes achieved by our activities was 424,000 MWh (1 MWh = 1,000 kWh). Our energy balance thus amounts to a saving of approximately 404,000 MWh.

Energy balance sheet 2013 in detail for HUMANA clothes collected in Germany

	In MWh
1. Transports: container emptying, acquisition, long distance transport, air and rail travel	-7,724
2. Production relating to purchased vehicles, clothes containers, computers, clothes racks (second hand goods at 50%)	-3,706
3. Electricity and heating Collection and own sorting, own shops, sorting and shops of partners abroad, pro rata <sup>3)</sup>	-8,291
4. Energy savings from avoided demand for new clothes 10.097 t x 70% x 75% x 80 kWh	424,074
5. Result	404,353

<sup>3)</sup> Estimate

#### Austria:

In 2013, 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 247,434 MWh.

1. Transports	-4,347
2. Production of purchased goods	-165
3. Electricity and heating	-2,868
4. Energy savings from avoided demand	254,814
5. Result	247,434

## 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 CO<sub>2</sub> emissions.

By choosing this particular green electricity provider, we contribute to the energy revolution at our site:

Naturstrom is certified with the Grüner Strom Label and is recommended by BUND and NABU. Naturstrom invests 1 cent per kWh - more than any other independent electricity provider in Germany - in the development of renewable energy, thus increasing the number of renewable energy installations and the proportion of renewable energy used in Germany. Naturstrom obtains its electricity from more than 230 operators of small and medium-sized wind and hydroelectric power plants in Germany and not, like other companies, from only a few large hydroelectric plants. One third of Naturstrom's electricity comes from wind power. In 2011 Naturstrom obtained more than 90% of its electricity from German power plant operators.

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 m<sup>2</sup>.

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, 75 % of which was provided from renewable energy sources in 2012. With 65 %, hydroelectric power has the lion's share of the national energy mix.

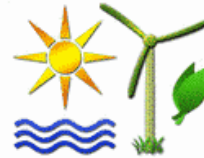
In July 2013 a decision was taken in favour of Austria's hundred-percent atomic energy independence, relating to both the production and import of electricity.

## Renewable Energy



100 %

Erneuerbare Energien



0 %

Atomenergie



0 g/kWh

CO<sub>2</sub>-Emission



Okostrom Quick-Facts 2010

Quelle: Daten von www.naturstrom.de  
(Stand 27.09.2011) | © Grafik: Charisma Marketing



Solar system on the roof, HUMANA Conference Centre in Berlin

## Green power for the future

HUMANA Kleidersammlung GmbH and HUMANA Second Hand Kleidung GmbH purchase their electricity from certified provider Naturstrom.

HUMANA People to People – Association for Development Cooperation purchases power from Austria's national energy mix with 75 % renewable energy.

**ELECTRICITY, HEATING, TRANSPORT ETC.**

We are well positioned concerning electricity: the complete or predominant use of green energy means that we create no CO<sub>2</sub> emissions in Germany and only very low emissions in Austria (see previous page).

However, we are faced by more formidable challenges in heating and transportation.

Germany:

The relocation of our headquarters and sorting centre to their new location in Hoppegarten 2009 allowed us to switch our heating consumption from oil to natural gas. While this is also a fossil fuel source, it still allowed us to reduce our CO<sub>2</sub> emissions by 54 %.

We continuously optimise our vehicle fleet and collection routes in order to reduce our CO<sub>2</sub> emissions per ton of clothing collected.

Our office paper carries the Blue Angel eco-label for environmentally friendly products and services. The production of printed materials is predominantly CO<sub>2</sub>-neutral.

Where possible, we use the railway for longer domestic journeys, and we increasingly take the CO<sub>2</sub> compensation option when booking flights.

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 CO<sub>2</sub> 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 CO<sub>2</sub> emissions within the options open to us.

**CO<sub>2</sub>: direct actions taken****Natural gas instead of oil and diesel**

HUMANA Kleidersammlung GmbH sorting centres and offices are heated with natural gas.

Between 2011 and 2013 HUMANA in Austria purchased four natural gas-powered vehicles for clothes collection. The optimisation of collection routes is a constant topic in both countries.





OUR EMISSIONS IN COMPARISON

Germany:

In 2013, CO2 emissions for collection, sorting and shops along the entire process chain of clothing collected by us in Germany amounted to 5,417 tonnes of CO2. Savings in the production of new clothes achieved by our activities amounted to 79,514 tonnes of CO2. We thus eased the strain on the environment by around 74,000 tonnes of CO2.



Climate change impact 2013 in detail CO2 in t  
for HUMANA clothes collected in Germany

- 
- 
- |   |        |
|---|--------|
| 1. Transports:<br>container emptying, acquisition, long<br>distance transport, air and rail travel                                      | -2,037 |
| 2. Production relating to purchased vehicles,<br>clothes containers, computers, clothes racks<br>(second hand goods at 50%)             | -1,797 |
| 3. Electricity and heating<br>Collection and own sorting, own shops,<br>sorting and shops of partners abroad,<br>pro rata <sup>3)</sup> | -1,583 |
| 4. Energy savings from avoided demand for<br>new clothes<br>10.097 t x 70% x 75% x 15 kg CO2  | 79,514 |
| 5. Result   | 74,097 |

<sup>3)</sup> Estimate

Austria:

In 2013, 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                            | -1,261 |
| 2. Production related to purchased goods | -38    |
| 3. Electricity and heating               | -580   |
| 4. Energy savings from avoided demand    | 47,786 |
| 5. Result                                | 45,907 |

Environmental balance sheet:  
Emissions

2013 (DE+AT)	CO2 in t
Negative Impact	-7,296
Positive Impact	127,299
Result	120,003



Top values 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.

## Environmental balance sheet: Water

2013 (DE+AT)	In m <sup>3</sup>
Negative Impact	-3,094
Positive Impact	84,866,250
Result	84,863,540



## 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.

### G4-EN8

## 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 2,600 m<sup>3</sup>. Savings in the production of new clothes achieved by our activities amounted to more than 53 million m<sup>3</sup> (1 m<sup>3</sup> = 1,000 litres) of water. Our environmental balance sheet in terms of water consumption thus amounts to a saving of more than 53 million m<sup>3</sup>.

Water consumption 2013 in detail for our clothes collected in Germany In m<sup>3</sup>

1. Water consumption in collection and own sorting	-386
2. Water consumption in own shops (domestic)	-906
3. Water consumption in sorting and shops of partners abroad, pro rata <sup>3)</sup>	-1,321
4. Water savings from avoided demand for new clothes 10.097 t x 70% x 75% x 10.000 litres	53,009,250
5. Result	53,007,024

<sup>3)</sup> Estimate

### 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 m<sup>3</sup> of water were saved.

1. Collection	-73
2. Own shops (domestic)	-150
3. Sorting and shops of partners abroad <sup>3)</sup>	-259
4. Water savings from reduced demand	31,857,000
5. Result	31,856,515

OUR LAND USE IN COMPARISON

Germany:

In 2013, our land use for collection, sorting and shops along the entire process chain of clothing collected by us in Germany was 44,500 m². Savings in the production of new clothes achieved by our activities amounted to over 36 million m² (cotton cultivation, amongst others, takes up a large amount of land). As a result, we save a land area of around 36 million m².

Land use 2013 in detail for clothes collected by us in Germany	In m²
1. Land use for collection and sorting	-15,000
2. Land use for own shops (domestic)	-6,000
3. Land use for sorting and shops of partners abroad, pro rata <sup>3)</sup>	-23,574
4. Reduction of land use in production of new clothes 10.097 t x 70% x 75% x .....	36,046,290
5. Result	36,001,716

<sup>3)</sup> Estimate

Austria:

In 2013, 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).

1. Collection	-3,500
2. Own shops (domestic)	-1,700
3. Sorting and shops of partners abroad <sup>3)</sup>	-14,974
4. Reduction of land use	21,662,760
5. Result	21,642,586

Environmental balance sheet:  
Land

2013 (DE+AT)	in m²
Negative Impact	-64,748
Positive Impact	57,709,050
Result	57,644,302



Land for food!

Clothing collected by HUMANA in Austria saves more farmland than is available to 10,000 people worldwide (based on global average).

Clothing collected by HUMANA in Germany saves enough arable land to support 17,500 people worldwide.



## Environmental balance sheet: Materials

<b>2013 [no water, no oil]</b>	<b>in t</b>
<b>Negative Impact</b>	<b>-367</b>
<b>Positive Impact</b>	<b>8,487</b>
<b>Result</b>	<b>8,119</b>

### Resource consumption for 1 t-Shirt

*Incl. water and oil*



*second hand:  
30 gram*



*made new:  
four tonnes*

## Resource conservation

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.

G4-EN1 G4-EN2

## OUR MATERIAL CONSUMPTION IN COMPARISON

### Germany:

In 2013, material consumption in collection, sorting and shops along the entire process chain of clothing collected by us in Germany amounted to 311 tonnes. Savings in the production of new clothes achieved by our activities amounted to 5,301 tonnes (counting only the material of clothes themselves, without waste, water, oil, equipment procured, fertilisers, etc.).

This thus resulted in savings of at least 4,990 tonnes of material.

Material balance 2013 in detail  
for HUMANA clothes collected in Germany

	In t
1. Production of purchased vehicles, production equipment, computers <sup>2)</sup>	-281
2. Steel band, bigbags, bags <sup>2)</sup>	-5
3. Paint and varnish <sup>2)</sup>	-1
4. Paper for office and printed matters <sup>2)</sup>	-3
5. Same with partners abroad <sup>3)</sup>	-20
6. Savings from avoided production of new clothes	5,301
7. Result	4,990

<sup>2)</sup> Domestic operations <sup>3)</sup> estimate

### Austria:

In 2013, 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 3,129 tonnes of material.

1. Prod. of purchased goods <sup>2)</sup>	-16
2. Steel, steel band, bigbags, bags <sup>2)</sup>	-16
3. Paint and varnish <sup>2)</sup>	-1
4. Paper for office and printed matters <sup>2)</sup>	-4
5. Same with partners abroad <sup>3)</sup>	-20
6. Savings from avoided demand	3,186
7. Result	3,129

OUR WASTE, OUR WASTE PREVENTION



Germany:

In 2013, 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 10,097 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 9,320 tonnes ending up as waste. Overall, we have reduced the amount of waste by 9,310 tonnes.

Waste balance 2013 in detail  
for clothes collected by us in Germany

In t



	1. Scrapped vehicles, containers, production equipment, computers <sup>2)</sup>	-2
	2. Office and break room waste <sup>2)</sup>	-1
	3. Same types of waste at the operations of partners abroad <sup>3)</sup>	-7
	4. Avoided waste by our activities (domestic and European partners)	9,320
	5. Result	9,310

<sup>2)</sup> Domestic, <sup>3)</sup> estimate

Austria:

In 2013, 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 6,244 tonnes. Our activities prevented 5,757 tonnes of waste.

	1. bis 3. waste caused by our activities	-6
	4. Avoided waste	5,763
	5. Result	5,757

Environmental balance sheet:  
Waste

2013	in t
Negative Impact	-16
Positive Impact	15,083
Result	15,067



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 in Austria**

**Economic performance - HUMANA Kleidersammlung GmbH**

**Economic performance - HUMANA Second Hand Kleidung GmbH**

**Projects funded**

**HUMANA People to People South Africa**

**The international movement**





**ECONOMIC VALUE GENERATED AND DISTRIBUTED**

Explanations to the table:

Turnover:

Net turnover (sales and other income)

Operating 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 deficit carried forward (except VAT and tax on vehicles)

Contributions to development cooperation:

The payments went to the Federation HUMANA People to People, see pages 88-91.

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:

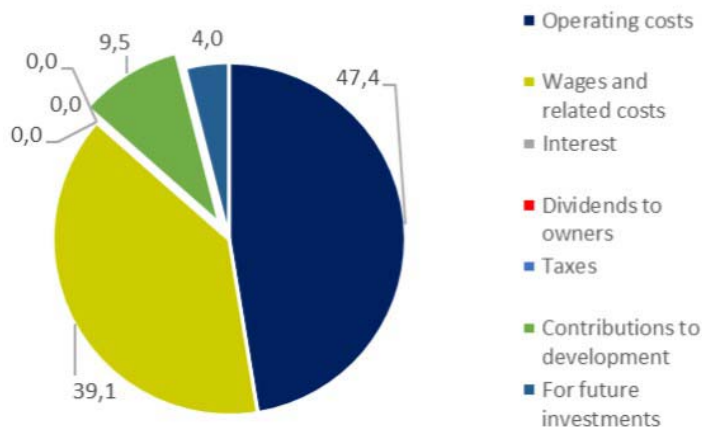
neither tax abatements and tax credit equivalents, nor subsidies, investment grants and other grants, awards, remissions of fees, financial support from export credit agencies, financial performance allowance or other financial advantages from governments.

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

**Economic Performance**

HUMANA in Austria 2013	in %
Turnover	100.0
1. Operational costs	47.4
2. Wages and related costs	39.1
3. Interest	0.0
4. Dividends to owners	0.0
5. Taxes	0.0
6. Contributions to development coop.	9.5
7. For future investments	4.0

Application of Income 2013  
HUMANA in Austria



**ECONOMIC VALUE GENERATED AND DISTRIBUTED**

Explanations to the table:

Turnover:

Net turnover (sales and other income)

Operating 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 deficit 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 88-91.

For future investments:

Annual result / profit or loss carried forward / economic value retained

**FINANCIAL ASSISTANCE FROM GOVERNMENT**

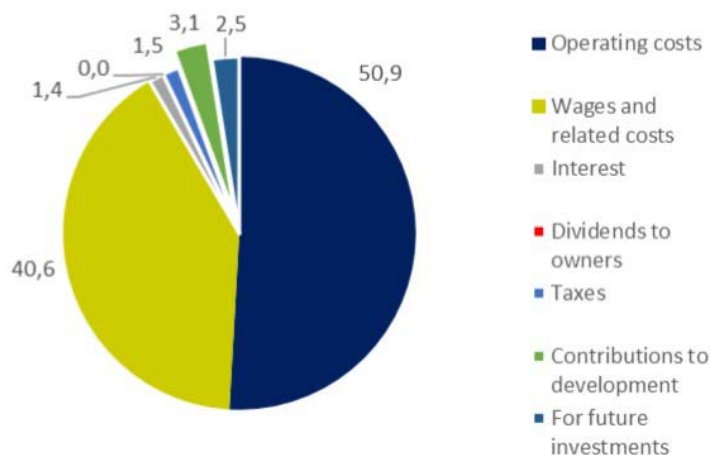
We have received an integration grant for one person. We did not receive any of the following assistance from government: neither tax abatements and tax credit equivalents, nor subsidies, investment grants and other grants, awards, remissions of fees, financial support from export credit agencies, financial 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**

HUMANA Kleidersammlung GmbH 2013	in %
Turnover	100.0
1. Operational costs	50.9
2. Wages and related costs	40.6
3. Interest	1.4
4. Dividends to owners	0.0
5. Taxes	1.5
6. Contributions to development coop.	3.1
7. For future investments	2.5

Application of Income 2013  
HUMANA Kleidersammlung GmbH





**ECONOMIC VALUE GENERATED AND DISTRIBUTED**

Explanations to the table:

Turnover:

Net turnover (sales and other income)

Operating 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 deficit carried forward (except VAT and tax on vehicles)

Contributions to development cooperation:

The payments went to the Federation HUMANA People to People, see pages 88-91.

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:

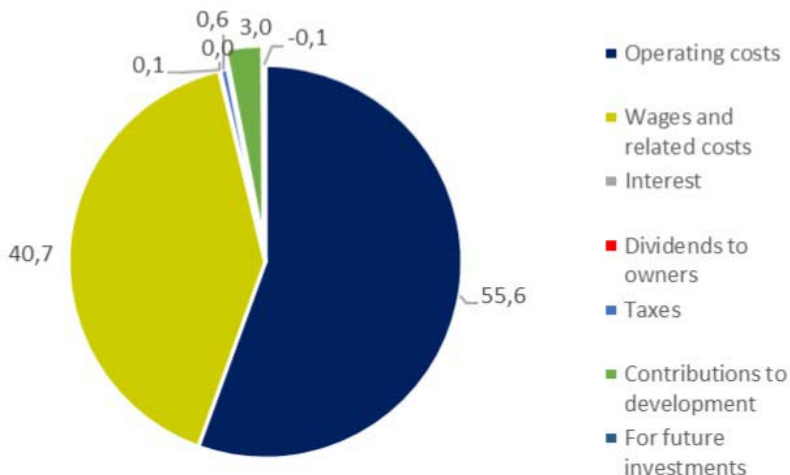
neither tax abatements and tax credit equivalents, nor subsidies, investment grants and other grants, awards, remissions of fees, financial support from export credit agencies, financial performance allowance or other financial advantages from governments.

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

**Economic Performance**

HUMANA Second Hand Kl. GmbH 2013	in %
Turnover	100.0
1. Operational costs	55.6
2. Wages and related costs	40.7
3. Interest	0.1
4. Dividends to owners	0.0
5. Taxes	0.6
6. Contributions to development coop.	3.0
7. For future investments	-0.1

Application of Income 2013  
HUMANA Second Hand Kleidung GmbH



## 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.

## Economic Performance



Climate change will likely have a beneficial effect on our finances. This is nothing to celebrate - this prediction has a serious background.

# Contributions to development cooperation

## HUMANA in Austria

Contributions to development coop. in the year 2013	in €
South Africa	281,437
Mozambique	131,785
Angola	37,525
India	18,428
Membership fee	30,825
Total	500,000

Below: at Child Aid Tubatse, South Africa.  
Building a Community Centre.



## G4-SO1

### CONTRIBUTIONS TO DEVELOPMENT COOP.

#### SOUTH AFRICA

HUMANA in Austria has supported the following projects:

Child Aid Tubatse (Limpopo province)	78,802 €
Child Aid Bakenberg (Limpopo Province)	37,525 €
Child Aid Doornkop (Gauteng Province)	86,307 €
Child Aid Elliotdale (Eastern Cape Province)	22,515 €
Youth in Action (KwaZulu-Natal)	56,287 €

The partner organisation 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 2013 HPP South Africa had 1,650 employees.

[www.hpp-sa.org](http://www.hpp-sa.org)

#### MOZAMBIQUE

HUMANA in Austria has supported the following projects:

Vocational school in Nhamatanda (Sofala)	17,658 €
Teacher training school in Nhamatanda	47,426 €
Itoculo Cashew Training Center (Nacala)	66,700 €

The partner organisation is ADPP Mozambique (Ajuda de Desenvolvi-mento Povo para Povo). ADPP started its work in 1982 and is a member of the Humana People to People Federation. ADPP has 2,000 employees.

[www.adpp-mozambique.org](http://www.adpp-mozambique.org)

#### ANGOLA

HUMANA in Austria has supported the following projects:

Vocational school in Benguela (Benguela Prov.)	7,505 €
Vocational school in Cabinda (Cabinda Prov.)	30,020 €

The partner organisation 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 has 2,500 employees.

[www.adpp-angola.org](http://www.adpp-angola.org)



## INDIA

HUMANA in Austria has supported the following projects:

Farmers' clubs in Alwar

(Rajasthan State)

Farmers' clubs in Baldaun

(Rajasthan State)

Farmers' clubs in Unnao

(Uttar Pradesh State)

In total, these three projects received 10,923 €

Haryat Sankalp - Green Action Neemrana

(Rajasthan State) 3,752 €

Development of teacher training institutions

(various Indian States) 3,752 €

The partner organisation is HUMANA People to People India. HPP India launched its first project in 1998 and is a member of the HUMANA People to People Federation. HPP India has about 700 employees.

