



**iHH**  
HUMANITARIAN RELIEF FOUNDATION

# ANNUAL REPORT

2019



As IHH Humanitarian Relief Foundation, we have been working since our establishment in 1992 to provide humanitarian aid needed by people in dire situations, who are faced with a disaster, victimized in a war or a natural disaster, or who have experienced violence, and to prevent the violation of their fundamental rights and freedoms anywhere in the world.

While operating in the axis of humanitarian relief, human rights and humanitarian diploma-cy, we also promote the idea of helping others, solidarity and friendship in Turkey and across the world by developing various social and cultural projects that will help us realize this ideas as we continue our operations. In undertaking the responsibility to become a pioneer and role model in advancing NGOs in regions where people are aggrieved as well as to provide emergency aid, we build facilities such as schools, orphanages, mosques, water wells, cultural centers, clinics, and hospitals to serve the population in the area and contribute to the development of the country. We conduct humanitarian diplomacy efforts in regions where inter-governmental diplomacy is inadequate and its people are aggrieved and as such we act as an intermediary in resolving the existing issues.

Honored with the Outstanding Service Award by the Grand National Assembly of Turkey in 2007, IHH Humanitarian Relief Foundation has been granted tax exemption and classified as a foundation working for public benefit as per Cabinet Decree 2011/1799 of 04.04.2011.

IHH Humanitarian Relief Foundation is an advisory status member of the United Nations Economic and Social Council (ECOSOC) and the Organization of Islamic Cooperation (OIC); a council member of the Organization for Islamic Cooperation Humanitarian Fund (OICHF) and a member of The Humanitarian Forum (THF); International Council of Voluntary Agencies (ICVA); Turkish Volunteer Organizations Foundation (TGTV) and the Union of NGOs of the Islamic World (IDSB).

## IHH Humanitarian Relief Foundation 2019 Annual Report

### Advisory Committee

Hüseyin Oruç, *Member of the Board of Trustees*  
Yavuz Dede, *Member of the Board of Trustees*  
Osman Atalay, *Member of the Board of Trustees*  
İzzet Şahin, *Member of the Board of Trustees*  
Durmuş Aydın, *General Secretary*  
Cüneyt Kılıç, *Vice President*  
Abdulkerim Erim, *Compliance Coordinator*

### Prepared by

Mustafa Olgun, *Publishing Coordinator*  
Bekir Arslan, *Information Coordinator*  
M. Fatih Kutan, *Turkish Publishing Editor*  
Ahmet Fatih Madanoğlu, *Proofreading*  
Burak Berberoğlu, *Photo Archive*  
Hüseyin Aydemir, *Design and Application*

*This report, published in March 2020, contains  
IHH's worldwide activities in 2019.*

*Visit our website at [www.ihh.org.tr](http://www.ihh.org.tr), call us on  
+90 212 631 21 21 or send an email to  
[info@ihh.org.tr](mailto:info@ihh.org.tr) to find out more about the foundation's activities.*

*Head Office: Büyük Karaman Cad. Taylasan Sok.  
No: 3 34083 Fatih / Istanbul / Turkey*



## CONTENTS

IHH's Summary for 2019	2
Turkey	4
Syria	6
Bangladesh	8
Sudan	9
Yemen	10
Palestine	11
Pakistan	12
Somalia	13
Humanitarian Aid	14
Food Security	16
Non-food Humanitarian Aid	20
Education	24
Protection	26
Health	30
Water, Sanitation and Hygiene	34
Shelter	38
Culture	42
Agriculture	44
Search and Rescue	46
Humanitarian Rights and Their Defense	50
Symposiums, Seminars and Conferences	52
Awareness Campaigns	53
International Calls and Press Conferences	54
Humanitarian Diplomacy and International Relations	56
Philippines - Moro Peace Process	58
Detainee and Hostage Freedom	
Family Reunification	59
International Meetings	60
Capacity Increase	64
Compliance	66
Auditing	67
Information Security Management System Standard	68
Information	68
Act on the Protection of Personal Data	69
Security and Risk	69
Publications	70

# IHH'S SUMMARY FOR 2019



624

Employed 624 personnel in its head office, representative, national and international offices.



107.337

Approximately 107,337 volunteers provided support in 81 cities across Turkey.



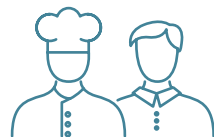
80

Realized activities in 80 countries.



1.363

Realized 1,363 projects in 80 countries.



871

871 personnel dispatched from Turkey to execute and inspect projects.



210

Cooperated with 210 partner organizations worldwide for its activities.

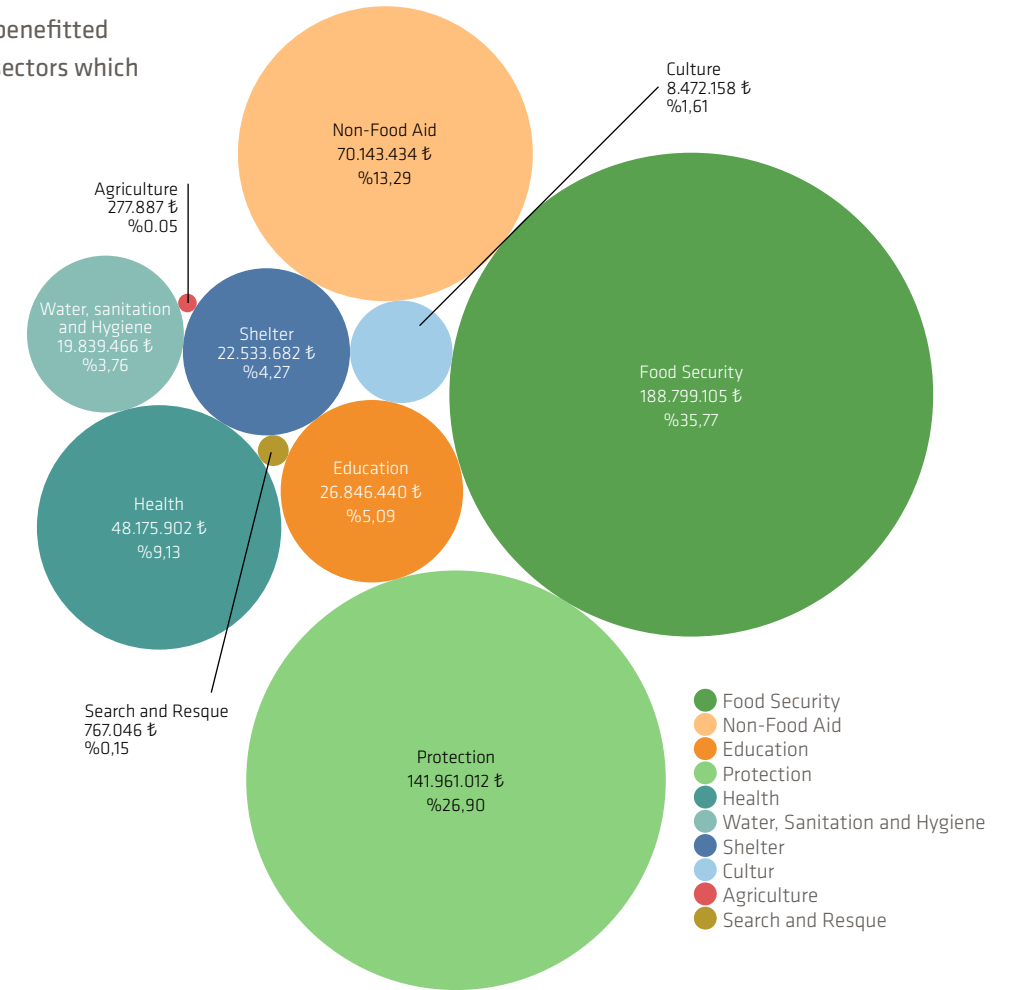


24 million

Reached 24 million people worldwide through its projects and activities throughout the year.

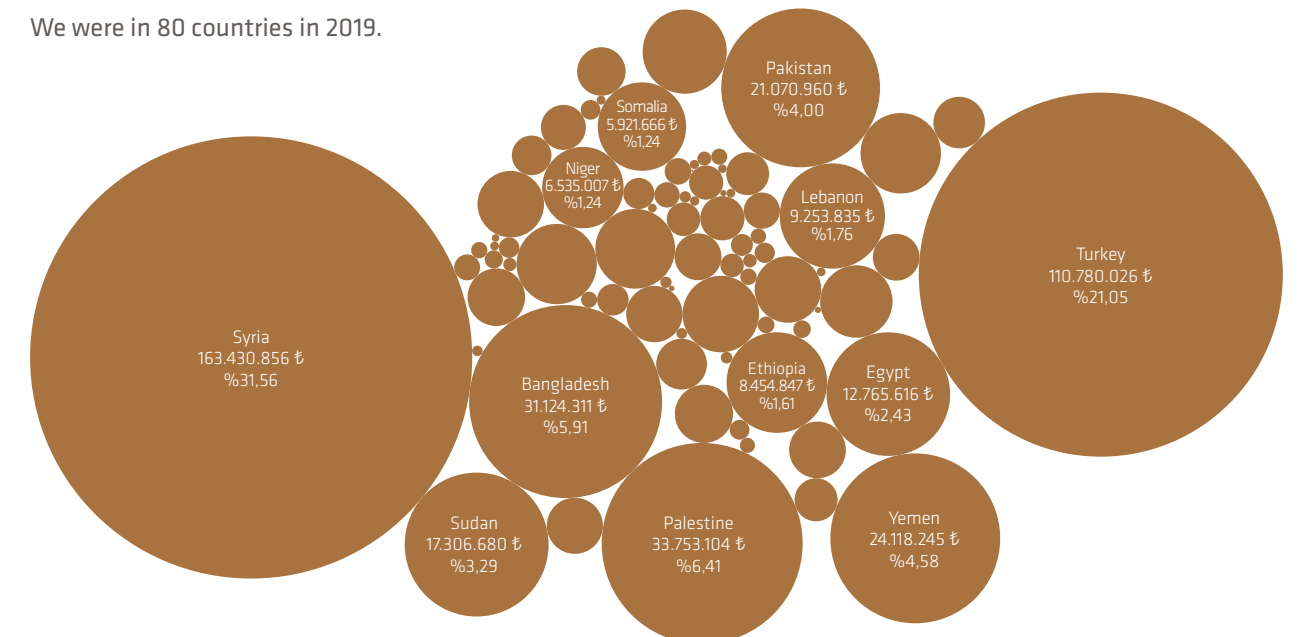


More than 24 million people benefitted from 1,363 projects in 10 aid sectors which were realized in 6 continent.



Projects **1,363**  
Continents **6**  
Countries **80**  
Sectors **10**  
Beneficiaries **24,661,802**

We were in 80 countries in 2019.



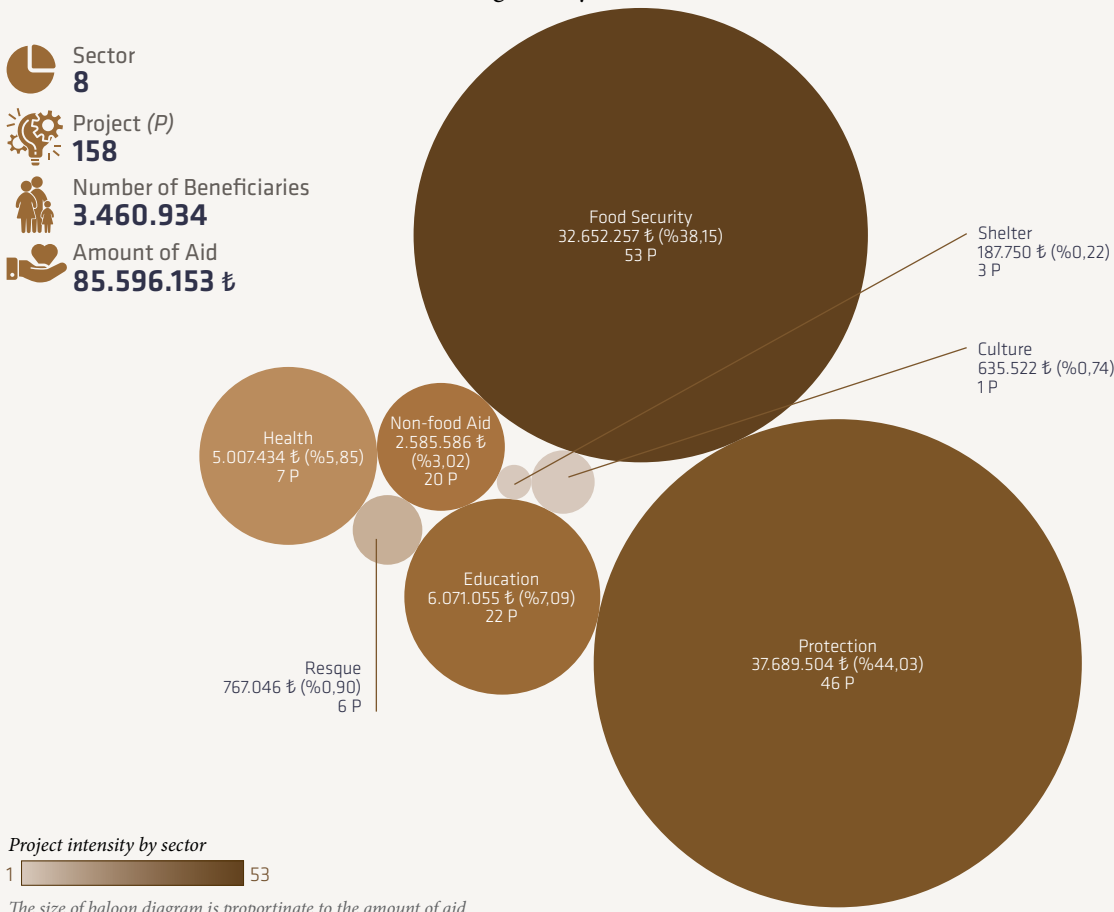
Project expenditure	<b>391.165.818 ₺</b>
non-project bound aid-in-kind and financial aid	<b>136.650.314 ₺</b>
Total	<b>527.816.133 ₺</b>

Visit our website at [www.ihh.org.tr](http://www.ihh.org.tr) to find out more about the income and expense chart.

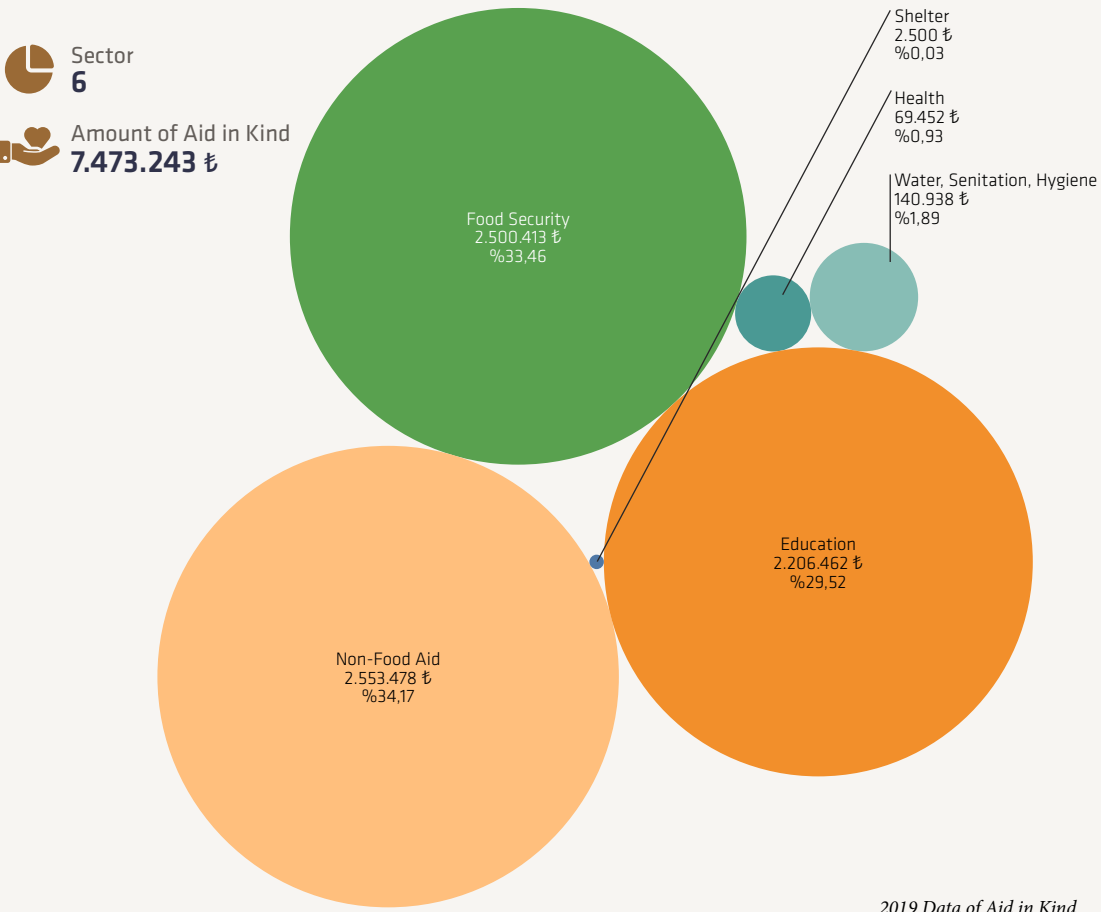


# Turkey

It is the support of thousands of people close to our heart that allows us to take action in so many countries across the world. And if it weren't for the volunteers and philanthropists in Turkey, sustainable works and mission of IHH and missions would not be possible. Through their munificent donations, our benefactors have enabled us to reach out to the poor and the oppressed in tens of countries across the world, including Turkey.

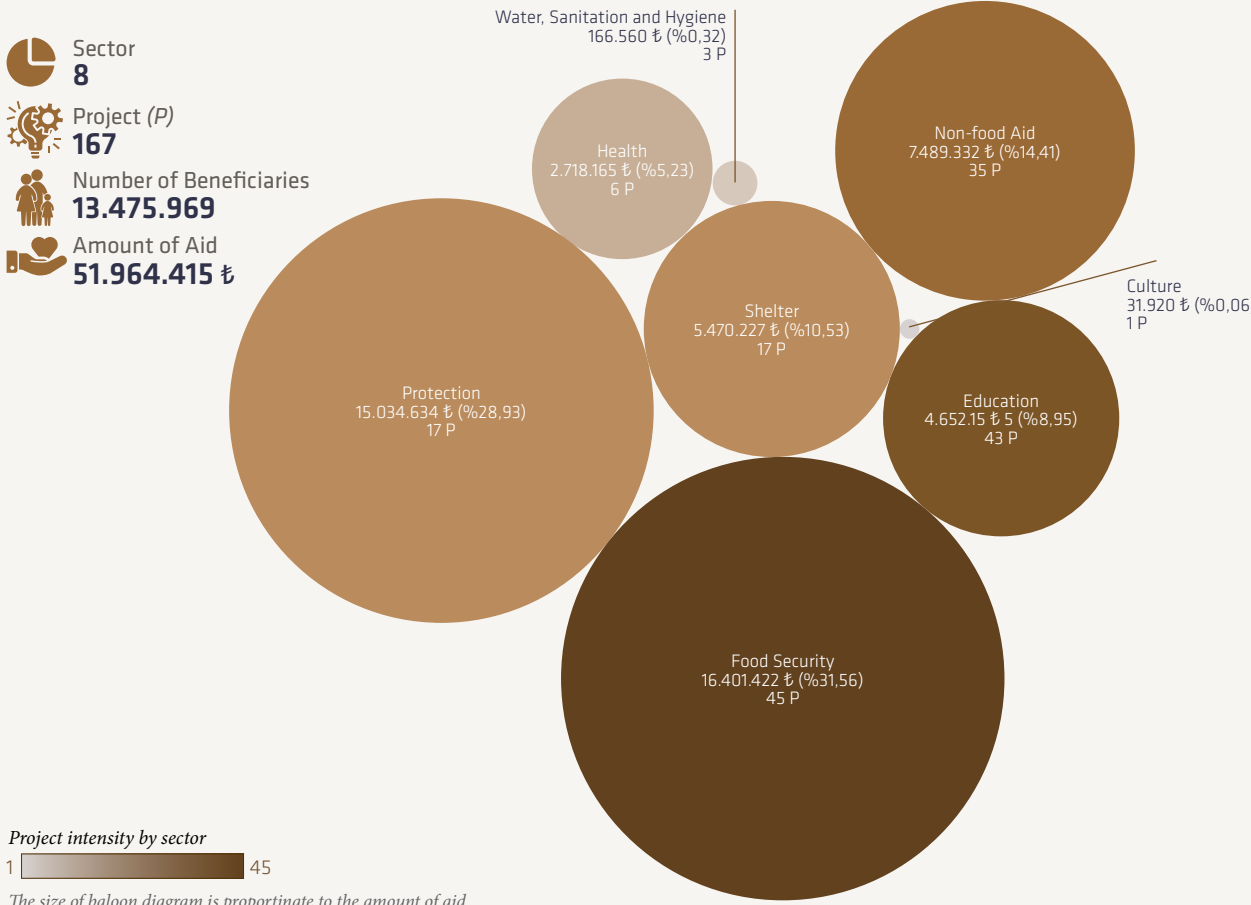


In 2019, we realized 158 projects in Turkey, including those within the scope of Eid al Adha and the Eid al Fitr. In total, 3.4 million people in need benefited from these projects. Besides the projects and in kind aids, we have provided financial aid for the needy persons 17,710,630 in total.

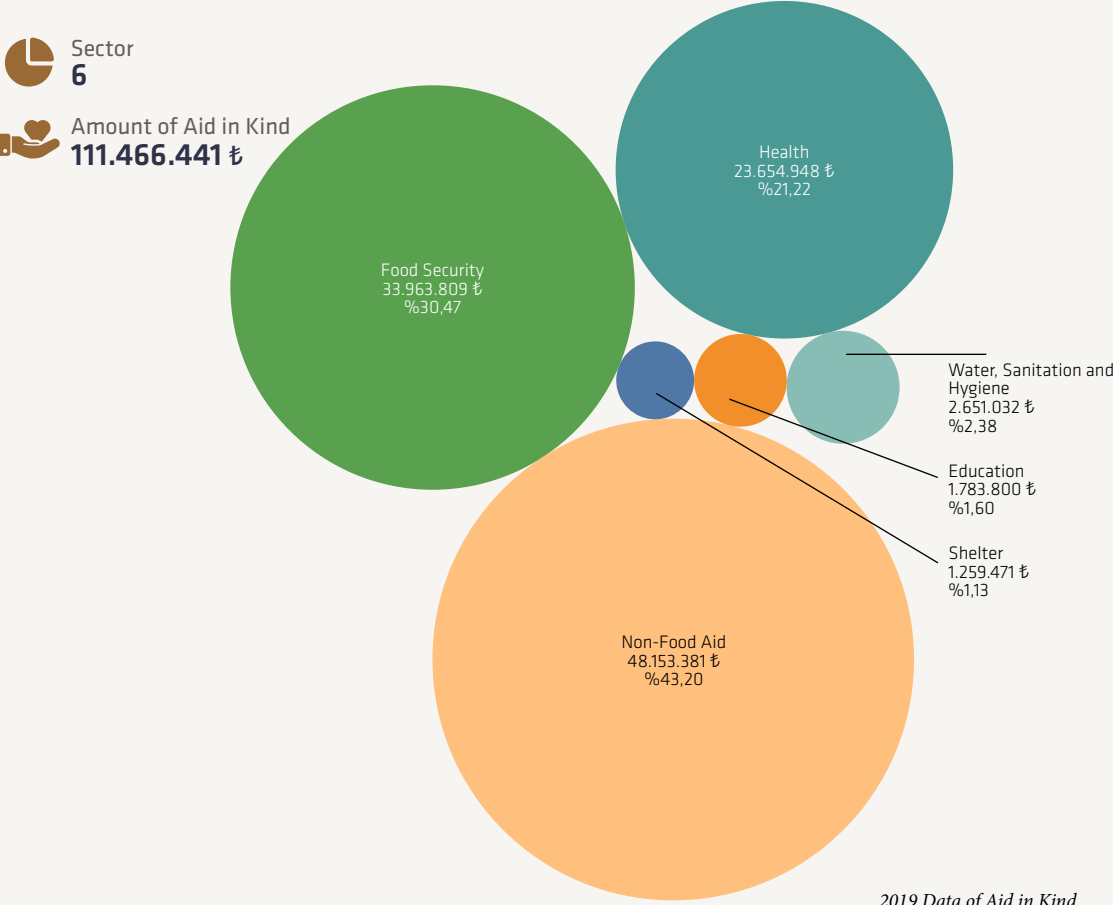


# Syria

We have been working since the beginning of the war to alleviate the suffering of those who displaced in Syria and those who sought refuge outside the country. The aid is being provided via our coordination centers to meet the humanitarian needs of Syrians in terms of accommodation, clothing, education, nutrition, and healthcare.



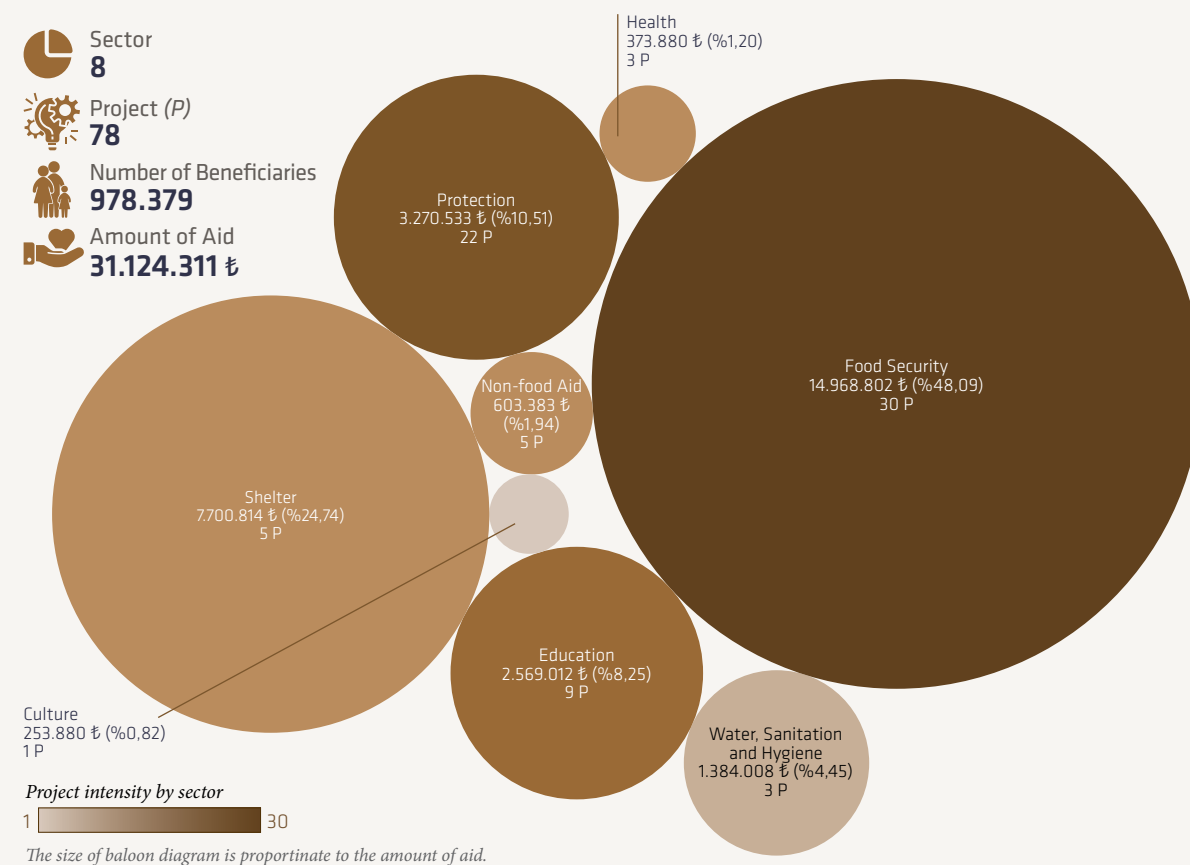
We are making an effort to mitigate the devastating effects of the war on Syrians through the permanent works we have done. With permanent works projects, we provide safe places for Syrians who cannot return to their homes. The importance of these projects is increasing as the crisis intensifies. Through the projects we have developed, we have delivered aid to 13.4 million people affected by the war in Syria in 2019.





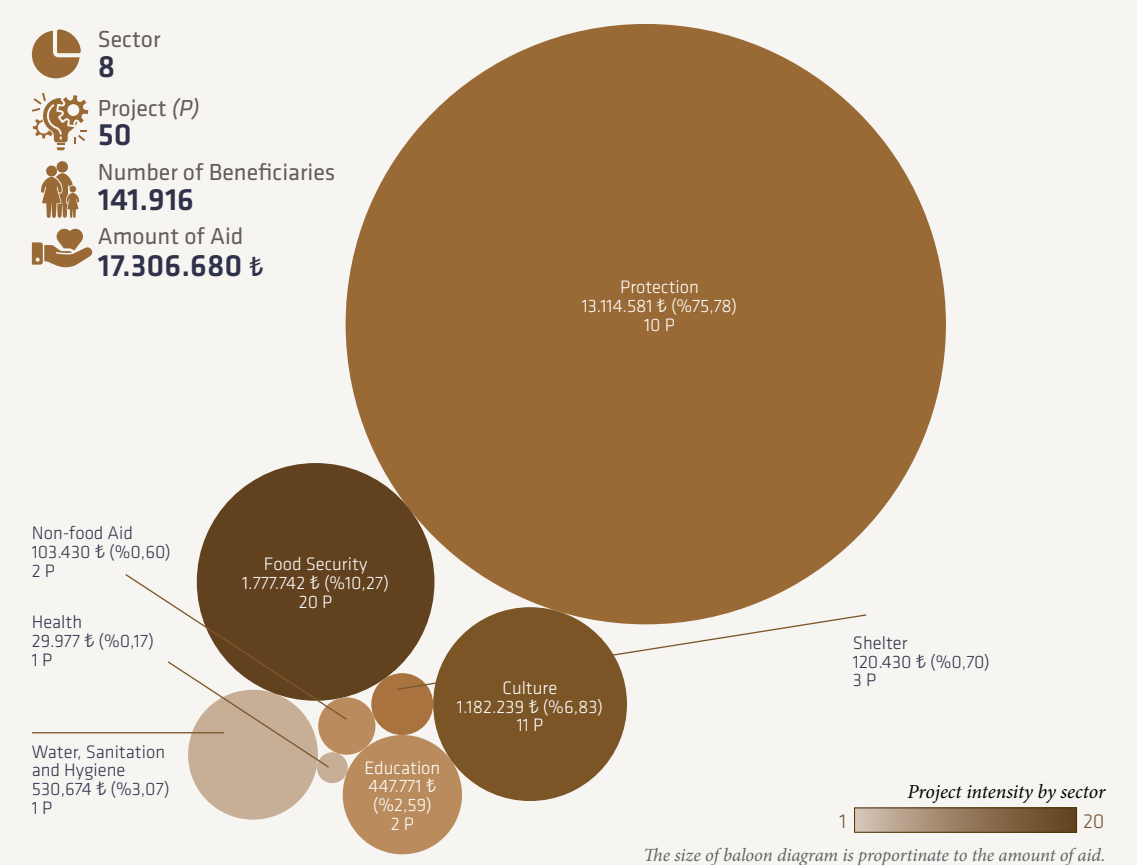
# Bangladesh

Rohingyan Muslims, exposed to the cruelest forms of oppression and violence for almost a century, were repeatedly massacred at different times. Hundreds of thousands of people had to leave their country to seek refuge in Bangladesh. In 2019 we developed 78 projects to provide assistance for the needy in the field of potable water, healthcare, orphan sponsorship, etc. for the people of Bangladesh and Rohingya who obliged to live in Bangladesh as well as we delivered humanitarian aid for 978,000 needy persons.



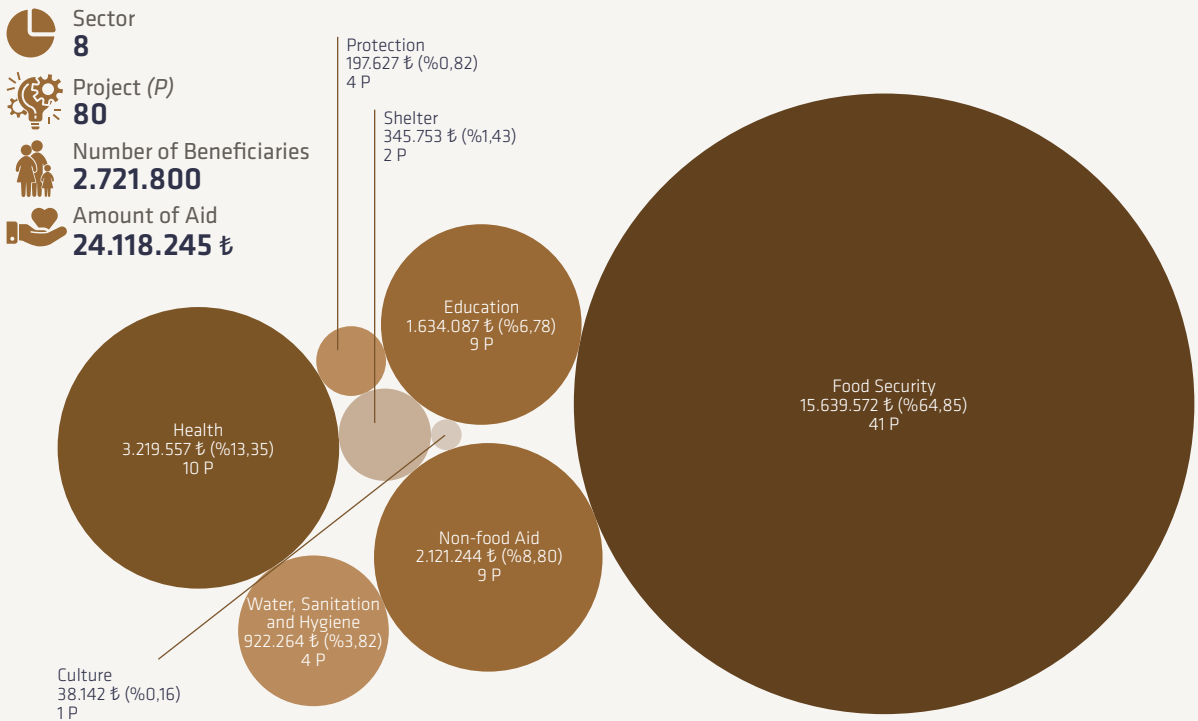
# Sudan

Due to the humanitarian crisis in Darfur that broke out in 2003, many people had to leave their homes and settled in refugee camps in neighboring regions. The overcrowded camps cause contagious diseases and lack of food supplies. For those who have lived in the camps for a long while, the problem of education and accommodation is adversely growing as the day goes on. To overcome these problems, we developed various projects in the field of food, water, agriculture, and other vital parts of life. Around 141,000 people benefited from the realized projects.



# Yemen

Yemen has been through a civil war for years. While it is still a great challenge to deliver humanitarian aid to Yemen, food shortages have led to epidemics. Besides the hospitals fell into ruin, housing conditions are going from bad to worse day by day, and millions of people suffer from chronic hunger. In 2019, we met the basic needs of 2.7 million needy people in Yemen, especially in terms of healthcare and food.



Project intensity by sector

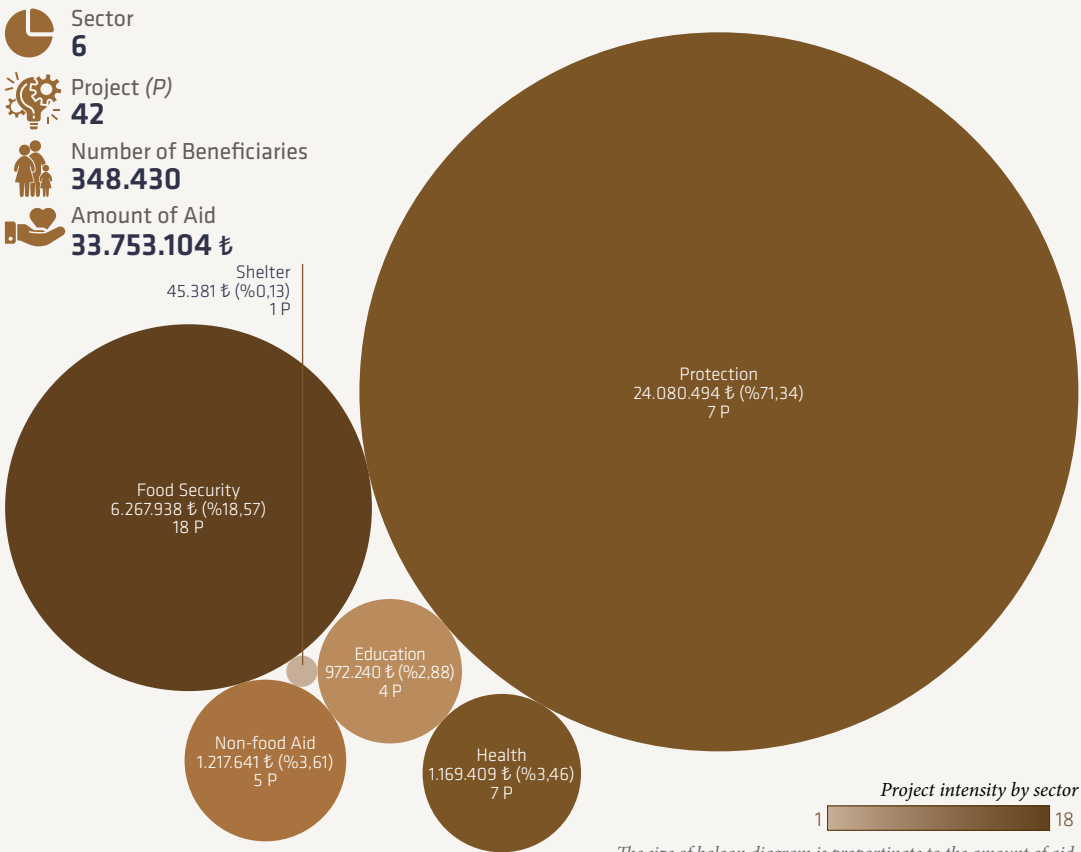


The size of baloon diagram is proportionate to the amount of aid.



# Palestine

Life in Palestine has been getting difficult since the occupation of Israel in 1948. About 2 million people live in Gaza without the basic needs under the worsening blockade. We have reached hundreds of thousands of people in Gaza through our long years of work. In 2019 alone, 348,000 people benefited from the activities we realized in the field of education, food, health, and orphan projects.



Project intensity by sector

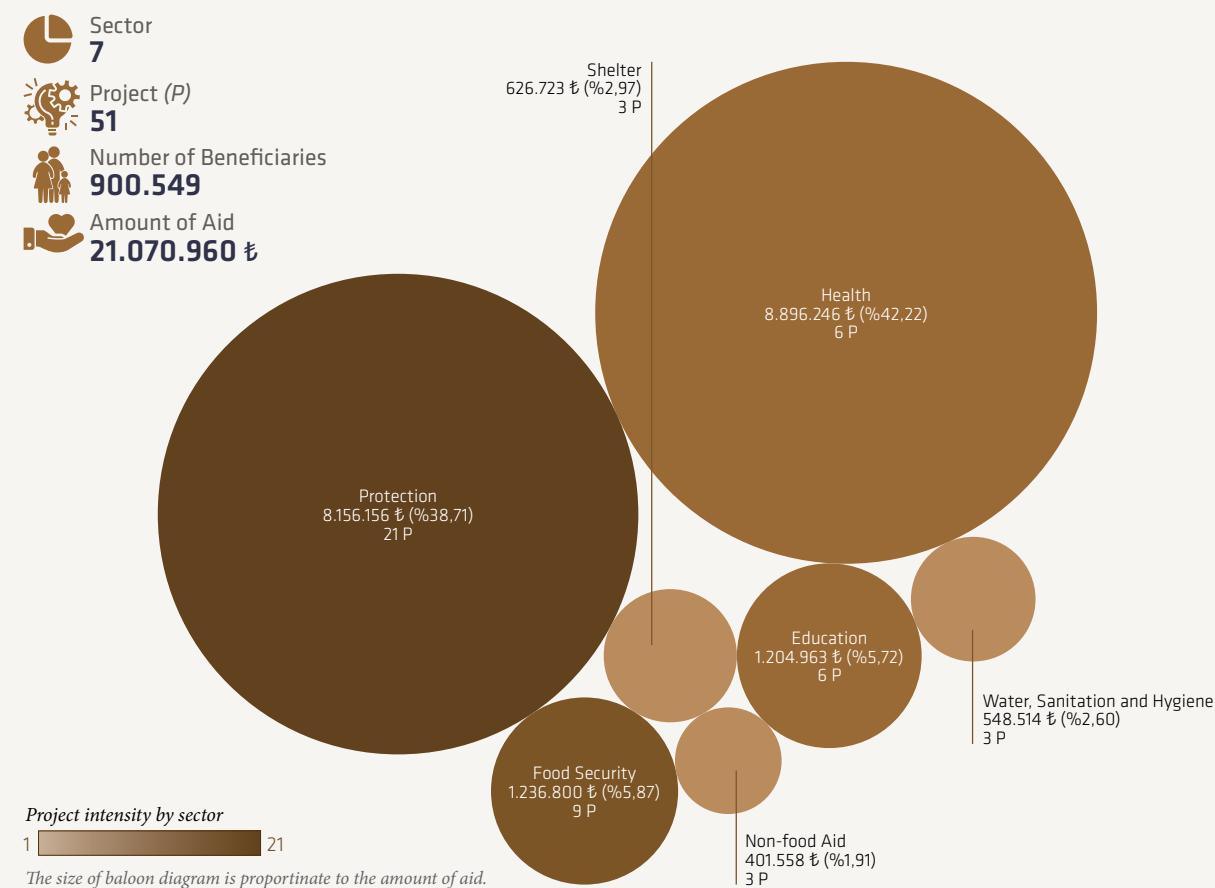


The size of baloon diagram is proportionate to the amount of aid.



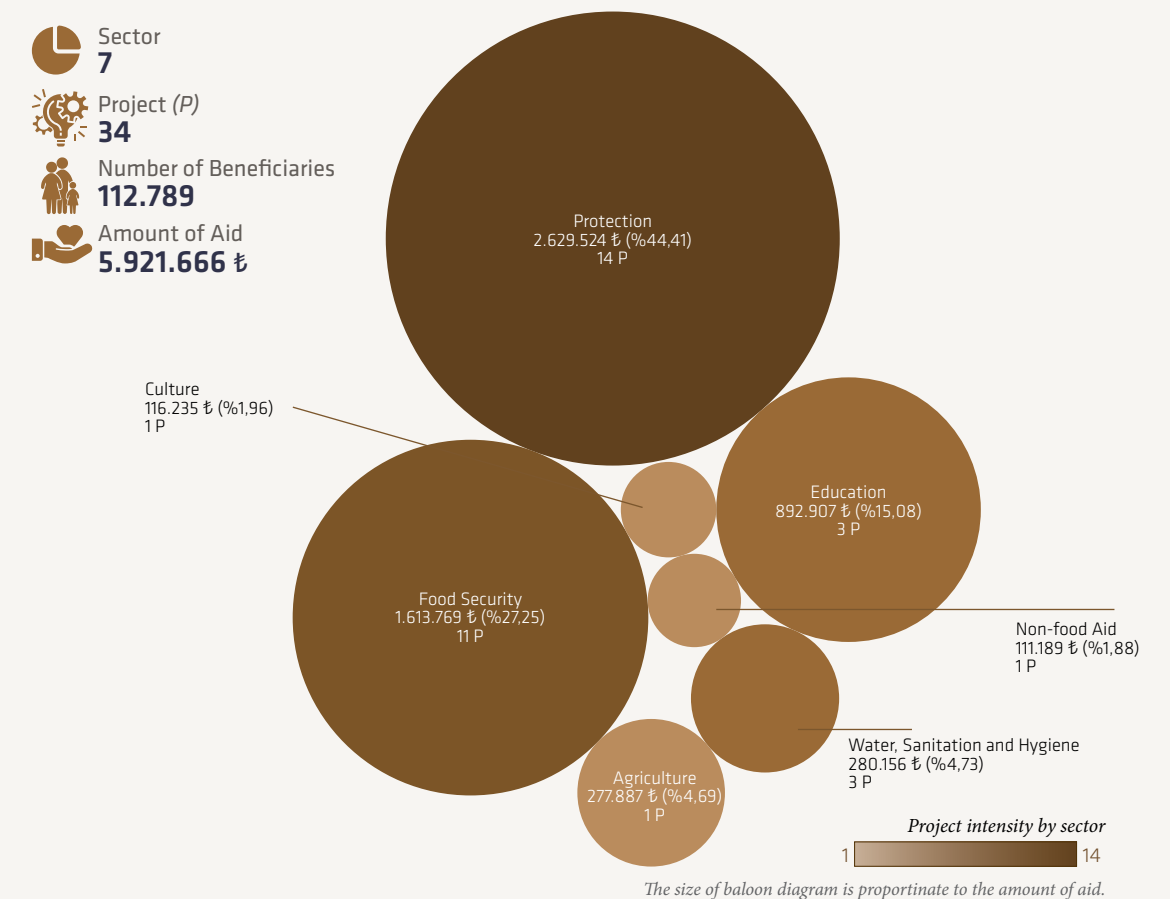
# Pakistan

Pakistan was one of the affected countries that received the most immigration after the invasion of Afghanistan. In Pakistan, we provide aid for Afghani refugees and take care of Afghani orphan children. In our orphanages, we are putting effort into preparing orphans for life without any detrimental effect due to the war conditions. Last year, 900.000 people benefitted from our activities in the field of healthcare, education, shelter, food security, and orphan aid projects.



# Somalia

In 2011, 260.000 people lost their lives in Somalia due to the drought. About one million people had to migrate from their lands. For that reason, the country needs sustainable projects, especially in the field of agriculture. People graduating from the Faculty of Agriculture and agriculture college we found in Somali contribute to the development of agriculture in the country. Moreover, in 2019, we provided aid to 112,000 people as part of the clean water, food, orphan care, and other projects.





# HUMANITARIAN RELIEF

Millions of people in the world are struggling to survive due to becoming victims of wars, conflicts, natural disasters, epidemics, poverty, drought, income inequalities, etc. Our foundation with the goals of meeting the basic needs of every needy and aggrieved provides food, healthcare, accommodation, water, hygiene, and educational services, as well as facilities for humanitarian purposes. IHH prepares development strategies to ensure that people from anywhere on the earth reach the point where people will no longer be dependent on external aids. We respond to emergency cases through on-site intervention and conduct search and rescue as well as disaster management operations while developing and putting special projects into action to protect orphan children against threats such as organ mafia, crime rings, and human trafficking; one of the ways we do this is through the establishment of orphanages.

We operate in 10 humanitarian aid sectors that have been recognized by international institutions and organizations. These include:

-  Food Security
-  Shelter
-  Non-food Aid
-  Culture
-  Education
-  Agriculture
-  Protection
-  Search and Rescue
-  Health
-  Water, Sanitation and Hygiene





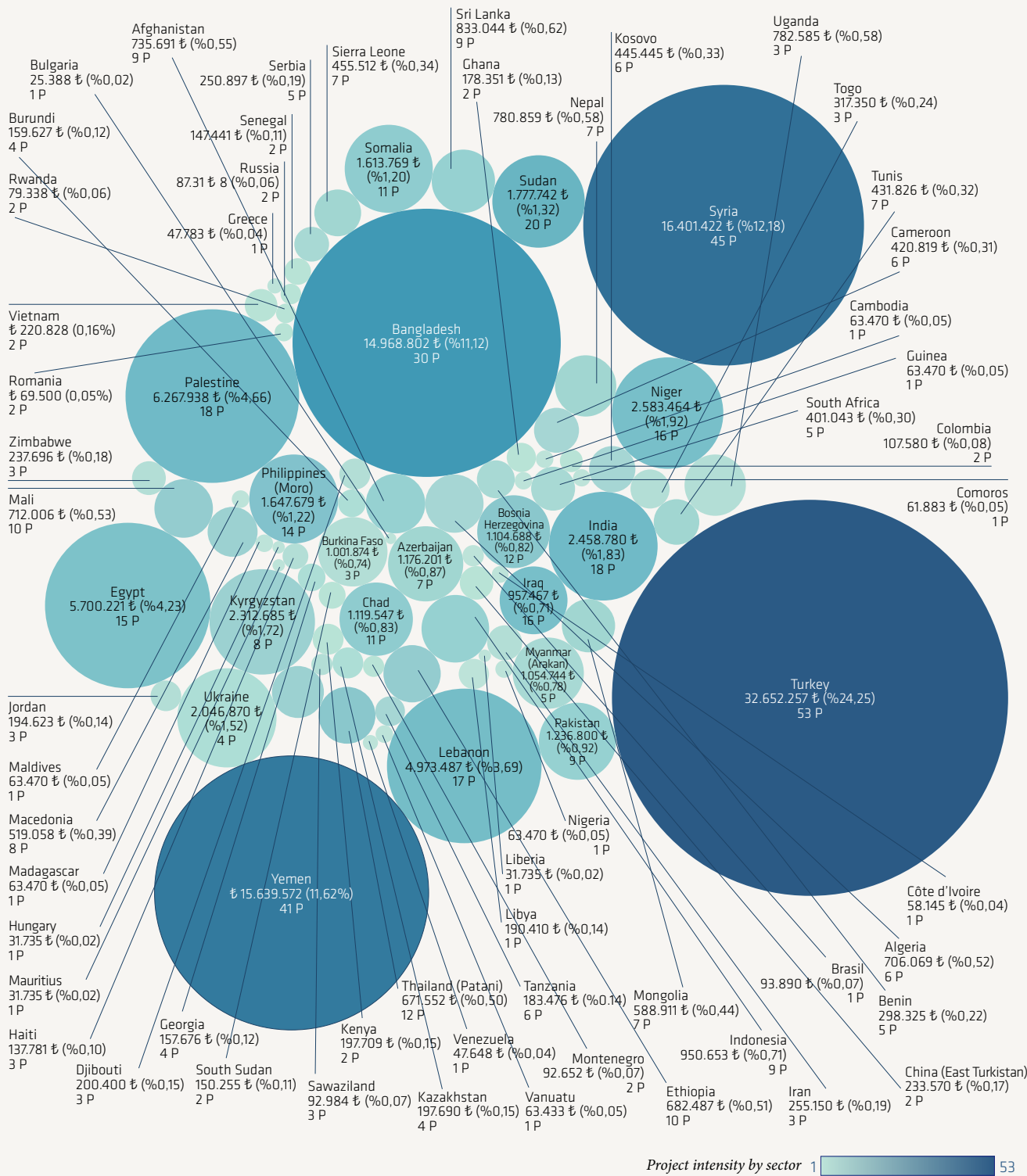
# Food Security

Around 11.3 million people worldwide benefited from our 589 food aid projects in 2019. In Syria alone, 134,624,253 people were provided with food aid. In Turkey, we have realized 53 projects in the field of food aid.



Countries by number of projects, budget amounts and beneficiaries in the area of food safety

Project 589 Country 78 Beneficiary 11.376.358 Amount of Aid 134.624.253 ₺





## Ramadan and Qurban

In Ramadan 2019, we reached out to 1,570,785 needy people in 10 countries and territories along with Turkey. During the Ramadan campaign, 226,795 food packages were distributed and 221,692 people were provided with iftar dinner. Zakat, Zakat al-Fitr, and fitya donations were distributed to 60,810 people. 75,152 orphan children were provided with Eid clothing. In 2019 Eid al-Adha, sacrificial meats were divided into 51,447 shares in 93 countries, from which 2,057,880 beneficiaries were benefitted. 27,233 orphans were provided with Eid clothing.

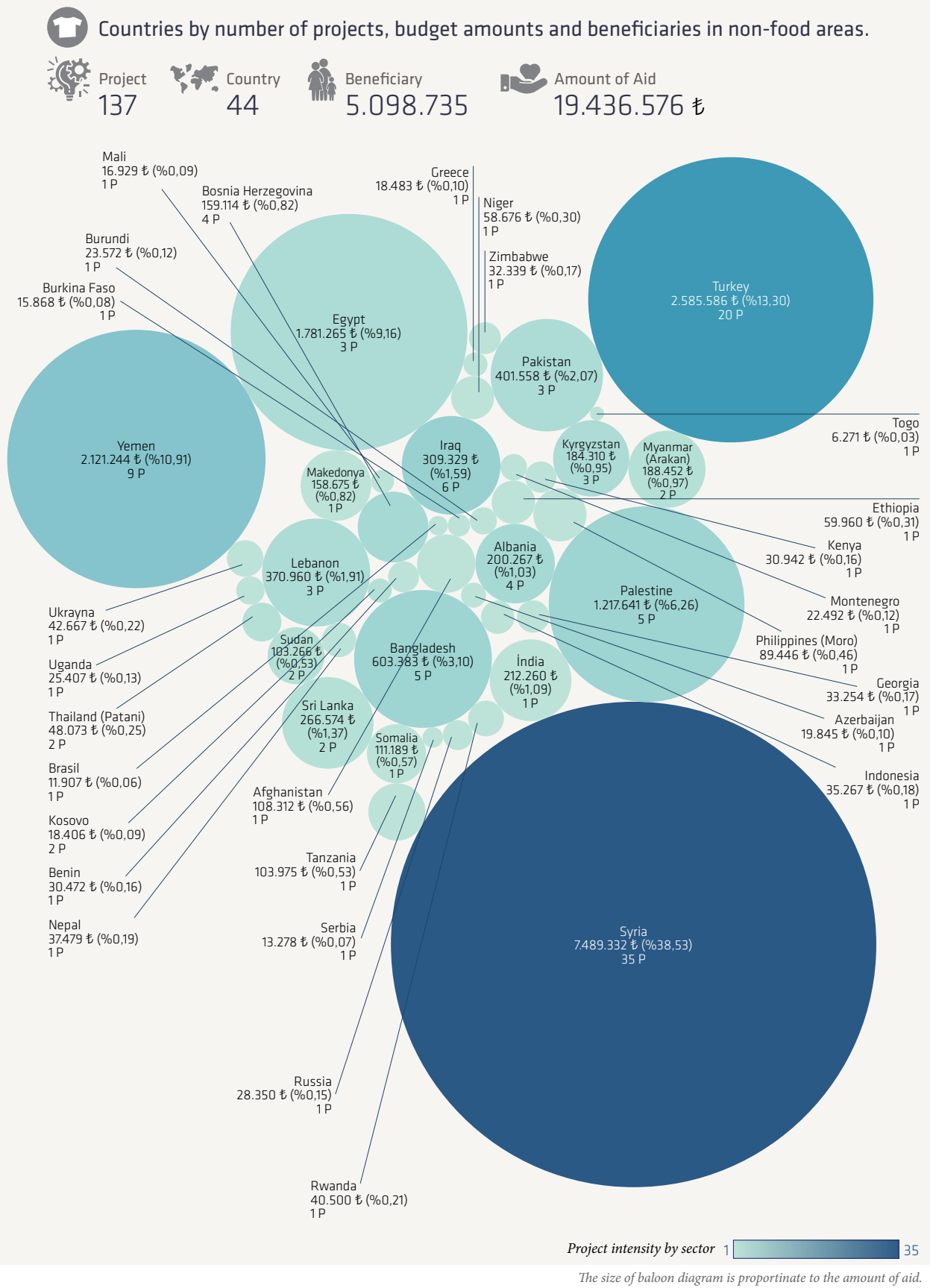
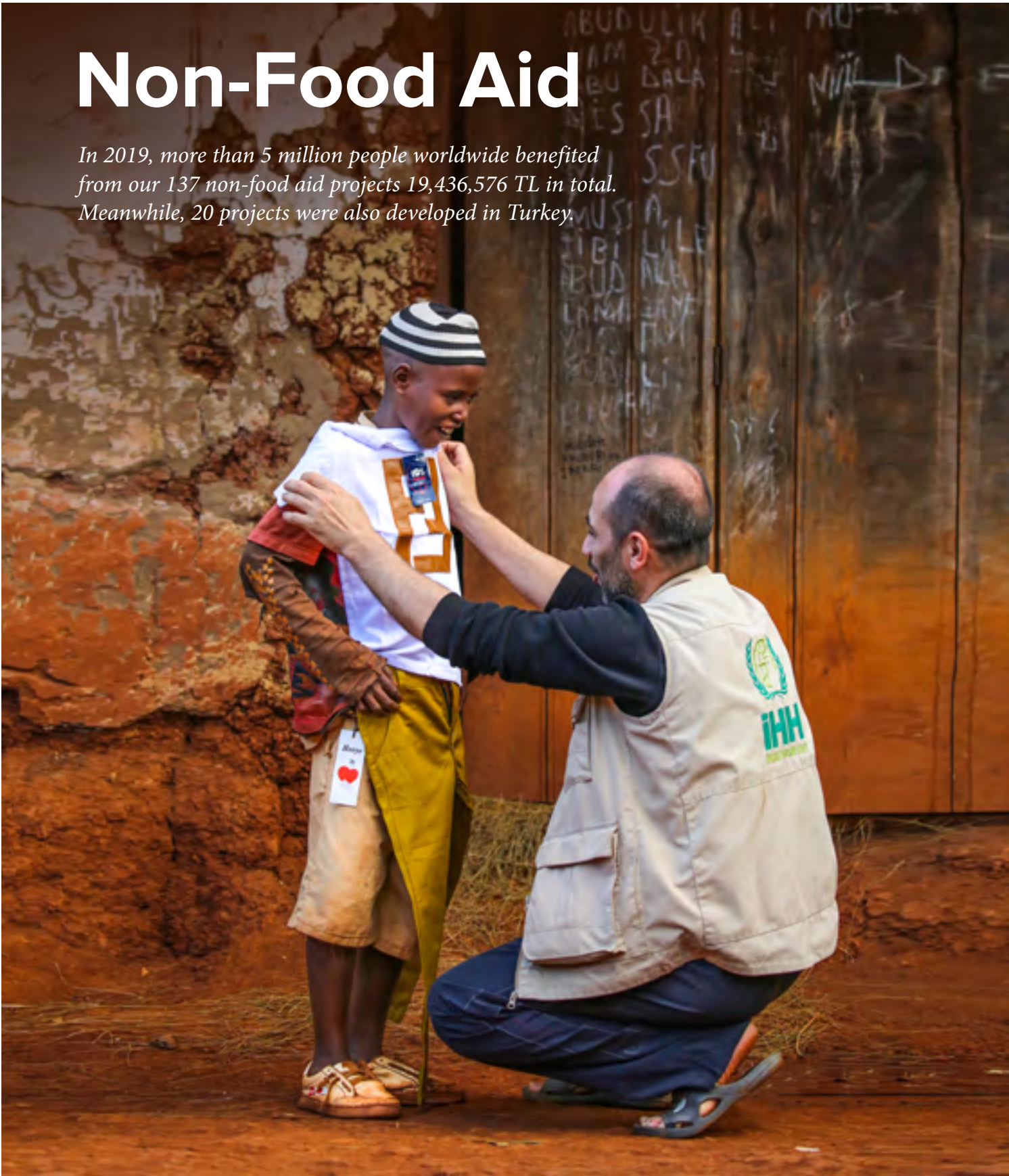
In 2019 Eid al-Adha, sacrificial meats were divided into 51,447 shares in 93 countries, from which 2,057,880 beneficiaries were benefitted. 27,233 orphans were provided with Eid clothing.





# Non-Food Aid

*In 2019, more than 5 million people worldwide benefited from our 137 non-food aid projects 19,436,576 TL in total. Meanwhile, 20 projects were also developed in Turkey.*





## Charity Stores in Syria

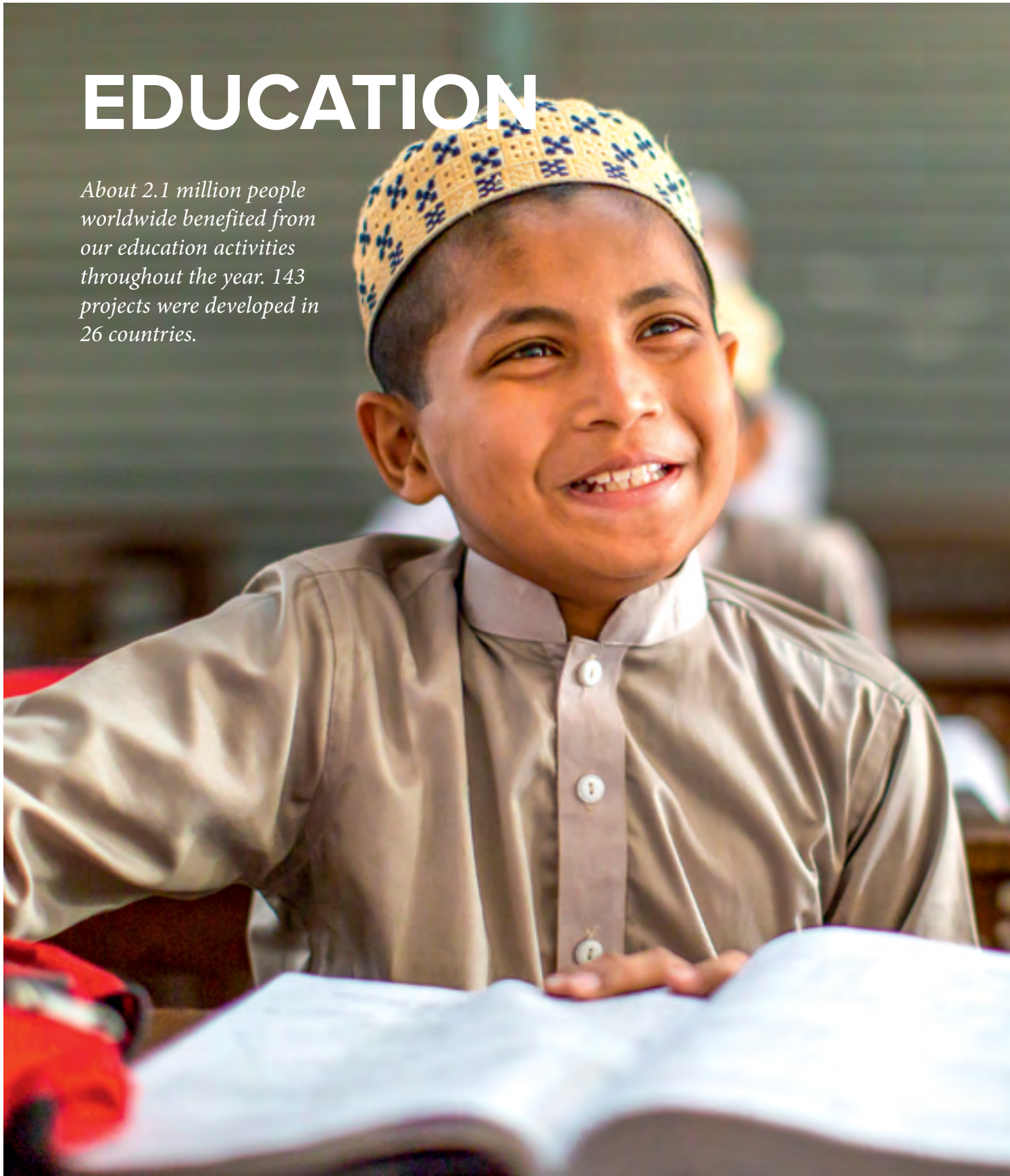



People are in dire need of daily items because of the ongoing war in Syria, including clothing. IHH continues to provide clothing items inside Syria through our Charity Stores, which have served thousands of people for the last nine years. The number of beneficiaries from IHH's 13 Charity Stores is 511,824; 12 of which are located in different regions in Syria and one in Şanlıurfa city, Turkey. 1,842,000 items of clothing were distributed to the needy through these stores.

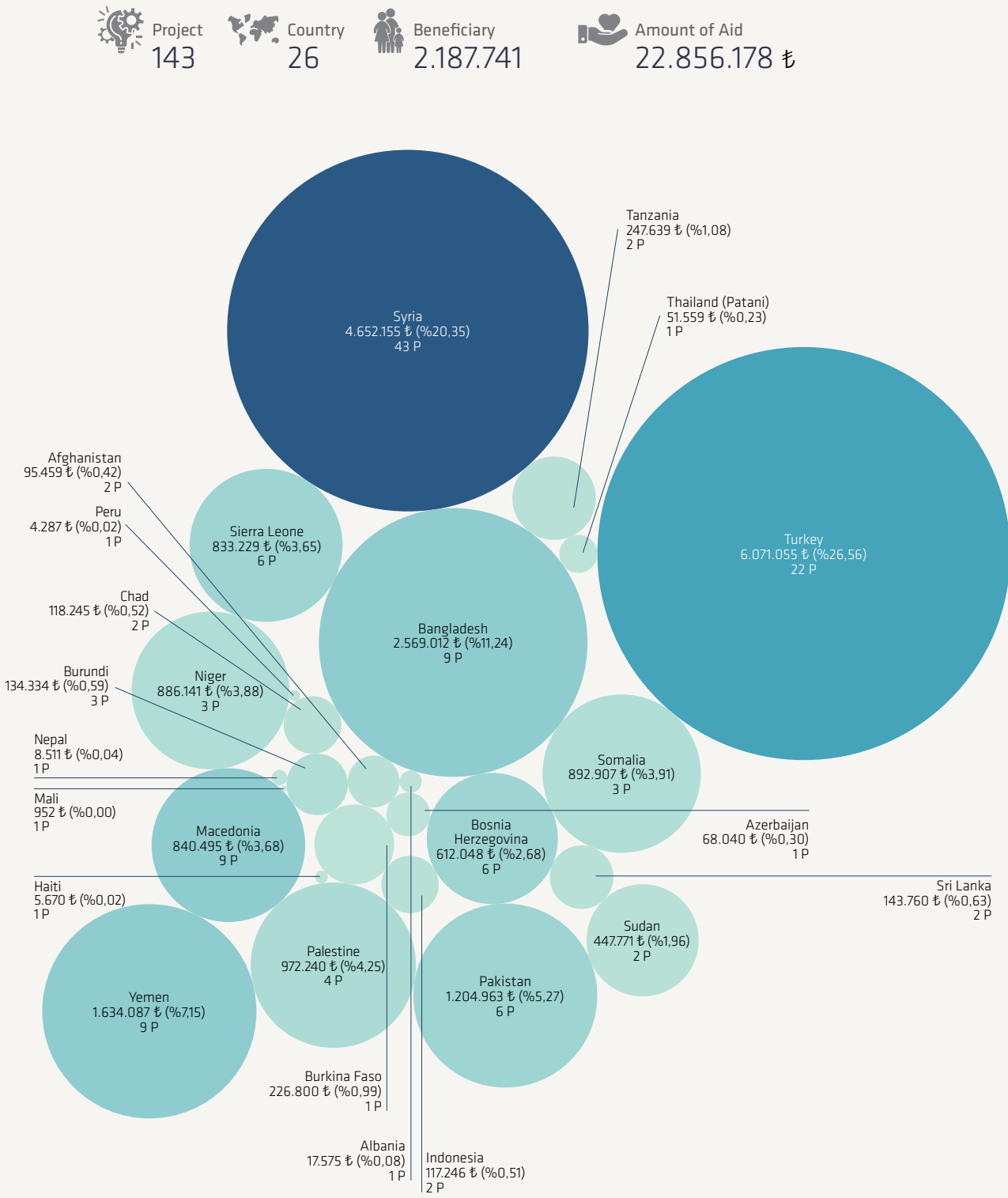


# EDUCATION

About 2.1 million people worldwide benefited from our education activities throughout the year. 143 projects were developed in 26 countries.



 Countries by number of projects, budget amounts and beneficiaries in the area of education.



Project intensity by sector 1  43

The size of baloon diagram is proportionate to the amount of aid.



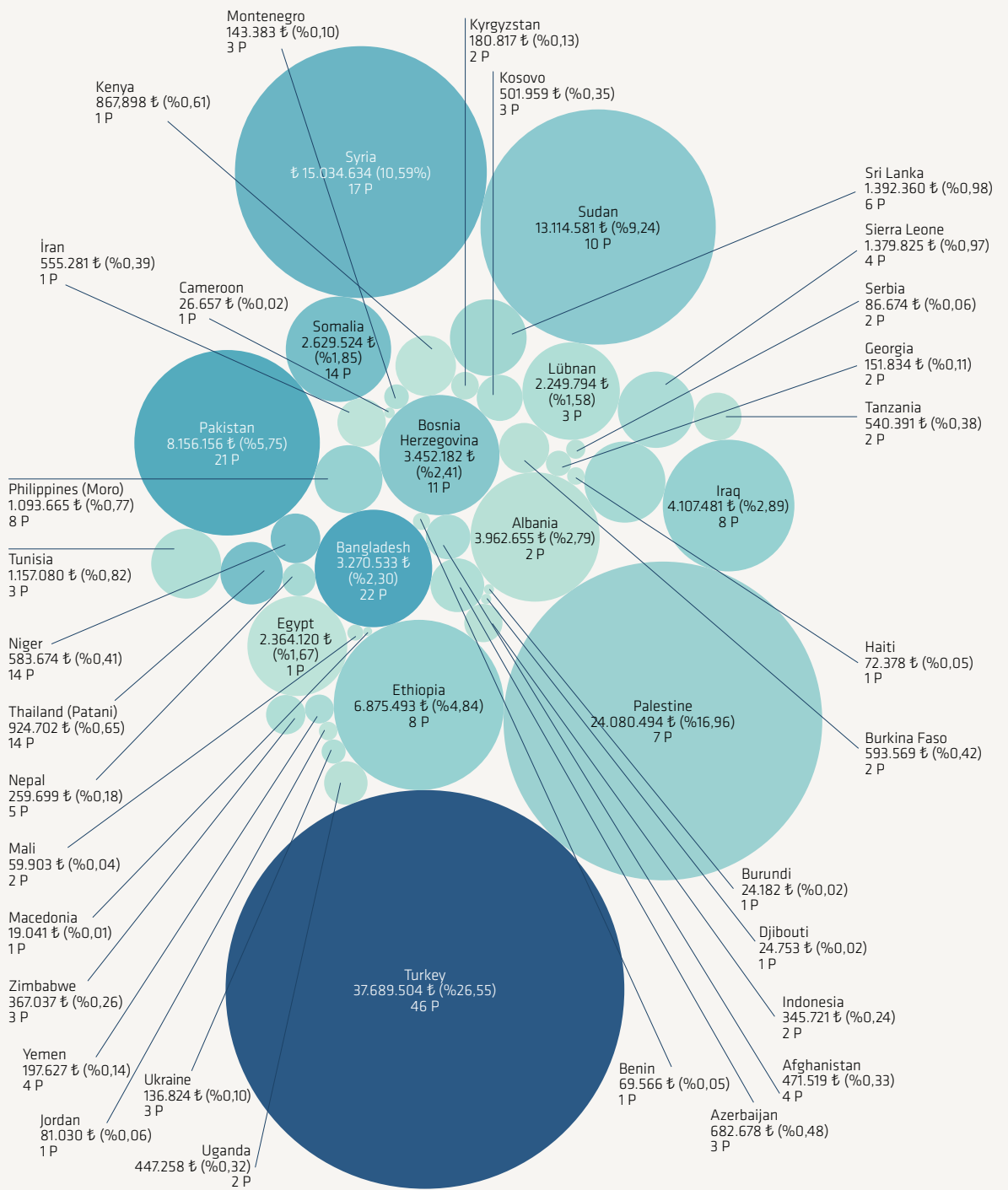
# PROTECTION

We have undertaken the care of more than 95,000 orphans around the globe and built 38 orphanages, 1 children life center and one orphan educational center in 13 countries.



## Countries by number of projects, budget amounts and beneficiaries in the area of protection

Project 277 Country 45 Beneficiary 2.109.969 Amount of Aid 141.961.012 ₺



Project intensity by sector 1 46

The size of balloon diagram is proportionate to the amount of aid.



## Ismail Elif Selim Islamic Brotherhood Orphanage Complex

IHH had launched orphanage building projects following the invasion of Afghanistan. The orphanages, which were established in Pakistan to help orphan children forced to migrate the country, spread to other countries later on. Today, we have 38 orphanages in 13 countries. The 120-capacity complex comes with 4 separate dormitories. The complex includes school premises, administrative buildings, masjid, playground, library, computer lab, and guesthouse.





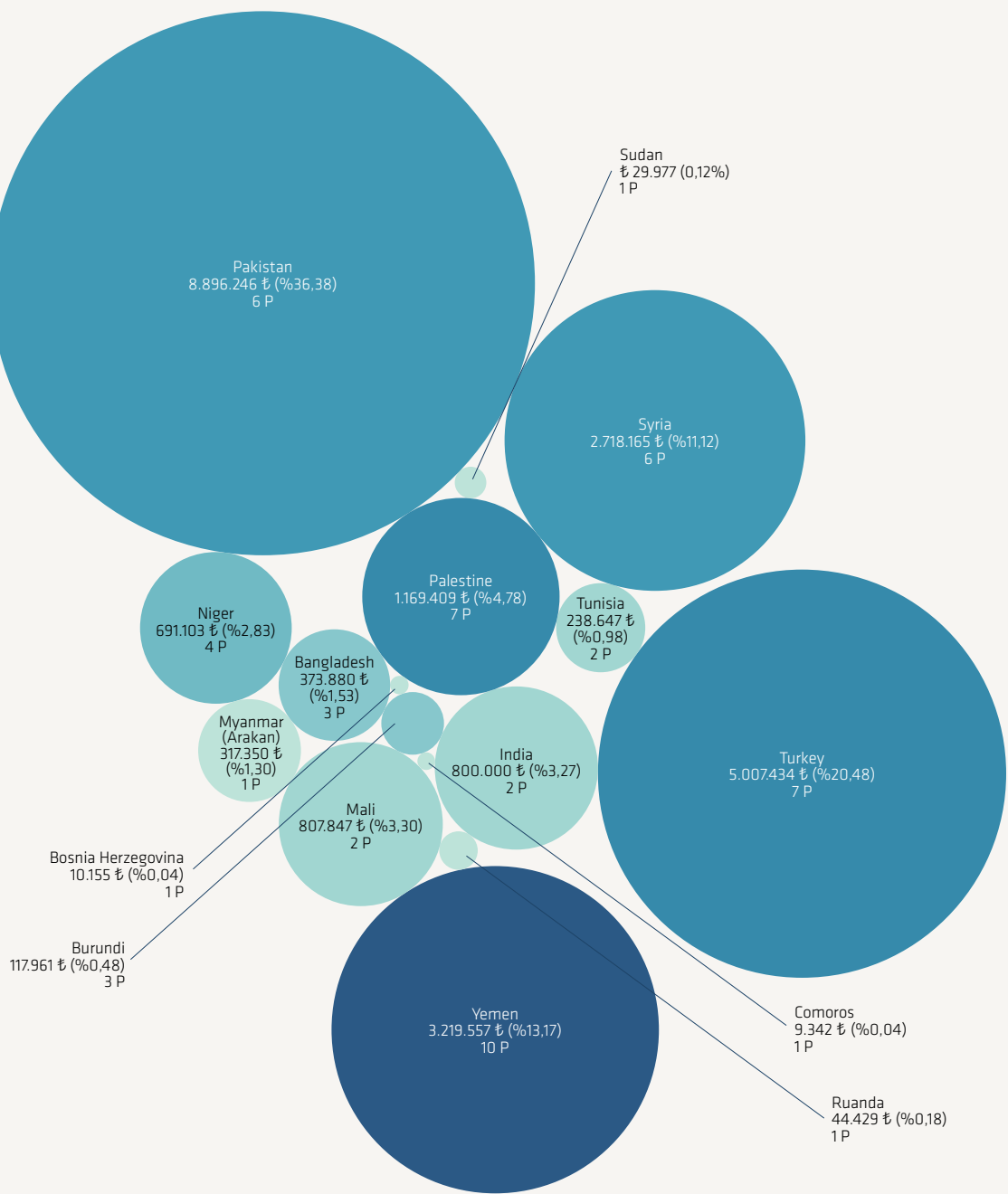
# HEALTH

*More than 550,000 people in 18 countries benefited from our free health services throughout the year. In 2019, 13,298 cataract patients regained their sight through our cataract surgeries.*



## Countries by number of projects, budget amounts and beneficiaries in the area of health

Project 57 Country 16 Beneficiary 2.121.340 Amount of Aid 24.451.502 ₺



Project intensity by sector 1 10

The size of baloon diagram is proportionate to the amount of aid.



## Cataract Project

IHH's Cataract Project that started in 2007 in several African countries is now ongoing in 18 countries. Through this project 753,192 people in total had (have olması lazım) been screened, 370,269 people examined and 127,706 people operated and regained their sight. The number of people operated in 2019 is 13,298. In 2014, we established the Niamey Eye Hospital in the Nigerian capital Niamey and have performed cataract surgeries for five years. We deployed Turkish specially trained ophthalmologists (kelime düzeltildi) to hold cataract surgery training courses for local physicians. The management of the Eye Hospital was transferred to the Nigerian Ministry of Health in 2019.





# WATER, SANITATION and HYGIENE

*More than 1.4 million people in need worldwide benefited from our water and sanitation services in 2019. IHH continues to fight against drought with over 592 water wells it opened in 12 countries last year.*



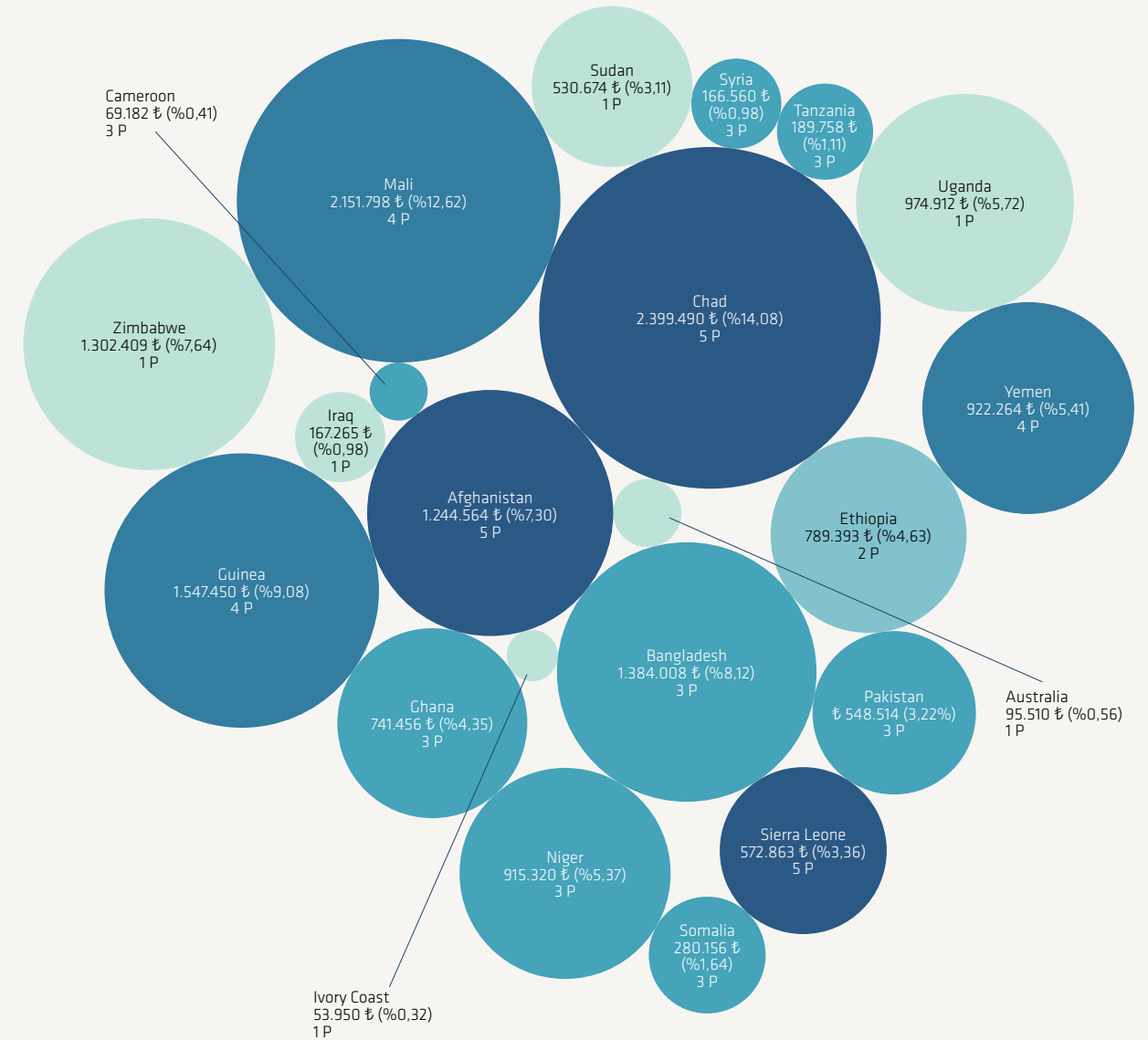
Countries by number of projects, budget amounts and beneficiaries in the area of water and hygiene

Project  
59

Country  
21

Beneficiary  
1.423.236

Amount of Aid  
17.047.496 ₺



Sektöre göre proje yoğunluğu 1 5

Balon grafik büyüklüğü yardım tutarıyla orantılıdır.



## Featured (Deep) Water Wells

We install deep wells in the regions where opening shallow wells is insufficient. These types of wells contribute to the improvement of sustainable animal husbandry in such regions. Moreover these wells can serve hundreds of people and provide groundwater for agricultural production in the wider areas. A featured (deep) water well can provide water for up to 5,000 people.






# SHELTER

*More than 180,000 people in need around the world benefited from our accommodation services in 2019. Just in Syria and Bangladesh, sheltering projects in the amount of 13,171,041 TL were realized.*



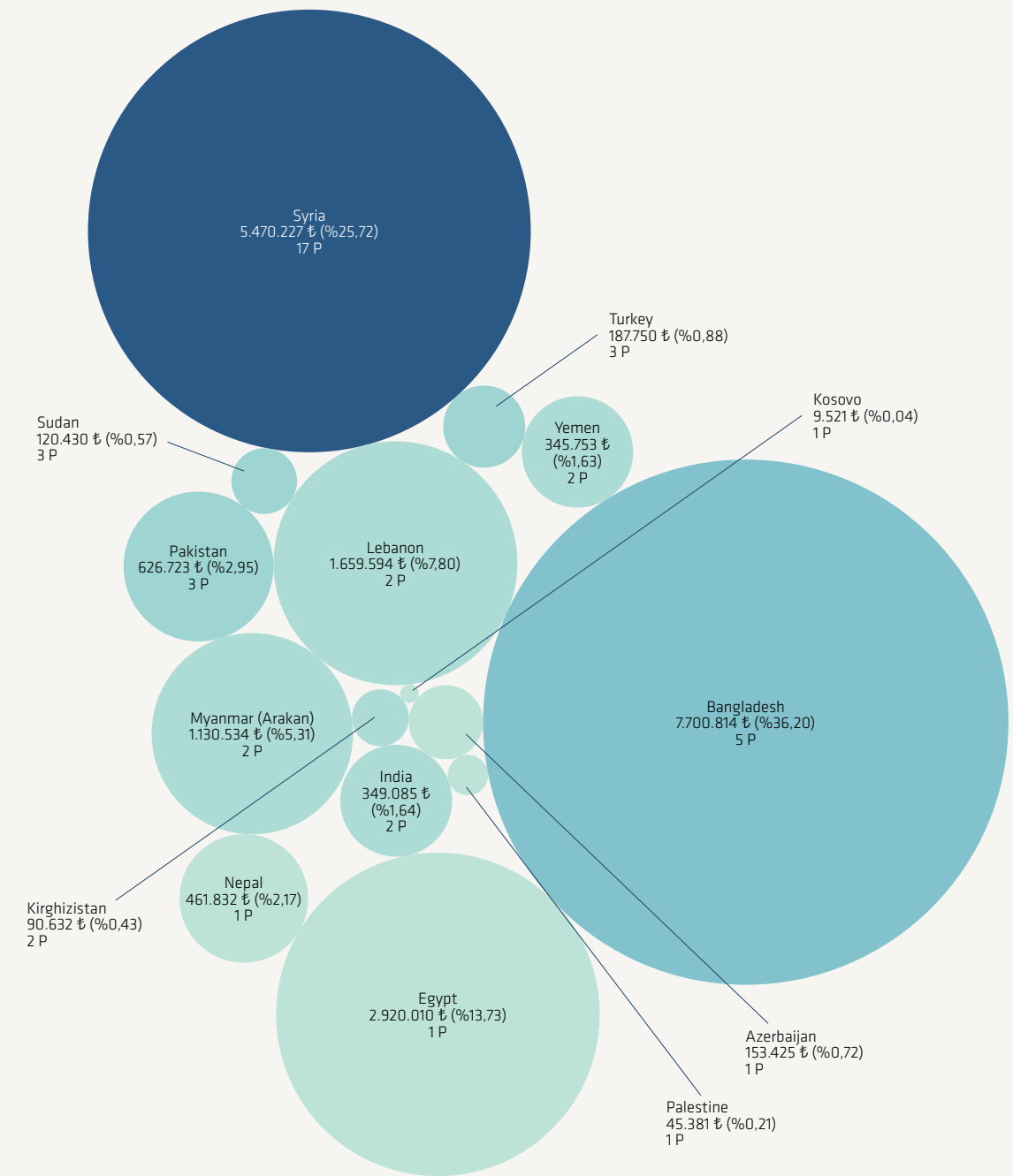
 Countries by number of projects, budget amounts and beneficiaries in the area of accommodation

 Project  
46

 Country  
15

 Beneficiary  
182.741

 Amount of Aid  
21.271.710 ₺



Sektöre göre proje yoğunluğu 1  17

Balon grafik büyüklüğü yardım tutarıyla orantılıdır.



## New Life Housing and Emergency Life House Projects




The New Life Housing Project is a new project that we launched in Deir Hassan, Idlib for refugees coming from Eastern Gouta, Homs, Aleppo, and Hama to rural Idlib. The project consisting of 11 blocks and 132 apartments began in 2018. Another on-going project realized in Bab es-Salam and Bab el-Hava districts of rural Idlib is the Emergency Life House Project. 1,000 houses have been built for the project. (for the olacak) Once completed, 15,000 houses will be ready for Syrian IDPs.



# CULTURAL

*In many parts of the world, people have difficulties reaching cultural studies and education due to the lack of means. For such underprivileged communities, we provide humanitarian relief to help them get out of poverty and remain firm to their cultural and religious roots through educational activities. We reached out to more than 160,000 people through our cultural activities.*




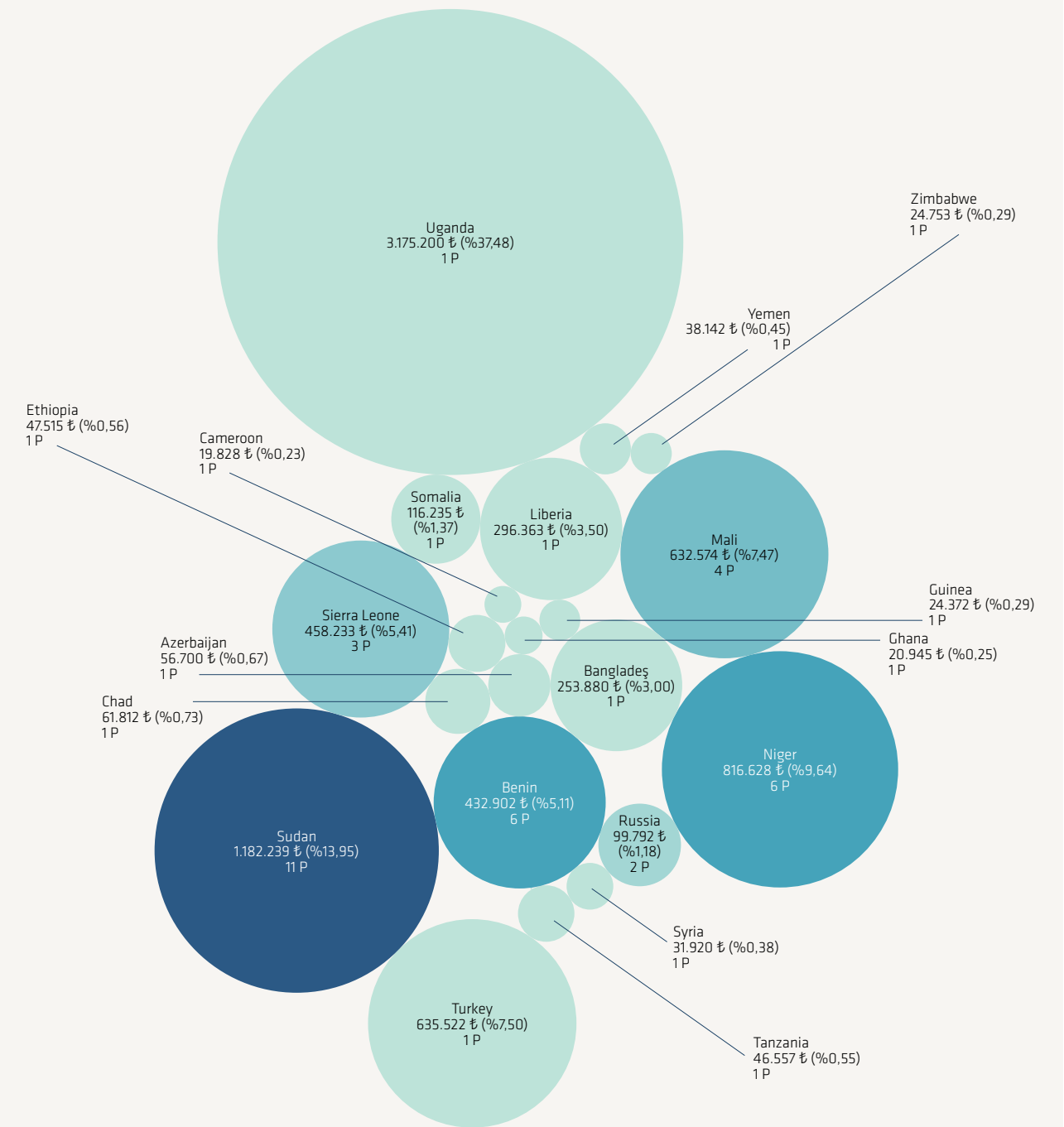
 Countries by number of projects, budget amounts and beneficiaries in the areas of religion and culture

 Project  
48

 Country  
22

 Beneficiary  
160.182

 Amount of Aid  
8.472.158 ₺



Sektöre göre proje yoğunluğu 1  11


Balon grafik büyüklüğü yardım tutarıyla orantılıdır.



# AGRICULTURE

*Agriculture contributes to generating wealth in African countries, not to mention to stem drought-related famine. At the same time, agriculture creates job opportunities for the needy. In 2019, we supported more than 1,500 people with our agricultural projects.*



 Countries by number of projects, budget amounts and beneficiaries in the area of agriculture



