



UFF

fra folk til folk

Due Diligence Report 2025

on Fundamental Human Rights and Decent Working Conditions

UFF Norway

June 21, 2026

Transparency Act: Due diligence report on fundamental human rights and decent working conditions

Structure and Operations

This report complies with the Norwegian Transparency Act, effective from July 1, 2022. It details our organization, human rights due diligence practices, management systems for responsible business conduct, risk identification, and mitigation measures.

About UFF Norway

UFF Norway consists of two independent associations.

- U-landshjelp fra Folk til Folk, Norge (1979) conducts aid work and fundraising – and has no employees.
- The Foreningen UFF-Butikkene i Norge (1987) runs a clothing collection, second-hand shops and a sorting facility in northern Norway.

The associations are ideologically neutral, politically independent and base their work on solidary humanism. UFF respects the employees' right to join associations and organizations, as well as organize themselves in trade unions and enter into collective agreements within the applicable regulations. UFF's employees must not be discriminated against based on religion, sexual orientation, political views, cohabitation, finances, organizational affiliation, health, ethnic background, etc.

UFF Norway is part of the Humana People to People (FAIHPP) network, comprising 30 independent organizations working in 49 countries. In 2025, the network impacted 17.1 million people through over 1856 development projects, focusing on environmental protection, community building, and empowerment.

Foreningen UFF-Butikkene i Norge's organisation structure include two departments: Clothing Collection, and Second-hand clothing shops.

UFF Collection

The collection department aims to provide a safe and inspiring workplace for all employees and customers. It operates 11 collection stations across Norway and employs 25 full-time positions among 28 employees, including drivers, office staff, a sustainability manager, and a logistics manager.

UFF's collection stations:

- Bodø and Mo i Rana
- Trondheim
- Ålesund
- Bergen
- Stavanger
- Kristiansand
- Larvik
- Moss
- Bærum
- Oslo
- Lindeberg
- Hamar

Avdelingsleder Innsamling og Salg (international): Matus Kotulak
matus.kotulak@uffnorge.org

UFF Shops

The Second Hand Shops Department operates 10 shops, including five in Oslo, with others in Tromsø, Trondheim, Stavanger, and Bergen. These shops employ 50 full-time employees.

Avdelingsleder for Butikker i Norge: Alina Dumitrache
alina@uffnorge.org

Gruppeleder for Butikker i Oslo: Daniela Marques Branco
daniela@uffnorge.org

Utvikling og Ekspansjon: Bendik Stenseth ben@uffnorge.org

Dekor og grafisk: Sara Bjareng
sara@uffnorge.org

Kreativ og sortiment: Kristine Granerud kristine@uffnorge.org

commitment to community engagement and environmental stewardship.

Administration

The three operative departments are supported by the central functions of:

Daglig Leder: Matus Kotulak
matus.kotulak

Sustainability Manager: Jan Pus
jan.pus@uffnorge.org

Regnskap og administrasjon: Rosa M. Fried faktura@uffnorge.org

Supply Chain Partners

UFF Norway collaborates with various supply chain partners to ensure the efficient and responsible management of second-hand clothing. Our partners include:

- Bultex Bulgaria: A key partner in the processing and distribution of second-hand clothes, ensuring quality and adherence to environmental standards.
- One World Clothes Trade Bulgaria Ltd.: Engages in the sustainable trade of second-hand garments, aligning with our ethical and environmental policies.
 - Humana People to People Slovakia s.r.o.: Collaborates on various projects to enhance community support and environmental sustainability in the clothing trade.
 - Various transport companies in Norway: Provide essential logistics support, ensuring the efficient and timely transportation of collected clothing to sorting facilities.
 - Municipalities and IKSs: Local partners who support collection and sorting operations, helping us maintain our

Risk assessment – human rights and decent working conditions

UFF Norge deals with the collection of second-hand clothes, the operation of second-hand shops and the sorting process. This assessment identifies potential and actual negative impacts on human rights and decent working conditions related to the company's operations, services, supply chain and business partners.

1. COLLECTION PROCESS

Risk: Health and safety for workers

Mitigation: Regular training in health and safety procedures. Provision of personal protective equipment (PPE). Implementation of hygiene protocols

Risk: Working hours

Mitigation: Establish and enforce reasonable working hours in line with legal requirements. Allow flexibility where possible to accommodate personal life.

2. SHOPS OPERATIONS

Risk: Employee welfare

Mitigation: Monitor and ensure compliance with labor laws. Review and adjust salaries regularly to ensure they are fair and competitive.

Risk: Discrimination

Mitigation: Develop and enforce an anti-discrimination and anti-harassment policy. Provide channels for employees to report issues confidentially.

3. SORTING

Risk: Exposure to dust and odors

Mitigation: Use environmentally friendly and human-safe cleaning agents. Ensure adequate ventilation in the work room. Provide appropriate PPE and training.

4. SUPPLY CHAIN & BUSINESS PARTNERS

Risk: Work practices

Mitigation: Carry out due diligence and assessments of business partners and suppliers. Establish a code of conduct for

suppliers that emphasizes fair labor practices. Terminate relationships with suppliers who do not follow fair labor practices.

Regular monitoring and evaluation of operations, the supply chain and business partnerships is essential to reduce the risks associated with human rights and working conditions. The company takes a proactive approach to ensure the well-being of all stakeholders involved in the life cycle of its products and services. This includes implementing robust policies, training and supplier control processes.

Due Diligence Process

UFF Norway adheres to the Humana People to People Clothes Collection Code of Conduct, based on international human rights and labor standards: the Universal Declaration of Human Rights, the Declaration on Fundamental Principles and Rights at Work of the International Labour Organisation (ILO), the Rio Declaration on Environment and Development and the United Nations Convention against Corruption.

Policies and Procedures

Human rights No use of child labor according to national laws and the ILO Convention no. 138. No use of forced, bonded, or involuntary labor. Ensuring good working conditions abiding by national legal standards. No discrimination based on ethnicity, religion, age, gender, sexual orientation, disability, union membership, or political affiliations.

Environment Continuously decreasing negative environmental impacts and increasing positive environmental impacts. Preventing direct environmental pollution. Following the waste hierarchy.

Business Written working contracts and the right to join unions for all employees. Accident insurance covers medical treatment for work-related accidents. Payment of a living wage to all employees.

Transparent and reliable system for recording working hours and wages. Compliance with international trade regulations. Commitment to the 10 principles of the United Nations Global Compact.

Governance No participation in any form of corruption. Ensuring traceability of textiles from collection to second-hand sale. High-quality systems such as ISO for data collection, procedures, and documentation. Acceptance of external audits by third parties to ensure compliance.

Implementation and Tracking

Policy and Procedure Documentation

Code of Conduct: A document outlining the UFF's commitment to human rights, labour rights, and environmental standards in accordance with Humana Code of Conduct.

Supplier Code of Conduct: UFF has set expectations for suppliers regarding fair labour practices, environmental impact, and human rights. These expectations are called HUMANA PEOPLE TO PEOPLE PRINCIPLES FOR THE SUPPLY CHAIN: COMPLIANCE COMMITMENT FORM. Our partners are required to sign the compliance form in order to cooperate further.

Training and Awareness Annual Training Sessions: These are for all employees and relevant stakeholders on due diligence practices.

E-Learning Modules: Accessible online courses on specific due diligence topics.

Monitoring and Auditing Quarterly Internal Audits: To review compliance across all departments.

Annual External Audits: Conducted by a third party to provide an objective assessment.

- UFF Norway is audited annually by a state-approved auditor: RSM Norge AS

- Our supply partners that are working with second-hand clothes across Europe are audited by Mepex Consult AS to ensure textile transparency and compliance of our partners.

Feedback and Continuous Improvement

Bi-annual Feedback Surveys: To gather input from employees and stakeholders on the due diligence process.

Review Meetings: Regular meetings of the compliance team to review feedback and make necessary adjustments to policies and procedures.

Implementing these steps ensures that due diligence processes are not only put in place but are also actively managed, monitored, and improved upon, creating a culture of compliance and accountability within the organization.

Publication and Accessibility

This report will be available on the association's website and updated annually by June 30th. Any significant association risk assessment changes will be promptly reflected in an updated report.

Contact Information

For further information or inquiries, please contact: heidi@uffnorge.org

Appendix:

Code of Conduct

Compliance Form

Description of Quality Management System