[www.humana-india.org](http://www.humana-india.org)

## MEMBERSHIP FEE

As a member of the HUMANA People to People Federation, HUMANA Austria pays a membership fee to the amount of 6.57 % of project support for development cooperation.

The work of the Federation and its function within the international HUMANA People to People movement are described on pages 88 - 91.

[www.humanapeopletopeople.org](http://www.humanapeopletopeople.org)

## **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.



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 in Austria has supported for many years.

The project helps small farmers in the region to increase their income.

## HUMANA PEOPLE TO PEOPLE IN SOUTH AFRICA

Even 20 years after the end of apartheid, many South Africans still live in abject poverty.

Our partner, HUMANA People to People in South Africa, stands shoulder to shoulder with the poor in the fight against the challenges of unemployment, low education and health.

The anti-HIV/AIDS TCE and HOPE programmes have so far reached more than 4 million people in the Eastern Cape, Limpopo, Gauteng, Mpumalanga and KwaZulu-Natal provinces.

Five Child Aid projects reach 30,000 families in four of these provinces. The Youth in Action programme has reached 4,350 young people with computer courses and arts and cultural programmes. Farmers' clubs support small farmers.

Work is funded by HUMANA organisations and many other partners.

A list of partners, as well as letters of recommendation from the following partners, can be found on HUMANA People to People South Africa's website: USAID, National Development Agency, Limpopo Provincial Government, Health Department of the Eastern Cape Province, District Amathole and Johnson & Johnson.

The most recent development is that HUMANA People to People in South Africa now collects, sorts and sells clothes itself. HUMANA continues to break new ground.

### AWARDS

The HUMANA Child Aid Tubatse project in South Africa received a 'Star Award Certificate' at the 2010 Impumelelo Innovation Sustainability Awards.

The 2010 awards focused on environmental activities, and Child Aid Tubatse received two awards: one for 'green agriculture' and the other for 'Green Education and Training'.

In 2008 the HUMANA Child Aid Doornkop project received the Impumelelo Certificate of Excellency from the Impumelelo Innovation Award Trust. The award was bestowed in recognition of the work done by the project for the community of Soweto, and the tireless efforts to improve the quality of life of poor fellow citizens.

## Work in South Africa



**Project Child Aid Doornkop, South Africa  
(Gauteng Province)**

**Project Child Aid Tubatse, South Africa  
(Limpopo Province)**





## HUMANA CLOTHES COLLECTION IN SOUTH AFRICA

HUMANA People to People South Africa has drawn on ideas and experiences from the northern hemisphere and set up its own clothes collection system.

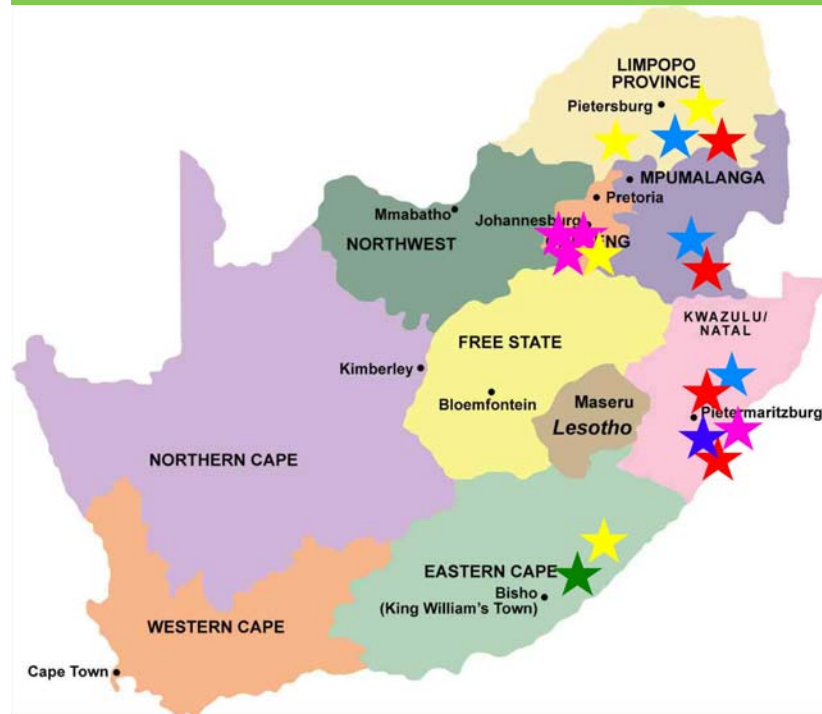
In 2012 containers were produced, permits obtained and staff found and trained. The first containers were put in place in May 2013.

In February 2014, the project had 11 employees, 1 truck and 60 containers. There is a local host for each container, a passionate.

From May to December 2013, 15,000 kg of clothing were collected - 10,000 kg from street collections and 5,000 kg from containers.

The first shop was opened on 12 December 2013. It is located in Isipingo, a township in southern Durban. Isipingo is a poor neighbourhood with a very high crime rate. "People there really appreciate the clothes from the big shops that they will never afford to buy from new," say project staff.

The shop follows a fixed cycle of about a month, over the course of which prices are reduced from week to week. At the end of the cycle, a clearance sale is held at Give Away Prices before the shop is completely re-stocked. In this way the shop helps its customers in a variety of different life situations.



- ★ **Purple Star** - Humana Second Hand
- ★ **Pink Star** - Humana Youth in Action
- ★ **Green Star** - Farmers' Clubs
- ★ **Yellow Star** - Child Aid
- ★ **Blue Star** - HOPE Humana
- ★ **Red Star** - TCE

The first clothes collection on the African continent:

Since May 2013 HUMANA People to People South Africa has been collecting used clothing from households and companies in containers. Clothing is sorted and sold, with surplus being used for social projects.



# HUMANA People to People - the International Movement

This is where we work:



The international movement has existed for 37 years. In 2013 it had 32 member organizations, with 697 projects in 43 countries on 5 continents. More than 10,000 project employees worldwide mobilise 13 million people to improve their living conditions. Another 26 million people donate and/or buy used clothing.

