2020 ANNUAL REPORT

TÜRK KIZILAY
I would like to express great appreciation to the Red Crescent before the whole nation for its efforts and capabilities displayed to respond to needs in times of earthquakes and vulnerabilities.

[Signature]
“There is no doubt that humanitarian assistance is delivered without expecting an earthly return or contemplating future gains. Even if it is performed in a professional mode, humanitarian assistance is essentially based on voluntariness.

This task cannot be performed and all risks involved cannot be possibly taken without a sense of mutual responsibility toward one another. Based on this point of view, I consider humanitarian assistance workers as modern-day foot soldiers of kindness and compassion. They are a token of sacrifice in today’s world where human life is worth less and less, and everything is built on materiality.

Recep Tayyip Erdoğan
President of Turkey
"We supported millions of people affected by the global pandemic and crises, both in our country and all around the world."
Starting from 1868, 152 year-old background of the Turkish Red Crescent has been fraught with challenges. However, the spirit of being a member of the Turkish Red Crescent has always triumphed. This is a principle now as shown in 2020. With mission to do good deeds, the organization has come out on top thanks to the financial and spiritual sponsors. 2020, which brought about various challenges for both Turkey and the rest of the world, was a year when the members of the Turkish Red Crescent played a historic role. While the year was associated with the Coronavirus pandemic, it was also a year that we were tested by some disasters in Turkey. The Turkish Red Crescent responded to 139 disasters and emergencies in various sizes including 12 earthquakes, 11 flash floods, 14 fires, and 8 heavy snowfalls.

The COVID-19 pandemic, which was the top challenge of the year to deal with, has brought about risks for the public health and disrupted our social interactions and the way we run operations. What we have witnessed is not just the whole world grappling with diseases. Individuals and businesses suffering from financial difficulties, war-stricken people taking refuge in Turkey, and psychological effects of what we call new normal have led to the emergence of new vulnerable groups. The Turkish Red Crescent has been on the frontline to dress the wounds of such vulnerable groups in a role to assist the state.

We devised a far-reaching action plan and a support programme at the outset of the pandemic to brace for the worst case scenario and assist the state to offer solutions. We provided those in need with cash assistance and food packages. Our local organizations are one of the major components of the so-called loyalty support groups of administrative authorities that provide people hit by the coronavirus outbreak with assistance. Our volunteers were on the field, raising awareness, meeting shopping needs, and making sure vulnerable groups are not left behind. We responded to the needs of people for food during lockdowns and delivered hot meals to tens of thousands of people in dormitories. We underpinned the public health based on a new mode of treatment through donations of immune plasma. We delivered aids to 46 countries as a part of global actions against the pandemic.

The consecutive disasters that took place in Turkey made an indelible impression on the year 2020. Building up its organizational structure more and more, our disaster management units offer innovative solutions for food as they are the main solution partner under the Disaster Response Plan of Turkey. It was also a challenging year for blood services apart from the public health, social services, and disaster-related challenges. While the reluctance of people to donate blood because of health concerns blocked us from achieving our annual goal, our robust foundation helped us meet 83% of the need for blood across Turkey.

We will continue to extend a helping hand to aggrieved, oppressed, orphan, and poor people in Turkey and across the globe under any circumstances. Unforeseen disasters and force majeure not only pose a limit on our operations but also boost our responsibility. I owe a great debt of gratitude to my self-sacrificing coworkers who have fulfilled the mission, adding to the spirit of being a member of the Turkish Red Crescent. May the operations of the Turkish Red Crescent be everlasting with the mission to strengthen the whole community. I would like to take this occasion to congratulate all my coworkers with inputs in the annual report that you are reading, and I hope that it will lead to fruitful outcomes.

Kind regards.

Dr. Kerem KINIK
President
We delivered aids to over 8.2 million people in 57 countries.
Since its inception in 1868, the Turkish Red Crescent (TRC) has fulfilled its mission to strengthen the community in a role to assist the state. Relying on the efforts of the self-sacrificing staff members and the support of the august nation, the TRC is an ever-growing organization that improves itself at an exponential clip. While natural and man-made disasters, emergencies, poverty, lack of means, and financial crises usually mean setting aside and suspending operations or going bankrupt for many organizations, such times are historic moments that the Turkish Red Crescent undertakes missions and boost its operations. In this sense, the year 2020 was historic for not only the whole world and the Turkish Red Crescent. The COVID-19 pandemic, consecutive earthquakes and other disasters forced the TRC to be on the scene all the time despite it all.

Let’s briefly take you through the year 2020 with focus on some highlights. We responded to 139 disasters and emergencies including 12 major earthquakes. While we fell short of the intended goal for blood donation in 2020 because of the pandemic, we managed to meet 83% of the need for blood across Turkey thanks to blood components. We delivered aids to nearly 13 million people through aid packages and other social services that we announced at the outset of the pandemic, standing by the vulnerable groups to make ends meet. We mobilized international funds to assist the migrants who have been even more vulnerable. We delivered cash-based aids to 2.6 million beneficiaries and 1.7 million beneficiaries were provided with assistance under the community-based migration programmes.

The Turkish Red Crescent, which is the largest organization in Turkey and one of the top relief organizations in the world, has 16 permanent offices across the globe. We ran our operations through 16 offices in 2020 when the international aids were adversely affected by the international travel restrictions. Additionally, we delivered COVID-19 aids to 30 countries where we have no delegation. This means that we delivered aids to over 8.2 million people in 57 countries.

We will exponentially increase our invaluable efforts in years to come despite the challenges. I would like to take this occasion to congratulate all members of the Turkish Red Crescent for their outstanding performance and self-sacrificing efforts, and extend my heartfelt thanks to them for their services. I owe a great debt of gratitude to all my coworkers who offered their inputs to draw up this annual report that you are reading based on our operations in 2020. My warmest regards to each and every foot soldier for going to great lengths in times of humanitarian crises.

Dr. Ibrahim ALTAN
Director General
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SOURCE OF OUR STRENGTH

- 125,820 Volunteers
- 152 Youth TRC College Clubs
- 4 TRC Camps
- 1 TRC Rehabilitation Center
- 64 TRC Boutiques
- 168 Youth TRC Organizations
- 23
12 Disaster Response Centers
240 Representative Offices
260 Branches
67 Blood Donation Centers
11,443 Staff Members
59 TRC Women’s ORG.
33 Child Programmes
33 TRC Camps
18 Regional Blood Centers
16 International Offices
16 Community Centers
6 Social Markets
5 Dormitories
1 Compassion Store
3 Hospitals
2 Medical Centers
5 Regional Directorates of Disaster
5 Regional Directories of Voluntary and Youth Centers
3 Nursing Homes
3 Food Banks
260 Branches
5 Disaster Response Centers
9 TRC Card Services Centers
1. BLOOD SERVICES

- By combining modern blood banking requirements with good manufacturing practices, to meet the safe blood society needs in the right way, at the right time and in the desired amount.

- Carry out coordination activities defined in the protocol in order to attract potential stem cell donors within the scope of the sustainability of the TÜRKÖK Project carried out by the Ministry of Health and to effectively operate the donor-patient matching process.

- Obtaining a quality plasma suitable for blood plasma fractionation, which is one of the goals of the Safe Blood Supply System, and fulfilling the obligations of the Red Crescent as a raw material provider within the scope of the project.

2. DISASTER MANAGEMENT

- The Nutrition Working Group for the Disaster Response Plan of Turkey (DRPT) is the main solution partner.

- DRPT is an auxiliary solution partner for other forms of services (emergency accommodation, in-kind donation, warehouse and distribution management services, domestic & international in-cash donation services, communication, shipping, healthcare, psychosocial).

- Accommodation and Nutrition in regional and local disaster management centers for emergencies and potential disasters.

- Satellite communication for any disaster and emergency through very small aperture terminals (VSAT).

3. SOCIAL SERVICES

SOCIAL RELIEF PROGRAMMES

- Livelihood Assistance
- Nutrition
- Maternity Benefit
- Clothing Benefit
- Disaster and Emergency
- Relief Accommodation
- Relief Education
- Grant Medical Aid
- Grant of Disability or Medical Instruments & Devices
- Food Bank Aid
- Ramadan Relief
- Temporary Accommodation and Travel
- Assistance Donor Aids
- Other Aids

SOCIAL SERVICE ORGANIZATIONS

- Food Bank, Rehab Center, Compassion Store, Nursing Home, Dormitory, TRC Boutique & Social Market

ANIMAL SACRIFICE SERVICES

- Animal Sacrifice by Proxy
- Offering, Aqiqah, and Shukr Animal Sacrifice by Proxy

PROJECTS
Humanitarian assistance for foreign nationals under protection in Turkey

Protection, Social Cohesion, and Livelihood Development Programmes

Psychosocial support for children and youth, child protection, social cohesion, empowerment of the youth, and assistance for education

TRC Card In-Camp Food Aid Support Programme,
TRC Card Emergency Social Safety Net (ESSN) Programme,
TRC Card Conditional Cash Transfer for Education (CCTE)
TRC Card Turkish Language Course for Adults Programme

Psychosocial support and healthcare programme for children and adults

Cross-border humanitarian assistance and improvement activities for those in need in Syria

Policy development and advocacy activities for migration services

First-aid training courses
Emergency Medical Aids
Disaster/emergency and regular psychosocial services
Mobile clinical services in Afrin and Azaz, Syria

International humanitarian assistance through its delegations and teams
Emergency humanitarian aid operations
Humanitarian assistance services of international disaster response, water sanitation and hygiene, food, accommodation, school, orphanage, promotion of hospital and livelihood capabilities,

Global humanitarian assistance services during Ramadan and Eid Al-Adha

Programmes and projects to build organizational capacity for community-based efforts or the Red Crescent and the Red Cross to boost the resilience of communities in need.
7. INTERNATIONAL POLICIES AND PARTNERSHIPS

- Establishment, execution, coordination, and organization of international relations in line with the Principles of the International Red Cross & Red Crescent Movement, the Geneva Conventions, and additional protocols.
- Advocacy actions under the international humanitarian law, humanitarian policy development and promotional activities
- Bilateral and multilateral partnerships and coordination on global, regional, and local scales

8. VOLUNTEER RELATIONS MANAGEMENT

- Management of volunteer attraction activities
- Cooperation with volunteers in ordinary and extraordinary times
- Management of international youth camps
- Management of disability-free camps
- Organization of training courses and festivals etc.
- Intelligence classes and book corners in schools

9. TRAINING MANAGEMENT

- Training of Trainers
- Community training courses
- Provision of reference books called "I'm Learning About Safe Life" for students and teachers
- Development of educational materials for children
10. DONATION MANAGEMENT

- Domestic and international campaigns and projects to attract funds
- Domestic and international funding
- Activities and services for donors
- Delivery of real estate donation services

11. REAL ESTATE MANAGEMENT

- Leasing activities
- Projects to generate income, create added value and improve service quality in construction efforts

12. BRANCH SERVICES

- Nation-wide humanitarian assistance activities through 260 Branches and 240 offices
YEAR 2020
TURKISH RED CRESCENT
Blood Services

Rate of Response to Need of the Country for Blood: 90%

3,761,405
Blood Component Delivered

18
Regional Blood Centers (RBC)

67
Blood Donation Centers (BDC)

2,429,302
Units of Blood Donated

Stem Cell

3,085
Matches

77,055
Prospective Stem Cell Donors

823
Transplants

37,285
Number of New Immune Plasma Donors

49,824
Units of Immune Plasma Donated

83,165
Units of Immune Plasma Delivered
**Disaster Management**

- **211,150** People to Accommodate
- **12** Disaster Response Centers
- **427,600** Food Capacity (Person/Meal)

**139** Disaster and Emergency Responses

- **12** Earthquakes
- **11** Floods & Flash Floods
- **14** Fires
- **8** Heavy Snowfalls
- **1** COVID
- **93** Other Emergencies
Social Services 12,658,784
Number of People Assisted

12,388,736
Number of People Provided with Social Assistance

270,048
Number of People Helped Through Social Service Providers, Projects/Programmes and Services

64
TRC Boutiques

6
Social Markets

23
Food Banks

1
Rehabilitation Center

3
Nursing Homes

5
Dormitories

1
Compassion Store
2.6 M
TRC Card Cash-Based Assistance Programme
Number of Beneficiaries

641,486
Children Programmes
Number of Children Assisted

52,522
Number of Beneficiaries of In-Camp Food Assistance Programme

1,828,788
Emergency Social Safety Net (ESSN)
Number of Beneficiaries

668,900
Conditional Cash Transfer for Education (CCTE)
Number of Beneficiaries Aided At Least Once

37,585
Turkish Language Training for Adults (TLTA) Number of Beneficiaries Aided At Least Once

1,698,754
Community-Based Migration Programmes
Number of Beneficiaries
International Programmes and Operations

57 Countries
8,250,000 Number of People Internationally Aided
16 Delegations
GENERAL INFO
Mission
“Extending assistance to those in need and vulnerable people in ordinary times and emergencies, improving social solidarity, securing a safe supply of blood, and reducing vulnerability as a proactive organization in assistance services, and standing by people in their toughest moments at home and abroad”

Our Vision
“To be an organization that is taken as a model in humanitarian aid services in Turkey and in the world, and that stands by people in their most difficult moments.”
1.2. MANDATES, ROLES AND RESPONSIBILITIES

A. Turkish Red Crescent performs its duties and mandates in times of war and peace as a domestic and international relief organization.

B. It also does its part in responding to international armed conflicts that Turkey is a party to or to states of emergency declared by the government.

• Overall Domestic & International Tasks
• Social Aid & Disaster Management
• Blood Services
1.3. PRINCIPLES AND ORGANIZATIONAL VALUES

PRINCIPLES

**Humanity**
Originally emanating from the will to help those injured in battlefields without any discrimination, Turkish Red Crescent strives to prevent and alleviate human suffering anywhere in the world as a part of its domestic and international capabilities. The objective is to protect human life and health, and make sure human dignity is respected.

**Neutrality**
TRC does not discriminate on the basis of nationality, race, religious belief, class or political view. It tries to alleviate human suffering, attaching priority to the most immediate and essential needs.

**Impartiality**
To gain the trust of all, Turkish Red Crescent avoids taking sides for hostilities, and engaging in any political, racial, religious, and ideological conflicts.

**Independence**
Turkish Red Crescent is an independent organization. Turkish Red Crescent, as an auxiliary to public authorities in humanitarian actions, is subject to the laws of the Republic of Turkey and yet autonomous, which allows to act in line with the principles of the International Red Cross and Red Cross Movement.

**Voluntary Service**
Turkish Red Crescent is a voluntary relief organization that never seeks a return on its services.

**Unity**
Only one society can be founded under the title of Red Crescent in Turkey. This society is accessible to all. It takes humanitarian actions in a way to cover the whole country.

**Universality**
Having an equal status to other national societies, and sharing roles and responsibilities in mutual assistance, Turkish Red Crescent is a part of a global organization.
1.3. PRINCIPLES & ORGANIZATIONAL VALUES

ORGANIZATIONAL VALUES

Transparency
Turkish Red Crescent offers services in full transparency as a part of ethical values based on the international principles of organizational management and the following principles.

Accountability
Turkish Red Crescent releases sufficient, accurate and comparable financial, in-kind, and economic information in a timely, tangible, and intelligible fashion.

Responsibility
Turkish Red Crescent makes sure that its actions and services are compatible with the principles of the Movement that it is a party to, the domestic and international laws, in-house regulations, social and ethical values.

Justice and Equality
Turkish Red Crescent displays equal and unbiased treatment to third parties in all of its operations.
1.3. **PRINCIPLES & ORGANIZATIONAL VALUES**

**ORGANIZATIONAL VALUES**

**Justice**

Turkish Red Crescent stands for justice. It delivers aid to those in need without any discrimination. It delivers services to all societies in commitment to the Principles of the International Movement and its Organizational Values.

*By justice, Turkish Red Crescent refers to*

display of same attitudes and behaviors toward any segment, class and people regardless of religion, language, race, nationality, and gender, contemplation of each situation and option in a just and impartial manner, actions taken in line with the sense of justice in all operations and services, and contribution to lasting peace by mainstreaming humanitarian values, and basis of relations among its members, and turns all of them into an organizational culture.

**Open Communication**

Turkish Red Crescent is free from stereotypes and biases and enthusiast in sharing as a part of its reason for being. It shares information with donors, solution partners, and the public at large, and makes it accessible.

*By open communication,*

Turkish Red Crescent refers to sharing know-how and experience, interacting with the society, being accessible, transparent, and accountable, and continuously and concurrently exchanging information across the organization and consider it an integral part of the organizational culture.

**Solidarity**

Turkish Red Crescent is a paragon of solidarity and assistance. Drawing on its historical roots and responsive nature of the people it serves, Turkish Red Crescent shares values with donors and act in tandem with them. Turkish Red Crescent reinforces services with social backing to put them into effect. The members of the Turkish Red Crescent act in full solidarity to provide services based on the organizational culture, tradition, and know-how that they draw on.

*By solidarity,*

Turkish Red Crescent refers to commitment, team spirit, trust, cooperation, assistance, and sharing, and makes it a part of the organizational culture.
Trust

Turkish Red Crescent builds trust, putting its Principles and Organizational Values into effect. It treasures and safeguards the protection of human dignity the most. The relations among the members of the Turkish Red Crescent are built on trust.

By trust, Turkish Red Crescent refers to keeping promise, being reliable in actions and behaviors, being a basis of success and reputation, being trustworthy and sustainable in relations, delivering services by available resources and capacity, being consistent, and serving as a means to settle social problems, and considers it the main pillar of the organizational culture.

Honor of Being a TRC Member

Being a TRC member stands for taking pleasure in turning people’s reason, conscience, tolerance, compassion, and benevolence into humanitarian services. TRC members are “dervishes of benevolence” who wholeheartedly adopt and internalize the Principles and Organizational Values of TRC, project them onto their actions, behaviors, and services, and deliver services to alleviate human suffering in a self-sacrificing manner. It is an honor to be member of the Turkish Red Crescent that operates under the auspices of the Presidency of Turkey, which is the top public office in Turkey.

By the honor of being a TRC member, Turkish Red Crescent refers to delivering services under the guidance of the organizational values and the principles of the International Movement in line with will, wisdom, enthusiasm, passion, and commitment in a modern, innovative and unique fashion. TRC members act in a way to avoid injuring the honor of being a TRC member when it comes to their relations with one another, and turns it into a sense of culture.
1.4. BOARD of DIRECTORS and SUPERVISORY BOARD

1.4.1. BOARD of DIRECTORS for TRC HEADQUARTERS

Dr. Kerem KINIK
President

Ismail Hakkı TURUNÇ
I. Vice President

Murat ELLİALTI
II. Vice President

Hüseyin CAN
Secretary General

Nejla ÖZSOY
Deputy Secretary General

Cengiz KOÇ
Board Member

Ercan TAN
Board Member

Prof. Dr. Fatma MERİÇ YILMAZ
Board Member

Dr. Naci YORULMAZ
Board Member

Y. Ramazan SAYGILI
Board Member

Yasir YILMAZ
Board Member
1.4.2. SUPERVISORY BOARD of TRC HEADQUARTERS

Prof. Dr. İsmet DURMUŞ
President

Mustafa Umut YALÇIN
Vice President

Erdoğan KISACIK
Rapporteur

Dr. Sema KOPUZ YETİŞ
Board Member

Şükrü CAN
Board Member
1.5. DETAILS ON ADMINISTRATION

1.5.1. ORGANIZATIONAL SETUP

GENERAL ASSEMBLY

Supervisory Board

President’s Office & Board of Directors

Head Offices of Branches

Office of Consultancy to the President

Turkish Red Crescent Committees

Press Office

General Directorate of Turkish Red Crescent

Office of Consultancy to the Director General

TRC Academy

Directorate of Training

Administrative Office of TRC Academy

Directorate of Organizational Risk and Adaptation

Directorate of Istanbul

General Directorate of Blood Services

Deputy Director General’s Office of Social Services

Deputy Director General’s Office of Disaster Management

Deputy Director General’s Office of International Affairs and Migration Services

Directorate of Medical Management

Social Services

Directorate of Disaster Preparation

Directorate of Migration Services

Directorate of Quality & Strategic Management

Directorate of Public Health & PS Services

Directorate of Disaster Response

Directorate of Int. Programmes and Operations

Directorate of Financial & Support Services

Directorate of Disaster Recovery

Directorate of Int. Policies & Partnerships

General Directorate of Blood Centers

Directorate of Disaster Management

Directorate of Disaster Preparedness

Directorate of Disaster Response

Directorate of Disaster Recovery

President’s Office of IFRC

OIC-RED
### 1.5. DETAILS ON ADMINISTRATION

#### 1.5.2. HUMAN RESOURCES

**TOTAL NUMBER of EMPLOYEES**

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<td>Branch Staff Members</td>
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<tr>
<td>International Support Staff</td>
<td>2,971</td>
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<td><strong>TOTAL</strong></td>
<td>11,443</td>
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**TYPE of EMPLOYMENT**

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<td>671</td>
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<tr>
<td>International Support Staff</td>
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### LINE of WORK

**NUMBER of EMPLOYEES**

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<td>General Directorate</td>
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<tr>
<td>Deputy Director General’s Office of Social Services</td>
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<tr>
<td>Deputy Director General’s Office of Community Services</td>
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<tr>
<td>Deputy Director General’s Office of Finance &amp; Assets</td>
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<tr>
<td>Deputy Director General’s Office of Strategy &amp; IT</td>
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<td>Deputy Director General’s Office of Disaster Management</td>
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<td>Deputy Director General’s Office of Support Services</td>
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<td>TRC Investment Corp.</td>
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<td>General Directorate of Blood Services</td>
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<td>Deputy Director General of International Affairs &amp; Migration Services</td>
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### WOMEN-MEN EMPLOYEES

**NUMBER**

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<td>7,237</td>
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<tr>
<td>Women</td>
<td>4,206</td>
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<td>TOTAL</td>
<td>11,443</td>
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### EMPLOYEES BY AGE

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<td>25-34</td>
<td>4,248</td>
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<td>%37</td>
</tr>
<tr>
<td>45-54</td>
<td>1,743</td>
<td>%15</td>
</tr>
<tr>
<td>54+</td>
<td>509</td>
<td>%4</td>
</tr>
</tbody>
</table>
### 1.5.3. FINANCIAL DETAILS

**TYPE of INCOME | REALIZED IN 2020 | %**
--- | --- | ---
Cash Donation Income | TRY 43,549,909 | 1%
Subsidiary Donation Income | TRY 91,006,660 | 1%
Blood Services Income | TRY 792,680,176 | 12%
Interest Income | TRY 56,539,007 | 1%
Miscellaneous | TRY 124,757,304 | 2%
Asset Leasing+Funds | TRY 127,894,318 | 2%
Domestic & international Funds | TRY 4,224,864,841 | 64%
Conditional Donation | TRY 475,501,077 | 7%
In-Kind Donation | TRY 649,891,906 | 10%
Head Offices of Branches | - | 0%
**TOTAL** | **TRY 6,586,685,198** | **100%**

**TYPE of EXPENSE | REALIZED IN 2020 | %**
--- | --- | ---
Service Expenses | TRY 335,632,209 | 5%
Blood Services Expense | TRY 1,027,834,975 | 15%
Expense of Assets & Funds | TRY 9,540,476 | 0%
Domestic & international Funds | TRY 4,277,174,704 | 64%
Conditional Donation Expense | TRY 436,161,266 | 7%
In-Kind Donation Expense | TRY 596,711,774 | 9%
Head Offices of Branches | - | 0%
**TOTAL** | **TRY 6,683,055,404** | **100%**
1.5.4. INFORMATION & TECHNOLOGICAL RESOURCES

Turkish Red Crescent delivers Information Technologies to nearly **8,000** organizational users and **160** end points as a part of its technological infrastructure. Our data centers are equipped with **390** virtual servers operating on **17** physical servers and **85** virtual servers operating on cloud.

