

# CODE OF CONDUCT

for Humana People to People  
Clothes Collection



# Preamble

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

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

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

# General principles

We adhere to the following principles for proper handling and care of the clothing donated to or acquired by the Humana People to People (HPP) network in Europe.

We comply with the waste management hierarchies set in the EU Waste Framework Directive (2008/98/EU).

The waste hierarchy establishes priorities in waste prevention and management legislation and policy:

- a) prevention
- b) preparing for re-use
- c) recycling
- d) other recovery e.g. energy recovery and
- e) disposal

Through our careful handling we ensure that a minimum of 90% of the goods we collect are re-used or recycled.

## WASTE PREVENTION

Humana People to People collects and facilitates re-wear and re-use of clothing and thus prevents waste.

## RE-WEAR AND RE-USE

Humana People to People facilitates a minimum of 50% re-wear and re-use of the collected clothing. Through our Humana People to People global network of sorting centres, retail shops, wholesale trade in Europe and Africa, and very thorough manual sorting and handling, we reach a high percentage of re-wear.

## RECYCLING

Humana People to People works with actors that recycle cotton, wool, plastic and other recyclable materials. Humana People to People participates in innovative initiatives to recycle the non-wearable clothing and other items collected.

*Recycling of clothing not suitable for re-wear or re-use is done using the best available technique, with priority given to closed-loop recycling over low-grade recycling.*

## ENERGY RECOVERY

Humana People to People delivers residuals for energy recovery where this is environmentally viable.

# Guidelines for handling of collected clothing

When handling clothing, the Humana People to People (HPP) network in Europe ensures:

## 1. Visible purpose

The name of the collector and the purpose of the collection are clearly visible on the means of collection.

## 2. We answer your call

Wherever HPP operates, we display clear and complete contact information. We answer your call. We strive to correct any irregularities within 24 hours.

## 3. Best practice and good governance

Cross-border cooperation and involvement of key persons within the HPP network are vital tools in our operations. We strive to share and enforce best practises and good governance and bring in third-party organisations to certify compliance with our criteria.

## 4. Registration

The HPP network in Europe secures adequate registration of all clothing we handle from the collection point to the end user. We document the handling process timely and precisely.

## 5. Service is our hallmark

We are known for our good service and availability. We ensure that our containers are emptied frequently. Containers are well maintained and the immediate area around the container is kept free of waste or clothing. Collection containers are only placed after having received a permit.

## 6. Awareness and public involvement

We promote more frequent and better re-wear and recycling through our own informational materials and through cooperation with many partners, private as well as public. We open our doors for schools, NGOs, companies and visitors in general to provide knowledge about the collection of clothing and the saving of resources. Information about items accepted in the collection is clearly stated to the donor.

The use of the clothing at national and international levels is explained by posters or other means.

## 7. Quality of procedures and data

We make high-quality, timely and reliable data available. We adhere to all relevant permissions, laws and regulations. We implement quality systems, such as ISO, to secure proper procedures, control and documentation.

## 8. Health and Safety

We safeguard good working conditions for all staff and comply with national and international standards.

## 9. Chain responsibility - Documentation

In each step of the handling process for clothing, HPP works with competent organisations that comply with standards similar to those set in this Code of Conduct regarding health, safety, environment, working conditions, and ethical aspects. Documentation is based on written agreements, reporting systems, declaration from customers (next in the chain) and suppliers.

## 10. Transparency – Global textile transparency report

All relevant parties are provided with social, financial and environmental reports including greenhouse gas emission calculations based on scientific methods and references. Our Global Textile Transparency Reports, controlled and performed by third parties, and national audited accounts form basis of the reporting.

**11. Social performance**

We are committed to sustainable development benefiting the poor. We use the proceeds for social causes and/or reinvest generated surplus in similar activities.

**12. Fighting corruption**

We choose reliable customers and business partners. We do not accept cash payments, but only payments via bank systems. Our customers sign the "Compliance Commitment" by which they obligate themselves to legal and serious trade relationships.

**13. International standards**

We adhere to the 10 principles of the United Nations Global Compact.

These principles are derived from: 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.

# Our members in Europe running clothes collections

• AUSTRIA •



• DENMARK •



• FINLAND •



• FRANCE •



• GERMANY •



• ITALY •



• NORWAY •



• PORTUGAL •



• SLOVAKIA •



• SLOVENIA •



• SPAIN •



• SWEDEN •



• UNITED KINGDOM •





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

**International HQ :**

Murgwi Estate, Shamva - PO Box 6345 | Harare | Zimbabwe  
Tel.: +263 772 420 420

**Address in Europe:**

Avenue Louis-Casaï 18, CH-1209 | Geneva | Switzerland  
Tel: +41 22 747 7540

The Federation of Associations connected to the international Humana People to People Movement comprising 31 national organisations known by their historical names:

