



INTRODUCTION, ACTIVITY and RECOMMENDATION REPORT

February 2021

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The Foundation for Human Rights and Freedoms and Humanitarian Relief (IHH) started its activities voluntarily in 1992 and became institutionalized in 1995. IHH Humanitarian Relief Foundation carries out its activities with the purpose to deliver aid to all people who are in need, who had a catastrophe, who are victims of war, natural disaster, etc. or wounded, crippled, starved, left homeless and persecuted thereof, wherever they are regardless of their religion, language, race or sect and to prevent the violation of the basic human rights and freedoms of those people.

While operating in the axis of humanitarian relief, human rights and humanitarian diplomacy, 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 a role model of 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 Co-operation (OIC); a council member of the Organization for Islamic Cooperation Humanitarian Fund (OIC) and International Council of Voluntary Agencies (ICVA), Turkish Volunteer Organizations Foundation (TGTV) and the Union of NGOs of the Islamic World (IDSB).

While carrying out its activities, IHH Humanitarian Relief Foundation operates all over the world:

- In the regions where war and its effects continue,
- In disaster areas,
- In countries and regions suffering from poverty.

As a result of the works carried out within the IHH Disaster Management Department, approximately 2 thousand search and rescue volunteers throughout our country, an operational team of 750 professionals, and 4 trained search and rescue dogs are ready to support the disaster response efforts in Turkey and abroad.

We test our competence and capacity and increase the experience of our teams with the national exercises we held in Bursa in 2019 and Bolu in 2020.

As a Support Solution Partner, we prepare for disasters not only in the field of search and rescue, but also in psychosocial support, nourishment, and communication services to 11 service groups included in the Turkey Disaster Response Plan. In addition, we develop our understanding of disaster management by forming 4 different service groups needed on the basis of Non-Governmental Organizations.

OUR DISASTER MANAGEMENT STRATEGY

We carry out our activities in disaster management with the following objectives and strategies:

- To support reducing the effects of disasters and emergencies in our country and in the world, with all our strength and means, until life returns to normal.
- To prevent the waste of resources and time by working in cooperation with managing institutions and organizations, preventing conflict in the field.
- To train volunteers with disaster response competence in order to contribute to the qualified human resources that will be needed in case of disaster.
- To carry out studies within the limits of possibilities in order to ensure that disaster culture and experience are brought to our country by examining the application examples in the world during the pre-disaster preparation stages, and to fulfill the missions envisaged by the institutions to reduce disaster risks.
- To raise awareness about disaster preparedness.
- To heal the post-disaster wounds, support sustainable development, help survivors to become self-sufficient again.