Project

1



Country

1



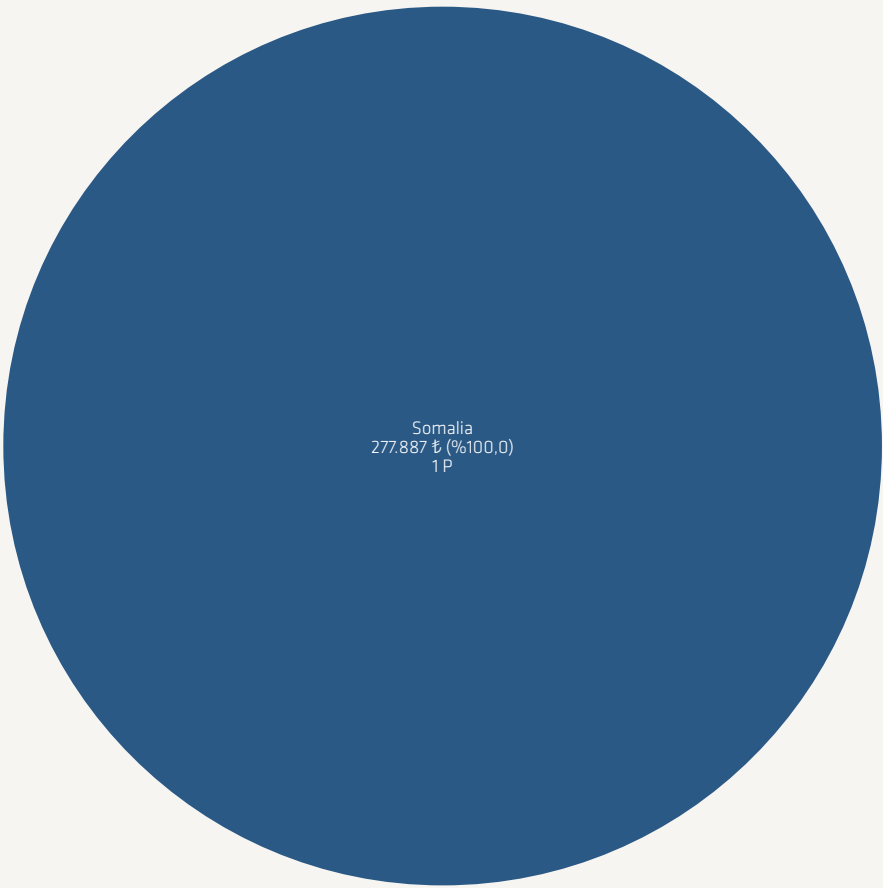
Beneficiary

1.500



Amount of Aid

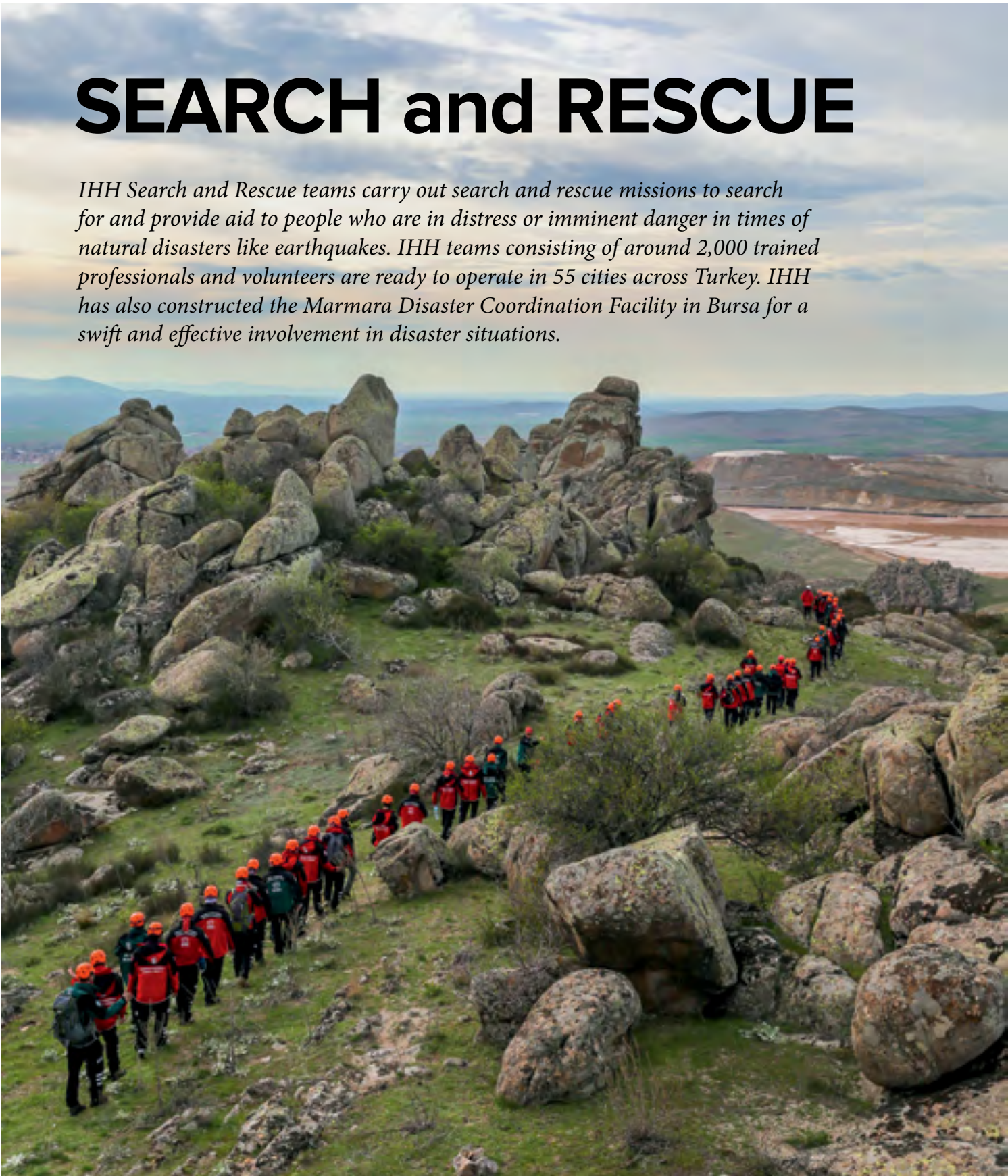
277.887 ₺






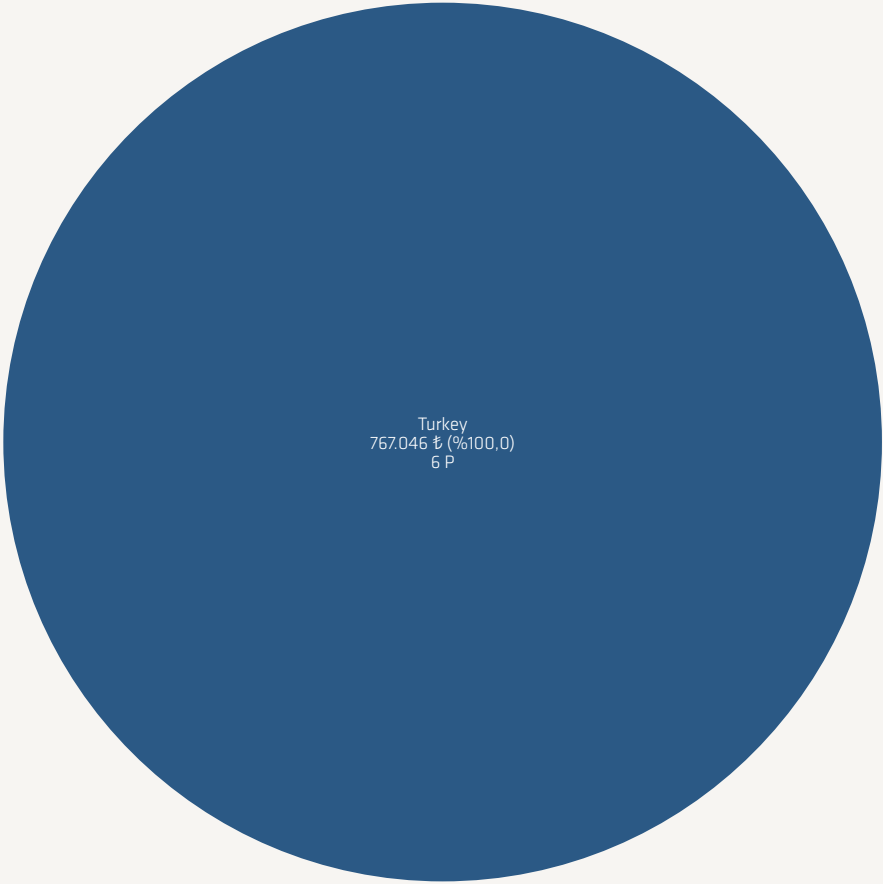
# SEARCH and RESCUE

*IHH Search and Rescue teams carry out search and rescue missions to search for and provide aid to people who are in distress or imminent danger in times of natural disasters like earthquakes. IHH teams consisting of around 2,000 trained professionals and volunteers are ready to operate in 55 cities across Turkey. IHH has also constructed the Marmara Disaster Coordination Facility in Bursa for a swift and effective involvement in disaster situations.*



 Countries by number of projects, budget amounts and beneficiaries in the area of search and rescue

 Project 1  Country 1  Amount of Aid 767.046 ₺





## IHH Search and Rescue

IHH Search and Rescue teams consisting of trained professionals and volunteers have been in the field in situations of emergencies and natural disasters. IHH teams go through various trainings to improve their skills in underwater, fire and under debris search and rescue; and achieve a sufficient working knowledge in disaster responses. The teams are also trained to set up walkie-talkies stations and use them accordingly for efficient communication in disaster areas where phone and internet cable network collapse. Below are some of the mass casualty incidents and disasters IHH teams with 2,000 trained personnel and volunteers have responded to:

- Collapsed building in Kartal, İstanbul, February 6, 2019
- Acıpayam earthquake, Denizli, March 20, 2019
- Mosul ferry crash evacuation, March 21, 2019
- Araklı flood, Trabzon, June 18, 2019
- Akçakoca flood, Düzce, July 18, 2019
- Bozkurt earthquake, Denizli, August 8, 2019
- Durres earthquake, Albania, November 26, 2019
- Search and Rescue operation for lost climbers in Uludağ, December 2, 2019



# HUMAN RIGHTS and THEIR DEFENSE

At IHH, we believe that each and every person deserves to live an honorable life and that this can only be possible by ensuring justice and protecting their human rights. We develop projects that would relief any individuals and communities whose rights are violated, carry out activities to defend people's rights, and take actions that will draw international interest and mobilize the international legal authorities regarding the infringement of rights in war zones.





# SYMPOSIUMS, SEMINARS AND CONFERENCES

## SYMPOSIUM ON SYRIA

A symposium on the Syrian War and its consequences was held in Istanbul on April 6-7, 2019 by IHH Istanbul in cooperation with the International Refugee Rights Association (Uluslararası Mülteci Hakları Derneği-UMHD), Humanitarian and Social Research Center (INSAMER), Vefa Youth Center.

The Symposium was held in Istanbul Recep Tayyip Anatolian Imam Hatip High School with the participation of IHH President Atty. Bülent Yıldırım, member of IHH Board of Trustees İzzet Şahin, IHH Vice President Erhan Yemelek, IHH Humanitarian Diplomacy Coordinator Talha Keskin, UMHD President Atty. Uğur Yıldırım, INSAMER President Ahmet Emin Dağ, İNSAMER Researcher Burak Çalışkan, Prof. Zekeriya Kurşun, Merve Şebnem Oruç, Firaz Kahveci, Kholoud Althabab and Majid Chorbaci.



## ALL TOGETHER AGAINST ADDICTION

The International Doctors Association (Uluslararası Doktorlar Derneği – AID) arranged a panel discussion titled “All Together Against Addiction: New Approaches and the Role of Civil Society” in the Mazhar Osman Mental Health and Neurological Diseases Education and Research Hospital, Bakırköy. Opening speech was made by AID President Mevlit Yurtseven, M.D. The panel discussion that was held on December 3, 2019 came with four sessions.

IHH Member of Trustees and panel organizer Osman Atalay made a detailed presentation regarding the importance of such a meeting. Atalay pointed out to the need for new approaches as the average age of alcohol, tobacco and drugs consumption has fallen to as children as young as 12 years old. Atalay called for a greater cooperation between NGOs and public authorities considering the mobilization capacities and preemptive role of civil society.

# AWARENESS CAMPAIGNS

## RAISE YOUR VOICE AND SPEAK OUT FOR FREEDOM!

On December 10, commemorated as the World Human Rights Day, a protest march was held in Istanbul to raise awareness for the conditions of prisoners who are subject to torture, inhumane treatment and extrajudicial killings in Egyptian prisons. The march started from Fatih Mosque and ended in Saraçhane Park with a public statement. Participants held torches and flambeaus and prayed for an immediate release of political prisoners in Egypt. The event ended with a call to participate in an international campaign by sending letters to the Egyptian prisoners and to show the prison administrators that “the people they are torturing are not alone”.



## WORLD CHILDREN'S RIGHTS DAY

On the occasion of the 30th anniversary of World Children's Rights Day adopted by UN on November 20, 1989, IHH, The Orphan Foundation (Yetim Vakfı), Children of Earth Association (Yeryüzü Çocukları Derneği) and International Refugee Rights Association (Uluslararası Mülteci Hakları Derneği) organized an exhibition of orphan children's paintings from 13 countries in 3 continents. The exhibition, titled ‘Painting Dreams’, was held in the head office of the Orphan Foundation in Fatih, Istanbul.





# INTERNATIONAL CALLS AND PRESS CONFERENCES

## FREEDOM FOR CAPTIVE WOMEN IN SYRIAN PRISONS

The Conscience Movement led a demonstration bringing together thousands of people on March 8, 2019 in Sultanahmet Square. Participants from around 2,000 civil society organizations in 110 countries shackled their hands in scarves symbolizing handcuffs, demanded the release of children and women held captive in Syrian prisons.



More than 13,500 women have experienced being held captive in Syrian prisons until today and 7,000 remain in detention where they are subject to torture, rape and sexual violence. The Syrian regime has been using rape as a weapon of war.

The Conscience Movement is an international initiative established in 2018 after an all-woman international convoy named the Conscience Convoy, made a three-day long journey to Turkey's southern Hatay province near the Syrian border, where 10,000 women staged a massive rally to raise awareness of the abuses suffered by women jailed by the Assad regime.

## SILENT SCREAM FOR EAST TURKISTAN

China's repressive policies amounting to forced assimilation in East Turkistan took a new level as Uyghurs are banned from praying, fasting, attending religious and Quranic courses and travelling abroad. IHH led a protest march titled "Silent Scream for East Turkistan" accompanied by torches in Istanbul headed from Fatih Mosque to Beyazıt Square on December 20, 2019 with the participation of tens of thousands, and with the support of many other NGOs to raise awareness on the systemic repression Uyghurs are subject to. Protesters called for immediate closure of detainment camps in East Turkistan. Similar marches were simultaneously organized in other cities following the Friday prayers.



## MARCHING FOR FREE QUDS

Large crowds of people gathered to mark the 9th anniversary of Israel's attack on the Freedom Flotilla and marched from Fatih Mosque to Edirnekapı on May 31, 2019 following iftar meal. Participants protested the Israeli siege of Gaza, killing of Palestinian teens in broad daylight and aggression against the al-Aqsa Mosque. The march ended following a prayer for 10 humanitarian aid activists killed during Israeli army's attack on the flotilla.





# HUMANITARIAN DIPLOMACY and INTERNATIONAL RELATIONS

As IHH, we ensure that necessary steps are taken to protect civilian population, find lost individuals, rescue captives and end crisis in regions devastated by crises, wars and natural disasters. Under such circumstances, we play an active role and are involved in humanitarian diplomacy when intergovernmental diplomacy is inadequate to resolve the issues. Where human life is concerned, we make all necessary official and diplomatic attempts to seek solutions, act as an intermediary where necessary, and remove any barriers standing between humanitarian aid and the people in need. To make its activities in all these fields more efficient, our foundation has strengthened its relations both in the national and international arenas and achieved representation not only in our country and region, but also on many international platforms concerned with humanitarian services.





## PHILIPPINES - MORO PEACE PROCESS

We take an active part in the Philippines/Moro peace process, where up until 2010, when the peace negotiations were re-started, severe conflict turned millions of people into refugees and numerous violations of human rights such as attacks, imprisonment and torture became daily occurrences. IHH uses its experience and knowledge to work towards ensuring peace for the people of the region as one of the five members of the Independent Supervision Committee. This committee was established to observe the implementation of the framework agreements signed between the Government of the Philippines and the Moro Islamic Liberation Front (MILF) aimed to put an end to the 50 year-old conflicts as a consequence of a struggle dating back nearly 500 years. Hüseyin Oruç, member of IHH's Board of Trustees, carries out the committee's work.

A law to define the scope of the autonomous administration had been longing for approval. President of the Philippines, Rodrigo Duterte declared in 2017 that the peace process should be accelerated. The event was followed with the passing of the Bangsamoro Organic Law, with the final agreement on it reached on July 27, 2018. A public vote took place on February 21, 2019 in regions that wished to be a part of the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM), for the regions in question to be founded pursuant to the law. The autonomous administration was established after a more than 80 percent yes vote.

MILF leader Hajj Murad Ebrahim was appointed as prime minister as the 80 Bangsamoro Parliament Members, majority of them from MILF, began to function. The first Act passed by the Parliament was the creation of the region's first official flag. The transition period will be completed when Bangsamoro region is run by an elected parliament in 2022.



## DETAINEE and HOSTAGE FREEDOM - FAMILY REUNIFICATION

IHH carries out humanitarian diplomacy and take action where inter-governmental diplomacy fails to protect civilians, to find missing people, to rescue hostages; we take steps to serve as a mediator and resolve issues in conflict areas and war zones.

In 2019,

- We served as a mediator in ensuring the safety of villages of Druze communities in Syria.
- A Sudanese family with 4 children stuck in Syria were saved and returned to their country.
- A Sudanese child stranded in Syria with a caretaker family was reunited with his grandfather and aunt.
- A Syrian man was reunited with his family in Turkey.
- 2 Tajik women were returned to their countries.
- An Iraqi man stranded with his 3 children in Syria were returned to their country.
- 188 children in Iraq were brought to Turkey by means of the Turkish Embassy.
- 3 orphans were brought to Turkey from Lebanon and reunited with their family.
- 30 Azerbaijani children stranded in Iraq were returned to their country.
- We took action for the release of 2 Turkish citizens kidnapped in Libya.





## INTERNATIONAL RELATIONS

### **Humanitarian Affairs Segment Meeting, June 24, 2019, Geneva (UN Economic and Social Council)**

IHH holds a Special Consultative Status in the United Nations Economic and Social Council (ECOSOC) which is the responsible UN organ for coordinating the economic and social fields of the organization. IHH participated in the Humanitarian Affairs Segment (HAS) 2019 meeting of the Council in Geneva and contributed to the discussions such as linking humanitarian aid with development, protecting humanitarian work, domestic migration, violence against health workers, reduce aid dependency, climate change.

### **Annual IOM-NGO Humanitarian Consultation, June 24, 2019, Istanbul (International Organization for Migration/IOM)**

IHH participated in the NGO Humanitarian Consultation event organized in Istanbul by IOM, UN's responsible organ in providing services and advice concerning migration to governments and IDPs, migrants, refugees and migrant workers. IOM had cooperated with IHH in the establishment of a tent camp in Idlib. In terms of the continuity of this cooperation, ongoing participation in fundraising activities ensures the continuation of our contribution in the field of humanitarian diplomacy.

### **Annual Conference of International Council of Voluntary Agencies (ICVA)**

*March 26, Geneva*

IHH participated in the ICVA annual conference, which is a global network of nongovernmental organizations active in the field of humanitarian aid. As a member of the platform IHH has been eager to develop its relations with ICVA and attending its conferences regularly.

### **UNHCR NGO Annual Consultations, Geneva and Ankara (UN Refugee Agency/UNHCR)**

IHH attended a workshop facilitated by UNHCR in Ankara on temporary protection, preliminary meeting and the First of Global Refugee Forum in Ankara, which will replace annual consultations held in Geneva.

### **OCHA Humanitarian Liaison Group (HLG), Gaziantep (UN Office for the Coordination of Humanitarian Affairs/OCHA)**

OCHA is the responsible UN organ to strengthen the international response to complex emergencies and natural disasters. OCHA provides guidance and support to humanitarian agencies and facilitates inter-cluster coordination. IHH representing Turkish NGOs has been an active member of the Humanitarian Liaison Group (HLG) which is considered as one of the highest rank of representative organism for humanitarian action in Gaziantep, since the beginning of the Syrian War. HLG meetings are generally held monthly yet in times of crises meetings are held once a week or on a daily basis.