## HUMANA People to People - the International Movement



**> 10,000**  
employees

**37**  
years

**43**  
countries

**697**  
projects



**26,000,000**  
donors and customers  
Sustainability Report 2013 - p. 89

**5**  
continents

**13,000,000**  
activists at the projects

# The International Movement



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 basis for our work is solidary humanism. Further information: [www.humana.org](http://www.humana.org)

G4-SO1

## PROJECTS

Projects run by member organisations in 2013:

### Education

- 50 teacher training colleges with about 4,800 graduates annually in Angola, DR Congo, Guinea-Bissau, India, Malawi, Mozambique and Zambia
- 1 university in Mozambique with two faculties: Pedagogy and Fighting with the Poor
- 8 vocational schools with 1,600 students in Zimbabwe, Mozambique, Malawi, Angola and Guinea-Bissau
- 14 schools/Children's Towns in Angola, Mozambique, Namibia, Zambia, Zimbabwe and India (Academy for Working Children)
- 8 secondary schools with integrated vocational education in Angola - first graduates in 2013
- 5 training centres for employees and volunteers. 443 participants were trained at the 3 Frontline Institutes in Zimbabwe, Malawi and Angola in 2013.

### Health work

- 69 Total Control of the Epidemic against HIV/AIDS with 18.5 million participants since 2000 and 6.9 million participants in 2013
- 23 HOPE Humana People to People projects against HIV/AIDS in Angola, Botswana, India, Mozambique, Zambia, Zimbabwe and South Africa

### Fighting Shoulder to Shoulder with the Poor / Rural Development

- 243 projects for 70,000 small farmers in Angola, Guinea-Bissau, DR Congo, Malawi, Mozambique, Zambia, Zimbabwe, South Africa, China, India and Ecuador
- 98 Child Aid/community development projects involving more than 422,000 families in Africa, Asia and Latin America (24 projects more than in 2012)
- 8 HUMANA microfinance projects (in India since 2007, loans to 26,000 women in 635 villages)
- 44 other projects

### Clothing projects

- 126 Projects (collection, sorting and sale) in 26 countries in Europe, 2 countries in the Americas and 7 countries in Africa.



## FINANCE

In 2013, the members of the HUMANA People to People Federation spent around 94 million USD on project activities in Africa, Asia and Latin America.

Source of revenue:

- 39 % from governments
- 30 % from the sale of second-hand clothes
- 08 % from multilateral donors
- 08 % from companies, foundations and NGOs
- 15 % other revenue

Distribution of project expenditure:

- 49 % for education
- 15 % for healthcare work
- 19 % for poverty reduction/community development
- 10 % for agriculture/development of small farmers
- 07 % for other programs

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 (Ajuda de Desenvolvimento Povo para Povo),  
HUMANA People to People and Planet Aid.

## The International Movement



**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**

**GRI Index**

**Supplements, abbreviations, glossary, acknowledgements**

**Sources**

**Network, addresses, legal notice**



*Albert, priest and ANC deputy for his community, has supported the project in Tubatse from the start with great energy.*



**Katrin Lompscher,  
Senator for Health,  
Environment and  
Consumer Protection  
in Berlin**

Yours faithfully  
Lompscher

Sustainability Report 2013 - p. 94

HUMANA Kleidersammlung GmbH confronts the challenges of global climate change in a responsible manner and has therefore affiliated with the "Economy for Climate" initiative.

It seeks careful, economical and efficient ways to use energy and to avoid or reduce harmful emissions - also taking into account the specific energy consumption for their production and their products / services.

Hamburg,  
April 2013.

Peter Altmaier,  
Federal Minister for  
the Environment,  
Nature Conservation  
and Nuclear Safety  
and patron of the  
initiative

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



## References

April 2013

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

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

## References

THE REPUBLIC OF MOZAMBIQUE  
MINISTER OF INDUSTRY AND COMMERCE  
The Cabinet of the Minister

To Her Excellency  
Ana Margarida Sousa  
President of the Board  
ADPP Mozambique  
Maputo

„We hereby confirm that the importance and value of the association headed by Your Excellency, namely, ADPP – Development Aid from People to People, is recognised at the highest level within the Mozambican society.

ADPP is recognised for its work in the social area, for its interventions of charity implemented in particular in the areas of Health and Education, and for the efforts that it carries out with the objective of improving the quality of life of the population in general, all of these interventions having an unquestionable socio-economic impact in the country. The important contribution of the people of other countries, realised through the donation of second hand clothes that are sent to Mozambique in order to support the interventions of ADPP in the projects that benefit the people, is also recognised.

The interventions of ADPP for the benefit of the members of the most disadvantaged and vulnerable groups of the social strata are known on the national level, embodied, among others, in the establishment and management of teaching and training units as well as in the projects related to the scourge of HIV/AIDS in Mozambique.

15.01.2014

„The important contribution... of second hand clothes... is also recognised...  
The contribution of ADPP in the nation building of Mozambique is remarkable. The merits of ADPP are such that it deserves to be considered as *public entity*.“

Armando Inroga,  
Minister of Industry  
and Commerce,  
Mozambique

The contribution of ADPP in the nation building of Mozambique is remarkable. The merits of ADPP are such that it deserves to be considered as *public entity*.

It is through this mechanism that the Ministry of Industry and Commerce salutes Your Excellency, congratulating for the activities carried out, and reiterates its willingness to collaborate in achieving the objectives of ADPP, inscribed in its statutes, and urges that ADPP continue firm in the realisation of its scope.“

Maputo, 15th of January, 2014  
Armando Inroga  
Minister







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.”

Translation to German:

HUMANA widmet sich weltweit dem solidarischen Humanismus, und das Netzwerk ist EuropeAid gut bekannt. Eine wachsende Anzahl von Mitgliedern und Aktivitäten, eine klare Charta und ein Betriebshauptquartier im Süden - das sind alles positive Zeichen. Die Tatsache, dass HUMANA aus der Verankerung in der Zivilgesellschaft heraus die Kapazität hat, den wesentlichen Teil der benötigten Mittel zu generieren, ist ein beispielhaftes Element von Nachhaltigkeit.

---

Since 2006 HUMANA People to People organisations have signed 25 contracts with EuropeAid.

**Sustainability Report 2013 - p. 97**

## References

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

## References



*Lenzing AG is a world leader in the production of industrially manufactured cellulose fibres from wood. Lenzing fibres are used worldwide in the textile industry and for the manufacture of sanitary products (e.g. facial tissues). Lenzing is committed to the principles of sustainable management.*



Peter Untersperger, CEO of Lenzing AG:  
"HUMANA Austria convinced me because it operates on a for-profit basis." The money generated through a great deal of commitment forms the basis for projects in Africa and India. The concept of 'helping people help themselves' is more than mere donations. I appreciate this way of working. HUMANA Austria contributes to ensuring that people in disadvantaged regions can connect to global economic development."



Friedrich Weninger, Board Member, Lenzing AG:  
"The fact that HUMANA finances itself exclusively through the sale of second-hand clothes while creating jobs and financing great development projects makes the association the ideal partner for Lenzing. Textile recycling, and thus the sustainable use of textile raw materials, is a topic that is interesting to us as a global innovation leader in cellulose fibre production."