There are **36** on-board and fixed stations and six portable VSAT ground stations. A total of 55 fixed and portable VSAT stations provide terrestrial line redundancy, and offer uninterrupted data and audio service in times of disasters.

The Security Operations Center monitors our IT services for 24/7, and immediately responds to any cyber-attack.

We’ve been awarded with the certificate of ISO 27001 Data Security Management Systems, meeting the ISO 27001 standards on information technologies.

We have an end-to-end integrated cyber security system that relies on security walls, DDOS attack prevention system, data leakage prevention system, web application security wall, and antivirus software.

As a part of digital transformation actions taken to promote TRC’s goals and strategies, an integrated set of nearly **58** applications are harnessed to run basic procedures online, achieve transparency and monitorability and do reporting.

Almost **1,300** handheld terminals enable to run procedures in an effective and efficient fashion for TRC’s field operations (mobile and fixed blood collection units, production, storage and consignment).

The IT Service Desk application has been launched to ensure that requests and problems related to services provided by Information Technologies are recorded, and response and solutions are improved and actions to boost user satisfaction are taken. To this end, we responded to nearly **47,000** requests in 2019 as a part of all IT services including **8,000** users and devices connected to nearly **7,000** networks.

MS Teams cooperation application is harnessed to ensure that TRC members and teams, who are stationed across nearly **160** locations at home and abroad, can perform their tasks anywhere with internet access in remote interactions and efficient modes. The technological infrastructure of conference halls in major locations has been made operational, and they are now equipped enough to host MS Teams meetings.
GOALS AND OBJECTIVES
The main goals and objectives of the Turkish Red Crescent based on the functions of 2016-2020 Strategic Plan are shown in the strategy map.

**VISION**

1. **Provide safe blood supply and mitigate vulnerability**
   
   1. Blend years of experience and innovative technologies and methods, raise social awareness, and grow into a sustainable model to respond to the need for blood.

2. **Provide those in need and vulnerable people with relief in disasters and ordinary times and mitigate vulnerability**
   
   1. Adopt a sense of risk management for disaster management, develop exemplary and innovative programs and projects for preparedness, response and rehabilitation, and establish a rapid and effective response system.
   
   2. Provide those in need with resources, proactively identify vulnerable people, promote social cohesion, and improve social resilience.

3. **Contribute to mitigation of vulnerability and victimization in disasters through humanitarian diplomacy and international humanitarian aids, improve inputs, and grow into a leading actor for the International Red Crescent/Red Cross Movement.**

4. **Provide humanitarian services in cooperation with domestic & international organizations for individuals and communities suffering from population movements.**

5. **Achieve organizational transformation**
   
   1. Achieve organizational transformation to respond to ever-changing social and sectoral needs.
“Growing into an organization standing by people in times of challenge to serve as a role model in humanitarian assistance in Turkey and across the world”

3. Improving the social solidarity

1. Improve the recognition in TRC’s main lines of work, strengthen the donation & volunteering culture in the society, and change behaviors, and make sure it is billed as a dynamic organization that sets a global role model, and preferred for donations and partnerships.

7. New Community Services
13. Organizational Communication
14. Volunteer Management
15. Youth and Young TRC
16. Advocacy
17. Donation Management

4. Developing and diversifying income generating operations

1. Improve and diversify income-generating actions in line with TRC’s mission, and allocate more funds for humanitarian assistance.

18. Income Generating Operations
19. New Income Generating Operations

6. Training
11. Branch Services
12. Organizational Development
13. Organizational Communication
3.1. 
BLOOD SERVICES
Rate of Response to Need of the Country for Blood: 90%

Blood Components Delivered: 3,761,405

- Regional Blood Centers (RBC): 18
- Blood Donation Centers (BDC): 67

Units of Blood Donated: 2,429,302

Stem Cell:
- Prospective Stem Cell Donors: 77,055
- Matches: 3,085
- Transplants: 823

Immune Plasma Donation Activities:
- Number of New Immune Plasma Donors: 37,285
- Units of Immune Plasma Donated: 49,824
- Units of Immune Plasma Delivered: 83,165
1131 healthcare providers based in Turkey made use of blood and blood components in 2020 and the need of 1118 hospitals for blood components are entirely met by the blood service units of the Turkish Red Crescent. 13 of the hospitals are licensed as a fixed-term blood regional blood donation center as they are now temporarily authorized by the Ministry of Health. The fixed-term regional blood centers collect blood donation and use blood components within their own body. However, the Turkish Red Crescent delivers blood supply should the need arise. The Turkish Red Crescent met 29% of the total need in 2020, delivering 67,577 units of blood component.

### BY LOCATION

<table>
<thead>
<tr>
<th>TYPE of TEAM</th>
<th>NUMBER of BLOOD DONATION EVENTS</th>
<th>NUMBER of BLOOD DONATION (UNIT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Team</td>
<td>37,488</td>
<td>1,581,770</td>
</tr>
<tr>
<td>Stationary Blood-Draw Unit</td>
<td>22,656</td>
<td>610,929</td>
</tr>
<tr>
<td>Blood Donation Center</td>
<td>-</td>
<td>236,603</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>60,144</strong></td>
<td><strong>2,429,302</strong></td>
</tr>
</tbody>
</table>

### RATE of RESPONSE to NEED of COUNTRY for BLOOD

<table>
<thead>
<tr>
<th>ORGANIZATION</th>
<th>NUMBER of BLOOD DONATION (UNIT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRC Blood Service Units</td>
<td>2,429,302</td>
</tr>
<tr>
<td>Transfusion Centers</td>
<td>113,779</td>
</tr>
<tr>
<td>Fixed-Term RBC</td>
<td>161,555</td>
</tr>
<tr>
<td>Nation-Wide Need for Blood Donation in 2020</td>
<td>2,704,636</td>
</tr>
</tbody>
</table>

2019

- Nation-Wide Need for Blood Donation: 3,120,782
- Number of Blood Donation: 2,809,237
- Rate of Response to the Need of the Country for Blood: %90

2020

- Nation-Wide Need for Blood Donation: 2,704,636
- Number of Blood Donation: 2,704,636
- Rate of Response to the Need of the Country for Blood: %90
2019 & 2020
NUMBER of BLOOD DONATION and GENERATION FIGURES

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Blood Donation</td>
<td>2,423,302</td>
<td>2,423,302</td>
</tr>
<tr>
<td>Erythrocyte Concentrates</td>
<td>2,783,116</td>
<td>2,761,321</td>
</tr>
<tr>
<td>Fresh Frozen Plasma</td>
<td>2,301,321</td>
<td>1,390,223</td>
</tr>
<tr>
<td>Pooled Platelets</td>
<td>2,738,116</td>
<td>2,738,116</td>
</tr>
<tr>
<td>Apheresis</td>
<td>421,654</td>
<td>421,654</td>
</tr>
<tr>
<td>Cryo</td>
<td>54,466</td>
<td>54,466</td>
</tr>
</tbody>
</table>

2019 & 2020
NUMBER of BLOOD DONATION and DELIVERY FIGURES

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Blood Donation</td>
<td>2,423,302</td>
<td>2,423,302</td>
</tr>
<tr>
<td>Erythrocyte Concentrates</td>
<td>2,642,376</td>
<td>2,316,857</td>
</tr>
<tr>
<td>Fresh Frozen Plasma</td>
<td>2,316,857</td>
<td>1,266,838</td>
</tr>
<tr>
<td>Pooled Platelets</td>
<td>272,895</td>
<td>272,895</td>
</tr>
<tr>
<td>Apheresis</td>
<td>39,116</td>
<td>39,116</td>
</tr>
<tr>
<td>Cryo</td>
<td>52,083</td>
<td>52,083</td>
</tr>
</tbody>
</table>

2019 | 2020
3.1. BLOOD SERVICES

3.1.1. PLANS FOR MEDICAL OPERATIONS

The following actions were taken as a part of plans for medical operations.

- Laboratory Management of the Medical Supplies Planning Center
- Outsourced Laboratory Service to Monitor the Logistics of Test Tube Samples
- Disposal of Medical Supplies
- Plans for Blood Service Units

3.1.2. BLOOD DONOR MANAGEMENT

3.1.2.1. Immune Plasma Donor Attraction

The COVID-19 pandemic originated in the town of Wuhan, China in 2019, spreading across the world. The first case in Turkey was reported on March 11, 2020, and the outbreak was declared to be a pandemic in April. The Food and Drug Administration (FDA) recommended the use of immune plasma from the blood of patients who recover from the COVID-19 for treatment purposes and this has been common in many countries. The European Medicines Agency released standards of best practices. To this end, the National Authority approved the use of immune plasma for the treatment of COVID-19. Based on the approval, the Ministry has assigned the Turkish Red Crescent to provide immune plasma. The treatment protocols of COVID-19 have been updated over time by the Ministry, and the standardized treatment has been adopted across the country. New immune plasma donor attraction campaigns have been launched to meet the need of hospitals for immune plasma.

3.1.2.1.1. Establishment of a Search Group

Starting from April 9, 2020, our blood service units have contacted patients who were diagnosed with and treated for COVID-19 to urge them to donate immune plasma. Dedicated centers have been established for immune plasma donation. Potential donors are informed over the phone beforehand, and some search groups have been established within the body of the Immune Plasma Donation Centers to call on them to donate immune plasma. The search groups give appointments as a part of their daily routines.

The following actions have been taken to standardize the efforts of the search groups to attract potential immune plasma donors.

- A phone call guideline has been released to attract immune plasma donors.
- Based on the immune plasma supply guideline, a preliminary survey has been drawn up for potential donors.
- Online meetings were held with the search groups, and a number of training courses were delivered over the guideline of immune plasma donor attraction, the preliminary surveys to be disseminated among potential donors, and how to keep records of their results on relevant sections of the software.
- As the term for the modes of remote work has been extended because of the pandemic, we have responded to the need of the search groups for equipment (an additional phone and phone line).
Potential donors who agree to donate are provided with an appointment on a convenient date and at a time within the office hours of the immune plasma donation centers.

A need arose to use software as the number of immune plasma donors increases and this requires classification based on criteria. To this end, in-house immune plasma donor attraction software has been developed and put into service.

3.1.2.1.2. Roll-Out of a Call Center Immune Plasma Line

The TRC call center’s voice response system has opened a new line for the management of immune plasma donors. The calls of people who dial this line are prioritized on the list of calls, and the call center staff provided with immune plasma donors evaluation training conduct an effective preliminary inquiry.

In addition, reports about immune plasma communicated through the official website have been prioritized.

3.1.2.1.3. Immune Plasma Donation from Migrants

There are migrants and tourists among potential donors who have been treated for COVID-19. While foreign nationals who travel to Turkey for tourism purposes are excluded from the search list as it is mandatory to submit your Turkish ID as a part of blood bank procedures, migrants with a residence permit and people with a Turkish ID are contacted by English and Arabic interpreters to donate immune plasma.

3.1.2.1.4. Exemption from the Curfew

The Ministry of Interior has imposed curfews over the course of the pandemic. In an effort to curb the decline in blood and immune plasma donation, the blood and immune plasma donors have been exempted from the curfews and restrictions introduced by the Ministry of Interior as its circular letters grant them an exemption on grounds of mandatory medical appointments (including blood and plasma donation to TRC) under the title of “People with Exemptions”.

Following the release of the aforementioned article in the circular letters, the regular blood donors with records on the TRC database have received a text message, notifying that they are free to donate blood even during curfews.

3.1.2.1.5. Online Appointment System

The appointments of blood and immune plasma donors who are exempt from the pandemic-related restrictions introduced by the Ministry of Interior are run via SMS and on stamped and signed forms. However, a need has arisen to meet the ever-growing demand through a software solution. To this end, an online appointment system was rolled out on 4th of May, 2020 for donors. The time windows of the appointment system are set in line with the capacity of blood collection, social distancing rules, and the time it takes to disinfect where it is donated.
3.1. BLOOD SERVICES

3.1.2.1.6. Communication Efforts

The official website for blood services, www.kanver.org, provides all the details concerning immune plasma donation, and a homepage to attract the interest of people for immune plasma donation. 3 promotional videos have been released on digital networks about immune plasma donation to attract donors.

Promotional posters of photos from the early immune plasma donors and info graphics intended to offer insight into immune plasma donation have been designed to be displayed at the blood donation spots to raise awareness about the immune plasma donation.

Brochures and banners have been designed to inform donors about measures taken by our donation spots as a part of actions against the COVID-19 pandemic. The contents have been released at the blood donation centers, on the official website kanver.org, and social networks.

3.1.2.2. Blood Donor Attraction Activities

3.1.2.2.1. Training Activities for Blood Donor Attraction

A total of 493 training courses were delivered to attract blood donors, reaching out to 10,242 people.

Community Training

Training courses are delivered across the country to raise awareness about blood donation. The training courses are intended to attract blood donors as they are delivered in locations with easy access such as public buildings and mosques where mobile blood donation teams operate.

Training by the Ministry of National Education

The schools affiliated to the Ministry of National Education have been running blood donation campaigns and training activities since 2006 in an effort to attract prospective blood donors. To this end, students, their parents, and school staff are provided with elementary, secondary, and high school-level courses developed by the Ministry of National Education. The training courses could not be delivered on site as the schools have adopted the online education system over the course of the pandemic.

Training by Universities

The universities take actions across the country to attract blood donors. On a yearly basis, nearly 60 universities along with 120 students engage in such actions. The new donor attraction and training activities are carried out in coordination with the students throughout the year.

3.1.2.2.2. Projects and Communication Activities to Attract Blood Donors

İyi ki Varsın Kan Dostum!

Commercial and promotional activities are carried out on all media to raise the awareness about the importance of blood donation across the country, and boost the interest and motivation of communities about blood donation. Since the advent of the programme called Safe Blood Supply, commercial and promotional contents have been designed to cover the dynamics of the time.

FORESTATION PROJECT ON 1 UNIT of BLOOD for 1 SAPLING

Under a protocol signed on April 17, 2014, the Ministry of Forestry and Water Affairs and the Turkish Red Crescent launched a forestation project called 1 Sapling for 1 Unit of Blood. The project is intended to raise social awareness about the importance of breathing life to people through blood donation, and to the nature by planting. 15,000,000 saplings have been planted over the course of 5 years as a part of the project.

The protocol expired on 4/17/2019 while there are plans in place to extend it to pick where it left off. However, the plans to extend the protocol have been put off to 2021 because of the COVID-19 pandemic.

“TURKISH LEAGUE of BLOOD DONATION”

Launched under the theme of Let’s Be a Fan of Benevolence, Sportsmanlike Conduct, Friendship, and Blood Donation, the project Turkish League of Blood Donation has managed to introduce a different concept of solidarity to the competitive spirit of football, and encourage the whole society to donate blood. Each unit of blood donated by fans can be instantly viewed on www.kanver.org , the official website of the Turkish Red Crescent for blood services.

The total amount of blood donated throughout the 2019-2020 season of the Turkish Football League held under the theme of Cemil Usta season was 492,960 units of blood under the Turkish League of Blood Donation.

3.1.2.3. Management of Blood Donor Relations

Satisfaction, Criticism, and Complaint (SCC) Management

The feedbacks from blood donors, organizational blood donors, staff members, and potential donors are of importance to evaluate the quality of services delivered by the Directorate General of TRC Blood Services. Reports of satisfaction, criticism, complaints, suggestions, and requests from blood donors, potential donors, various organizations and agencies are addressed by the Department of Blood Donor Relations. Following inquiries and analyses over the feedbacks, the relevant department and/or directorate reports back and reviews the satisfaction with the outcome of the reports. TS EN ISO 10002:2018 Client Management Satisfaction System, which is certified as a part of the integrated quality management system, has enabled us to address all reports as equitable as possible, learn lessons from complaints in a way to raise the awareness and attentiveness of our staff, identify rooms for improvement, and standardize the ways of improvement. In most cases, the feedbacks are automatically recorded on the software. The modes of report are as follows:

- www.kizilay.org.tr TRC official website
- www.kanver.org Blood Services official website
- 168 Call Center
- CIMER (Presidential Communications Center)
- Official correspondence
- TRC Mobile Application
- Phone report
- Social Media (Facebook, Twitter, WhatsApp, Instagram)
- Form of Criticism & Suggestion
- E-mail

The number of reports communicated as a part of blood services through the aforementioned modes in 2020 is 30,689.
3.1. BLOOD SERVICES

3.1.2.4. Management of Community Relations

3.1.2.4.1. Cooperation Protocols

The Turkish Red Crescent enters into protocols with many organizations and corporations to improve the blood services and attract more voluntary blood donors. As of late 2020, our organization entered into a cooperation protocol with 180 agencies and organizations. They make and execute plans to attract voluntary blood donors. A protocol has been signed with 43 universities under the Goal-25 project.

3.1.2.4.2. Ramadan Activities

We officially report our Ramadan activities to the Presidency of Religious Affairs to inform people during Tarawih and Friday prayers of blood donation and refer them to blood donation campaigns. The working hours of the Blood Donation Centers are modified based on fast-breaking times to attract more blood donors. Night-shift teams deliver services throughout the month of Ramadan for those unable to make it to any of the blood service units themselves.

3.1.2.4.3. World Blood Donor Day / Blood Donor Medals

The World Blood Donor Day is globally held each year on June 14, which is the birthday of Karl Landsteiner who was awarded the Nobel Prize for his discovery of the ABO blood group system. The TRC Blood Donation Centers organize ceremonies on the World Blood Donor Day to boost the motivation of blood donors and honor them.

In 2020, we awarded 54,315 blood donors with a bronze medal, 6,122 blood donors with a silver medal, and 2004 blood donors with a gold model and presented a plaque for 823 blood donors to appreciate their regular donation.

3.1.3. STEM CELL DONOR ATTRACTION AND COORDINATION

TÜRKÖK¹ Project has been launched by the Ministry of Health in an attempt to found a bone marrow bank for patients in Turkey who are in need of hematopoietic stem cell transplant, have access to potential bone marrow or peripheral stem cell donors, and coordinate collaborations between the centers of aphaeresis and centers of transplantation. In an effort to effectively run the project, the Ministry of Health and the Turkish Red Crescent entered into cooperation on November 7, 2013 under the TÜRKÖK Project to ratify a Protocol of Assistance for Voluntary Stem Cell Donors and the TRC undertook the mission to attract stem cell donors. The actions are taken by the Stem Cell Donor Attraction and Coordination Unit and 13 Stem Cell Donor Centers (SCDC) established within the body of the Directorate General of TRC Blood Services. The goals of stem cell donor attraction are set by the Ministry of Health on an annual basis as a part of project management. The intended number of stem cell donors to attract was 200,000 while 77,055 donors were attracted because of the pandemic. A total of 743,791 potential stem cell donors have been attracted since the inception of the project, and there are 734,789 active donors.

The Turkish Red Crescent also monitors matching and shipment plans in addition to attraction of stem cell donors. To this end, a total of 733,000 samples have been delivered throughout the project to the Tissue Typing Laboratory assigned by the Ministry of Health.

¹TÜRKÖK, stands for the Stem Cell Coordination Center of Turkey established by the Ministry of Health
A total of 9,389 matching requests have been communicated to the TRC as a result of screening and matching efforts of the Ministry of Health with the TÜRKÖK Bone Marrow Databank, and the number amounted to 3,085 in 2020. In 2020, 790 stem cell donors were matched with patients abroad while 2,295 donors were matched with domestic patients. A total of 823 stem cell collection procedures were carried out as of the end of the year.

A total of 30 TRC staff members to donate stem cell were informed about their match, and 17 staff members donated stem cells as a result. 9 staff members were matched throughout the year, and 4 coworkers donated their stem cells to be delivered to patients across the country.

After they were matched, 742 donors have reneged on stem cell donation based on personal and family factors, requests to get to know patients, dissatisfaction with the process, lack of trust in the system, financial expectations, and disagreement with the stem cell collection method. The number of donors who reneged on donation was 148 in 2020. In addition, 1,125 donors have been removed from the database on grounds of medical problems, death, and moving abroad. This year, a total of 549 donors were deactivated, and removed from the list.

Figures on Attraction of Voluntary Stem Cell Donors in 2020

**Gender**

- %39 Women
- %61 Men

**Age**

- %26 18-25
- 33 26-35
- %31 36-45
- %10 46-50

**Donation by Type**

- %1 Apheresis+Stem
- %52 Blood+Stem
- %47 Stem

**Donation by Location**

- %9 Center
- %91 Team
3.1.4. OPERATIONAL SUPPORT SERVICES

The information management system KBBYS (Hemonline) is improved along with the actions to set standardized operational procedures and evaluate requests of revision on existing documents. Some innovations have been rolled out for software as a solution to meet the requirements of the Plasma Fractionation Project and the immune plasma management.

3.1.5. PROJECT TO PRODUCE PLASMA PRODUCTS OUT OF DOMESTIC PLASMA

Plasma fractionation is a set of physical and chemical procedures performed to separate plasma proteins from plasma, which is the liquid part of blood, and purify them to turn them into standardized drugs. The groups of drugs made based on plasma fractionation are called plasma products.

Plasma fractionation products are important and strategic groups of drugs that serve as the first and occasionally sole treatment option for life-threatening diseases including some blood diseases such as hemophilia, as well as some infectious diseases and immune system disorders to boost the immune system.

The Social Security Institution, the Ministry of Health, and the Turkish Red Crescent entered into the Protocol of Project to Produce Plasma Products on 19th of May, 2017. Under the protocol, the TRC was assigned as the raw material supplier of the project. The TRC entered into a Plasma Supply Agreement on 6/12/2018 with the company that would establish and operate a plasma production plant under the protocol, and the parties also signed a Plasma Quality Agreement as an additional protocol. The needs/gap analyses were conducted under the project, and the North Marmara Regional Blood Center and the Central Mediterranean Regional Blood Center were selected as pilot sites.

The Turkish Red Crescent has made plans to send domestic plasma abroad to have it processed in other countries, and then get it back into the country as a drug for human use (contracted fractionation, toll-fractionation) until a domestic fractionation plant is established under of the first phase of the project.