1992-2020

CHRONOLOGY

OF DISASTER AND EMERGENCY WORKS

- 1992** Bosnian War, Bosnia and Herzegovina (1992-95)
Karabakh War (Khojaly Region), Azerbaijan
- 1994** First Chechen War, Chechnya
- 1998** Kosovo War, Kosovo
- 1999** 17 August Gölcük Earthquake (Kocaeli), Turkey
12 November Düzce Earthquake, Turkey
Second Chechen War, Chechnya
- 2001** Afghanistan War, Afghanistan
- 2003** Iraq War, Iraq
- 2004** Earthquake and Tsunami Disaster (Aceh Region), Indonesia
- 2005** Pakistan Earthquake (Kashmir Region), Pakistan
Hurricane Katrina, USA
- 2008** Gaza Massacre, Palestine
South Ossetian War, Georgia
- 2010** Haiti Earthquake, Haiti
Flood Disaster, Pakistan
Mavi Marmara Massacre
Flood Disaster, Albania
- 2011** Tōhoku Earthquake, Japan
Van Earthquake, Turkey
Drought Disaster, East Africa
Syrian War, Syria
Hurricane Disaster, Madagascar
- 2012** Israel-Gaza Conflicts, Palestine
Migration (Arakan), Bangladesh
- 2013** Civil War, Central African Republic
Typhoon Haiyan, Philippines
- 2014** Flood Disaster, Bosnia and Herzegovina
Soma Mine Disaster (Manisa), Turkey
Ermenek Mine Disaster (Karaman), Turkey
Ebola Outbreak, Sierra Leone, Liberia, Guinea
Crimean Crisis, Ukraine
Flood Disaster, Afghanistan
Civil War, Central African Republic (2014-20)
- 2015** Earthquake, Nepal
Migration, Macedonia
Migration, Syria
Gaza Massacre, Palestine
- Flood Disaster, Zimbabwe
Flood Disaster, Malawi
Flood Disaster, Mozambique
- 2015** Flood Disaster, Macedonia
Avalanche Disaster (Penshir), Afghanistan
Migration, Nigeria
- 2016** Evacuation of Aleppo, Syria
Flood Disaster (Bartın), Turkey
- Earthquake (Ayvacik/Canakkale), Turkey
Earthquake (Samsat/Adiyaman), Turkey
Migration (Arakan), Bangladesh
Earthquake, Mexico
- 2017** Earthquake (Sulaymaniyah), Iraq
Flood Disaster, Macedonia
Flood Disaster, Albania
Flood Disaster, Sierra Leone
Earthquake, Iran
- Civil War, Yemen
Earthquake (Sulawesi), Indonesia
- 2018** Flood Disaster, Niger
Migration, Burkina Faso
- Earthquake (Acıpayam/Denizli), Turkey
Earthquake (Bozkurt/Denizli), Turkey
Building Collapse (Kartal/Istanbul), Turkey
Flood Disaster (Araklı/Trabzon), Turkey
Flood Disaster (Akçakoca/Duzce), Turkey
- 2019** Ferry Disaster (Mosul), Iraq
Missing Case (Uludağ/Bursa), Turkey
Earthquake, Albania
Flood Disaster, Niger
Hurricane Idai, Region of Africa
Flood Disaster, Sudan
Flood Disaster, Iran
- Earthquake (Sivrice/Elazığ), Turkey
Avalanche Disaster (Van), Turkey
Coronavirus Outbreak, Turkey
Migration (Edirne), Turkey
Flood Disaster (Kestel/Bursa), Turkey
- 2020** Flood Disaster (Dereli/Giresun), Turkey
Earthquake (Bayraklı/İzmir), Turkey
Hurricane, Colombia
Hurricane, Guatemala
Flood Disaster, Niger
Flood Disaster, Iran
Harbor Explosion, Lebanon
Migration, Sudan

OUR DEVELOPMENTS IN DISASTER PREPAREDNESS

INSTITUTIONAL TRANSFORMATION

Based on the Turkey Disaster Response Plan, we have determined our service groups that will take part in disaster management processes, and we have made hierarchical changes within the institution in order to increase the efficiency of these service groups. At the same time, the integration of internal dynamics into the process and our trainings also continue. We are creating a comprehensive and organized disaster management force by including the NGOs we cooperate with in our service groups that we continue to create in accordance with our disaster management strategy document.

Our service groups operating under the Disaster Management Department are as follows:

1. Operations Management
2. Information Management
3. Search and Rescue
4. Nourishment
5. Shelter
6. Psychosocial Support
7. Communication
8. Media
9. Logistics
10. In-kind Aid and Warehouse Management
11. Education
12. NGO and Volunteer Management
13. International Cooperation and Support

14. National and International Aid

15. Determination of Damage and Loss (Related to our foundation's structures and buildings)

PREPAREDNESS FOR THE EXPECTED MARMARA EARTHQUAKE

As part of the preparations for the Marmara earthquake, which is one of the biggest risks concerning our country, we plan the disaster response processes of all our organizations by taking into account various variations and changes.

We are creating a strong cooperation model with our international stakeholders regarding the aid activities they can provide to our country in case of a major disaster.

With the Disaster Management Software (which is expected to be completed by the end of 2021), we prepare disaster response plans in the digital environment, and we create regional disaster response teams where our teams that will be exposed to disasters can be self-sufficient by focusing primarily on their families and their immediate surroundings.

COMMUNICATION

We have included satellite technology and digital radio systems in our capacity to ensure uninterrupted communication in times of disaster. In addition, our entire organization in Turkey have developed an amateur radio system.

VOLUNTEER MANAGEMENT

As IHH, we developed the voluntary branching system/ identified three different branches as disaster volunteer, search and rescue worker and disaster manager. We assigned 3 levels to each branch and created a methodology so that a person can complete each level in at least one year and at most three years. We continue to not only train our colleagues working in these branches on technically, but also test their competence in national and moral values, maturity and compliance with our foundation's values in this process.