### **Humanitarian Networks and Partnership Week, February 4, 2019, Geneva (OCHA)**

The Humanitarian Networks and Partnerships Week (HPNW) is chaired by OCHA in Geneva every February annually. Since 2017, IHH has been participating in the HPNW weeklong events, which provide a unique forum for humanitarian networks and partnerships to meet and address key humanitarian issues. During HPNW 2019, participants from the UN, NGOs, UN Member States, academics and beyond discussed key humanitarian issues such as conflict analysis, data literacy, humanitarian encyclopedia, multi-sector needs assessment, cash distribution, partnership, communication, basic humanitarian standards, humanitarian aid and environment.

### **Brussels III Conference on “Supporting the Future of Syria and the Region”**

*March 12-13, 2019 (European Union/EU)*

The Third Conference on “Supporting the Future of Syria and the Region” hosted by the EU and co-chaired by the UN in Brussels. IHH has been invited and attended to the Conferences, which provide a unique opportunity to discuss on key topics in the international response to the Syrian conflict including humanitarian aid and humanitarian diplomacy. In 2019, IHH has been invited to the preliminary meetings of Brussels III Conference held in Ankara and Gaziantep as well.

### **Coordination of Diplomatic Initiatives, May 16, 2019, Brussels European Institute of Peace/EIP**

The European Institute of Peace is a new initiative launched by EU Member States' Ministries of Foreign Affairs, augmenting global peace agenda through mediation and informal dialogue. IHH attended EIP Coordination Meeting for the first time in 2019.

### **Event hosted by IHH in UN Human Rights Council, March 6, 2019, Geneva**

The UN Human Rights Council holds regular sessions three times a year, namely in March, June and October in Geneva to discuss human rights situations around the world. IHH attended 40th, 41st and 42nd sessions of the Council in 2019 and organized a side event for the first time in the Council. The “Captive Women and Children in Syria” event organized by the support of the Conscience Movement gathered human rights activists, academics and former prisoners held in Syrian dungeons such as Majid Chorbaci.



INTERNATIONAL RELATIONS

Geneva Peace Week, December 4-8, 2019, Geneva

Geneva Peace Week 2019 focused on themes like climate change, global warming, collective security and peace practice. Another event named the Geneva Peace Talks, which is a public event held in September each year, co-organized by the Geneva UN Office, Interpeace and the Geneva Peacebuilding Platform was held to celebrate the International Day of Peace. IHH attended both events and contributed to the discussions on certain topics like humanitarian diplomacy.

Standing Commission of the International Federation of Red Cross and Red Crescent Societies, December 5, 2019, Geneva

IHH had received a standing invitation to participate in the Standing Commission of the IFRC as an observer status of the sessions. The event offered lively and constructive discussions with our partner institutions under the IFRC umbrella. Afterwards, IHH attended 33rd International Conference of the Red Cross and Red Crescent in Geneva.

EU Civil Protection and Humanitarian Aid Operations (ECHO)

ECHO is the EU’s responsible organ in funding relief operations for victims of natural disasters and conflicts outside the EU. IHH regularly attends ECHO Turkey Office’s meetings held in Ankara, Istanbul and Gaziantep.

Training Program on Humanitarian Law with Geneva Call, Geneva

Geneva Call is a neutral and independent humanitarian organization working to improve the protection of civilians in armed conflict. IHH and Geneva Call held the “Law of Armed Conflict and International Human Rights Law” course for civil society workers and students in the University of Damascus, Syria.

High Level Panel on Strengthening the Capabilities on Humanitarian Organizations to Negotiate on the Frontlines, November 26, 2019, Berlin (Frontline Negotiations)

Frontline Negotiations is a joint initiative of the International Red Cross (ICRC), World Food Programme (WFP), UN Refugee Agency (UNHCR), Médecins Sans Frontieres International (MSF) and the Centre for Humanitarian Dialogue (HD) to enhance professional exchanges and peer learning among frontline humanitarian negotiators. IHH participated in a conference organized by the Frontline Negotiations under the patronage of German Federal Foreign Office, gathering humanitarian practitioners, training providers and donor governments to discuss ways to strengthen the capabilities of humanitarian organizations to negotiate on the frontlines. IHH shared its experiences with the audience in the event which was reserved for government representatives and staff of humanitarian organizations.

The following are some of the international meetings in which IHH participated in 2019:

DATE	PLACE	ORGANIZERS
16.01.2019	Guinea	Islamic Development Bank Conference on Waqf
27.03.2019	Geneva	CIVICUS Civil Society Meeting
03.04.2019	Brussels	Conference on Food Security and Agriculture in the Times of Crises
03.04.2019	Marrakech	Islamic Cooperation Organization Meetings
08.04.2019	London	Humanitarian Forum Advisory Board Meeting
16.04.2019	London	World Humanitarian Forum 2019
27.04.2019	Istanbul	Global Peace and Regional Cooperation
01.05.2019	Lahey	International Criminal Court – Mavi Marmara Hearings
23.05.2019	Rome	Global Food Security Sector Meeting
18.09.2019	Geneva	Conference on Digital Diplomacy
16.10.2019	Istanbul	World Humanitarian Action Forum 2019
21.10.2019	Istanbul	TRT World Forum 2019
25.10.2019	Istanbul	Social Good Summit
13.11.2019	Ankara	A Historical Review of Refugee Crisis (hosted by the Embassy of the Netherlands)
25.11.2019	Berlin	Providing Humanitarian Aid to Hard-to-Reach Regions
30.11.2019	Rotterdam	Freedom Flotilla Annual Meeting





# INCREASING CAPACITY





## COMPLIANCE

IHH inspects the compliance of the international and national legal framework in its activities; in the collection of donations, use of donations and donor management. IHH has been pursuing to increase its capacity of compliance with national and international law since 2017 to build and improve its reputation nationally and internationally. IHH has been participating in a series of events and trainings focusing on compliance in 2019:

- European Compliance & Ethics Institute, March 10-13, 2019; Berlin/Germany
- Compliance Week Europe, November 4-5, 2019; Amsterdam/the Netherlands
- Financial & Compliance Challenges Seminar, November 21 2019; London/England

### WHAT IS IHH'S COMPLIANCE SYSTEM?

As of 2019, the Compliance Unit, which operates through the Compliance Committee composed of the Secretary General, Compliance Coordinator and International Relations Coordinator, has a central position in our foundation. The Compliance Unit carries out activities to ensure compliance of internal standards and field experiences with professional norms and standards from a perspective of ethics and legitimacy.

IHH's compliance policy is based on local and international legislation as well as ethical and moral values. Compliance efforts enable IHH officials to better understand their responsibilities. This ensures our employees to act with full responsibility and that the concept of compliance is fully embraced across the organization. Full responsibility takes place through compliance with IHH's legal regulations and working principles.

The community and benefactors can rest assured that the funds donated to IHH and its voluntary efforts are used for legitimate purposes and have reached the intended beneficiaries. Our Compliance Unit develops business processes for IHH's activities in accordance with the international standards.

IHH carries out all its operations and works and transactions related to these operations in accordance with the regulations in the IHH Institutional Guidelines. IHH Institutional Guidelines has been prepared for all units to maintain workplace harmony and to carry out their activities in line with their objectives. The Guide is provided for relevant units, forms and instructions that they will apply while carrying out their work.

Compliance officers inform IHH General Secretary and answer to the Board of Trustees. The coordination of the work is ensured through the appointed Compliance Coordinator.

While regularly conveying results, suggestions, decisions and follow-ups to the relevant parties, the Compliance Unit reveals its determinations regarding the procedure and operation by making good use of internal sources, open digital and printed sources, literature studies in the field, developments in the sector and operations of other institutions. Face-to-face interviews are also among its sources. In this way, it strives to ensure that the operation of the foundation complies with the regulations and directives, and that the language used by the foundation is compatible with the corporate culture. In addition, by specializing in the field of compliance, it

is also among its objectives to follow the image of the foundation in the international arena, to follow periodic compliance and to support internal compliance practices.

The primary task of the Compliance Unit is to design processes and follow up their daily operations by the relevant staff. The monitoring task is designed by the unit staff, but their daily operations are carried out by each unit in question themselves. The consultancy task is the works that are consulted to the Compliance Unit in the designed processes and in the execution of daily works.

The IHH Compliance Unit started these activities in 2017 and then attended available training sessions. IHH makes plans to make compliance as part and parcel of company culture with the support of consulting agencies and its own experiences in this area. Its next objective in this regard is to make other institutions benefit from its accumulated knowledge and experience, and conduct compliance activities with an integrated compliance study model that can set a global precedent.

The Compliance Unit:

- Contributes to the supervision of works and transactions in accordance with current and future guidelines. Intervenes directly to improve or regulate works and transactions. Shares its experiences by participating in commissions with internal governance structures.
- Follows up efforts to avoid bottlenecks that may compromise IHH's works and transactions. Ensures the development of policies against money laundering, financing of terrorism, bribery and corruption.
- Provides support for risk and control assessment activities. Monitors the activities of the foundation and makes recommendations on risk and control activities. Tests the suitability and effectiveness of the controls. Adapts necessary mechanisms related to "checks and balances" to the system to minimize the exposure of IHH to risks in all areas as much as possible.

## AUDITING

Our foundation checks the compliance of its activities, collection of donations, use of donations collected and management of benefactors with international and national laws. These audits/checks are conducted by the Audit Committee appointed by the Board of Trustees, Control and Audit Unit appointed by the Board of Directors, independent auditors and experts. Audits of permanent projects are carried out by IHH's Foreign Relations Support Audit Unit.

The Control and Audit Unit appointed by IHH's Board of Directors in 2016 ensures that our foundation's operations are carried out in accordance with the legislation and strategic plan, that resources are used effectively, economically and efficiently, and that the information received is reliable, complete and timely. For the 1,363 projects carried out by our foundation in 2018, the assignments were checked and monitored by this unit. Independent audit reports on the financial statements of our foundation can be reached via [HYPERLINK "http://www.ihh.org.tr"](http://www.ihh.org.tr) *www.ihh.org.tr*.



## INFORMATION SECURITY MANAGEMENT SYSTEM STANDARD

Information Security Management System (BGYS - ISO 27001) standards helps organizations safeguard their information assets. It is a systematic approach that aims to keep restricted information safe. This approach manages users and processes and information technologies according to risk management. In addition to making sure that only authorized persons can access information, the prevention of access to, deletion, modification or copying of information by unauthorized persons also falls within the scope of information security. The information security management system not only meets these requirements, but also ensures that the necessary measures are taken based on the checks and measurements performed during protection.

Although the information security management system ISO 27001 is not a legal requirement for institutions, our foundation completed all required technical and administrative work in 2018 to meet the requirements of this standard.

Project workflow processes were designed in compliance with relevant standards. Training programs focusing on developing skills related to technical and behavioral competencies were held in order to raise awareness on information security, and necessary internal and external audits were carried out. As of 2019, IHH passed the independent audit and was granted the ISO 27001: 2013 Information Security Management System Certificate.

## ACT ON THE PROTECTION OF PERSONAL DATA

Act 6698 on the Protection of Personal Data (KVKK) which entered into force following its publication on April 7, 2016 aims to protect the fundamental rights and freedoms of individuals with regard to the processing of personal data, in particular privacy, and regulate the rules and obligations to be observed by real and legal persons processing personal data. The protection of personal data is the protection of fundamental rights and freedoms by putting a mechanism around the processing of personal data. The Act covers all stages of data processing such as the collection, storage, use and transfer of personal data.

In compliance with the Act, consent letters was obtained from the employees by creating a personal data protection and privacy policy; and each employee's role and responsibilities were clearly defined. Technical and administrative training programs were organized, and supervisors responsible for data entry were appointed. An institutional policy on erasure or destruction or anonymization of personal data was prepared and all contracts with existing and new suppliers and individuals were amended with additional articles in compliance with the KVKK Act.

IHH Humanitarian Relief Foundation has done all the required technical and administrative efforts under this Act and ensured their sustainability.

## SECURITY AND RISK

The Security and Risk Unit prepared a "Travel Security Information Handbook" which deals all major issues around travel security for our staff. The Security Unit performed security audit on a regular basis to assess the level of security awareness of the employees and to ensure that the specialized security services run smoothly as the number of locations we provide with specialized security services increased in 2019. Cyber and network security is regularly monitored by our unit officers engaged in information technologies.

## INFORMATION

An information unit was set up by our foundation in 2018 to subject the data generated by our foundation to improve analysis processes efficiency, to fulfil reporting obligations in accordance with international standards and to improve accountability and transparency towards benefactors and auditors.

The unit has designed training programs aiming to enhance capacity in 2019 and the unit's work plans include improvement of data quality, data visualization and contributing our benefactors' experience.

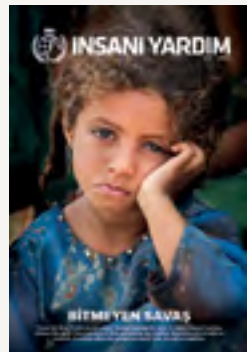


# PUBLICATIONS



## Documentary-Movie

1. *Being a Family*, Emre Karapınar/Orhan Dede/Mehmet Akif Güler (Documentary - 10 Episodes)
2. *A Voyage of Goodness*, Ahmet Mücahit Aydoğan (Documentary - 5 Episodes)
3. *Faces of Istanbul*, Ekrem Es (Documentary)
4. *How Lives Change: Vildan*, Orhan Dede (Documentary)
5. *In the Memory of Ahmet Sarıkurt*, Berat Arıkan (Documentary)
6. *The Last Photograph*, Mehmet Akif Güler (Documentary)
7. *A Tale of An Orphan from Denizli to Azerbaijan*, Taha Ovacı (Documentary)
8. *Reunion*, Muaz Çanakçı/Abdurrahim Uysal (Short length)



## Books-Bulletins

1. *Good Deeds Anytime Anywhere*
2. *Risalat of Good Deeds and Taqwa*
3. *Waqf: Humanitarian and Social Aspects*
4. *Sunni-Shia Relations: An Anatomy of a Power Struggle*
5. *Geopolitical Secrets in the Surah at-Tin: On the Future Conquest of Bayt al-Maqdis*
6. *Unending War (Humanitarian Relief Bulletin, Issue 73)*
7. *Are We Ready (Humanitarian Relief Bulletin, Issue 74)*



## Report

1. *Captive Women in the Prisons of Syria*
2. *Orphaned Children of the Wars*
3. *Tension Between Neighbors: The Societal Adaptation Problems Between Turks and Asylum Seekers*
4. *Egypt: A Society in the Grip of Revolution and Coup*
5. *War in the Middle East and Western Arms-Producing Companies*
6. *Al-Aqsa Intifada: Revisiting a People's Rebellion*
7. *Humanitarian Situation in the Islamic World*
8. *Red Sea: The Invisible Front of the Conflict in Middle East*
9. *Essential Standards for a More Effective Humanitarian Aid*
10. *Violence Against Women*
11. *Children Rights' Violations in Syria*
12. *Child Workers*
13. *Burnout Syndrome*
14. *The Land of the Iron Bars: Egypt Human Rights Report 2018*
15. *Rights Violations in Quds*
16. *Integration of Bangsamoro Muslims through Education*
17. *Education and Identity Building in Oman*
18. *Education in Egypt*
19. *Education in Malaysia: Structural Development Planning*
20. *Unaccompanied and Lost Refugee Children in Europe*
21. *A New Era in Iraqi-Kuwaiti Relations: Vulnerabilities and Cooperation*

IHH publications are available at [www.ihh.org.tr](http://www.ihh.org.tr) and HYPERLINK [www.insamer.com](http://www.insamer.com).



## *Since 1992*

We would like to express our gratitude to the supporters of our cause who have supported the work we have been doing since 1992 regardless of religion, language, race, nation and sect in more than a hundred countries and territories on six continents.

---



*Spreading kindness, anytime and anywhere.*







☎ 0212 631 21 21 ➡ [www.ihh.org.tr](http://www.ihh.org.tr)