Both locations have been made readily available for any audit to be performed by both the fractinator and the EU authorities for quality and safety assurances of fractionation of plasmas to be produced as a part of toll fractionation and sent abroad.

The site reviews, which were going to be performed by both the fractinator and the EU authorities, were cancelled because of the COVID-19 pandemic. However, the fractinator delivered a desk review by the end of the year. The plan of site reviews has yet to be communicated. In addition, the efforts to improve the procedures of other regional blood centers are ongoing under the previously-designated plans.

3.1.6. MEDICAL DEVICE MANAGEMENT

The Turkish Red Crescent attaches importance to the establishment of biomedical standards and procedures for a globally-acknowledged integrated quality management system of blood banking and the way they are monitored. Calibration and routine maintenance are two of the main roles played by the biomedical departments.
3.1.6.1. Calibration of Medical Devices

Calibration is the proof of proper operation of all medical devices that would affect the quality of blood donated, produced, and delivered. Based on plans drawn up in line with the international standards, regular maintenance and calibration identifies devices likely to fail and helps take precautions accordingly.

The regional blood centers and blood donation centers operating within the body of the Directorate of Blood Services have 14,610 medical devices at their disposal. Of 14,610 devices we have in stock, a total of 9,184 devices underwent protective maintenance and calibration procedures by the end of the year to confirm their calibration settings under the annual maintenance and calibration plan.

3.1.6.2. Plazma Fraksinasyon Projesi Ekipman Kalifikasyonu Çalışmaları

Plazma Fraksinasyon Projesi kapsamında validasyon ve kalifikasyon çalışmalarını Tıbbi Cihaz Yönetimi Birimi tarafından oluşturulan kalifikasyon ekibi ile Kuzey Marmara Bölge Kan Merkezi (BKM), Orta Akdeniz BKM ve Orta Anadolu BKM’nin bir kısmında laboratuvarlarında kalifikasyon çalışmaları Inosolve Consulting Service & Engineering danışmanlığında 2019 Nisan itibari ile başlatılmıştır.

3.1.7. TECHNOLOGICAL RESEARCH AND CONTRACTING MANAGEMENT

TRC follows domestic and international guidelines and regulations for blood banking and transfusion medicine, and takes actions to adapt novelties and changes into its own system. The organization also actively attends domestic and international congresses, seminars, workshops and similar events on blood banks and transfusion medicine.

A board has been established to entertain oral or poster presentations of our staff members and proposals of joint studies from other organizations to be presented on the occasion of scientific events such as congresses, symposia, and workshops. Such collaborations are carried out in coordination with the TRC Scientific Advisory Board and the Non-Invasive Research Ethics Board. The board has granted approval for 24 oral presentations, 37 poster presentations, and 2 scientific articles.

3.1.8. HEMOVIGILANCE AND MEDICAL ARCHIVING MANAGEMENT

Hemovigilance is a series of monitoring procedures covering the entire transfusion chain ranging from the collection of blood and blood components to the follow-up of recipients in an effort to collect, and evaluate information regarding unexpected or unwanted situations arising from the collection and clinical use of blood and blood components, and prevent them from emerging or being repetitive. All activities carried out by the Directorate General of Blood Services and affiliated departments are coordinated and overseen by the Department of Hemovigilance in line with the applicable legislation.

3.1.9. LABORATORY MONITORING MANAGEMENT

Mandatory tests were performed by our central laboratories for 2,429,302 units of blood donated. The mandatory tests including serological screening tests, NAT screening tests, immuno-hematological tests and confirmation tests intended for safe blood supply are performed in line with the standards set forth in the National Guideline. The upgraded infrastructure has enabled to switch to new versions of devices and ferritin tests are now performed for donors.
3.1.10. MEDICAL TRAINING MANAGEMENT

Held in line with the Certificated Training Standards released by the Ministry of Health, the Blood Bank and Transfusion Medicine Training was attended by our staff members of the blood service units.

In-house training programmes including orientation and standardized training materials were designed to provide all staff members who work or will work for the Regional Blood Centers and Blood Donation Centers of the Directorate General of Blood Services with a standardized set of training. To this end, a number of Training of Trainers have been organized and the orientation, re-orientation, and in-house training courses have been delivered in a standardized fashion based on the Training Procedure released on 10/12/2020. The training courses, which had been delivered in a face-to-face mode, are now remotely delivered via MS Teams as a consequence of the COVID-19 pandemic.

3.1.11. STRATEGIC MANAGEMENT AND OPERATIONAL SUSTAINABILITY

The Directorate of Operational Sustainability reviews and improves the efficacy of the integrated quality management system through various analyses (value flow, process mapping etc.), validates its adequacy, and integrates procedures using tailor-made analytical methods for strategic documents (establishment of context, analysis of risks and opportunities, and strategic development plans for stakeholder and problem analyses, failure modes and effects analysis (FMEA)), reviews analytical methods of process effectiveness based on data integrity, designs reporting procedures, sets critical procedural checks (key performance indicators and key risk indicators and key check indicators), monitors and evaluates them, improve the auditing mechanism, and objectively reports rooms for improvement in an unerring fashion in coordination with the departments of the Directorate General. An operational sustainability management system was launched to certify the establishment and adoption of analytical, reporting, and evaluation procedures in 2021, and a gap analysis was performed accordingly.

The changes, deviations, and actions of improvement were analyzed from the perspective of efficiency and operational efficacy under the risk-based blood quality management system, and the operational impact analyses were performed.

Put into use under the organizational resource plan, SAP software has enabled to set integration requirements for IT solutions intended for blood banking, and introduce upgrades as a result. Following the completion of system compatibility and standard reporting procedures, user documents were drawn up, and training courses were delivered for users, and checking procedures were delegated among the main operational departments mandated to do so.

3.1.11.1. Risk Management

The Blood Quality Management System has been developed based on the national legislation, the requirements of the integrated quality management system, the Guide to Good Practices (GPG) by the European Commission, the Good Manufacturing Practices (GMP), and ICH-Q9 Quality Risk Management Guidelines acknowledged among Quality by Design principles. Risks and opportunities are established and managed as a part of blood quality risk management, and the strengths, threats, opportunities, and weaknesses are addressed, monitored, and analyzed in line with strategies. The risks and opportunities are regularly analyzed as a part of system reviews. All procedures are set and analyzed based on their impact, and procedural interactions are evaluated, checked, and monitored on an organizational and operational basis.
3.1.11.2. Performance Management of Blood Services

Critical procedures and checkpoints are established to properly govern critical factors of success in blood services, regularly improve our operational procedures, safeguard their sustainability, and effectively manage current risks. Admissible values have been set based on trend analyses in consideration of past years, and incorporated into algorithms for software solutions. Thirty seven performance indicators have been set for areas of impact established under the tiles of Blood Donor Safety, Patient Safety, Employee Safety, and System Security. Set as a part of the quality improvement programme, the performance indicators are monitored and analyzed by the relevant departments of the Directorate General. Performance monitoring, reporting, and analyses of deviations from admissible values are conducted throughout the year to remove root causes, and introduce improvements to prevent any recurrence.

3.1.12. QUALITY MANAGEMENT SYSTEM ACTIVITIES

The Directorate of Quality Management incorporates certificates of excellence into its own body through effective resource management under legally mandatory programmes, joins programmes on on-site establishment of compliance with the EU acquis, deals with risk management, validation, and documentation, performs quality assurance procedures as a part of deviation management, change control management, and equipment qualification, incorporates the Good Manufacturing Practices into in-house training, draws up Plasma Plant Files, and concurrently designs blood banking practices and raw material production practices for the pharmaceutical industry, issues licenses and keeps medical certificates up-to-date, models the statistical process control structure under quality compliance, introduces improvements for the efficacy of the integrated quality management system based on a process approach, conducts regional quality assurance procedures, addresses results, complaints, incidents, deviations, near-miss reports, and other feedbacks, keeps records of them, and improves areas to be improved based on a holistic approach in line with the system requirements in coordination with the relevant departments and/or affiliated bodies of the Directorate General.

3.1.12.1. Quality Assurance

A quality management system software has been rolled out to introduce a paperless quality management system for the organization and checks of all documents and records on integrated quality management systems that we are accredited for, and all corrective and preventive actions, reviews of quality monitoring, and management of feedbacks. The Blood Quality Management System Software was validated this year to safeguard its accuracy as a part of the Good Manufacturing Practices. A master file has been drawn up for the North Marmara RBC.

3.1.12.2. Continuing Training Activities

Training courses are delivered by the department of quality assurance under an in-house training plan to raise the awareness of staff of blood services about the importance of their mission and compatibility of products/services, and achieve the objectives of the quality management system. Our staff members in various levels and departments were provided with FEMA Types of Failure and Impact Analysis Training, GMP Refreshment Training, Change Control Training, Deviation Handling Training, and Internal Audit Training throughout the year.
3.1.12.3. Quality Compliance Activities

The department of quality compliance is mandated to carry out validation and qualification procedures for the records of the Good Manufacturing Practices in line with the quality management system, check the efficacy of procedures, analyze product incompatibilities, and monitor improvements made to eliminate them. To this end, reporting and reviewing procedures are carried out on a regular basis, and checks for deviations and changes are now standardized.

The deviation reporting management and change control management activities are now incorporated into the system as per the requirements of the Good Manufacturing Practices. Any factor likely to affect the nature, quality or purity of a product or require upgrading for licensing, and affect its validation, qualities, and the manufacturing method in direct or indirect manners, and the qualification of devices or equipment is projected by the blood quality management system software in line with action plans.

3.1.12.4. Quality Monitoring

Run by the Directorate General of Blood Services under the applicable legislation, blood banking activities are continuously improved through domestic and international accreditations, keeping abreast of local and global developments. To this end, Royalcert performed reviews and audits concerning TS EN ISO 9001:2015 Quality Management Systems Standard and TS ISO 10002:2018 Quality Management-Client Satisfaction-Handling of Complaints Standard, and Integrated Quality Management System in 2020, and the results were of flying colors.

Three forms of assessment are carried out to establish an effective adoption of the Quality Management System made of standards and the Good Manufacturing Practices (GMP) that certify the Directorate General of Blood Services and all divisions of blood services, and identify and eliminate their gaps and shortcomings, confirm their compliance with regulations, safeguard their sustainability, evaluate risks and opportunities, and raise the awareness of staff to secure continuous improvement.

The quality monitoring activities have been designed based on the concept of assessment rather than audit in favor of on-site establishment of compatibility. Our assessors undergo routine training courses to improve their competences, take exams based on their expertise, and take quality monitoring actions.

Our assessors rely on self-assessment for assessments of the Directorate or the RBCs that they are affiliated to, and on cross assessments for the departments of blood services affiliated to RBCs, and internal assessment for all procedures carried out for once a year upon the approval of the director general.

By the end of the year, they carried out 626 cross assessments, 68 self-assessments, and 86 internal assessments. All external and internal audits were remotely performed by TÜRKAK because of the pandemic in line with the remote auditing procedure No. P705 of 3/23/2020, and the procedures and samples were recorded and documented. The results were reported and evaluated by the process subjects, and improvements were rolled out to contribute to the improvement of the system.
Our assessors and internal assessments were regularly evaluated, and gaps of assessment were filled based on the expectations of our staff members.

TRC was granted a certificate of inspection by the TMMDA of the Ministry of Health following a series of reviews conducted on December 9 to 12, 2019 based on the Good Manufacturing Practices under the Plasma Fractionation Project. Additionally, the fractinator performed a remote system review on November 16, 2020 after it had been put off because of the pandemic. The SSI Plasma Fractionation Commission paid a visit and reviewed the fractionation procedures on site on October 8, 2020.

3.1.12.5. Management of Improvement Operations

The divisions of blood services take corrective and preventive actions to remove the root causes of potential or established incongruities and prevent them from emerging again based on their mandate to provide safe supply of blood in line with their limited resources. The process subjects are mandated to take the aforementioned actions, the expediency of which is verified on site by quality assurance experts of RBCs and quality monitoring experts of the directorate. The process is run by the quality monitoring division.

Any incongruity or any potential case of incongruity is recorded on the blood quality management system software, and the root cause and failure modes and effects analyses are performed to establish the causes behind any incongruity. Should multiple root causes be established, their potential impact is analyzed and prioritized to devise action plans. The actions of improvement are taken on a regular basis to improve the system as a whole. By the end of the year, 1,545 corrective actions and 64 preventive actions were taken under our system.

3.1.12.6. Documentation

The division of quality and norms draws up, review, revises, and rescinds (if required) documents on the blood quality management system software.

All in-house actions are recorded on an imported file in line with the regulations that set requirements for the operation of the DGBS, and they are monitored and checked in coordination with the divisions of the DGBS. To this end, all the extraneous ancillary documents were reviewed, 80 out-of-date documents were removed from the system while 109 extraneous ancillary documents were incorporated into the system.

A total of 217 new documents were released on grounds of addition of plasma fractionation procedures and start of immune plasma supply upon the advent of the pandemic, and 196 documents were revised in line with the terms and requirements. 107 documents, which were out of date and not applicable for procedures to be carried out, were annulled.

204 requests of revision registered in line with the feedbacks from users during or after the conduct of procedures were addressed and responded by the documentation and review committees.
3.2. DISASTER MANAGEMENT
Disaster Management

211,150 People to Accommodate
12 Disaster Response Centers
427,600 Food Capacity (Person/Meal)

139 Disaster and Emergency Responses

12 Earthquakes
11 Floods & Flash Floods
14 Fires
8 Heavy Snowfalls
1 COVID
93 Other Emergencies
The Deputy Director General’s office of disaster management dealt with disaster preparedness activities in line with the fundamental principles and objectives, responded to disasters and emergencies and conducted improvement activities in sites of disaster in cooperation with 5 regional and 12 Disaster Response Center in 2020. It also offers coordination for such operations.

The Directorates of Disaster Preparedness, Disaster Response and Disaster Recovery have been established by the Deputy Director General’s office of disaster management to provide services in all areas covered by the disaster management cycle to improve the regional and local response capacity and the chain of coordination. Regional Directorates of Disaster Management were established to evaluate risks on a regional basis, make response plans, and develop and implement improvement projects, and the structure of the Disaster Response Centers has been strengthened in a way to respond to cases and raise awareness with a more professional mindset.
3.2.1. DISASTER RESPONSE PLAN of TURKEY

The Disaster Response Plan of Turkey was rolled out to set the roles and responsibilities of divisions of service and coordination to respond to disasters and emergencies, and establish the main principles of response planning to be made before, during, and after any disaster. The plan covers all ministries, organizations, agencies, private companies, NGOs, and natural persons to play a role in response to any disaster and emergency that may take place in Turkey.

Under the Disaster Response Plan of Turkey, our organization has been designated as the main solution partner of food services and a supportive solution partner for other groups of service (emergency housing, in-kind donation, storage and distribution services, domestic & international cash donation, communications, shipment, healthcare, psychosocial support).

3.2.2. DISASTER RESPONSE CAPACITY

3.2.2.1. Food Capacity

Invested with roles and responsibilities under the Disaster Response Plan of Turkey as the main solution partner of food services, our organization builds further food capacity to deliver food for the people hit by any disaster and emergency across the country. Food equipment is modernized in line with the emerging technologies.

<table>
<thead>
<tr>
<th>Unit of Food</th>
<th>Quantity</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catering Vehicle</td>
<td>37</td>
<td>40,700 Persons/Meals</td>
</tr>
<tr>
<td>Kitchen Trailer</td>
<td>2</td>
<td>4,000 Persons/Meals</td>
</tr>
<tr>
<td>Kitchen Container</td>
<td>4</td>
<td>8,000 Persons/Meals</td>
</tr>
<tr>
<td>Mobile Kitchen</td>
<td>11</td>
<td>61,000 Persons/Meals</td>
</tr>
<tr>
<td>Kitchen Kit</td>
<td>17</td>
<td>178,500 Persons/Meals</td>
</tr>
<tr>
<td>*Mobile Bakery</td>
<td>4</td>
<td>40,000 Persons/Meals</td>
</tr>
<tr>
<td>**Food Bank</td>
<td>23</td>
<td>135,400 Persons/Meals</td>
</tr>
</tbody>
</table>

*The mobile bakery is not included in the food capacity.
**Stationary food banks of our Branches and affiliated offices across Turkey are added to the capacity for 2020.
3.2.2.2. Housing Capacity
Serving as a solution partner of the housing working group under the Disaster Response Plan of Turkey, our organization provided 5000 tents to house 211,150 people in times of emergency.

<table>
<thead>
<tr>
<th>HOUSING CAPACITY</th>
<th>QUANTITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tent</td>
<td>41,470</td>
</tr>
<tr>
<td>Housing Container</td>
<td>760</td>
</tr>
<tr>
<td>Blanket</td>
<td>262,653</td>
</tr>
<tr>
<td>Bed</td>
<td>79,256</td>
</tr>
<tr>
<td>Heater</td>
<td>13,268</td>
</tr>
<tr>
<td>Kitchen Set</td>
<td>31,123</td>
</tr>
<tr>
<td>All-Purpose Tent</td>
<td>532</td>
</tr>
</tbody>
</table>

3.2.2.3. Vehicle Capacity
The central directorates and response centers have the following fleet of vehicles at their disposal to respond to disasters and emergencies.

<table>
<thead>
<tr>
<th>VEHICLE CAPACITY</th>
<th>QUANTITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response Vehicle</td>
<td>30</td>
</tr>
<tr>
<td>Communication Vehicles</td>
<td>13</td>
</tr>
<tr>
<td>Food Vehicle</td>
<td>14</td>
</tr>
<tr>
<td>Service Vehicle</td>
<td>37</td>
</tr>
<tr>
<td>Catering Vehicle</td>
<td>23</td>
</tr>
<tr>
<td>Minibus</td>
<td>10</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>127</strong></td>
</tr>
</tbody>
</table>

3.2.2.4. Communications Capacity
The TRC Disaster Response Communications Centers operate for 24/7, and monitor all domestic and international disasters and emergencies.

<table>
<thead>
<tr>
<th>COMMUNICATIONS CAPACITY</th>
<th>QUANTITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications Vehicle</td>
<td>13</td>
</tr>
<tr>
<td>*Türksat VSAT Satellite (Stationary- Mobile - FLYAWAY)</td>
<td>59</td>
</tr>
<tr>
<td>INMARSAT Satellite</td>
<td>2</td>
</tr>
<tr>
<td>THURAYA Satellite (Handheld- Case- Sat Sleeve)</td>
<td>18</td>
</tr>
<tr>
<td>Long-Range Radio HF SSB (Stationary- Mobile)</td>
<td>49</td>
</tr>
<tr>
<td>Short-Range Radio Relay VHF (DMR- Analogue)</td>
<td>42</td>
</tr>
</tbody>
</table>

*18 Stationary Türksat VSAT Satellite Systems are now incorporated into the Regional Blood Centers.

An uninterrupted communication is established between the response teams and response centers through alternative means of communication (Türksat VSAT Satellite, Long-Range Radio HF SSB, and Short-Range Radio VHF DMR) activated when the communications infrastructure is damaged by any case of disaster and emergency.
3.2.3. DISASTERS AND EMERGENCIES RESPONDED

Affiliated to the Deputy Director General’s office of disaster management, the response centers played a role and fulfilled their mission under the Disaster Response Plan of Turkey to deliver food services in particular in response to 139 disasters and emergencies across the country.

<table>
<thead>
<tr>
<th>TYPE of DISASTER</th>
<th>QUANTITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earthquakes</td>
<td>12</td>
</tr>
<tr>
<td>Snowfall</td>
<td>8</td>
</tr>
<tr>
<td>Outbreak (COVID-19)</td>
<td>1</td>
</tr>
<tr>
<td>Fire</td>
<td>14</td>
</tr>
<tr>
<td>Flood/Flash Flood</td>
<td>11</td>
</tr>
<tr>
<td>Other Emergencies</td>
<td>93</td>
</tr>
</tbody>
</table>
3.2. DISASTER MANAGEMENT

3.2.3.1. Major Disasters Responded in 2020

<table>
<thead>
<tr>
<th></th>
<th>İzmir</th>
<th>Elazığ/Malatya</th>
<th>Van</th>
<th>Bingöl</th>
<th>Giresun</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Magnitude</strong></td>
<td>6.6</td>
<td>6.8</td>
<td>5.8</td>
<td>5.7</td>
<td>-</td>
</tr>
<tr>
<td><strong>Staff</strong></td>
<td>135</td>
<td>269</td>
<td>51</td>
<td>49</td>
<td>49</td>
</tr>
<tr>
<td><strong>Meals Delivered</strong></td>
<td>1,037,153</td>
<td>2,009,435</td>
<td>352,000</td>
<td>42,950</td>
<td>42,270</td>
</tr>
</tbody>
</table>

**Earthquake in İzmir:**
A 6.6-magnitude earthquake took place off the Aegean coast on 10/30/2020, adversely affecting the city of İzmir. The Disaster Response Center in İzmir in particular, the Directorate of Disaster Management, and affiliated Disaster Response Centers and staff members from all TRC departments were dispatched to respond to the earthquake.

1,037,153 hot meals were made and delivered as a part of the aforementioned activities.

**Earthquake in Elazığ:**
A 6.8-magnitude earthquake hit the town of Sivrice, Elazığ on 1/24/2020 and sent shocking waves through Malatya and neighboring towns. The Disaster Response Center in Elazığ in particular, the Directorate of Disaster Management, and affiliated Disaster Response Centers and staff members from all TRC departments were dispatched to respond to the earthquake.

2,009,435 hot meals were made and delivered as a part of the aforementioned activities.

**Earthquake in Van:**
A 5.8-magnitude earthquake hit the town of Khoy, Iran on 2/23/2020 and affected the town of Başkale, Van. The Disaster Response Center in Muş in particular, the Directorate of Disaster Management, and affiliated Disaster Response Centers and staff members from all TRC departments were dispatched to respond to the earthquake.

352,000 hot meals were made and delivered as a part of the aforementioned activities.

**Earthquake in Bingöl:**
An earthquake with a magnitude of 5.7 took place in the town of Karlıova, Bingöl on 6/14/2020. The Disaster Response Center in Elazığ in particular, the Directorate of Disaster Management, and affiliated Disaster Response Centers and staff members from all TRC departments were dispatched to respond to the earthquake.

42,950 hot meals were made and delivered as a part of the aforementioned activities.
**Flash Flood in Giresun:**

A heavy rainfall led to flood in the town of Dereli, Giresun on 8/22/2020. The Disaster Response Center in Erzurum in particular, the Directorate of Disaster Management, and affiliated Disaster Response Centers and staff members from all TRC departments were dispatched to respond to the flood.

42,270 hot meals were made and delivered as a part of the aforementioned activities.

**COVID-19 Food Service**

3 sets of 4,809,997 meals were delivered to the people in need along with 3 sets of 1,318,176 meals to the public staff in 288 dormitories across 81 provinces, starting from 3/15/2020 as a part of food services provided upon the advent of COVID-19 restrictions.