There is a lack of standards in the field of search and rescue training. Today, each institution brings a different interpretation to issues such as how to train a search and rescue worker, the training they should receive, and the activities they should be involved in. In addition, getting first aid training is considered a choice, not a necessity. Just getting training and having the certificate of this training shows that the person has awareness and training on that specific subject. In fact, in order for a person to be able to search and rescue, they need to transform the training they receive into practice.

OUR DISASTER MANAGEMENT CAPACITY



Our search and rescue units. (2nd National Exercise Bolu, 2020)



8 off-road
vehicles



2 opening
cars



6 personeel
carriers



1 first
intervention
vehicles



5 logistic
supply
vehicles



2 mobile soup
kitchens



4 zodiac
boat



20 service
vehicles

Our vehicle park which has been designated primarily for disasters.



Our search and rescue capacity.

2 branches, **82** humanitarian relief organizations and representative offices in **511** districts in Turkey.



● Disaster Management Center ● Logistics Center ● Humanitarian Relief Organizations

Our communication and relief activity capacity in Turkey.



Our representative offices in foreign countries.

OUR OPINIONS AND SOLUTIONS ON DISASTER PREVENTION AND RESPONSE ACTIVITIES IN OUR COUNTRY

EDUCATION AND AWARENESS

All awareness trainings should be under the responsibility of the Ministry of National Education in order to increase knowledge and awareness about disasters. Thus, these topics can receive greater coverage in the curriculum.

- Institutions currently working on disasters spend a lot of energy on awareness training. Institutions working on disasters should focus more on training individuals and institutions to produce professional services in the field of search and rescue.
- Instead of trying to involve the Ministry of National Education within the activities on disaster education, institutions working on disasters should increase their capability to a standard that can provide consultancy and guidance to the Ministry of National Education.

By placing awareness messages on packaged products, the messages intended to be given in the trainings should be shared with people more equally, quickly and effectively.

Today, institutions are working with all their might to try to spread disaster education to all segments of society. It is very unlikely that a person who receives training once will be involved in a disaster-related seminar for the second time.

Working individuals, especially, have little or no access to disaster training. In some sectors, it is almost impossible for employees to receive training.

When we take the number of trainings received by the institutions as a reference, it can be perceived that we are at a good point in disaster training.

However, the purpose of education is to change behavior, culture and raise awareness. Today, all institutions work with great devotion on training. The trainings provided are trainings that will be useful in countries that have earthquake-resistant building stock and proper zoning regulations, where natural events do not turn into disasters and. For example, in earthquake education in our country, fault lines, disaster kit and measures to be taken by individuals are highlighted, but constantly bringing these issues to the fore will unfortunately not prevent buildings from being demolished. On contrary, in countries with proper disaster planning, there is no use for even discussing these topics.

We think that the drill culture should be developed further. Apart from the drill culture, which is completed by gathering in the garden after the fire alarm and counting those who are present, other cultures need to be developed.

For example, in Chile, city evacuation simulations are conducted on 31 May every year.

COORDINATION

By creating sub-committees in the Disaster and Emergency Board, it should be ensured that all institutions prepared for disasters can produce solutions to problems.

It is crucial that a specially authorized team be formed to coordinate the preparations for the Marmara earthquake. We see that preparation for the Marmara earthquake is among the priority tasks of all institutions under current conditions, but we are also aware that preparing for this disaster is not the only job of institutions.

We think that some service groups are missing in the Turkish Disaster Response Plan (TAMP) and that the service groups mentioned below should be included as well.

Operations Management Service Group

In disaster areas, it is seen that the people who try to coordinate disasters and follow the works and transactions of service groups in almost all institutions are local authorities. People who do not have experience in disasters may cause coordination weaknesses, especially when managing the critical period. In this regard, it would be beneficial for TAMP's main solution

partners to determine the people who will manage the operation, and for these people to coordinate the locality in every disaster and gain experience in their working environment.

Communication Service Group

Service group to coordinate press and broadcast and prevent disinformation. In addition, it will be responsible for activities related to raising awareness in the media about disasters.

Provincial Coordination Service Group

A service group that will coordinate all kinds of aid coming from other provinces to provinces suffering from disasters.