April 2010

„HUMANA Austria convinced me because it operates on a for-profit basis“

„The concept of 'helping people help themselves' is more than mere donations“

„...makes the association an ideal partner“

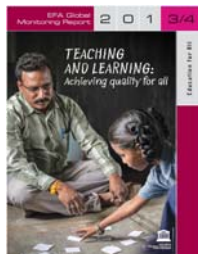
Board Members  
Lenzing AG

Lenzing supported HUMANA Austria in the construction of a community centre in the mining district Tubatse, Limpopo Province, which serves as a social base offering a broad palette of development activities.



Chapter 6:  
A four-part strategy for  
providing the best teachers

box 6.2 (page 241):



“Practically oriented pre-service teacher education supports teachers in rural Malawi

Malawi has one of the world's most dramatic teacher shortages, resulting in primary school classes with around 76 students on average. Unless urgent action is taken, the country is unlikely to close the teacher gap by 2030. Shortages are particularly problematic for rural areas, where teachers, especially women, are often unwilling to teach. These circumstances contribute to some of the lowest learning outcomes in the world.

To increase the number of primary teachers equipped to teach and stay in rural areas, Development Aid from People to People Malawi recently established four teacher education colleges in rural districts. Training programmes emphasize the integration of theory and subject content, the practical application of teaching skills, student-led research and reflection, community outreach and social development. Opportunities for teaching experience are provided during initial college-based training and one year of teaching practice. On graduation, the new teachers are expected to work effectively in rural areas, including using teaching and learning materials produced from locally available resources. The training programmes place a strong emphasis on supporting the needs of all learners, including learners at risk, and establishing community-based projects such as school gardens to support vulnerable children.

The training follows a 30-month cycle, divided into eight periods. During the first five periods, trainees are based at the college to build academic, practical and social skills, and are encouraged to carry out research in surrounding communities on strategies for teaching and working in rural areas. They learn about local development issues and partner with nearby schools for experience in classroom teaching, extracurricular activities and community outreach. The sixth period is a full school

year in teaching practice, with a pair of trainees taking responsibility for a class, assisted and supervised by a mentor at the primary school and the tutors at the college. The trainees return to the college for the seventh and eighth periods – for reflection, specialization and preparation for final examinations.

In a recent evaluation of the programme, 72% of trainees identified the school practice component as the area of study that most prepared them for teaching in rural areas. The evaluation concluded that the strong practical orientation of the programme provided better preparation than the more theoretical approach in government colleges. The evaluation also found that 80% of the trainees gained experience in providing remedial support to trainees, compared with just 14% in government colleges.

The programme has been particularly beneficial in encouraging young women to train as rural teachers. Of the female students in the programme, 80% found that school practice topics prepared them adequately for teaching in rural areas, compared with 38% of female students in government colleges. Furthermore, 87% of female students in the programme said they would opt for a rural post, compared with 67% of those in government colleges.

The Ministry of Education posted graduates of the programme to rural government schools. By 2011, 564 newly qualified teachers were working in rural primary schools, an additional 750 were training and 1,420 children were receiving remedial lessons.

Given the large numbers of rural children needing such support, government colleges need to learn from the programme to ensure that all trainee teachers acquire the skills to teach in areas where they are most needed.

Sources: De Stefano (2011); Development Aid from People to People (2013); Mambo (2011).”

## References

February 2014

„... government colleges need to learn from the [DAPP/HUMANA] programme to ensure that all trainee teachers acquire the skills to teach in areas where they are most needed.”

UNESCO  
Education for all  
Global Monitoring  
Report 2013/4



## GRI Index (G4)

## Standard of the Global Reporting Initiative

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.



Description	Abbreviation	Page	Comments	External assur.
<b>GENERAL STANDARD DISCLOSURES</b>				
Strategy und Analysis				
• Statement of the CEO / the Board of Directors	G4-1	09-11, 13		-
• Description of key impacts, risks and opportunities	G4-2	09-12, 20-23		-
Organisational Profile				
• Name of the organisation	G4-3	01, 03, 108		-
• Primary brands, products and services	G4-4	26-27		-
• Location of headquarters	G4-5	108		-
• Countries in which operations are located	G4-6	03		-
• Nature of ownership and legal form	G4-7	16		-
• Markets served	G4-8	05		-
• Scale of the organisation	G4-9	09-11, 104,		-
• Breakdown of workforce	G4-10	62-67		-
• Coverage of collective bargaining agreements	G4-11	104		-
• Description of supply chain	G4-12	04, 25-57		-
• Significant changes during the reporting period	G4-13	15		-
• Addressing the precautionary approach or principles	G4-14	12, 71, 83		-
• External charters, principles or initiatives endorsed	G4-15	23, 108		-
• Memberships in associations	G4-16	23, 108		-
Identified Material Aspects and Boundaries				
• Report coverage of the entities in the consolidated financial statements	G4-17	14		-



Description	Abbreviation	Page	Comments	External Assur.
(Continuation: Identified Material Aspects and Boundaries)				
• Process for defining the report content and the aspect boundaries	G4-18	14-15		-
• Material aspects identified	G4-19	15		-
• Aspect boundaries within the organization	G4-20	104		-
• Aspect boundaries outside the organization	G4-21	104		-
• The effect of restatements of information provided in previous reports	G4-22	15		-
• Significant changes in the scope and aspect boundaries from previous report	G4-23	15		-
Stakeholder Engagement				
• List of stakeholder groups engaged	G4-24	15		-
• Identification and selection of stakeholders	G4-25	15		-
• Approaches to stakeholder engagement	G4-26	15		-
• Response to key topics and concerns raised	G4-27	15		-
Report Profile				
• Reporting period	G4-28	14		-
• Date of most recent previous report	G4-29	15		-
• Reporting cycle	G4-30	14		-
• Contact point for questions	G4-31	14		-
• „in accordance“ option, GRI index, external assurance	G4-32	14		-
• Policy and current practice regarding external assurance	G4-33	14		-
Governance				
• Governance structure	G4-34	16		-
• Executive-level position with respons. for sustain. topics	G4-36	16		-
• Avoiding conflicts of interest	G4-41	16		-
Ethics and Integrity				
• Values, principles, standards, code of conduct and code of ethics	G4-56	13, 17		-