<table>
<thead>
<tr>
<th>COVID-19 Food Service</th>
<th>3/15/2020 - 9/10/2020</th>
<th>9/11/2020 - 12/31/2020</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1st Term</td>
<td>2nd Term</td>
<td>1st Term</td>
</tr>
</tbody>
</table>

*1st term food service was delivered for visitors to Turkey who had to stay in quarantine.

**2nd term food service is ongoing and delivered for people who fail to follow the rules and thus stay in quarantine.
3.2.4. TRAINING and DRILLS

3.2.4.1. Training
The Deputy Director General’s Office of Disaster Management delivers basic disaster response and preparedness training and specialized training courses to improve the knowledge, skills, and experience of staff and volunteers to take unerring and effective actions on site in times of emergency. The disaster training courses delivered in 2020 are as follows:

<table>
<thead>
<tr>
<th>TITLE of TRAINING</th>
<th>NUMBER of TRAINING</th>
<th>NUMBER of PARTICIPANTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awareness-Raising Training</td>
<td>1</td>
<td>70</td>
</tr>
<tr>
<td>Communications Training (Remote)</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td>Disaster Preparedness &amp; Response</td>
<td>7</td>
<td>189</td>
</tr>
<tr>
<td>Disaster Materials Introduction and Tent-Pitching</td>
<td>3</td>
<td>309</td>
</tr>
<tr>
<td>Incident Command System (ICS) Training</td>
<td>2</td>
<td>342</td>
</tr>
<tr>
<td>Disaster Model of Turkey and TRC</td>
<td>1</td>
<td>76</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>15</strong></td>
<td><strong>1,002</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TITLE of TRAINING</th>
<th>NUMBER of TRAINING</th>
<th>NUMBER of PARTICIPANTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>AYDES User and Refreshment Training</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>First-Aid Training</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>Emergency Interpretation Training</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td>Occupational Safety Training</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>SOGEY (On-Site Safe and Secure Approaches) Training</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>7</strong></td>
<td><strong>47</strong></td>
</tr>
</tbody>
</table>
3.2.4.2. Drills
The Turkish Red Crescent joined 40 desk and on-site regional drills organized in 2020 under the Disaster Response Plan of Turkey. Additionally, the organization took part in 6 drills organized under the civilian-military cooperation.

3.2.5. PROJECTS AND ACTIVITIES

3.2.5.1. Turkish Red Crescent Disaster Response Plan (DRP)
Standardized operational plans have been developed by the Institution to ensure that the operations aimed at disasters and emergencies are performed within the frame of standardized procedures, the roles and responsibilities of Turkish Red Crescent in disaster response are defined and the teams to be in charge of disaster response are designated.

3.2.5.2. Turkish Red Crescent Disaster Management System (DMS)
Turkish Red Crescent, which has redefined its disaster management organization and sets of services in line with the international standards, aims to improve its effective disaster response capacity as a global agent.

A system has been designed for the whole process starting when a disaster occurs, in which an artificial intelligence application acts actively in the management of all operations and activities including the competence analysis of disaster response teams, systematic mobilization of these teams, and management and organization of the related logistics vehicles, in an innovative modelling. This system will be used for data entries about the regional and local capacities of the Turkish Red Crescent units in the Geographical Information Systems (GIS) in disaster response, and to establish, direct and manage disaster response teams in a timely, planned and coordinated manner by use of the management automation system.

3.2.5.3. Strategic Nutrition Plan
Together with internal and external stakeholders, strategic nutrition plans for provincial-based preparation and intervention are being created throughout Turkey. The Strategic Nutrition Model consists of various elements and dimensions including catering companies, soup kitchens, wireless communication, logistics (storehouse / transfer center), bakeries, trainings and drills, and hot meal production areas.

The main purpose is to reveal the own capacity of each province, ensure that pre-disaster awareness and cooperation activities are initiated, and realize this potential in a programmed and coordinated manner during disasters.

The pilot study was completed in Manisa province, and the related studies are continued to be conducted in 9 other provinces (Kahramanmaraş, İzmir, İstanbul, Bingöl, Van, Rize, Çankırı, Tekirdağ, Düzce) for the second phase. Studies on the Strategic Nutrition Plan are planned to be continued and finalized in all 81 provinces.

3.2.5.4. Nutrition Platform
Within the framework of the Disaster Response Plan of Turkey (DRPT), Disaster Nutrition Platform has been established in order to contribute to the delivery of nutrition services in disasters in a more qualified and coordinated manner, through a multidisciplinary approach. This platform aims to establish standard processes of disaster nutrition by meeting with relevant institutions and organizations before disasters occur, and to contribute to risk reduction efforts by holding meetings at regular intervals.

The Nutrition Platform, which was established to provide systematic disaster nutrition services, consists of 6 non-governmental organizations. Necessary protocols will be signed with institutions and organizations that will support nutrition services in disasters.
3.2. DISASTER MANAGEMENT

3.2.5.5. Accreditation in Disaster Nutrition

Disaster nutrition accreditation studies have been carried out in order to accredit the non-governmental organizations and private organizations that want to be active in the services to be provided in disasters and emergencies based on Disaster Response Plan of Turkey, to ensure coordination between accredited organizations and work groups, to define the standards of the services to be provided and improve service quality, and to maintain the level of quality.

3.2.5.6. Search & Rescue Teams

In order to carry out urban search & rescue activities in national or international disasters or emergencies, search & rescue teams have been established with the participation of 19 experts within the Assistant Directorate of Disaster Management, and “Light Search & Rescue Training” has been given to the persons who will work in the teams.

3.2.5.7. Disaster Response Teams

Emergency Response Team (ERT): Emergency response teams are planned to be established at all Disaster Response Centers and the Headquarters, which will be capable of acting as the first responders in national or international disasters and emergencies, and performing the basic search & rescue and first aid operations in the disaster area.

Branch Disaster Team (BDT): Disaster teams are targeted to be established at branches and representation offices. In 2020, 51 disaster teams were established in various provinces (Manisa, Konya, Trabzon, Elazığ, Diyarbakir, Istanbul).

Neighborhood Disaster Team (NDT): These are teams consisting of volunteering neighborhood residents to act as the first responders in disasters and emergencies.

NDTs are capable of responding first by completing the Disaster Protection Awareness Training, First Aid Training and Disaster Preparation and Response Training.
3.3. SOCIAL SERVICES
12,658,784
Number of People Reached

12,388,736
Number of People Reached through Social Aid Programs

270,048
Number of People Reached through Social Services and Social Service Institutions, Projects and Programs

64
Turkish Red Crescent Boutiques

6
Social Supermarkets

23
Public Soup Kitchens

1
Rehabilitation Centers

3
Nursing Homes

5
Student Dormitories

1
Compassion Home
The Social Services unit identifies the problems of vulnerable and defenseless groups in order to protect human dignity at the local and national levels in ordinary and extraordinary situations. It acts to provide sustainable solutions and supplies for the identified needs and problems by mobilizing the society’s own power and resources for the identified problems.

### 3.3.1. Social Aid Programs

Turkish Red Crescent social assistance programs are carried out in accordance with the procedures and principles set out by the Social Aids Regulation that was put into effect in order to provide social aids in a holistic manner, ensure higher levels of equitability and transparency by introducing measurable criteria, make the aid traceable, and to make aids suitable for the needs of those in need.

Through the defined social aid programs, the Turkish Red Crescent Organization (RCO) determines the needs and problems of vulnerable and socially deprived individuals and groups in the society and meets them by use of the available resources. Social aids are provided in kind or in cash and on a one-off or regular basis. Aids in cash are delivered to those in need through the Corporate Payment System (Turkish Republic ID Number), Bank Transfer / EFT, Expense Receipt, Red Crescent Card and Shopping Vouchers / Cards / Codes.

#### 3.3.1.1. Livelihood Aid

It is the aid in cash provided to support the basic needs that families in need have difficulties to meet. This aid program is preferred when there is no family member available for work or the family needs multiple aids.

<table>
<thead>
<tr>
<th>TYPE OF AID</th>
<th>NUMBER OF PEOPLE REACHED</th>
<th>CASH EQUIVALENT OF THE AID</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Cash</td>
<td>249</td>
<td>77,062</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>249</strong></td>
<td><strong>77,062</strong></td>
</tr>
</tbody>
</table>

#### 3.3.1.2. Food Aid

It is the aid in cash or in kind, provided to meet the basic food and nutrition needs of people in need.

<table>
<thead>
<tr>
<th>TYPE OF AID</th>
<th>NUMBER OF PEOPLE REACHED</th>
<th>CASH EQUIVALENT OF THE AID</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Kind</td>
<td>8,917,066</td>
<td>58,037,199</td>
</tr>
<tr>
<td>In Cash</td>
<td>438,599</td>
<td>13,939,446</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>9,355,666</strong></td>
<td><strong>71,976,645</strong></td>
</tr>
</tbody>
</table>
3.3.1.3. Maternity Aid

It is the aid in kind to meet the postnatal basic needs of newborns and mothers (charity packs, diapers, cleaning and hygiene materials, etc.) and aid in cash provided to mothers / guardians to meet the needs of babies between 0 and 12 months of age.

<table>
<thead>
<tr>
<th>TYPE OF AID</th>
<th>NUMBER OF PEOPLE REACHED</th>
<th>CASH EQUIVALENT OF THE AID</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Kind</td>
<td>2,485</td>
<td>6,664</td>
</tr>
<tr>
<td>In Cash</td>
<td>48</td>
<td>7,650</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>2,533</strong></td>
<td><strong>14,314</strong></td>
</tr>
</tbody>
</table>

3.3.1.4. Clothing Aid

It is the aid in kind and in cash, provided to meet the clothing needs of people in need.

<table>
<thead>
<tr>
<th>TYPE OF AID</th>
<th>NUMBER OF PEOPLE REACHED</th>
<th>CASH EQUIVALENT OF THE AID</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Kind</td>
<td>293,698</td>
<td>47,537,549</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>293,698</strong></td>
<td><strong>47,537,549</strong></td>
</tr>
</tbody>
</table>

3.3.1.5. Disaster and Emergency Aid

It is the aid in kind and in cash, provided to people and groups affected by national or local disasters and emergencies.

<table>
<thead>
<tr>
<th>TYPE OF AID</th>
<th>NUMBER OF PEOPLE REACHED</th>
<th>CASH EQUIVALENT OF THE AID</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Kind</td>
<td>165</td>
<td>29,061</td>
</tr>
<tr>
<td>In Cash</td>
<td>691</td>
<td>375,759</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>856</strong></td>
<td><strong>404,820</strong></td>
</tr>
</tbody>
</table>
3.3. SOCIAL SERVICES

3.3.1.6. Shelter Support

It is the aid in kind and in cash provided to improve the physical conditions of ill-conditioned houses where people in need reside permanently (maintenance and repair, rent support, household goods, container or prefabricated houses, construction, bill payment aid, etc.).

<table>
<thead>
<tr>
<th>TYPE OF AID</th>
<th>NUMBER OF PEOPLE REACHED</th>
<th>CASH EQUIVALENT OF THE AID</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Kind</td>
<td>371</td>
<td>639,687</td>
</tr>
<tr>
<td>In Cash</td>
<td>1,315</td>
<td>281,186</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>1,686</strong></td>
<td><strong>920,872</strong></td>
</tr>
</tbody>
</table>

3.3.1.7. Education Aid

It is the non-refundable aids in kind and in cash, provided to ensure that students in need can continue their education and the basic needs of schools are met.

Aid in Kind: Aid in various categories including but not limited to stationery sets, educational materials, food, and clothing.

Aid in Cash: Aids in case are provided especially to disadvantaged and gifted students in order to help them to continue their education without interruption.

<table>
<thead>
<tr>
<th>TYPE OF AID</th>
<th>NUMBER OF PEOPLE REACHED</th>
<th>CASH EQUIVALENT OF THE AID</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Kind</td>
<td>44,885</td>
<td>5,372,138</td>
</tr>
<tr>
<td>In Cash</td>
<td>1,957</td>
<td>2,477,912</td>
</tr>
<tr>
<td><strong>GENEL TOPLAM</strong></td>
<td><strong>46,842</strong></td>
<td><strong>7,850,050</strong></td>
</tr>
</tbody>
</table>

3.3.1.7.1. Furnishing of Special Education Classes

Turkish Red Crescent opens warmhearted “Special Education Classrooms” in public schools for the education of special children with autism, Down syndrome or mental disabilities, who need more support and care than their peers since their birth.

“Special Education Classes” are opened in public schools in need, in line with the demands of the Directorates of National Education, and various visual and audio educational materials aimed at improving hand-eye coordination and motor skills through tactual learning and comprehending.

Turkish Red Crescent opened and furnished 27 special education classrooms in 2020.

<table>
<thead>
<tr>
<th>NUMBER OF SCHOOLS FURNISHED</th>
<th>TOTAL COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>27</td>
<td>420,808</td>
</tr>
</tbody>
</table>
3.3.1.7.2. School Maintenance, Repair and Renovation Works

In order to improve the physical environment of village schools and eliminate their deficiencies from the points repair, renovation and furnishing, 5 village schools in Elazig and Malatya provinces, which were affected by the Elazig Earthquake in 2020, were renovated and various needs of the students of these schools were met.

<table>
<thead>
<tr>
<th>NUMBER OF SCHOOLS RENOVATED</th>
<th>TOTAL COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>492,030</td>
</tr>
</tbody>
</table>

3.3.1.8. Health Aid

It is the aid provided to support the payment of medication, medical material and treatment expenses that patients are not able to pay, which are not covered or are just partially covered by the Social Security Institution.

<table>
<thead>
<tr>
<th>TYPE OF AID</th>
<th>NUMBER OF PEOPLE REACHED</th>
<th>CASH EQUIVALENT OF THE AID</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Kind</td>
<td>50,001</td>
<td>3,049,100</td>
</tr>
<tr>
<td>In Cash</td>
<td>17</td>
<td>304,712</td>
</tr>
<tr>
<td><strong>GENEL TOPLAM</strong></td>
<td><strong>50,018</strong></td>
<td><strong>3,353,812</strong></td>
</tr>
</tbody>
</table>

3.3.1.9. Medical and Equipment Aid for Persons with Disabilities

It is the aid provided to meet the needs of people who are certified to be in need of using a medical device / vehicle through official medical reports, which is not covered or is just partially covered by the Social Security Institution.

<table>
<thead>
<tr>
<th>TYPE OF AID</th>
<th>NUMBER OF PEOPLE REACHED</th>
<th>CASH EQUIVALENT OF THE AID</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Kind</td>
<td>58</td>
<td>36,699</td>
</tr>
<tr>
<td>In Cash</td>
<td>12</td>
<td>110,873</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>70</strong></td>
<td><strong>147,572</strong></td>
</tr>
</tbody>
</table>
3.3.10. Ramadan Aid

It is the aid in kind and in cash, provided to meet the basic needs of people in need during the month of Ramadan.

Aids in Kind: These are aids in kind, including but not limited to festival day clothing, food, canned meat, shopping cards / vouchers / SMS codes, and gift packages for children. Soup kitchens and branches / representation offices of Turkish Red Crescent distribute iftar meals to people in need during the month of Ramadan.

Aids in Cash: These are cash aids given to the identified people in need on the household basis.

<table>
<thead>
<tr>
<th>TYPE OF AID</th>
<th>NUMBER OF PEOPLE REACHED</th>
<th>CASH EQUIVALENT OF THE AID</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Kind</td>
<td>464,030</td>
<td>6,998,220</td>
</tr>
<tr>
<td>In Cash</td>
<td>1,839,033</td>
<td>96,476,911</td>
</tr>
<tr>
<td>GENEL TOPLAM</td>
<td>2,303,063</td>
<td>103,475,131</td>
</tr>
</tbody>
</table>

3.3.11. Temporary Accommodation and Travel Aid

It is the aid in cash, provided to meet the accommodation and travel needs of families or individuals in need, who certify (with official medical treatment reports, education certificates, etc.) that they have to stay outside the city they reside for a certain period of time due to companionship, treatment, education and other similar reasons.

<table>
<thead>
<tr>
<th>TYPE OF AID</th>
<th>NUMBER OF PEOPLE REACHED</th>
<th>CASH EQUIVALENT OF THE AID</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Cash</td>
<td>16</td>
<td>22,570</td>
</tr>
<tr>
<td>GRAND TOTAL</td>
<td>16</td>
<td>22,570</td>
</tr>
</tbody>
</table>
3.3.1.12. Donor Aids

Turkish Red Crescent did not ignore its elderly donors when they were in need of help. Services such as health care support, companionship and transportation support, social activity, social support and burial and condolence procedures in case of death were provided to Turkish Red Crescent donors.

In 2020, our elderly donors in need were given TRY 247,924 of aid.

<table>
<thead>
<tr>
<th>NUMBER OF DONORS</th>
<th>SHOPPING SUPPORT</th>
<th>HOME VISIT</th>
<th>AID IN CASH/IN KIND</th>
<th>ACCOMPANY</th>
<th>HEALTH SUPPORT</th>
<th>SOCIAL ACTIVITIES</th>
<th>TRANSPORT SUPPORT/PATIENT TRANSPORT</th>
<th>BURIAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>44</td>
<td>30</td>
<td>11</td>
<td>143</td>
<td>5</td>
<td>49</td>
<td>2</td>
<td>24</td>
<td>3</td>
</tr>
</tbody>
</table>

3.3.1.13. Other Aids

These are aids aimed at meeting needs that are not covered by any social aid program, but determined as a result of the social examinations.

<table>
<thead>
<tr>
<th>TYPE OF AID</th>
<th>NUMBER OF PEOPLE REACHED</th>
<th>CASH EQUIVALENT OF THE AID</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Kind</td>
<td>312,272</td>
<td>6,671,414</td>
</tr>
<tr>
<td>In Cash</td>
<td>21,723</td>
<td>646,998</td>
</tr>
<tr>
<td>GRAND TOTAL</td>
<td>333,995</td>
<td>7,318,412</td>
</tr>
</tbody>
</table>
3.3. SOCIAL SERVICES

3.3.2. SOCIAL SERVICE INSTITUTIONS

In 2020, 152 people on average benefited regularly from Turkish Red Crescent nursing homes located in Düzce, Istanbul and Balıkesir provinces with a total capacity of 443 persons.

<table>
<thead>
<tr>
<th>Nursing Home</th>
<th>Province</th>
<th>Year of Establishment</th>
<th>Capacity</th>
<th>Current Number of Beneficiaries (Monthly)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avcılar Nursing Home</td>
<td>İstanbul</td>
<td>1988</td>
<td>293</td>
<td>85</td>
</tr>
<tr>
<td>Balıkesir Nursing Home</td>
<td>Balıkesir</td>
<td>1989</td>
<td>40</td>
<td>31</td>
</tr>
<tr>
<td>Edremit Nursing Home</td>
<td>Düzce</td>
<td>1988</td>
<td>110</td>
<td>36</td>
</tr>
<tr>
<td>Şişli Zeynep-Nedim Oyvar Nursing Home</td>
<td>İstanbul</td>
<td>1984</td>
<td>293</td>
<td>85</td>
</tr>
</tbody>
</table>

Numbers of Red Crescent Boutiques and Social Supermarkets vary during the year due to the pandemic.
3.3.2.2. Turkish Red Crescent Student Dormitories

Turkish Red Crescent’s 5 student dormitories located in Bandırma, İskenderun, Erzurum, Bursa and Edirne with total capacity of 641 guests, which are operated by the branches of the Institution, could operate until March in 2020 due to the pandemic.

<table>
<thead>
<tr>
<th>Student Dormitory</th>
<th>Province</th>
<th>Year of Establishment</th>
<th>Capacity</th>
<th>Current Number of Beneficiaries (Monthly)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bandırma Student Dormitory</td>
<td>Balıkesir</td>
<td>2000</td>
<td>178</td>
<td>-</td>
</tr>
<tr>
<td>İskenderun Student Dormitory</td>
<td>Hatay</td>
<td>2012</td>
<td>96</td>
<td>-</td>
</tr>
<tr>
<td>Erzurum Student Dormitory</td>
<td>Erzurum</td>
<td>1967</td>
<td>150</td>
<td>-</td>
</tr>
<tr>
<td>Bursa Student Dormitory</td>
<td>Bursa</td>
<td>2015</td>
<td>102</td>
<td>-</td>
</tr>
<tr>
<td>Edirne Student Dormitory</td>
<td>Edirne</td>
<td>2020</td>
<td>115</td>
<td>-</td>
</tr>
</tbody>
</table>

3.3.2.3. Turkish Red Crescent Special Education and Rehabilitation Center

“Turkish Red Crescent Erzincan Special Education and Rehabilitation Center”, which is operated by Erzincan Branch of the Institution, has been serving since 2008 for the education of children with physical and mental disabilities. The Center, which has the capacity to serve 300 children with disabilities per month, did not operate during certain months of the year due to the pandemic and the number of students varied between 82 and 161 during the year.

3.3.2.4. Turkish Red Crescent Compassion Homes

Turkish Red Crescent Compassion Home was established in 2008 to serve the poor and orphans, on the land that was donated to Turkish Red Crescent by Şarkışla Municipality. Compassion Home serves women who are registered to the Social Aid Foundation, who are financially deprived, and who suffered from domestic violence. In 2020, an average of 14 people in need per month benefited from the 25-person capacity compassion home.

3.3.2.5. Turkish Red Crescent Soup Kitchens

Since its establishment, Turkish Red Crescent has regarded the distribution of food and bread through public soup kitchens as one of its main duties during wars, migrations and natural disasters. In addition, in the ordinary periods, Turkish Red Crescent Branches / Representation Offices provide catering services to people in need with 23 public soup kitchens across the country. In 2020, an average of 22,189 people benefited from 23 soup kitchens per day, and 19,098,167 plates of meals were distributed to 6,680,597 people in total. In kind and in cash support provided to public soup kitchens during the year worth TRY 58,144,422.

3.3.2.6. Turkish Red Crescent Boutiques and Social Supermarkets

A bridge is created between people in need and the philanthropists through Boutiques and Social Supermarkets, which are operated by Turkish Red Crescent Branches and Representation Offices, in cooperation with relevant local institutions and organizations. In this way, surplus or new products donated by our benevolent citizens meet with those in need. There are 64 Red Crescent Boutiques and 6 Social Supermarkets active in Turkey. In 2020, 188,932 citizens benefited from Turkish Red Crescent Boutiques, while number of citizens who benefited from the Social Supermarkets was 57,383.
3.3.3. SACRIFICE ACTIVITIES

3.3.3.1. The Campaign for Sacrifice by Proxy

Under the Sacrifice by Proxy Campaign organized by Turkish Red Crescent in 2020, sacrificial animals of proxy givers were slaughtered at the facilities of the Turkish Meat and Milk Institution, in accordance with Islamic procedures, in hygienic conditions, in the presence of a notary, under the supervision of veterinarians and Turkish Red Crescent personnel. Some of the sacrificial meats produced were packaged and delivered to families in need during Eid Al-Adha, while the remaining part were turned into canned food and delivered to people in need throughout the year, and it was also used in meals cooked for people in need at public soup kitchens and to meet the nutritional needs in disasters and emergencies.