Education Service Group

The service group that will provide education services in the medium and long term, coordinate the institutions that will work on this issue, and monitor the pre-disaster preparations.

NGO and Volunteer Management Service Group

The service group that is responsible for the coordination of authorized persons and NGOs coming to the disaster area. We think that the NGOs that work in disaster areas in order to be useful in times of disaster are not aware of TAMP.

STRUCTURAL

The main reason for the events to turn into disasters is zoning problems. Any solution to be implemented before resolving structural problems will worsen the situation.

When the disasters occurring in the world are examined, unfortunately, the highest death rate belongs to our country. The main reason for this situation is zoning problems and poor-quality building stock.

The authority of municipalities on zoning should be restricted and processes related to zoning should be carried out under the coordination of the Ministry of Environment and Urbanization and Climate Change. Municipalities should be an enforcement mechanism, not a decision mechanism.

Population density is the primary factor that increases the impact of disasters. For cities, it is necessary to restrict the number of buildings, regulate population growth and ensure controlled growth. Uncontrolled growth affects society negatively and maximizes disaster damage. Lack of planning is one of the big problems that can be encountered.

Our cities need to be designed according to the standards of humane living. While constructing a tent city, we aim to set up with a standard of 50m² per person. Today, the area per capita on a district basis in metropolitan cities in our country is below the tent city standards.

Disaster response forces should be gathered in a single center. Currently, every institution is trying to build a capacity to fill this gap.

We think that especially fire brigades should be separated from local governments and disaster response capability should be strengthened.

Software systems should be accessible to NGOs and they should be actively involved in process management. Today, individuals and institutions that are not in digital processes cannot meet the requirements of the technological era and are on the verge of extinction.

These measures should not remain only in disaster areas. Every issue that closely concerns family and society is within the scope of NGOs. Alleviating poverty, especially, is an important factor in reducing the secondary effects and damages of disasters.

People within the low-income group are exposed to the effects of disasters more than others. They cannot benefit from educational opportunities offered prior to disasters and are negatively affected by them. After a disaster, it takes longer for their lives to return to normal. Proactive cooperation for the fight against poverty is not a choice but a necessity for the public and NGOs.

It is predicted that disasters will increase their impact in the coming years and pose a more negative impact on human life. The disasters we experienced in 2020 were relatively small-scale disasters. Our country needs to be more prepared for medium and large-scale disasters. Considering all these, the pre-disaster, disaster, and post-disaster measures should be followed more closely under the umbrella of the Grand National Assembly of Turkey. It would be beneficial for the TGNA to follow the processes with a permanent commission in areas such as monitoring the preparations and coordination between the public, private sector, and NGOs.

The processes can be examined in more detail by establishing sub-committees related to the following subjects:

1. Investigation and follow-up of the expected great Marmara earthquake preparations by experts
2. Following the processes of NGOs and local authorities working on disasters and emergencies
3. Researching the effects of climate change
4. Investigation of disaster response processes
5. Follow-up of the disaster risk reduction process
6. Monitoring critical processes such as zoning, building inspection systems and following up on solutions to problems
7. Monitoring and tracking of forest fires

It is striking that most of the laws and decrees enacted focus on public institutions or the private sector, and there are no NGO and citizen-oriented approaches. In this regard, the legislator's making laws by taking these focal points into account will contribute to form a better coordination.

The independence of occupational health and safety experts will minimize the effects of human-induced disasters and occupational accidents.

Family disaster plans must be registered in the e-Government system.

- Individuals should have access to information about their residence through e-Government to learn how vulnerable their residence is for disasters. After the Izmir earthquake, many citizens realized that the building they rented was much riskier than the landlord claimed.
- Modules about the structure of the building, its risks, and building inspection works should be added to the e-Government system to inform residents.

Although the buildings are identified depending on whether they were constructed before or after the year of 2000, we think that it would be more correct to take the period when the building inspectors became independent as a turning point.

Further information should be shared about the preparations carried out on the expected Marmara earthquake and the process should be carried out in transparency.

For example, when talking about a large figure such as 50 thousand collapsed buildings, institutions working on disasters should clearly know how it was determined and which of these buildings were.