Description	Abbreviation	Page	Comments	External assur.
<b>SPECIFIC STANDARD DISCLOSURES</b>				
<b>ECONOMY</b>				
Economic Performance <ul style="list-style-type: none"> <li>Direct economic value generated and distributed</li> <li>Risks and opportunities due to climate change</li> <li>Financial assistance from government</li> </ul>	G4-EC1 G4-EC2 G4-EC4	80-82 83 80-82		- - -
Procurement Practices <ul style="list-style-type: none"> <li>Spending on local suppliers</li> </ul>	G4-EC9	83		-
<b>ENVIRONMENT</b>				
Materials <ul style="list-style-type: none"> <li>Materials used by weight or by volume</li> <li>Recycled materials used</li> </ul>	G4-EN1 G4-EN2	76 76, 83		- -
Energy <ul style="list-style-type: none"> <li>Energy consumption within the organisation</li> </ul>	G4-EN3	70		-
Water <ul style="list-style-type: none"> <li>Total water withdrawal</li> </ul>	G4-EN8	74		-
Emissions <ul style="list-style-type: none"> <li>Direct greenhouse gas emissions</li> </ul>	G4-EN15	73		-
Effluents and waste <ul style="list-style-type: none"> <li>Total weight of waste by type and disposal method</li> </ul>	G4-EN23	77		-
Transport <ul style="list-style-type: none"> <li>Significant environmental impacts of transportation</li> </ul>	G4-EN30	70, 72-73		-





Description	Abbreviation	Page	Comments	External assur.
LABOR PRACTICES AND DECENT WORK				
Employment				
• New employee hires and employee turnover	G4-LA1	63, 65, 67		-
• Benefits provided to full-time / part-time employees	G4-LA2	62, 64, 66		-
Training and education				
• Average hour of training per year per employee by gender and by employee category	G4-LA9	-	In the next report	-
• Percentage of employees receiving regular performance and career development reviews	G4-LA11	-	In the next report	-
Diversity and equal opportunity				
• Composition of governance bodies & employee breakdown	G4-LA12	62-67		-
Equal remuneration for women and men				
• Ratio of basic salary and remuneration of women to men	G4-LA13	60		-
SOCIETY				
Local communities				
• Local community engagement, impact assessments and development programs	G4-SO1	80-91		-



## SUPPLEMENTS

### Turnover, equity quota:

HUMANA Kleidersammlung GmbH:	7.3 Mio. €, 38.9 %
HUMANA Second Hand Kl. GmbH:	6.8 Mio. €, 0.0 %
HUMANA People to People - Verein für Entwicklungszusammenarbeit	5.3 Mio. €, 39.4 %

### Percentage of employees with collective agreement:

Collection and shops in Austria:	100 %
Collection and sorting in Germany:	0 %
Second Hand shops in Germany:	0 %

Report boundaries within the organisation: None

### Report boundaries outside the organisation:

Reporting considered the partner sorting centres and their information on the further path taken by clothing, as well as all involved HUMANA People to People clothing projects.

The HUMANA People to People Germany e.V. charitable organisation is not the subject of this report, it undertakes no activities with regard to second-hand clothing.

Information on the work of the international movement can be found in the Federation's Annual Report for 2013.

### Regular staff appraisal:

HUMANA Kleidersammlung GmbH and HUMANA Second Hand Kleidung GmbH conduct annual staff appraisals.

## ABBREVIATIONS

ADPP Ajuda de Desenvolvimento Povo para Povo  
(HUMANA organisations in Angola,  
Mozambique, Guinea-Bissau)

DAPP Development Aid from People to People  
(HUMANA in Malawi, Namibia, Zambia,  
Zimbabwe)

HPP HUMANA People to People

HUMANA in Austria

HUMANA People to People - Verein für Entwicklungszusammenarbeit (located in Austria)

Federation

The Federation for Associations connected to the International HUMANA People to People Movement  
[www.humanapeopletopeople.org](http://www.humanapeopletopeople.org)



*Fruchtbare Erde. An einem der Farmers Clubs Projekte. Mosambik, 2011.*

Every September we celebrate the international HUMANA People to People Day. Our theme for 2013-2015 is 'Our climate, our challenge'.

In Africa, water levels are falling and dry earth is exposed to storms.

2015 was declared by the UN as the International Year of Soils.



## 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.

## THANK YOU!

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

We would like to thank our photographers:

May-Britt Hermann (S. 16, 45)

Susan Pathe (S. 43)

Laura Zöhrer (S. 19, 49)

Elisabeth Radhe (S. 48, S. 50, S. 51, S. 69)

And our models:

from Germany (pages 16, 43, 44, 45) and

from Austria (pages 19, 48, 49, 50, 51 and 69).

Many of the pictures in this brochure were provided thanks to 'World Wide Art Competition 2014', in which schools and HUMANA People to People projects in many countries participated.

In particular, we would like to express our gratitude to:

S.17 „Climate refugees“

PTG Tvind, Dänemark

S.73 „The situation of our real life, today and tomorrow“

HPP Teacher Training College Faridabad, India.

S.77 „Recycling of plastic and paper“

DAPP HOPE Harare, Simbabwe

S.79 „This is my life in the village“

HPP Teacher Training College Faridabad, India.

S.83 „Our melting earth“

Day School in Tvind, Dänemark

S.103 „Conducting rallye about global warming“

HPP Teacher Training College Indore, India.



*Wasser - kostbares Gut.  
Mosambik, April 2011.*

All HUMANA second-hand shops and collection centres contain displays on our projects in Africa, Asia and Latin America. We also produce brochures and flyers, and further information can be found on the Internet. We reach hundreds of thousands of people every year through exhibitions alone.





*Solarkocher an der Lehrerausbildungs-  
stätte, Malawi, September 2012.*

At our partners' teacher training institutes, students study according to a curriculum and sit exams. Besides this, they also travel a lot, address major issues of our time and engage in micro-projects, helping to foster in them a long-term commitment to development.

## SOURCES

For a comprehensive bibliography on the topic, see our 'Kleidung für alle' brochure:

[www.humanakleidersammlung.wordpress.com](http://www.humanakleidersammlung.wordpress.com)

Chief sources for this report:

- S. 02      Re-wear percentage of the industry  
Gu Yinan, 2008, 'Textilrecycling in Deutschland - Studienarbeit', RWTH-Aachen Institut für Aufbereitung und Recycling
- S. 10      amounts of clothes collected have doubled  
one third ends up on the scrapheap  
most of it is still wearable  
ibidem
- S. 20      Expenses for clothing in various countries  
Our brochure 'Kleidung für alle' [www.humanakleidersammlung.wordpress.com](http://www.humanakleidersammlung.wordpress.com)  
/ UN Data: 'Individual Consumption Expenditure of households'
- S. 21      Various facts  
Brochure 'Kleidung für alle', see above
- S. 22      Studies on textile industry in Africa  
1) Kurzgutachten im Auftrag des BMZ, Eckardt et al. 1998: 'Altkleiderexporte', LUSO-Consult GmbH, Hamburg. Gutachten E5029-1/1997. Seite 11.  
2) Studie der schweizerischen Akademie für Entwicklung: 'Gebrauchtkleider: Export, Sozialverträglichkeit und gesellschaftliche Akzeptanz', 2003  
Books on textile industry in Africa  
1) Rivoli, Pietra: 'The Travels of a T-Shirt in the Global Economy'.  
2) Hansen, Karen Tranberg: 'Salaula, The world of Secondhand Clothing and Zambia' 25,000 jobs in Mozambique  
Statement of our partner ADPP Mozambique
- S. 26      Re-wear percentage of the industry  
see above
- S. 32      Expenses for clothing in various countries  
See above
- S. 32-33   Capture quota in european countries  
Friends of the Earth Europe, 'Gone to Waste, The valuable resources that European countries bury and burn' October 2009