In 2020, proxies of 49,000 local donors were fulfilled under the Turkish Red Crescent Sacrifice Proxy Campaign.

<table>
<thead>
<tr>
<th>PLACE OF SLAUGHTER</th>
<th>NUMBER OF PROXIES FULFILLED</th>
<th>NUMBER OF SLAUGHTERS</th>
<th>AMOUNT OF 5-KG MEAT PACKAGES DISTRIBUTED DURING EID AL-ADHA (KG)</th>
<th>AMOUNT OF VALUABLE MEAT CANNED (STEAK FILLET, ENTRECOTE, LOIN) (KG)</th>
<th>AMOUNT OF MINCE / MEAT CUBES CANNED (KG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOCAL</td>
<td>49,000</td>
<td>7,000</td>
<td>10,237</td>
<td>71,787.6 *</td>
<td>943,512.1*</td>
</tr>
</tbody>
</table>

3.3.3.2. Offering, Aqiqah and Gratitude Sacrifice by Proxy

Religious offering, gratitude and aqiqah sacrifice demands of proxy givers are fulfilled by Turkish Red Crescent at facilities approved and licensed by the Ministry of Agriculture and Forestry, in hygienic conditions, in the presence of a notary, and sent to Branches / Representation Offices that operate a social services institution (soup kitchen, student dormitory, nursing home, etc.) and have the capacity to distribute the meat.

Carcass meats delivered to social service institutions and Branches / Representation Offices are used for the delivery of hot meals and / or distributed to people in need.

In 2020, Turkish Red Crescent fulfilled the proxies of 17,048 donors through offering sacrifice by proxy.

<table>
<thead>
<tr>
<th>NUMBER OF SHEEP AND GOATS SACRIFICED</th>
<th>NUMBER OF CATTLE SACRIFICED</th>
<th>NUMBER OF PROXIES FULFILLED</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,501</td>
<td>2,221</td>
<td>17,048</td>
</tr>
</tbody>
</table>
3.3.4. PROJECTS

3.3.4.1. Support Project for Children at Women Penal Institutions

This year, as a pilot study, the indoor and outdoor areas of children aged between 0 and 6, who stay with their mothers in Elazig Sivrice Open Prison were specially painted by 10 volunteer academicians. Branches of the Institution were directed to the 11 relevant prisons to carry out support activities.

3.3.4.2. Guiding Pilot Orphans Support Project

It is a project prepared with the aim of determining the needs of children through volunteer school counsellors who would assume the role of Guide Pilot for orphans in schools of the Ministry of National Education, and to provide support to the children in their psychosocial, educational, economic, in-kind, social and cultural needs through the relevant branches in the regions.

The following aids have been provided in the pilot orphan support project initiated in Ankara province:

- 950 Children – clothing aid,
- 9 Children – education aid
- 4 Children – computer aid
- 40 Families – food aid
- 3 Mothers – employment support
- 1 Mother – legal support
- 5 Children – career planning
- 2 Children – book support
- 2 Families – rent aid
- 1 Family – household goods aid
3.4. MIGRATION SERVICES
641,486
Number of Children
Reached in
Children Programs

2.6 M
Number of Beneficiaries
Red Crescent Card Cash Based
Support Program

1,828,788
Number of Beneficiaries in
Social Cohesion Support (SCS)
Program

668,900
Number of Beneficiaries
Who Received Aid at Least Once in
the Conditional Education Aid (CEA)
Program

37,585
Number of Beneficiaries
Who Received Aid at Least Once in
the Turkish Language Education
Program for Adults (TEPA)

1,698,754
Number of People
Reached in Community Based
Migration Programs
The Directorate of Migration Operations Management carries out first response and recovery activities regarding domestic and cross-border migration mobility. Within the scope of Syria Humanitarian Aid Operation, it continues its domestic and international aid activities with its affiliated Syria Area Coordination Office and ensures that the humanitarian aid materials sent by international donors are delivered to people in need by finalizing the necessary customs clearance procedures.

The Directorate of Migrant Protection Services conducts studies in coordination with all relevant public institutions / organizations, non-governmental organizations, and in particular with the Directorate General of Migration Management, in order to meet the protection needs of people who are victims of migration. In addition, it advocates for people who have difficulties in accessing healthcare services across borders.

The Directorate of Migration Programs Development and Coordination ensures coordination between the units affiliated to the Directorate of Migration Services, including the Red Crescent Card Cash Based Support Programs Coordination Office, Community Based Migration Programs Coordination Office, Child Programs Coordination Office and Syria Area Coordination Office, collects, consolidates and reports up-to-date information under the program activities, and carries out improvement studies. It performs its activities for the coordination of projects and programs for all foreigners in need, who are registered in our country, as well as the improvement of existing projects, and the realization and support of new projects.

3.4.1. TURKISH RED CRESCENT CARD CASH BASED SUPPORT PROGRAM

Red Crescent Card, as a platform where humanitarian aid, private and public sectors come together, provides regular cash support through the banking infrastructure to people in need who meet certain criteria and become qualified as beneficiaries. Red Crescent Card was first introduced for Turkish citizens in 2011. In order to meet the basic needs of immigrants who had to leave their country due to the conflicts that started in Syria in March 2011 and were hosted in temporary accommodation centers in Turkey, emergency food support was provided first and within the scope of the dedicated In-Camp Food Support Program, the Red Crescent Card was started to be used. As of 2020, the Red Crescent Card platform acted as the basis for nine different programs with various themes, six of which continue to be implemented.

In addition to the current programs, the necessary studies have been carried out to start a new program in January 2021 and the program contract was signed in December 2020. A total of 2.6 million beneficiaries were reached within the scope of all programs supported on the platform.
The numbers of beneficiaries of ongoing and completed projects are given in the image below, as of December 2020.

Number of Beneficiaries as of December 2020:

- **2.6M**
  - In-Camp Food Support Program
    - Area: Food
  - Turkish Language Education Program for Adults (TEPA)
    - Area: Education
  - Social Cohesion Support (SCS) Program
    - Area: Basic Needs
  - Conditional Education Aid (CEA) Program
    - Area: Education
  - Course Allowance Support (CAS) Project
    - Area: Livelihood
  - Vocational Allowance Support (VAS) Project
    - Area: Livelihood

- **52,552**
  - Area: Food

- **37,585**
  - Area: Education

- **668,900**
  - Area: Education

- **1,828,788**
  - Area: Basic Needs

- **107**
  - Area: Livelihood

- **23**
  - Area: Protection

- **111**
  - Area: Livelihood

- **122**
  - Area: Livelihood

- **23**
  - Area: Protection

- **111**
  - Area: Livelihood

- **122**
  - Area: Livelihood
3.4.1. In-Camp Food Support Program

In-Camp Food Support Program is implemented for foreigners living in six temporary accommodation centers in Turkey, listed as Adana Sarıçam Temporary Accommodation Center (TAC), Boynuyoğun TAC (Adana), Osmaniye Cevdetiye TAC, Kahramanmaraş TAC, Yayladağı TAC (Hatay), and Kilis Eybeyli TAC. The program is carried out with the support of the Directorate General of Migration Management (DGMM), through the cooperation between the Turkish Red Crescent and the United Nations World Food Program (UN WFP). Each beneficiary is given TRY 100 (in the form of e-coupons) per month, to be used in food shopping at the contracted grocery stores inside the camps, with the Red Crescent Card. It has been deemed appropriate to offer 80% of the monthly aid for food and 20% of it for non-food products through the use of the personalized cards since October 2019. Negotiations were conducted between the partners to increase the amount of aid and it was decided to increase it to TRY 120 as of January 2021.

The program, started in 2012, aims to enable individuals to reach the basic needs they wish in line with their own preferences. Funded by Germany, Japan, Norway and the USA in the past years, the program continues to be funded by the USA in the current period.
3.4.1.2. Social Cohesion Support (SCS) Program

The SCS, which is the largest cash-based support program in the world in terms of the number of beneficiaries and regular and long-term planning, was developed to ensure that vulnerable groups can meet their basic needs such as food, accommodation and clothing in line with their own wishes and in a way that supports human dignity. Under the program, unconditional, unrestricted and multi-purpose cash support is provided to people who reside in Turkey for international protection, temporary protection or humanitarian residence and meet the vulnerability criteria, in order for their basic needs to be met. The SCS Program was carried out jointly by the Turkish Red Crescent, the Ministry of Family, Labor and Social Services (MoFLSS) and the UN World Food Program (UN WFP) between November 2016 and March 2020, while the International Federation of Red Cross and Red Crescent Societies (IFRC) replaced the UN World Food Program as of April 2020. The SCS Program is funded by the European Union Civil Protection and Humanitarian Aid (ECHO) and supported by the Directorate General of Population and Citizenship Affairs (DGPCA) and the Directorate General of Migration Management (DGMM).

The SCS Program enables people in need to meet their basic needs with the freedom of choice, while also supporting their social cohesion with the local community.

Cash support provided under the program is loaded on the beneficiary families’ Red Crescent cards, at a monthly rate of TRY 120 per person.

In addition to regular benefits, additional payments are made every three months to individuals with severe disabilities and in need of care.

Program Start Date: November 2016

1,828,788 Number of People Reached

%51 Female

%49 Male

Gender Distribution

TRY 9.2 Billion Total Amount of Aid

2.8 Million Applicant individuals

595 Thousand Applicant households
3.4.1.3. Conditional Education Aid (CEA) Program

The scope of the Conditional Education Aid Program, which had been originally initiated in 2003 for Turkish citizen children, was expanded in 2017 and with the funds provided by the European Civil Protection and Humanitarian Aid (ECHO), the US Population, Refugee and Immigration Bureau and the Norwegian Government, the program covered the children of foreign families in need in Turkey.

The CEA Program is carried out jointly by the MoFLSS, Ministry of National Education (MoNE), Turkish Red Crescent and UNICEF. With the cash supports offered within the scope of the program, it is aimed to ensure that children can access school and attend regularly. Under the Conditional Education Aid, the regular payments varying depending on the school grade and gender of students were increased from between TRY 35 and TRY 60 to TRY 40 and TRY 75 per month as of May 2020.

Additional Payments are made twice a year at the beginning of school terms regardless of absenteeism (in September and January).

As of September 2019, the CEA has introduced incentive payments as well as supplementary payments at the beginning of school terms (in January and September) to address the problem of limited access to older refugee children (who are less likely to enroll in school or attend school regularly). The new incentive payments are provided to students from grade 5 to grade 12 and to students of the Accelerated Education Program (AEP).

The protection procedures for beneficiary children under the Conditional Education Aid are also carried out by the Turkish Red Crescent Community Based Migration Programs (CBMG). The Institution has dedicated child protection offices throughout Turkey. Within the scope of the program, the processes for the identification of absent children, and identification and monitoring of the risks that children under protection are subject to are carried out with due care.

Accelerated Education Program (AEP): In total, 3,961 children between the ages 10 and 18, who have not attended the school for more than three years, benefit from the program run by the Ministry of National Education.

Program Start Date: May 2017

668,900 Number of Children Reached
(Received at Least One Payment)

%50 Female
%50 Male
Gender Distribution

TRY 847 Million Total Amount of Aid

%79 SCS-CEA
%21 CEA
SCS-CEA Rate
3.4.1.4. Turkish Language Education Program for Adults (TEPA)

As a result of the researches conducted on target groups within the scope of the Red Crescent Card, it was determined that the biggest obstacle experienced by foreigners in our country in access to employment and education opportunities and in social adaptation was the language barrier. In this context, Turkish language education in different learning models and levels has been provided in cooperation with the Ministry of National Education and the UN Development Program (UNDP) to ensure that Syrians under Temporary Protection in Turkey reach the appropriate level of language proficiency. In return for their participation, Syrian nationals who will participate in the Turkish Language Education Program for Adults, held in ten different provinces, are provided with cash support through the Red Crescent Card. The trainees are paid TRY 5.6 per hour for their participation in the education (three days a week, three course hours a day). In 2020, necessary preparations were made to increase the amount of aid in 2021.

The program is financed by the funds raised by the EU Regional Trust Fund in Response to the Syrian Crisis (EUTF). The program is aimed at reaching 52,000 Syrians in total.

Program Start Date: March 2019

- **37,585** Number of People Reached (Received at Least One Payment)
- **%73** Female
- **%27** Male
- **TRY 22** Million Total Amount of Aid
3.4.1.5. Course Allowance Support (CAS) Project

The Course Allowance Support Project, which is implemented within the scope of the livelihood development project, was started to be implemented in the Turkish Red Crescent Community Based Migration Programs (CBMG) Coordination Office’s Community Centers in April 2019. Incentive payments are made to the participants in line with the vocational trainings they receive. The payments of the first term trainees were made in April 2019. The financial resources for the Course Allowance Support Project are raised by the MADAD fund. As of November 2019, courses providing technical expertise and craftsmanship are also organized under the Program along with courses on different themes, in various industries including food, textile, service, agriculture, and livestock. The language barrier, which is one of the important barriers to labor market access, is tried to be overcome with Turkish language courses at different levels. Vocational courses are supported through incentive payments ranging from TRY 25 to TRY 60 per day, and those who attend Turkish Language Courses are entitled to TRY 180 per month.

Program Start Date: April 2019

3,948 Number of People Reached (Received at Least One Payment)

%63 Female

%37 Male

Gender Distribution

TRY 5.4 Million Total Amount of Aid
3.4.1.6. Vocational Allowance Support (VAS) Project

The first payment under the Vocational Allowance Support (VAS) project, which has been implemented together with the CBMP Directorate on the Red Crescent Card platform, was made in December 2019. The project is funded by the Norwegian Red Cross.

The course given within the scope of the VAS project is the Bag Sewing course. The VAS Project was planned to be continued until December 2020 and the total budget allocated for the project was TRY 200,000. In order for being paid under the project, the participants must not benefit from any other Community Center programs, and they must attend at least 80% of course hours, be between the ages of 18 and 60, and meet the A1 language proficiency level. Participation in the courses under the program is supported with a daily incentive amount between TRY 25 and TRY 60. The target group of the project includes all nationalities, including Turkish citizens.

Program Start Date: December 2019

107
Number of People
Reached
(Received at Least One
Payment)

%20 Female
%80 Male
Gender Distribution

TRY 250
Thousand
Total Amount of Aid
3.4.1.7. Complementary Social Cohesion Support (C-SCS) Program

As a result of the negotiations between the Ministry of Family, Labor and Social Services, Turkish Red Crescent and the European Commission Directorate General for Neighborhood and Enlargement Negotiations (DG NEAR) over the past year, the contract for the program was signed on 17 December 2020.

It is aimed to direct the most vulnerable beneficiaries of the SCS program, who will not be able to have access to the workforce, to the C-SCS Program.

The program was planned to start on 1 January 2021, after which the operational processes will be carried out within the six-month preparation period and the system will be fully developed, and cash transfers to the beneficiaries will be made as of July 2021. Between July 2021 and June 2022, the estimated number of beneficiaries is expected to range from 444,923 to 473,820.

Regular amount of payments will be TRY 250 per person, while people with severe disabilities will receive an additional payment of TRY 800.

3.4.1.8. Turkish Red Crescent Call Center

It started its service on 28 November 2016 in order to support the projects carried out by the Cash Based Support Programs Coordination Office within the Call Center-168 of the Turkish Red Crescent. The Call Center, which operates under the Southeastern Anatolia and Mediterranean Deputy Coordination Office, provides services to all foreign citizens living in Turkey in 5 different languages including Turkish, Arabic, English, Persian and Pashto, in relation to all programs and projects carried out on the Red Crescent Card platform.

Information on the activities carried out in the year 2020 is summarized as follows.

**Number of Answered Calls**

The number of answered (registered) calls is 261,049.

### Distribution of Calls by Programs

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Cohesion Support Program</td>
<td>208,877</td>
</tr>
<tr>
<td>Conditional Education Aid Program</td>
<td>32,393</td>
</tr>
<tr>
<td>In-Camp Program</td>
<td>7,063</td>
</tr>
<tr>
<td>Turkish Language Education Program for Foreigners</td>
<td>2,106</td>
</tr>
<tr>
<td>Course Allowance Support Program</td>
<td>149</td>
</tr>
<tr>
<td>Vocational Allowance Support Program</td>
<td>8</td>
</tr>
<tr>
<td>Hope in the Kitchen Program</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>10,451</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>261,049</strong></td>
</tr>
</tbody>
</table>
Top 10 Provinces of Calls

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>İstanbul</td>
<td>44,300</td>
</tr>
<tr>
<td>Gaziantep</td>
<td>28,435</td>
</tr>
<tr>
<td>Şanliurfa</td>
<td>23,023</td>
</tr>
<tr>
<td>Hatay</td>
<td>22,308</td>
</tr>
<tr>
<td>Adana</td>
<td>18,583</td>
</tr>
<tr>
<td>Ankara</td>
<td>11,554</td>
</tr>
<tr>
<td>Bursa</td>
<td>11,195</td>
</tr>
<tr>
<td>Mersin</td>
<td>10,652</td>
</tr>
<tr>
<td>İzmir</td>
<td>9,747</td>
</tr>
<tr>
<td>Kilis</td>
<td>7,669</td>
</tr>
</tbody>
</table>

Reasons of Calls for All Programs

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Request</td>
<td>188,714</td>
</tr>
<tr>
<td>Red Crescent Card Information</td>
<td>51,258</td>
</tr>
<tr>
<td>Matters Not Covered by the Project</td>
<td>10,305</td>
</tr>
<tr>
<td>Updating</td>
<td>8,428</td>
</tr>
<tr>
<td>Complaint</td>
<td>2,154</td>
</tr>
<tr>
<td>Referrals</td>
<td>184</td>
</tr>
<tr>
<td>Program Access Problems</td>
<td>6</td>
</tr>
</tbody>
</table>
3.4.2. COMMUNITY BASED MIGRATION PROGRAMS

The main purpose of Community Based Migration Programs is to contribute to the improvement of social resilience and the culture of coexistence by strengthening the psychological, social and economic well-being of all vulnerable communities and individuals.

**Numbers of People Reached**

- **1,698,754** Total Number of People Reached
- **288,099** Protection
- **617,949** Psychosocial Support and Health
- **63,676** Livelihood Improvement
- **480,158** Social Cohesion
- **248,962** Children, Youth and Volunteering

### 3.4.2.1. Protection Program

The protection program aims to prevent, reduce or eliminate the risks and threats that vulnerable individuals, families or communities are facing or likely to face, and the negative consequences arising from cases such as violence, exploitation and abuse. All the supports provided and activities carried out under the Protection Program are basically grouped in the following 5 sub-programs:

- → Access to Fundamental Rights and Services
- → Child Protection and Access to Education
- → Intervention against Human Trafficking and Assisting the Victims of Human
- → Trafficking Aid In-Kind for Protection Needs
- → Prevention of Violence and Combating Violence

### 3.4.2.2. Psychosocial Support and Health Program

The program aims to identify the psychosocial needs of the society and increase the ability of individuals to cope with, to intervene in, to recover, and to take control of their own lives in potential disasters or emergencies. In addition, it carries out activities and intervention studies aimed at supporting aid workers and raising awareness on public health risk factors. Sub programs of the program are,

- → Strengthening of Psychosocial Well-Being
- → Reinforcement of Public Health
Community Based Health Volunteering Programs

Family Education Program (FEP)

The Family Education Program, implemented in cooperation with the MoFLSS, aims to contribute to the improvement of the quality of life of families, which constitute the smallest unit of the society, and to help them to benefit from health services more effectively, to effectively manage all kinds of resources they have and to take measures against various risks they may encounter. The Family Education Program is given to volunteers and staff who want to work in this field, by the MoFLSS trainers and modules. Education topics are listed as the first quarter of life (development between the ages 0 and 18), marriage and family life, being a parent, family life skills, school and family, health literacy, healthy living, and disease prevention.

Community Based Health and First Aid (CBHFA) Program

The Community Based Health and First Aid Program aims to create community awareness and raise awareness of communities about risk factors affecting human health. The Community Based Health and First Aid Program Practitioner Training is given to volunteers and staff who want to work in this field, by the trainers of the Red Crescent and International Federation of Red Cross and Red Crescent Societies (IFRC). The content of the training includes topics such as Red Cross and Red Crescent volunteering, needs assessment, community mobilization, behavioral change, psychological and basic first aid, communicable and non-communicable diseases, maternal and newborn health, and healthy aging.

Health Intermediaries (CBHFA)

It was launched in January 2018 to strengthen the community and volunteers on health. They take action by use of basic tools to prioritize and address the health needs of communities. Forty Syrian volunteer women received the Community Based Health and First Aid Trainer Training in January 2018. They actively conduct field visits and participant needs assessment studies. Seminars on hygiene and public health issues (mother-newborn health, reproductive health, hygiene, provincial aid, etc.) are also organized.

Family Education Programs

Supervisory staff with volunteers conducts expansion activities and seminars on family communication, marriage law, child development and education, household economy, and healthy living.

43,960

12,457
3.4.2.3. Livelihood Improvement Program

The Livelihood Improvement Program aims to increase the employability of the vulnerable target groups by improving their occupational capacities in order to strengthen their access to the labor market and livelihood, support their entrepreneurship, thereby ensuring their economic self-sufficiency and economic independence. Sub programs of the program are,

- Direction for Employment
- Entrepreneurship Support
- Agriculture and Livestock

3.4.2.4. Social Cohesion Program

The Social Cohesion Program aims to increase the resilience of the society in order to create a strong society and to ensure social cohesion by improving the culture of living together in peace and harmony for the target groups.

3.4.2.5. Restoring Family Links

The main purpose of the Restoring Family Links (RFL) services is to detect the actual conditions of first and second degree relatives (missing search) for people who have been separated due to war / conflict or humanitarian crisis or on the migration route, bring together family members where the national legislation allows (family reunification) and, to ensure the restoring of communication in line with the measures and methods permitted by the competent authorities in case of a break in communication. In line with this purpose, information, case follow-up, logistical support and advocacy activities are carried out when necessary.

The main processes carried out under the RFL are as follows:

- Family Reunification: It includes the activities for the reunification of family members who have been separated from each other on the migration path due to war, conflict or humanitarian crisis, in cooperation with relevant national and/or international governmental institutions, national and/or international non-governmental organizations and components of the Red Cross-Red Crescent Movement.

- Missing Search: It is a humanitarian aid service to determine the actual conditions of missing family members who have been separated on the migration path due to war, conflict or humanitarian crisis.

- Family Message Transmission: It is a humanitarian mediation service offered to exercise the right to communicate of family members who do not have the opportunity to communicate and to learn about each other’s actual conditions via the ordinary communication channels.