- Since a large figure such as 50 thousand collapsed buildings is mentioned, the information such as how this figure was determined, and the location of vulnerable buildings should be clearly shared with institutions working on disasters.
- Institutions' disaster preparedness plans should be known to other institutions.
- In preparation for the Marmara earthquake, the process is proceeding with a natural perception that only Istanbul will be affected by the earthquake. However, there is a disaster scenario that will affect about 10 provinces. Considering the forecasts, we need to prepare for the worst-case scenario.

The concepts of urban transformation and structural transformation should be separated from each other. Urban transformation should be implemented to create more livable cities.

- Urban transformation is now perceived as a means of unearned income and people lost their trust in the authorities due to many negative situations they have encountered. In this regard, the authorities are unable to express themselves well and create an atmosphere of trust. In this regard, people should be informed with the partnership of NGOs and the public and a wide program should be carried out to cover all segments of society.

Our preparation process for climate change needs to be reviewed

- It is predicted that climate change will have an impact that will change the entire sociology of the world. Due to the socio-economic development of our country in the region it is located in, it is estimated that Turkey will receive more immigration compared to other countries.

Information on how large an area of our coastlines will be flooded in a possible tsunami and the measures taken for the people living in those areas should be reviewed.

It would be beneficial to accelerate the plans made for the dissemination of renewable energy sources and to determine the policy for the first 25 years of energy investments.

It is important that the construction contractor qualification requirements are reviewed and implemented with determination.

The problems in the building audit system should be determined and solutions should be generated.

NGOs AND VOLUNTEERS

We think that the following measures should be carried out in order to provide motivation and incentives to work by providing some facilities and support to NGOs carrying out activities related to disasters.

- Tax relief;
 - The tax rates paid by NGOs for the capacity they develop for disasters are very high. While developing the disaster preparedness capacity of our institutions, which are currently suffering from financial resources, tax reductions in their purchases will ensure a better process and alleviate the burden of our institutions.
 - An exemplary contribution on this subject was made for educational institutions in the 100% Support to Education Project.
 - Tax deduction for permanent tax items on private vehicles to be used for disasters.
 - Giving siren and flashing permission to vehicles to be used for disasters.
 - Authorization to use safety lanes and exemption from traffic fines in disaster response processes.
 - Paying attention to the NGO factor in law regulations and including it more in decision-making mechanisms.
 - Giving legal audit authority to NGOs working on disasters and enabling them to perform independent audits on disaster risks.
 - Ensuring the survival of NGOs by providing financial support to build capacity on disasters.
 - Authorizing NGOs to provide training and certificates on disasters, and not seeking compelling conditions as in the private sector, such as employment and working place.
 - Providing financial support for NGOs during disaster response processes.
 - Providing software programs where NGOs can record their disaster preparedness capacities and processes.
 - Currently, data is collected once or twice a year via written form and mail.

- We think that the following activities should be done for volunteers working on disasters:
 - Ensuring legal recognition for volunteerism.
 - Institutions currently engaged in volunteer work face difficulties in official procedures since there is no legal regulation regarding volunteering. They may face serious sanctions, especially in cases of injury or death.
- Permission problem:
 - In case of a disaster, people working on disasters face many difficulties while coming to the disaster area.
 - Even if a general permission is given for civil servants, some administrative chiefs do not allow people to participate in disaster response operations by using initiative. The superiors of some search and rescue volunteers who work as civil servants do not allow them to participate in disaster response operations even if they want to participate by using their annual leave.
 - Private sector employees can only participate in operations by taking annual leave.

Volunteers working in the private sector can contribute more disaster operations if the employer is given incentives such as insurance premium rebate and salary payment coverage. We also think that managers will react more moderately if employers receive a commendable thank you from local governments.

- Rewarding
 - Some gifts that do not provide financial gain can be given to volunteers who add value in disasters:
 - Free admission to museums can be provided
 - The right to benefit from public guesthouses like civil servants can be provided.
 - After disasters, ceremonies can be held by local authorities and shared with the public in order to honor volunteers and encourage others to involve in volunteer activities.
- An evaluation and appreciation meeting to be held at the ministerial level with the officials of the institutions involved in the disaster can increase awareness considerably.



Since 1992

We would like to pay our tribute to our volunteer friends who support the work we carry out in 123 countries without discrimination based on religion, language, race, nation, and sect.



iHH
HUMANITARIAN RELIEF FOUNDATION

Spreading kindness, anytime and anywhere.



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