## SOURCES

- S. 36 from 20% to 80% from 1996 to 2007:  
Gu Yinan, 2008, see above  
Re-wear percentage, industry, see above  
1 Container helps more than 500 trees:  
Laura Farrant 2008, 'Environmental  
benefits from reusing clothes', Technical  
University of Denmark, Kopenhagen.  
The study also examined the percentage of  
second-hand clothes replacing new clothing,  
namely 75%.
- S. 39 Shop percentage of the industry  
Gu Yinan, 2008, see above  
Re-wear percentage, industry, see above
- S. 54 Statements of the Federation
- S. 55 Statements of our partner ADPP Moz.
- S. 70-76 Elephant (1 T-shirt, 4 tonnes)  
Wuppertal Institute 2011 the "MIPS" for a  
100 g T-Shirt from conventional cotton not  
including the use phase is 4,047 kg.  
[www.Tr\\_folium\\_zukunft\\_vortrag\\_Baden-  
Baden\\_130302\\_HRo.pdf](http://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)  
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 impacts of the textile industry  
1) Laura Farrant, 2008, see above  
2) Munding 2009, 'Resource scarcity and  
textile production', Overview Report.  
S. 74 Water per shop...  
Carefully calculated with 100 tonnes  
collected clothing / shop in Europe.  
S. 75 Reduced land use...  
Arable land worldwide 13.8 mio km<sup>2</sup>  
= 13,800 billion m<sup>2</sup>, divided by  
7 billion people  
= about 2,000 m<sup>2</sup> per person.  
S. 84-87 Statements of the respective partners  
S. 88-91 Statements of the Federation



**Trotz sinkendem Grundwasserspiegel:  
Sauberes Trinkwasser dank Pumpe!**

**Rope pumps are inexpensive and durable. They are made from simple materials on site. Pump officers and water committees take care of the maintenance of pumps. These pumps are installed in HUMANA People to People projects in Zambia, Mozambique and Zimbabwe, among others.**

Contact details:**HUMANA Kleidersammlung GmbH**

Meistergasse 7  
 15366 Hoppegarten  
 Tel. 03342-508-7777  
 Fax 03342-508-7770  
[www.humana-kleidersammlung.de](http://www.humana-kleidersammlung.de)  
[info@humana-kleidersammlung.de](mailto:info@humana-kleidersammlung.de)

**HUMANA Second Hand Kleidung GmbH**

Lindenallee 56  
 15366 Dahlewitz-Hoppegarten  
 Tel. 03342 - 307339  
 Fax 03342 - 307368  
[www.humana-second-hand.de](http://www.humana-second-hand.de)  
[info@humana-second-hand.de](mailto:info@humana-second-hand.de)

**HUMANA People to People -  
Verein für Entwicklungszusammenarbeit**

Perfektastr. 83  
 1230 Wien  
 Tel. 01 - 869 38 13  
 Fax 01 - 869 38 13 - 16  
[www.humana.at](http://www.humana.at)  
[info@humana.at](mailto:info@humana.at)

Legal notice:**HUMANA Kleidersammlung GmbH**

Meistergasse 7  
 15366 Hoppegarten  
 Tel. 03342-508-7777  
 Fax 03342-508-7770

Concept / text / graphics / layout: Julia Breidenstein  
[jb@humana-kleidersammlung.de](mailto:jb@humana-kleidersammlung.de)

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Own photos and © HUMANA People to People, except:  
 Fotolia p.1, 2, 13, 15, 21, 33cl, 37bl, 72c, 76, 100, 110,  
 EuropeAid p. 97, Lenzing p. 57a, 98, UNESCO p. 99,  
 World Wide Art Competition 2014 (for schools and  
 HUMANA People to People projects): pages 17, 73, 77,  
 79, 83 and 103.



*Network / memberships (selection).  
 Above: HUMANA Kleidersammlung GmbH.  
 Below: HUMANA in Austria.*








# QUESTIONNAIRE FOR YOUR FEEDBACK

Your feedback helps. Thank you for your time!

HUMANA Kleidersammlung GmbH

HUMANA Second Hand Kleidung GmbH

HUMANA People to People - Verein für Entwicklungszusammenarbeit

Sustainability Report 2013			
Choice of topics			
Report quality			
Company performance			

Space for your comments:

About me (optional):

1. age group ☐ under 15 years ☐ 15-30 y. ☐ 30-50 y. ☐ over 50 years

2. sex ☐ male ☐ female

3. I live in (federal state or country): \_\_\_\_\_

4. I am or was / work for / am involved in (multiple answers possible):

☐ site host ☐ donor ☐ neighbour ☐ employee ☐ customer ☐ business partner  
☐ development ☐ education ☐ media ☐ politics ☐ authorities ☐ social work  
☐ environment ☐ science ☐ economy ☐ assoc. ☐ churches ☐ trade unions  
☐ other:

\_\_\_\_\_



# QUESTIONNAIRE FOR YOUR FEEDBACK

(continued)

Importance of topics	very important ★ ★ ★	important ★ ★	less important ★
Foreword from the Board / the CEO			
Sustainability compass			
Structure, ethics, integrity			
The global context			
Where the clothes go			
Collection and sorting			
Sale			
Employees			
Environment			
Economic performance			
Projects funded			
The international movement			
References			
Network			

Space for your comments:

Please return to:  
HUMANA Kleidersammlung GmbH  
**Fax 03342 - 508 7770**





This is bitter: the sweet, little guy who almost made it to our front page is electronic scrap. Due to engine failure, he can't make it to the local shops and won't be going on a world tour either. Gulp. Fortunately, scrap electronics make up only 0.1 % of sorted goods.



# Resource consumption for 1 t-shirt

(water, oil, fertiliser, pesticides, bleach and colorants...)



**1 t-shirt**



**second hand:  
30 g**



**made new:  
4,000 kg**

A simple t-shirt. When made new, i.e. from the cotton field to the shop counter, it 'costs' resources equal to the weight of an elephant and second-hand equal only to the weight of a mouse. ⇒ Page 76