1,485 people were reached under Family Reunification, 912 under Missing Search and 704 under Family Message Transmission.
3.4.3. CHILDREN’S PROGRAMS

Within the framework of the cooperation contract signed between the Turkish Red Crescent and the United Nations Children’s Fund (UNICEF) in May 2013, protective / preventive and awareness-raising activities for psychosocial support, child protection, social adaptation, youth empowerment and education support have been carried out for children aged between 4 and 18.

Program activities continue with 129 personnel and in 16 provinces, in 33 areas in total, including 7 Temporary Accommodation Centers (Camps), 16 Community Centers, 3 Mobile Child Friendly Spaces, 4 Mobile Psychosocial Support Teams, 2 Child and Youth Centers and 1 Martyr Serhat Önder Child Protection Center.

Under the Children’s Programs Coordination Office, 139,665 activities were carried out in 2020, with 92,389 children in 16 provinces and 33 activity areas.
3.4. MIGRATION SERVICES

NUMBER OF CHILDREN REACHED PER SERVICE MODEL

<table>
<thead>
<tr>
<th>Service Model</th>
<th>Number Reached</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Centers</td>
<td>48,545</td>
</tr>
<tr>
<td>Mobile Psychosocial Support Teams</td>
<td>18,513</td>
</tr>
<tr>
<td>Mobile Child Friendly Spaces</td>
<td>13,467</td>
</tr>
<tr>
<td>Child and Youth Centers</td>
<td>5,961</td>
</tr>
<tr>
<td>Temporary Accommodation Centers</td>
<td>5,903</td>
</tr>
</tbody>
</table>

NUMBER OF (SINGULAR) BENEFICIARIES REACHED AND NUMBER OF ACTIVITIES PER PROGRAM

<table>
<thead>
<tr>
<th>Activities Carried Out Within the Scope of the Program</th>
<th>Number of Beneficiaries (Singular)</th>
<th>Number of Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Protection Program</td>
<td>24,880</td>
<td>38,162</td>
</tr>
<tr>
<td>Psychosocial Support Program</td>
<td>20,916</td>
<td>38,871</td>
</tr>
<tr>
<td>Social Cohesion Program</td>
<td>12,435</td>
<td>22,181</td>
</tr>
<tr>
<td>Leadership Program</td>
<td>137</td>
<td>480</td>
</tr>
<tr>
<td>Volunteering Program</td>
<td>128</td>
<td>390</td>
</tr>
<tr>
<td>Parent Sessions</td>
<td>742</td>
<td>987</td>
</tr>
<tr>
<td>My Teacher/I Am A Teacher (Öğretmenim) Project</td>
<td>2957</td>
<td>11,331</td>
</tr>
<tr>
<td>International Student Exam (YÖS) Preparatory Study Support Program</td>
<td>768</td>
<td>13,976</td>
</tr>
<tr>
<td>Turkish Language Support Program</td>
<td>869</td>
<td>16,760</td>
</tr>
</tbody>
</table>

NUMBER OF CASES IDENTIFIED AND REFERRED

<table>
<thead>
<tr>
<th>Identification and Referrals</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Children with Vulnerabilities Identified</td>
<td>7,427</td>
</tr>
<tr>
<td>Number of Children Referred to Services</td>
<td>4,440</td>
</tr>
</tbody>
</table>
ACTIVITIES CARRIED OUT WITHIN THE SCOPE OF THE COVID-19 PANDEMIC

<table>
<thead>
<tr>
<th>Activity</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Online Psychosocial Support Calls</td>
<td>6,535</td>
</tr>
<tr>
<td>Number of Children Reached with Online Psychosocial Support Calls</td>
<td>5,662</td>
</tr>
<tr>
<td>Number of Household Visits</td>
<td>25,802</td>
</tr>
<tr>
<td>Number of Kits Sent Via Household Visits</td>
<td>50,509</td>
</tr>
<tr>
<td>Number of Children Reached Via Household Visits</td>
<td>69,177</td>
</tr>
</tbody>
</table>

**Child Protection Program**

The objective is to support children’s access to their universal rights, and to protect them from all forms of violence, abuse, and exploitation. The goal is to raise awareness on child protection risks about discrimination, exclusion, economic and sexual exploitation etc. and to raise awareness with children on the measures that can be taken against such risks and the mechanisms they can apply to.

38,162 activities were held with 24,880 children within the scope of the Child Protection Program.

**Psychosocial Support Program**

The objective is to rebuild the destroyed perceptions of trust in children as a consequence of traumatic experiences such as wars, migration, neglect, abuse, deprivation, and violence, and help them acquire the skills for establishing positive relationships with their peers, organizing their emotions and expressing their feelings, and the behavior of seeking help. The objective is also to increase the psychosocial well-being of children through such skills and behaviors, and to contribute to the development of their capacity to cope with negative emotions and incidents by supporting their social and emotional skills.

38,871 activities were held with 20,916 children within the scope of the Psychosocial Support Program.

**Social Cohesion Program**

The objective is to help children and adolescents of different nationalities acquire behaviors and attitudes such as developing supportive relationships with their peers, social networking, trust, acceptance of diversity, solidarity, sense of belonging, and tolerant approach by providing them platforms whereby they can participate in a positive manner.

22,181 activities were held with 12,435 children within the scope of the Social Cohesion Program.

**Leadership Program**

It has been developed in order to contribute to the adolescents communicating with those around them in a healthier manner, being open to collaboration, acquiring problem solving skills, developing leadership skills, and being able to perceive different lives free of their prejudices.

The objective of the Leadership Program is to strengthen the capabilities of adolescents such as communication, problem solving, team work, etc.

480 activities were held with 137 children within the scope of the Leadership Program.
Volunteering Program
The objective is to ensure that children and adolescents take part in various activities on a volunteer basis, and while they improve their leadership characteristics during this process, for them to be role models with their peers and children younger than them via the peer training model.

390 activities were held with 128 children within the scope of the Volunteering Program.

45 volunteers have passed the university exams in 2020, and they are continuing with their education at different faculties and departments.

Parent Sessions
Awareness and psychosocial strengthening activities with children and young individuals are a process whereby parents and caregivers should simultaneously be involved. Support provided for the gains in this regard by parents and caregivers increases the continuity of the well-being and social skills of children and young individuals. Therefore, Parent Sessions are also included in the scope of the programs carried out with children and young individuals, and the objective is to raise the awareness of parents and caregivers and to support the improvement processes.

987 activities were held with 742 parents and caregivers within the scope of Parent Sessions.

My Teacher/I am a Teacher (Öğretmen-im) Project
The objective of the My Teacher/I am a Teacher (Öğretmen-im) Project is to contribute to the school courses of students who need support for education, to support and enhance the academic accomplishments of children.

Training courses are given on a volunteer basis by people who are educated at, or who have graduated from, the education faculties of the universities in the provinces where relevant activities are being held within the scope of the project. Volunteers who wish to work with children as volunteer teachers complete their relevant volunteer training before they start teaching actively.

11,331 activities have been held with 2,957 children within the scope of the My Teacher/I am a Teacher (Öğretmen-im) Project.

International Student Exam (YÖS) Preparatory Study Support Program
Within the scope of the International Student Exam (YÖS) Preparatory Study Support Program, activities are carried out to provide preparations for YÖS, which the international students living in Turkey are required to take for the undergraduate studies, and to provide the support necessary for this process.

In addition to providing support for Mathematics, Geometry, and Numerical Logic for beneficiaries, career seminars are held regularly, and consultancy support is provided for choosing universities, and relevant placements.

13,976 activities have been held with 768 children within the scope of International Student Exam (YÖS) Preparatory Study Support Program.

Turkish Language Support
Turkish Language Support courses (A1, A2, B1 and B2) are given at Children and Youth Centers in cooperation with Public Education Centers.

16,760 activities have been held with 869 children within the scope of Turkish Language Support Courses.

—

108
**Identification and Referrals**

Children at risk and vulnerable children are being identified and referred to the relevant agencies/organizations depending on the service required during the course of the works and field visits held in the areas of Children’s Programs Coordination Office.

A total of 7427 vulnerable children have been identified within the scope of protection service. On the other hand, 4,440 children were referred to the relevant agencies and organizations in order to ensure that they can access the services they need.

**Number of Online Psychosocial Support Calls within the Scope of the COVID-19 Pandemic**

The existing communication with the beneficiaries has been carried on and support was provided within the scope of requirements associated with the COVID-19 pandemic and prevention methods, personal care and health information, access to remote education (EBA), access to formal and non-formal education institutions, service hotlines, etc.

6,535 calls were made and 5,662 children were reached via these calls within the scope of the COVID-19 pandemic.

**Household Visits within the Scope of the COVID-19 Pandemic**

Hygiene kits as well as psychosocial support kits (PSD) and education kits were handed out to families in order to increase the quality of time children spend at home, during the course of the household visits.

25,802 household visits were made within the scope of the COVID-19 outbreak. A total of 50,509 kits were delivered to those individuals in need and 69,177 children were reached within the scope of household visits.

**Remote Education within the Scope of the COVID-19 Pandemic**

Upon the spread of the COVID-19 pandemic and the face to face activities being halted, the contents of the activities/education courses held within the scope of the program were adapted to online settings in such a way as to protect, to the extent possible, the gains acquired during face to face education.

1810 activities have been held with 453 children within the scope of Remote Education.
Upon the first entries into our country from the Hatay border of Turkey, the TRC, Ministry of Foreign Affairs of the T.R. and AFAD launched in cooperation the “Syria Crisis Humanitarian Aid Operation” on April 29, 2011.
3.4.4.1. Cross Border Distribution Activities

<table>
<thead>
<tr>
<th>Number of Vehicles</th>
<th>Total Shipment</th>
<th>Total Amount of Materials Shipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>54</td>
<td>TRY 7,690,756.97</td>
<td>1,327,937</td>
</tr>
</tbody>
</table>

3.4.4.2. Cross Border Activities

3.4.4.2.1. Care Stores

The clothing items sent to TRC as donations are being conveyed to the Syrians in need through the Care Stores, which have first started their activities in the Idlib area as of 2017.

3.4.4.2.2. Health Activities

The Syrian individuals in need, living in and around the Umut and Guta Şarkiye camps receive health services through volunteer doctors and the Society of Hand in Hand for Good cooperated with, in the Idlib Region. Volunteer NGOs provide health services to Syrian individuals in need living in the Elbil – 1 camp in the Operation Euphrates Shield Area. 121,052 people went through health inspections between 01.01.2020 and 31.12.2020.

Within the scope of the protocol signed between the TRC and the Ministry of Health, the recruitment of personnel and payment of the personnel rights payments are being carried out by the TRC teams in order to deliver health services activities in the Operation Euphrates Shield, Operation Olive Branch, and Operation Peace Spring areas.

TRY 37,469,280.18 salary payments were made to the 8 hospital and 40 health center staff members in Syria in 2020.

<table>
<thead>
<tr>
<th>Number of Stores</th>
<th>Beneficiaries</th>
<th>Number of Clothing Items Handed Out</th>
<th>Children's Clothes</th>
<th>Adults' Clothes</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>306,576</td>
<td>1,029,285</td>
<td>706,891</td>
<td>322,394</td>
</tr>
</tbody>
</table>

Table 23– Data from Care Stores Between 01.01.2020 and 31.12.2020
3.4.4.2.3. Mobile Clinics

1 Trailer-top Multiclinic, 2 Dental Clinics, and 1 Ophthalmology Clinic were opened in order to provide treatment for those in need within the boundaries of Syria. 3 Mobile Clinics are continuing their services in Afrin, and 1 in Azez, and 53,261 people received services in 2020.

3.4.4.2.4. COVID-19 Related Activities

A total of 25 Quarantine Tents were built, i.e., 17 in Idlib Area, and 8 in Azez Area, against any possible incidents within the scope of COVID-19. Beds, blankets, bunk beds, and as for meeting hygienic food requirements, plastic forks and knives were shipped to the Quarantine Tents.

Regular sanitization and disinfection activities were carried out for the camps/orphanages that are under the coordination of the TRC in Azez and Idlib area. Furthermore, sanitization and disinfection activities were carried out in the hospitals and bread bakery facilities in the Idlib Area.

3-ply Surgical Masks are being manufactured at the Taybe Orphanage in the Idlib area, under the coordination of TRC. Approximately 50,000 masks have been manufactured and disseminated within the scope of the manufacturing activities.

57,189 hygiene boxes have been distributed for the camps and orphanages under the coordination of TRC in the Azez and Idlib areas.

3200 items of leaning materials have been sent to the hospitals in the Idlib area.

1000 food boxes have been handed out by the TRC teams to the families in COVID-19 quarantine in the Azez area of the Operation Euphrates Shield.

Approximately 800 posters were posted in crowded areas (mosques, schools, hospitals, etc.) by our teams in Syria, in order to inform the locals.

Informative videos in Arabic were prepared by the Ministry of Health and were shared with the muhtars in camps with the objective to raise awareness among the public about the Coronavirus (COVID-19).

Approximately 185 beds were given to the hospitals in the Tel abyad and Resulayn regions for COVID-19 in the Operation Peace Spring area.

Medical Supplies worth $7.7 million were shipped to Idlib and Operation Euphrates Shield Areas as per the protocol signed between the TRC and OCHA for COVID-19 efforts.

160 thermometers were shipped to 8 Hospitals and 40 Health Centers in Operation Euphrates Shield, Operation Olive Branch and Operation Peace Spring areas, and 80 thermometers were shipped to the hospitals and health centers in the Idlib area within the scope of the protocol signed between the TRC and the Ministry of Health. Furthermore, 14 thermometers, i.e., 2 thermometers each, were delivered to Kahramanmaraş TAC, Adana Sariçam TAC, Osmaniye TAC, Kilis Elbeyli TAC camps under the coordination of the TRC and the Apaydın TAC, Boynuyoğun TAC and Yayladağı TAC in Hatay.
3.4.4.2.5. Accommodation Related Activities

**Briquette House Project**

Briquette house constructions have been launched by TRC with the instructions of our President for those in need who are trying to survive under challenging living conditions in the Idlib region.

**Mashad Ruhin Briquette House Project**

Construction activities have started for 1212 briquette houses, consisting of 303 blocks, with a gross area of 38 m², in blocks of 4, on the land allocated to the TRC in the Mashad Ruhin neighborhood of the Sarmada district. The construction works for the first stage 748 briquette houses, and the families in need will start being placed. The construction works for the remaining 464 briquette houses are underway.

**The Jarabulus Al Amal Orphanage**

As part of the Operation Euphrates Shield area, the Al Amal Campus, built with a cooperation between the TRC, Baitussalam (The House of Selam Aid Society), and HIHFAD (Society of Hand in Hand for Good), was opened on 26.08.2020. 336 people are living in 56 apartments, i.e., 34 apartments with 1 bedroom, and 22 apartments with 2 bedrooms within our Jarabulus Al Amal campus. The campus offers quite a high quality living area for those in need with social facilities such as a school, mosque, and vocational training center within the campus, and a water tower, clean water pipeline, and its suitable infrastructure.

**Killi-1 and Maaret El Misrin Camps**

As of the beginning of 2020, because of the migration in the Idlib Area, the TRC built new camp areas in the Killi and Maaret El Misrin areas of Idlib. While there are approximately 1493 people from 55 families in the Killi-1 camp, approximately 2,362 people from 558 families are staying at our Maaret El Misrin camp. The fundamental food requirements of those in need in the camps are provided for by the TRC.

3.4.4.2.6. Education Activities

In addition to providing for the coal and wood stove requirements of 21 schools at 12 camps and 14 orphanages under the coordination of the TRC, the stationery needs of 8,256 students studying at these schools were also provided by our institution.

A school with 12 classrooms was opened at the Jarabulus Al Amal Campus, in the name of Mehmet Arif Kidman, a TRC staff member, martyred on his way following a treacherous attack by terrorists as he was travelling to the El Bab Care Stores to give clothing items for those in need on 14.09.2020.

Education services will be given to those in need who will be coming from inside and around the campus to the school and vocational education center consisting of 12 classrooms, which we have opened in the memory of our martyrs. A total of 200 students are benefiting from education opportunities provided at this school.
3.4.4.2.7. Ramadan Activities

Distribution activities were carried out at 7 Temporary Accommodation Centers in Azez, Jarabulus, El bab, Afrin, Idlib, Tel Abyad, and Resulayn regions in Syria, and in Adana, Kahramanmaraş, Osmaniye, and Hatay in Turkey as of 20.04.2020, within the scope of the Ramadan activities carried out by the TRC Syria Country Area Coordination Office.

<table>
<thead>
<tr>
<th>Ramadan Food Packages</th>
<th>Rations</th>
<th>Various Food Items</th>
<th>Hygiene Sets</th>
<th>Food Cards</th>
</tr>
</thead>
<tbody>
<tr>
<td>31,567</td>
<td>13,747</td>
<td>18,501</td>
<td>9,087</td>
<td>2,579</td>
</tr>
</tbody>
</table>

3.4.4.2.8. Eid Al-Adha Activities

<table>
<thead>
<tr>
<th>SLAUGHTER AREA</th>
<th>NUMBER OF SHARES</th>
<th>1ST DAY</th>
<th>2ND DAY</th>
<th>3RD DAY</th>
<th>TEAM LEADER-SHIPS</th>
<th>NUMBER OF PACKAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jisr Ash Shugur</td>
<td>250</td>
<td>125</td>
<td>125</td>
<td>0</td>
<td>Yayladağı</td>
<td>1,750</td>
</tr>
<tr>
<td>Azez</td>
<td>140</td>
<td>160</td>
<td>0</td>
<td>Azez</td>
<td>2,100</td>
<td></td>
</tr>
<tr>
<td>Afrin</td>
<td>600</td>
<td>150</td>
<td>0</td>
<td>Afrin</td>
<td>1,050</td>
<td></td>
</tr>
<tr>
<td>Jarabulus</td>
<td>150</td>
<td>0</td>
<td>0</td>
<td>Jarabulus</td>
<td>1,050</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>1,750</td>
<td>840</td>
<td>716</td>
<td>194</td>
<td></td>
<td>13,157</td>
</tr>
</tbody>
</table>

3.4.4.2.9. Camps Inside the Country

<table>
<thead>
<tr>
<th>ADANA</th>
<th>HATAY</th>
<th>KİLİS</th>
<th>OSMANIYE</th>
<th>KAHRAMANMARAŞ</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Container Camp</td>
<td>3 Container Camps</td>
<td>1 Container Camp</td>
<td>1 Container Camp</td>
<td>1 Container Camp</td>
</tr>
<tr>
<td>4,747 Containers</td>
<td>2,993 Containers</td>
<td>1,680 Containers</td>
<td>2,236 Containers</td>
<td>2,520 Containers</td>
</tr>
<tr>
<td>20,928 Guests</td>
<td>9,384 Guests</td>
<td>8,466 Guests</td>
<td>9,400 Guests</td>
<td>10,633 Guests</td>
</tr>
</tbody>
</table>

A total of 58,811 Syrian guests are staying at the Temporary Accommodation Centers.

3.4.4.2.10. Local Distribution Activities

664,064 kilograms / liters / units of humanitarian aid materials were handed out in 20 regions as of 2020. The cost of the materials handed out is TRY 5,082,070.89.
3.5. PUBLIC HEALTH AND PSYCHOSOCIAL SERVICES

Public Health and Psychosocial Services Directorate is responsible for delivering Community Health related services for the TRC during regular times and in cases of disasters/emergencies. Their responsibilities include the following at the national and international levels;

- To carry out activities for the promotion and development of public health, to increase health literacy and awareness about healthy living within the society, to carry out protective and preventive health activities.
- To deliver medical aid to areas in need in cases of disasters and emergencies, to respond via medical response teams, and to provide health services.
- To provide Psychosocial Support services to ensure the protection of the well-being of the society in cases of disasters/emergencies, and during regular times, to create Psychological First Aid awareness.
- To create a First Aid awareness within the society, to increase the capacity of First Aid staff members and Instructors by expanding the first aid training centers.

3.5.1. PSYCHOSOCIAL SERVICES

3.5.1.1. Disaster/Emergency Response Operations

Number of people reached with disasters and psychosocial support services in 2020:

<table>
<thead>
<tr>
<th>National Disasters</th>
<th>Dates Services Delivered</th>
<th>Number of People Reached</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elazığ Earthquake</td>
<td>January 25 - March 6 2020</td>
<td>16,688</td>
</tr>
<tr>
<td>Edirne Migration Activity</td>
<td>March 17-26, 2020</td>
<td>507</td>
</tr>
<tr>
<td>Bingöl Earthquake</td>
<td>June 15, 2020</td>
<td>The lead team conducted a field survey.</td>
</tr>
<tr>
<td>Sakarya Hendek Explosion</td>
<td>July 03-06, 2020</td>
<td>483</td>
</tr>
<tr>
<td>Giresun Flood Disaster</td>
<td>August 24-29, 2020</td>
<td>750</td>
</tr>
<tr>
<td>İzmir Earthquake</td>
<td>October 30 - November 21, 2020</td>
<td>1,933</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>20,361</strong></td>
</tr>
</tbody>
</table>

**Elazığ Earthquake**

Children’s Programs Coordination Office and a total of 69 employees and volunteers from the Community Centers in 12 provinces across Turkey delivered services under the coordination of Public Health and Psychosocial Services Directorate following the 6.8 magnitude earthquake that took place in Sivrice District of Elazığ Province on 24.01.2020. While psychosocial services were given to a total of 10,591 people between 24.01.2020 and 06.03.2020, the necessary referrals were made following the needs assessment for 5475 people, and a total of 16,688 people were reached.
**Bingöl Earthquake**

Following the 5.8 magnitude earthquake at the Province of Bingöl on June 14, 2020, the TRC psychosocial lead teams went to the field. As a consequence of the assessments made on site as well as the meeting held with the Bingöl Provincial Directorate under the Ministry of Family, Labor, and Social Services, it was reported that the local capacity was adequate as the damaged areas consisted of 3 villages in close proximity to each other, and as the destruction was not much, and therefore the relevant activities were not expanded.

**Edirne Migration Activity**

Support was provided by the TRC teams at the Edirne Pazarkule Border Gate in order to meet the basic requirements of migrants who wish to migrate to European countries, but were not allowed to cross by the border countries. Psychosocial support activities were carried out by the employees of Community Centers under the coordination of the Public Health and Psychosocial Services Directorate. Psychosocial support was given to a total of 507 migrants and agency employees within the scope of these efforts.

**Sakarya Hendek Fire Works Factory Explosion**

Following the explosion at the fireworks factory, which took place on 03.07.2020 in the village of Yukançalıca in the Hendek district of Sakarya, our TRC teams reached the site of the incident on the same day, and delivered psychosocial support activities for the families who had been affected. After the explosion, whereby 189 workers were affected, talks were held with people who had relatives in the area, and psychosocial support was provided for a total of 483 people.

**Giresun Flood Disaster**

There were losses of lives and property after the flood that took place in Giresun on 22.08.2020. Psychosocial support teams working at the Public Health and Psychosocial Services Directorate and the Ankara Community Center reached the disaster area on 23.08.2020, and started carrying out psychosocial support activities. Our teams working in the districts and the villages affected by the flood in the Giresun Province delivered psychosocial support for a total of 750 people.

**İzmir Earthquake**

A 6.6 magnitude earthquake took place on 30.10.2020, with the epicenter being in the Aegean Sea, at the offshore of Seferihisar (İzmir). 117 people lost their lives following the earthquake. Starting from October 30, 2020, when the earthquake took place up until November 21, 2020, psychosocial support activities were actively carried out at the field. Psychosocial support was provided to a total of 1,933 people within the scope of the psychosocial service efforts.

**3.5.1.2. Psychosocial Works During Regular Times**

**Support for Employees Project**

The fact that stress-related diseases in work life increase every single day and that stress decreases work efficiency demonstrates how big an effect stress has on individuals and institutions. Accordingly, a “Support for Employees Project” has been planned in order to protect the well-being of agency employees and raise their awareness on stress management. The overall purpose of the project is to support the employees’ skills for coping with the stress factors which they are faced in their work lives and private lives with group activities and sharings. Work on Support for Employees Project has started on an online basis on October 5, 2020 due to the pandemic. 101 people were reached with 12 group works within the scope of this project. The Support for Employees Group works will continue in 2021 as well.
3.5. PUBLIC HEALTH AND PSYCHOSOCIAL SERVICES

Assessment of Psychosocial Support Services Provided for Migrants

The objective of the project is to render the services delivered to migrants measurable and efficient. 4 Community Centers in Istanbul, Gaziantep, Kilis, and Ankara were visited by academics from the University of Illinois and Kosovo University on January 24-31, 2020 within the scope of the Psychosocial Services Assessment Project for Migrants carried out with the cooperation of the TRC and the University of Illinois (UIC). Focus meetings were held with the Community Center psychosocial support staff and the beneficiaries. The project will continue in 2021 as well.

Refugee Mental Health Implementation and Research Project

The research group created within the agency within the scope of the project was trained by academics from University of Illinois and Kosovo University. The objective of the training held on October 16, and on November 13/20, 2020 was to increase the evidence-based service planning and implementation capacity of the staff members. The training courses were held on October 16, 2020, November 13, 2020, and November 20, 2020 for 3 hours each, i.e., 9 hours overall. 9 agency staff members received training courses.

Psychosocial Support Research Project for Syrian Families

A guidebook was created by academics from the University of Illinois and Medeniyet University within the scope of the project to help ensure that field workers who are not professionals can provide psychosocial support for Syrian families. 70 Syrian families living in Istanbul were reached via an implementation partnership launched on 02.10.2019 between the TRC and the Human Psychosocial Support Society, and 48 group sessions were held for these families. Psychological support services were delivered for a total 215 people who attended the group sessions. The evaluation works for the effectiveness of this model, which will help enable the Syrian families to be able to provide self-support in settings whereby they cannot receive psychological support, will continue in 2021 as well.

European Network for Psychosocial Support (ENPS) 2020 Activities

The 2020 theme of the forum for the European Network of Psychosocial Support (ENPS), held annually, has been chosen as “Mental Health and Psychosocial Support in COVID-19 Response”. A forum and a training course were held in October 2020 within the scope of the online ENPS activities hosted by the German Red Cross.


Forum: Attendance to 2020 ENPS Forum held online and hosted by the German Red Cross between October 23-24.
**Intra-Agency and Extra-Agency Training Activities**

**Disaster Preparedness and Response Training Courses**

“Psychosocial Support Training in Disasters” was given for the newly recruited staff members in the Disaster Management Deputy General Directorate within the scope of the DPR training held via MS Teams.

“Disaster Preparedness and Response Training Courses” were given in the pilot provinces selected by the Disaster Management Deputy General Directorate within the scope of the Branch Segmentation Project. “Psychosocial Support Training in Disasters” was given by the Public Health and Psychosocial Services Directorate within the scope of such training courses.

<table>
<thead>
<tr>
<th>PSS in Disasters Training</th>
<th>Date</th>
<th>Number of Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ankara (online)</td>
<td>15.05.2020</td>
<td>20</td>
</tr>
</tbody>
</table>

**Delivered Within the Scope of Branch Segmentation Project**

<table>
<thead>
<tr>
<th>Province</th>
<th>Date</th>
<th>Number of Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Konya</td>
<td>09.09.2020</td>
<td>15</td>
</tr>
<tr>
<td>Manisa</td>
<td>23.09.2020</td>
<td>23</td>
</tr>
<tr>
<td>Trabzon</td>
<td>30.09.2020</td>
<td>15</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>73</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Psychological First Aid Training Courses and Seminars**

The efforts carried out in 2020 in order to expand and extend the psychological first aid responses are as follows:

- “Psychological First Aid” live broadcast was made on YouTube within the scope of the TRC Academy Conversations.
- Psychological First Aid Seminar was given via MS Teams to the attendees from the pilot provinces named within the scope of the Branch Segmentation Project. 70 people attended the seminar.
- Psychological First Aid Seminar was given via MS Teams to 16 TRC Academy staff members within the scope of the Syrian Humanitarian Aid Operation team replacement. 19 staff members received “Psychological First Aid” and “Support for Employees” training courses in Gaziantep between November 16-17, 2020.
3.5. PUBLIC HEALTH AND PSYCHOSOCIAL SERVICES

3.5.2. EMERGENCY HEALTH ASSISTANCE

Number of people reached with Disasters and Health Assistance Services in 2020

<table>
<thead>
<tr>
<th>National Disasters</th>
<th>Dates Services Are Delivered</th>
<th>Number of Staff Members</th>
<th>Number of People Reached Through Health Information</th>
<th>PPE and Hygiene Materials Disseminated</th>
<th>People Identified To Be In Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elazığ Earthquake</td>
<td>25.01.2020-24.02.2020</td>
<td>7</td>
<td>2,725</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>04.03.2020-05.03.2020</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Van Earthquake</td>
<td>24.02.2020-28.02.2020</td>
<td>3</td>
<td>121</td>
<td>294</td>
<td>512</td>
</tr>
<tr>
<td>Bingöl Earthquake</td>
<td>15.06.2020-19.06.2020</td>
<td>2</td>
<td>-</td>
<td>14,190</td>
<td>-</td>
</tr>
<tr>
<td>Giresun Flood</td>
<td>23.08.2020-29.08.2020</td>
<td>2</td>
<td>-</td>
<td>9,150</td>
<td>-</td>
</tr>
<tr>
<td>İzmir Earthquake</td>
<td>30.10.2020-20.11.2020</td>
<td>3</td>
<td>2,251</td>
<td>145,592</td>
<td>1,383</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>5,097</strong></td>
<td><strong>169,226</strong></td>
<td><strong>1,895</strong></td>
<td></td>
</tr>
</tbody>
</table>

3.5.2.1. Disaster Response

*Elazığ Earthquake*

Following the earthquake of 6.7 magnitude that occurred in Elazığ on 24.01.2020, 3 health teams went to the site between 25.01.2020 and 24.02.2020, and 1 health team between 04 and 05.03.2020, and the below services were delivered:

- Determining the situation in terms of health, clean water, sanitation, hygiene, and waste management, resolving the problems by conveying them to the relevant agencies and institutions,
- Service mapping, leading with health facilities and sanitary facilities, and referring the people in need to such facilities,
- Dissemination of hygiene items and baby care kits (love packs),
- Health promotion and improvement efforts (tent visits as well as individual information at service points, training courses for masses, and handing out brochures)
- Giving hygiene information for staff members and volunteers.

*Van Earthquake*

The following services had been delivered at Van, which was affected from the 5.9 magnitude earthquake with the epicenter being Hoy in Iran on 23.02.2020:

- Determining the situation and needs in terms of health, clean water, sanitation, hygiene, and waste management; resolving the problems by conveying them to the relevant agencies and institutions
- Giving hygiene and health information to staff members and volunteers. Handing out personal protection equipment to personnel and volunteers.
- Handing out personal protection equipment to personnel and volunteers.
- Handing out water and hygiene materials.
- Health information and guidance for the public.
**Bingöl Earthquake**

A risk assessment was made following the 5.7 magnitude earthquake that occurred in Karliova, Bingöl on 14.06.2020, the response teams were given information on COVID-19, and they were handed out personal protective equipment.

**Edirne Migration Activity**

Support was provided by the TRC teams at the Edirne Pazarkule Border Gate in order to meet the basic requirements of migrants who wish to migrate to European countries, but were not allowed to cross by the border countries. The response teams in the area were informed about how to protect themselves from communicable diseases, and they were given personal protective equipment.

**Giresun Flood**

Our team that went to the area after the flood that occurred in Giresun Dereli on 23.03.2020, distributed personal protective equipment to the response teams and the public, and monitored their compliance with the COVID-19 rules.

**İzmir Earthquake**

The services delivered in the Women and Child Hygiene Tent built in the camp area after the 6.6 magnitude earthquake that occurred in İzmir on 30.10.2020 are as follows:

- Providing health and COVID-19 information and guidance for the response teams and the people affected from the earthquake.
- Handing out personal protective equipment.
- Handing out self-care materials for women and children.
- Antibody tests for staff members.
- Support for individuals with special needs.

**3.5.2.2. Syria – Mobile Clinics**

A mobile polyclinic, a mobile dental clinic, a mobile ophthalmology clinic in Afrin, and a mobile dental clinic in Azez delivered services between 01.01.2020 and 10.09.2020 within the scope of the project launched in May 2019 in order to increase the access to health services by the public affected from the war in the Afrin and Azez regions in Syria. Health services in various branches have been delivered in one hospital in Azez between 01.01.2020 and 19.04.2020. The implementers of the project are the Society of Hand in Hand for Good in Afrin and the Damascus Humanitarian Society in Azez.

A total of 53,261 health services have been delivered in 2020 in the mobile polyclinic in Afrin.
3.5.2.3. First Aid Activities

**First Aid Unit FATCs Training/Seminar 2020 Summary Table**

| Number of First Aid Training Course Attendees | 8,497 |
| Number of First Aid Training Courses | 962 |
| Number of FATCs Delivering First Aid Training | 33 |
| Number of Attendees Who Received First Aid Seminars | 56,723 |
| Number of First Aid Seminars | 133 |

1 person on behalf of our Society attended the European First Aid Cooperation Network Executive Committee meeting in Ukraine between 18 and 20.02.2020.

65 people from among the teachers at MoNE Secondary Education General Directorate and boarding students received First Aid Training and Peer Trainers’ Training between 18 and 21.01.2020.

Information guidelines were prepared for FATC opening procedures for the Manisa, Trabzon, Diyarbakır, Şanlıurfa, Alanya, and Konya Branches, sent to the Branches, and the opening procedures were initiated, within the scope of the Branch Segmentation Project Field Implementations.

Visits were held for the review and assessment of the first aid instructors in order to ensure that the first aid training courses for Ankara Community Center, Diyarbakır, Şanlıurfa, Van, Elazığ, Konya, Manisa, Aydın, Kâğıthane, Ataşehir, Bolu, Bakırköy, and Tuzla Branches in a current manner, with the specified conditions.

A needs analysis was made for the first aid training programs of the national societies of 12 countries, whereby our delegations are also included, in order to create an International First Aid Capacity.

10 animation videos were shot for Basic First Aid Practices.

Video shootings were made for the TikTok Social Media application in order to explain the significance of first aid during the Red Crescent Week, and 6,300,000 watched them on the TikTok TRC account, and the YouTube videos and animations were watched by 3,108,345 people.

First aid seminar video shootings were made in cooperation with the Bağcılar Municipality to be viewed at all schools in the district, and 9,000 students received an online Basic First Aid Seminar. Furthermore, the seminar aired through YouTube (https://youtu.be/eYLu7dh6nUI) was watched by 11,000 people.
3.5.3. COMMUNITY HEALTH

The Public Health and Psychosocial Services Directorate has carried out activities inside the agency and externally in order to prevent the spread of the COVID-19 pandemic which has affected the entire world throughout 2020.

3.5.3.1. Dissemination of Materials for the Fight Against COVID-19

**Personal Protective Equipment**

Before the novel coronavirus was seen in Turkey, personal protective equipment procurement and storage activities were carried out by the Public Health and Psychosocial Services Directorate. We have obtained the necessary personal protective equipment through our own resources and donations throughout the pandemic, and they were handed out to the TRC personnel and volunteers working at offices and involved in COVID-19 response efforts in the field across Turkey, to our branches and representative offices, nursing homes, soup kitchens, hospitals, health institutions, public institutions, and the public. A total of 7,348,596 items of personal protective equipment have been distributed during 2020.

**Ventilators**

100 intensive care type ventilators worth TRY 5,426,240 were delivered to 55 hospitals and health institutions in the country, and 45 hospitals and health institutions overseas in order to support treatment services for COVID-19 patients.

**Dissemination of Hygiene Kits**

Hygiene kits were sent to a total of 31,150 families via branches through the cooperation with UNICEF, and 16,850 hygiene kits were sent to local and migrant families by the Children Programs Coordination Office. Furthermore, 401 Hygiene boxes were handed out after the İzmir Earthquake.

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Hygiene Kits (units): 48,401

Hygiene Kits (total): TRY 8,469,480.59

People Reached: 242,005
3.5.3.2. Efforts to Raise Awareness

**Awareness Efforts In the Agency**

Training activities had started to be offered for our personnel working in disaster response keeping up with the international developments before any novel coronavirus cases were seen in our country. Face to face and online training courses were given for office staff members, field staff, TRC and service procurement personnel offering food services at the State (KYK) Dormitories converted into observation points, personnel appointed during the Al-Adha period, volunteers raising awareness among the public, volunteers in the Vefa social assistance groups, and branch personnel to inform them about COVID-19, on ways to be protected from diseases, and the use of personal protective equipment. A total of 2,879 staff members and volunteers have been reached with the training courses the details of which have been provided below.

<table>
<thead>
<tr>
<th>TRAINING</th>
<th>TARGET AUDIENCE</th>
<th>NUMBER OF PEOPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raising Awareness Training</td>
<td>Personnel</td>
<td>1,204</td>
</tr>
<tr>
<td>PPE Use Training</td>
<td>Personnel</td>
<td>715</td>
</tr>
<tr>
<td>Raising awareness and field training</td>
<td>Volunteers</td>
<td>864</td>
</tr>
<tr>
<td>Field training</td>
<td>Personnel</td>
<td>96</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>2,879</strong></td>
</tr>
</tbody>
</table>

**Activities to Raise Awareness Among the Public**

848 Young TRC volunteers, trained in cooperation with the Volunteers Management Directorate, held public awareness raising activities in squares and plazas, metro stations, bus stops, and public areas using posters and brochures.

A Novel Coronavirus web page (https://www.kizilay.org.tr/corona/) has been prepared with informative content on public health and psychosocial areas. The web page is available in Turkish, English, and Arabic, and the total number of page views in 2020 was 100,201.12 separate content items prepared on the novel Coronavirus were shared on social media.

Out of the Turkish and Arabic posters and brochures prepared by our organization, 425,555 flyers and 14,730 posters were distributed with the support of the Branches, Representation Offices, Community Centers, Children's Programs Coordination Office, Syria Country Area Coordination Office, and Young TRC volunteers.
3.6. INTERNATIONAL PROGRAMMES & OPERATIONS
57 Countries

16 Delegations

8,250,000
Number of People Received
International Aids

MYANMAR
Our organization has carried on with its humanitarian aid activities overseas in 57 countries on 3 continents with 16 delegation presidencies, 27 institutions, and 68 local staff members in 2020.

8,250,000 beneficiaries have been reached as of the end of 2020 with humanitarian aid with an approximate value of TRY 204,566,513.22 / USD 27,571,840.47

TRC currently has Permanent Delegations Presidencies in 16 countries, i.e., in Afghanistan, Bangladesh, Bosnia and Herzegovina, Bulgaria, Indonesia, Palestine, South Sudan, Iraq, Turkish Republic of Northern Cyprus, Myanmar, Pakistan, Senegal, Somalia, Sudan, Syria, and Yemen.

3.6.1. PROGRAMS

3.6.1.1. Africa

3.6.1.1.1. Somalia Delegation Presidency
TRC Somali Delegation Presidency started working in Mogadishu in August 2011. The Somali Delegation Presidency is carrying out activities in the areas of disaster response, food, health, schools, orphanages, hospitals and livelihood support efforts.

Humanitarian aid activities totaling TRY 4,505,173.71 / USD 607,215.36 were carried out in 2020 by the Somalia Delegation Presidency.

3.6.1.1.2. South Sudan Delegation Presidency
TRC South Sudan Delegation Presidency started working in Juba in December 2018. It is carrying out Water Sanitation and Hygiene (WASH) activities in South Sudan.

Humanitarian aid activities totaling TRY 997,502.92 / USD 134,445.22 were carried out in 2020 by the South Sudan Delegation Presidency.

3.6.1.1.3. Sudan Delegation Presidency
TRC Sudan Delegation Presidency started working in Khartoum in September 2019. It is carrying out Water Sanitation and Hygiene (WASH) activities in Sudan.

Humanitarian aid activities totaling TRY 1,870,319.75 / USD 252,085.04 were carried out in 2020 by the Sudan Delegation Presidency.

3.6.1.1.4. Senegal Delegation Presidency
TRC Senegal Delegation Presidency started working in Dakar in July 2020. It is carrying out humanitarian aid, food, water sanitation, hygiene (WASH), and school support activities in Senegal.

Humanitarian aid activities totaling TRY 669,688.36 / USD 90,261.79 were carried out in 2020 by the Senegal Delegation Presidency.
3.6.1.2. Asia-Pacific

3.6.1.2.1. Pakistan Delegation Presidency
TRC Pakistan Delegation Presidency started working in Islamabad in October 2005.
Disaster response (2005 earthquake and 2010 flood disaster), national society support, and local
capacity development activities are being carried out by the Pakistan Delegation Presidency.
Humanitarian aid activities totaling TRY 2,535,921.39 / USD 341,796.01 were carried out in 2020.

3.6.1.2.2. Bangladesh Delegation Presidency
TRC Bangladesh Delegation Presidency started working in Cox Bazaar in July 2012.
Because of the ongoing Arakan refugee crisis between Bangladesh and Myanmar, the Bangladesh
Delegation Presidency carries out activities for food, WASH, sheltering, PSS, Community Centers, and
Health Centers for approximately 1 million refugees who came to Bangladesh for taking refuge.
Humanitarian aid activities totaling TRY 6,434,915.32 / USD 867,309.39 were carried out in 2020.

3.6.1.2.3. Afghanistan Delegation Presidency
TRC Afghanistan Delegation Presidency started working in Kabul in May 2018.
Support for activity areas following refugee returns as well as food and health related activities are
being carried out in the region by the Afghanistan Delegation Presidency.
Humanitarian aid activities totaling TRY 2,148,941.53 / USD 289,638.18 were carried out in 2020.

3.6.1.2.4. Indonesia Delegation Presidency
TRC Indonesia Delegation Presidency started working in Sulawesi in September 2018.
Indonesia Delegation Presidency is carrying out food, water sanitation and hygiene, development of
sources of livelihood, and school support activities.
Humanitarian aid activities totaling TRY 1,174,093.21 / USD 158,246.38 were carried out in 2020.

3.6.1.2.5. Myanmar Delegation Presidency
TRC Myanmar Delegation Presidency started its activities in Yangon in 2019.
Because of the ongoing Arakan refugee crisis between Bangladesh and Myanmar, national society
capacity development, food, sanitation and hygiene (WASH) related activities are being carried out.
Humanitarian aid activities totaling TRY 107,106.88 / USD 14,436.05 were carried out in 2020.
3.6.3. Europe

3.6.1.3.1. Bulgaria Delegation Presidency

TRC Bulgaria Delegation Presidency started working in capital Sofia in December 2017. The Delegation Presidency is carrying out humanitarian aid and social assistance activities for refugees as well as social assistance activities for the disabled, elderly, and for vulnerable children.

Humanitarian aid activities totaling TRY 839,922.65 / USD 113,210.85 were carried out in 2020.

3.6.1.3.2. TRNC Delegation Presidency

TRC TRNC Delegation Presidency started its activities in Lefkosa in March 2018. Social assistance, National Society capacity development and supporting activities as well as disaster response activities are being carried out in the region.

Humanitarian aid activities totaling TRY 3,944,113,94 / USD 531,594.73 were carried out in 2020.

3.6.1.3.3. Bosnia Herzegovina Delegation Presidency

TRC Bosnia Herzegovina Delegation Presidency started working in capital Sarajevo in July 2018. The Delegation Presidency is working on providing humanitarian aid for refugees, provision of social assistance for the locals in need, national society capacity development activities and disaster response efforts.

Humanitarian aid activities totaling TRY 1,336,812.85 / USD 180,178.02 were carried out in 2020.

3.6.1.4. Middle East and North Africa

3.6.1.4.1. Palestine Delegation Presidency

TRC Palestine (Gaza) Delegation Presidency started working in Gaza in December 2008. The Delegation Presidency is carrying out food, sheltering, and non-food humanitarian assistance material distributions in the area as well as National Society capacity development, and social assistance activities for the disabled, elderly, and orphans.

Humanitarian aid activities totaling TRY 8,000,722.95 / USD 1,078,351.74 were carried out in 2020.

3.6.1.4.2. Iraq Delegation Presidency

TRC Iraq Delegation Presidency started working in Erbil in June 2014. They distribute food (mobile bakeries), sheltering, and non-food humanitarian aid for people in need associated with the refugee crisis in the region, and to the refugee camps, and they carry out National Society capacity development and school support activities.

Humanitarian aid activities totaling TRY 3,321,154.60 / USD 447,631.15 were carried out in 2020.

3.6.1.4.3. Yemen Delegation Presidency

TRC Yemen Delegation Presidency has started working in Aden in October 2017. They are carrying out humanitarian assistance activities on food, health, and support for schools for the people in the region directly affected by the humanitarian crisis in Yemen.

Humanitarian aid activities totaling TRY 8,309,427.75 / USD 1,119,959.53 were carried out in 2020.
3.6.2. OPERATIONS

3.6.2.1. Albania Humanitarian Aid Activity
As a continuation of the Albania Humanitarian Aid Operation following the earthquake that took place in 2019, 2 trucks filled with humanitarian aid materials worth TRY 613,305.00 / USD 82,767.20 have been sent.

Furthermore a cash assistance of TRY 7,259.78 / USD 979.72 has been given to the Albanian Red Cross.

3.6.2.2. Botswana Humanitarian Aid Activity
Botswana Red Cross received cash assistance from IFRC’s South African Drought and Food Safety Appeal totaling TRY 476,000.00 / USD 60,000.00 USD for the procurement of 1 4x4 all-terrain vehicle requested from our organization through the IFRC channel.

3.6.2.3. Chad Humanitarian Aid Activity
TRY 253,076.07 / USD 34,153.31 cash assistance was made to the Chad Red Cross to be used in the Chad Red Cross Disaster response capacity building activities.

3.6.2.4. Cambodia Humanitarian Aid Activity
TRY 160,000.00 / USD 20,000.00 cash assistance was made to Cambodia Red Cross to be conveyed as humanitarian aid to families affected adversely from the flood disasters following the heavy rainfall in Cambodia, and due to the COVID-19 Pandemic.

3.6.2.5. Kosovo Humanitarian Aid Activity
A total of TRY 616,260.00 / USD 65,399.55 USD worth of various clothing items, 30 wheelchairs, and 10,000 masks were shipped to Kosovo with the cooperation of the Kosovo Red Cross to be delivered to the Kosovo Turkish Force Task Command.

3.6.2.6. Moldova Humanitarian Aid Activity
A total of TRY 61,725.00 / USD 8,143.13 worth of medical supplies was provided to Moldova as assistance in order to support the education of autistic children in the Gagauz autonomous region of Moldova in coordination with the Moldova Friendship Society and with the cooperation of the Moldova Red Cross.

3.6.2.7. Niger Humanitarian Aid Activity
Cash assistance of TRY 132,000.00 / EUR 15,000.00 was provided to support the Niger Red Cross for its disaster and emergency response activities due to the flood disaster caused by excessive rains in Niger.

3.6.2.8. Romania Humanitarian Aid Activity
Cash assistance in the amount of TRY 273,585.00 / EUR 29,900.00 was sent to the account of the National Society in order to procure two ambulances which are planned to be used for emergency medical assistance services by the Romanian Red Cross.
3.6. INTERNATIONAL PROGRAMMES & OPERATIONS

3.6.2.9. Ukraine Humanitarian Aid Activity

TRY 80,074.00 / EUR 10,000.00 cash assistance was provided to the Ukrainian Red Cross due to the heavy rainfall which affected a large part of Ukraine.

3.6.2.10. Lebanon Humanitarian Aid Activity

Following the explosion that took place in Beirut, Lebanon,

TRY 300,826.68 / USD 40,597.39 worth 1152 bags of blood, 10,000 surgical masks, 1000 protective overalls, 100 protective goggles, 20,000 vinyl gloves, and 50 food boxes were shipped.

Along with the Lebanese Red Cross and the Beirut Embassy, 2508 food boxes were delivered to those in need.

Cash assistance worth TRY 204,000.00 / CHF 25,000.00 was made in response to the IFRC call for emergency assistance to support the Lebanese Red Cross in its disaster-fighting activities.

Cash assistance worth TRY 149,660.00 / USD 20,000.00 was sent to the Islamic Medical Society (IMA), a non-governmental organization operating in health in Beirut in order to help with the process of supplying the medicines and medical supplies required.

3.6.2.11. Azerbaijan Humanitarian Aid Activity

Within the scope of the Azerbaijan Humanitarian Aid Activity;

713,851 pieces/items of humanitarian aid with a total value of TRY 7,607,254.77 / USD 1,026,620.07 was sent to Azerbaijan, with 26 big trucks in 4 batches, first being on 9 October, second on October 19, the third on October 28, and the fourth on December 17, and the dissemination to those in need are ongoing.

3.6.2.12. Assistance Associated with the Global COVID-19 Pandemic

Cash assistance worth TRY 124,275.52 / CHF 20,162.05 was made in response to the IFRC Appeal issued within the scope of the COVID-19 Pandemic.

A total cash assistance of TRY 2,021,696.50 / USD 272,833.53 was made to 19 countries, namely, Afghanistan, Bangladesh, Belarus, Bulgaria, Palestine, South Africa, South Sudan, Georgia, Cambodia, Kyrgyzstan, Kosovo, North Macedonia, Mongolia, Myanmar, Russian Federation, Somalia, Vanuatu, Zambia, and Zimbabwe.

TRY 67,697,329.33 / USD 9,135,941.87 worth humanitarian aid supplies in kind were send to 34 countries, namely, Afghanistan, Albania, Bangladesh, Bosnia and Herzegovina, Djibouti, Dagestan, Dominican Republic, Indonesia, Ethiopia, Georgia, Haiti, Iraq, England, Italy, Kyrgyzstan, TRNC, Kosovo, North Macedonia, Madagascar, Moldova, Mauritania, Pakistan, Romania, Serbia, Somalia, Sudan, Syria, Tajikistan, Tanzania, Uganda, Yemen, Mali, Senegal, and Guinea Bissau.
3.6.2.13. Humanitarian Aid Activities for Ramadan

A total of 91,419 food boxes were disseminated in 16 countries (Afghanistan, Bangladesh, Bosnia and Herzegovina, Bulgaria, Indonesia, Palestine, Iraq, South Sudan, Turkish Republic of Northern Cyprus, Myanmar, Pakistan, Senegal, Somalia, Sudan, and Yemen) with a budget of TRY 11,374,754.00 / USD 1,622,646.79, reaching 550,914 people.

3.6.2.14. Humanitarian Aid Activities for Eid Al-Adha

100,003 shares of sacrifices were slaughtered and disseminated, reaching 2,500,075 people with a budget of TRY 63,130,156.30 / USD 9,109,690.66 USD in 16 countries/33 regions (Afghanistan, Bangladesh, Bosnia And Herzegovina, Indonesia, Palestine, Iraq, South Sudan, Montenegro, Northern Macedonia, Turkish Republic of Northern Cyprus, Myanmar, Pakistan, Syria, Somalia, Sudan, Yemen, and Tanzania).

3.6.2.15. Project for Slaughtering and Disseminating Sacrificial Offerings Overseas

In 2020 10 small sacrifices in Sudan, 11 small sacrifices in Yemen, 10 small sacrifices in Bangladesh, and 1471 small sacrifices in Somali, and 1502 small sacrifices in Bangladesh were slaughtered and disseminated as sacrificial offerings, and a total of 37,550 people were reached.

3.6.2.16. Fund for Supporting National Societies

UDDF is a project-based fund raising cash donation program developed by the TRC for supporting the cooperation between National Red Crescent and Red Cross Societies, and for contributing to the development of their institutional capacity.

The following cash donations were made in 2020: USD 19,999.84 to the Swaziland Red Cross for the Project of Ensuring Food Safety during COVID-19; USD 19,973.00 to the Belarus Red Cross for the Project of Community Based Preparedness for Disasters and Risk Mitigation Project; USD 20,000.00 to the Ukrainian Red Cross for the Capacity Development Project; USD 19,740.00 to the Nigerian Red Cross for the Project for the Volunteers’ Struggle Against Climate Change; USD 20,000.00 each, that is, a total of USD 40,000.00 to the Ethiopian Red Cross for the Middle Eastern Countries Livelihood Support Project Following Returns and for the Capacity Development Project, i.e., USD 119,712.84 (TRY 1,000,000.00) cash assistance was provided for the projects of 5 national societies.

3.6.2.17. Water Wells Projects

As UPvOD, Water Well Drilling activities are carried out overseas with the conditional donations received by our organization. In 2020, a total of 10 Water Wells Project, namely 5 in Chad, 4 in Uganda, and 1 in Somalia, have been completed and opened, with a total cost of TRY 3,913,958.96.
3.7. INTERNATIONAL POLICIES & PARTNERSHIPS

TRC builds and carries out international relations in line with the policies and decisions established by the Board of Directors and the General Directorate within the framework of its 152-year-old principles and regulations. Furthermore, TRC conducts these relationships with the International Committee of the Red Cross (ICRC), International Federation of Red Cross and Red Crescent Societies which are components of the International Red Cross and Red Crescent Movement, and National Societies and international humanitarian aid institutions, non-governmental organizations, other international institutions and official authorities, in line with the Fundamental Principles of the International Red Cross and Red Crescent Movement, the Geneva Conventions, and the Geneva Conventions and their additional protocols.

3.7.1. OVERSEAS ACTIVITIES IN 2020

Date: December 18, 2017-December 31, 2020 Place: Bulgaria/ Sofia

A TRC Delegation (TRC European Office) has been opened in Bulgaria (Sofia) in order to be able to sign a framework agreement for the purpose of directly benefiting from the EU Humanitarian Affairs Office (ECHO) funds for our humanitarian aid activities and programs in our country and in other countries and to be able to fulfill one of the prerequisites, which is “To have a registered representation office (presence) in an EU country”, and the process is being continued by the International Programs Directorate.

Date: January 7-11, 2020 Place: South Africa

A visit was held in order to discuss the common goals and to strengthen mutual cooperation in the Republic of South Africa and the South Africa region, and a memorandum of understanding was signed between the South African Red Cross and our organization.

During the course of the visit to South Africa, meetings were also held with the Awqaf Foundation, the Gift of Givers Society, and our Pretoria Embassy, in addition to the South Africa Red Cross.

Date: January 23-25, 2020 Place: Senegal /Dakar

A visit was made to the Senegalese Red Cross on January 23-25, 2020, and a memorandum of understanding was signed. It was emphasized how the privileges to be offered for the Senegalese Red Cross would be effective as far as humanitarian aid is concerned, discussing about the creation of the Regional Delegation Office which will carry out activities in the Sahel Region and the maintenance works at the primary schools and nurseries under the Senegalese Red Cross, and the future strong evolution of the collaboration with the Senegalese Red Cross after the memorandum of understanding to be signed, and the significance of the delegation office project.

Date: January 27-29, 2020 Place: Tunisia/Tunis, Capital City

The workshop was a platform for conveying institutional experiences on migration whereby methods of solution were discussed, and following the invitation sent to our Institution by the ICIC and Tunisian Red Crescent, TRC, conducting one of the biggest and developed migration operations in the world with several different practices, attended this meeting at a high level, and conveyed our programs and experiences on migration and refugees.
Date: February 17-18, 2020 Place: Greece

During the course of the bilateral talks with the Hellenic Red Cross at the Red Cross Red Crescent Legal Meetings held in Geneva in December 2019, Dr. Avgerinos, the President of the Hellenic Red Cross extended an invitation to our General President Dr. Kerem Kınık. General President Dr. Kerem Kınık visited Athens on February 17-18, 2020 in his capacity as the Vice President of IFRC. He was accompanied by Mr. Murat Ellialtı, the Deputy Secretary General. An agreement has been signed between the two National Societies with a general framework, without addressing a specific program.

During the course of this visit, mutual views were exchanged on humanitarian aid activities. The Hellenic Red Cross Athens Community Center and the ICRC Athens Office were also visited.

Date: February 18-20, 2020 Place: Ukraine

The European First Aid Cooperation Network meeting, hosted by Ukrainian Red Cross, was held on 18-20 February 2020.

Date: February 23-27, 2020 Place: Kiev and Donetsk Region/Ukraine

Kiev and Donetsk Region/Ukraine visit was held between February 23 and 27, 2020. Following the memorandum of understanding signed with the Ukrainian Red Cross, discussions were held on strengthening the inter-agency cooperation and areas of work. Our President held meetings with the IFRC, ICRC and the Local Authorities on the situation of the East Ukraine region, in his capacity as the IFRC Vice-President.

Consequently, Prof. Mykola Polishchuk, the Deputy Chairman of Ukrainian Red Cross and Dr. Naci Yorulmaz, the TRC Vice President signed the memorandum of understanding with a ceremony held at the Ukrainian Red Cross Headquarters. Our President stated that he will try to make heard in the international arena, including the IFRC Board of Directors meetings, the Ukraine problem, one of the most important issues in Europe.

Date: March 25, 2020 / Online/ Conferences

We have attended the teleconference held for sharing experiences with the National Societies in the fight against COVID-19. National Societies shared their best practices in terms of the response to the pandemic with other National Societies.

Date: March 2020 / IFRC COVID-19 Reporting

Reporting is being made on TRC’s COVID-19 related activities, in accordance with the go.ifrc.org platform created by the Federation to facilitate the access to information in relation with the activities of National Societies and with disaster response, and also in compliance with the standard reporting formats as shared by the Federation.

Date: March 31, 2020 / Online meetings

We have attended the teleconference “COVID-19 tools and resources” for National Societies and Volunteers. About 120 people from IFRC and various National Societies have attended as representatives. The tools presented to the attendees can be listed as follows. 1.FedNet, 2.GoPlatform, 3.NS Business Continuity Help Desk, 4.IFRC Learning Platform.

Date: April 6, 2020 / Online / COVID-19 Meeting with the IFRC European National Societies

Dr. Kerem Kınık, the International Red Cross and Red Crescent Societies' Vice President for Europe, held a Skype meeting with 54 National Societies in the European region of the Federation, on COVID-19 response efforts. The attending National Societies gave information about their responses for the pandemic and talked about their expectations from the Federation and the Secretariat.
3.7. INTERNATIONAL POLICIES & PARTNERSHIPS

Date: April 30, 2020 / Teleconference
Dr. Kerem Kınık attended the teleconference held on “Lessons learned by the National Societies about the COVID-19 response and the impact of the pandemic on social services in countries” in his capacity as the IFRC Vice President responsible for the European Region.
The Spanish Red Cross, the Georgian Red Cross, the Croatian Red Cross, and the TRC representative talked about their activities with regards to the COVID-19 responses during the meeting.

Date: April 2020 / IsDB Projects / OIC Red Network COVID-19 Emergency Response Efforts
The “COVID-19 Emergency Response Project” was prepared within the scope of the Project Fund Support Program initiated by the OIC Red Network Secretariat Department of the Islamic Development Bank in regard to COVID-19.

Date: May 2020 / Public Health Directorate
ERU Roster Project: Communication, coordination, and secretariat support was provided in order to ensure the attendance of health personnel from OIC Countries National Societies in the “Emergency Response Unit” structure, planned to be created by the Public Health and Psycho-Social Support Directorate within our Institution in order to carry out emergency health responses in disaster zones.

Date: May 2020 / Corporate Communications Directorate / Information Technologies Directorate
Our activities to ensure that the OIC Red Network website is updated in a comprehensive manner so that it is suitable for Network operations and representation, and for all OIC Red members to benefit from this website at the highest level, are being carried out under the coordination of the Information Technologies Directorate and the Corporate Communications Directorate.

Date: May 7, 2020 / Online
We have attended the meeting held for consulting about the COVID19 Pandemic in the Middle East and the North Africa Region (MENA) on May 7, 2020. During the course of meeting, the concerns of the National Societies in the MENA region, the measures contemplated to be taken to eliminate such concerns, the current status of the calls for international assistance, and the crises which are not directly related to the pandemic but which may occur during this period were discussed. An Action Coordination Group has been created in order to address the needs and concerns in the MENA region, and weekly meetings are being held.

Date: May 7, 2020 / Online
“Humanitarian Diplomacy Teleconference in Combating COVID-19” was held with the participation of 50 people consisting of IFRC, ICRC, and the representatives of various National Societies. During the teleconference, the Federation representatives conveyed the current situation in the fight against COVID-19. The representatives of National Societies have discussed in groups what the priority issues of the Federation should be in the domain of humanitarian diplomacy for the fight against COVID-19, and how the Federation members would cooperate in this struggle.

Date: May 28, 2020 / Islamic Cooperation Youth Forum (ICYF) Online Education
Our Humanitarian Policy and Advocacy expert Hasan Aktan, representing our institution, delivered a training course on “International Humanitarian Law” to individuals, people from 54 countries during the remote live training held by the Islamic Cooperation Youth Forum (ICYF).
Date: June 2020 / Online / OIC Red Network / Sharing Experiences on Immune Plasma Donations

**Immune Plasma Donations**: Experiences on Immune Plasma Donations, Practices, and Processes, which TRC has carried out as a treatment practice for COVID-19 have been shared with member National Societies. The relevant documents and images that were prepared were shared in Arabic, French, and English languages with the National Societies that are members of the Network.

Date: June 6, 2020 / Online

During the IFRC Health Innovations teleconference held with the attendance of 122 representatives from National Societies and Federations;

- The newly created IFRC Health Helpdesk page has been introduced,
- The IFRC Health and Care Director provided information on the past pandemics and the innovations that such pandemics gave rise to,
- The participants were divided into 4 different working groups held simultaneously, and information was exchanged on the innovations by National Societies in public health, clinical health, WASH, and PSS.

Date: June 16, 2020 / Online

Ideas on what can be done to improve gender balance and governance excellence were discussed, ethical values and ethical decision-making processes were addressed and the results of the Board of Directors survey were evaluated within the scope of the meetings held regularly by the Governance Excellence, Gender and Diversity Working Group, authorized by the IFRC Board of Directors and composed of the Board members.

Date: June 17, 2020 / Online

During the Center for Cooperation in the Mediterranean (CCM) Executive Board and Mediterranean Conference Administrative Committee Meeting, attended by the CCM Secretariat, Croatian Red Cross, Bosnia and Herzegovina Red Cross, Spanish Red Cross, Italian Red Cross, Palestinian Red Crescent, Egyptian Red Crescent, Tunisian Red Crescent, and the TRC:

- The 2020 action plan for the Center for Cooperation in the Mediterranean has been presented,
- Information was given on the developments about preparations for the Mediterranean Conference to be held in 2023.
- It was informed that the Atlantis youth camo would be held virtually this year.

Date: June 26, 2020 / Online

During this teleconference, the issues of mitigation of losses in urban settings and the reassessment of resilience during the COVID-19 pandemic response efforts were addressed. The employees of TRC, Mexican Red Cross, and Salvadoran Red Cross delivered presentations on livelihood related activities during the pandemic.

Date: July 8, 2020 / Online

The results of the research conducted on the European Regional Conference concept were discussed during the European Regional Conference Planning Committee Meeting held via Microsoft Teams. The COVID-19 response in the European Region was addressed and the preparations for the European Region Conference to be hosted by the Georgian Red Cross in May 2021 have been evaluated. Up-to-date information on the developments in the European Region has been presented.
3.7. INTERNATIONAL POLICIES & PARTNERSHIPS

Date: July 13-16, 2020 / Online Board of Directors Meeting
The IFRC Board of Directors meeting has been held online due to the pandemic. The effects of COVID-19 on the Federation and on the humanitarian aid activities as well as the priorities of the Board of Directors with regards to implementing the 2030 Strategy were discussed during the meetings. Deputy Secretary General and Regional Director appointments were made. Committees and Commissions have presented their reports, and the Secretary General has presented the Secretariat Strategic Plan.

Date: July 28, 2020 / OIC Red Network Online Webinar Series / Webinar on the Role of the National Societies In Assisting the Government
A series of Web Seminars have been made in order to contribute to the exchange of information with regards to the COVID-19 Pandemic among National Societies that are Members of Network and to ensure that the current best practices are also implemented by the Member National Societies as well.

Date: July 31, 2020 / OIC Red Network Online Webinar Series / Volunteering Webinar During the Pandemic
A series of Web Seminars have been made in order to contribute to the exchange of information with regards to the COVID-19 Pandemic among National Societies that are Members of Network and to ensure that the current best practices are also implemented by the Member National Societies as well.

Date: August 2020 / Federation Data and Reporting System (FDRS)
IFRC allows the reporting of statistical information in certain areas on National Societies through the Federation-wide Databank Reporting System (FDRS). Data such as annual activity reports, strategic plans and the number of beneficiaries reached by the National Societies in various areas sorted by years are shown on the graph on the publicly accessible website of the FDRS.

Date: August 1, 2020 / OIC Red Network Webinar Series / Webinar on the Social Effects of COVID-19
A series of Web Seminars have been made in order to contribute to the exchange of information with regards to the COVID-19 Pandemic among National Societies that are Members of Network and to ensure that the current best practices are also implemented by the Member National Societies as well. The third program of the WEBINAR whereby speakers from 11 different National Societies spoke was on «the Social Impacts of COVID-19».

Date: September 15-16, 2020 / Online
An IFRC Partnership and Cooperation Meeting was convened with the attendance of the representatives of National Societies. The shortcomings of the Federation, the matters requiring change and innovation, and the goals of the coming terms were discussed during the first session of the meeting.

Date: October 1, 2020 / Online
An IFRC Partnership and Cooperation Meeting was convened with the attendance of the representatives of National Societies. What can be done in order to become a stronger Federation, and how financial sustainability can be ensured in humanitarian aid were discussed during the second session of the meeting.
**Date: October 20, 2020 / Online**

The IFRC Governance Excellence, Gender, and Diversity Working Group convened within the scope of its regular meetings. Information was given about the review process of the functions of the Board of Directors and job descriptions of the members of the Board of Directors prior to the meeting. Subsequently, a presentation on protection, gender and inclusion (PGI) was delivered by the IFRC Gender and Diversity Coordinator. It was recommended that Deputy Presidents share videos and letters with messages encouraging the involvement of women in management positions in their own regions, to support increasing the number of women candidates for the elections. As a last item during the meeting, the works carried out for the revision of the IFRC policies were briefly explained.

**Date: October 19-23, 2020 / Online**

WFP Annual Partnership Consultancy 2020 (APC 2020) meeting was held online between the dates of October 19 and 23, 2020. Discussions were held on “Collaborations in the New Normal” within the scope of the meeting. Changing needs and possible solutions during the current challenging times and how institutions can continue to support those in need in the medium and long term were discussed.

**Date: October 26, 2020 / Online**

An IFRC Partnership and Cooperation Meeting was convened with the attendance of the representatives of National Societies and ICRC. During the third and the last session of the meeting, it was discussed where the Movement was positioned in the area of humanitarian aid and how cooperation among the different components of the Movement can be increased.

**Date: November 9-12, 2020 / Online**

The Commission and the Committee reports were presented and the 2021 Plan and Budget were approved during the 42nd Session of the IRC Board of Directors meeting held on November 9 and 12. A joint session was held with ICRC in order to discuss the process of updating the Seville Agreement. The situation of the Legal Meetings and the General Assembly elections were discussed, and an assessment was made for the Climate: Red Summit.

The IFRC Digital Transformation Strategy has been presented by the Secretariat. Furthermore, appointments have been made to the Youth Commission, and Cohesion and Mediation Committee African Region during the meeting.

**Date: November 20, 2020 / Online**

Possible cooperation between TRC and ICRC within the scope of delegations in Afghanistan and the current security situation were discussed at the meeting.

**Date: November 20, 2020 / Online**

Cooperation between TRC and ICRC within the scope of delegations and the current security situation in Yemen, especially Sana’a and Aden, were discussed at the meeting.

**Date: November 21, 2020 / Online**

2nd Kırımlı Dr. Aziz Bey International Humanitarian Law Coordination

The logistics and the content work of the organization, which is planned to include a summer school, moot law competition and book editorial works on International Humanitarian Law summer school to be delivered by Turkish and foreign academics to 16 teams and 48 contestants, aiming to create the infrastructure of the schematics emphasizing the humanitarian aid and advocacy values of TRC; the summer school is targeted to be held at the TRC Heybeliada Youth Camp between July 26 and August 9, 2021 with the cooperation of the Center of International Law (ICIL).
3.7. INTERNATIONAL POLICIES & PARTNERSHIPS

Date: November 26, 2020 / Online

During the 34th International Conference and the 2021 Council of Delegates Preparatory Meeting, IFRC and ICRC officials met with the representatives of the National Societies to convey the developments up until now since the 2019 Legal Meetings, and to discuss the preparations for the Legal Meetings that will be held in the subsequent stages.

Date: November 24, 2020 / Studio-Online

The World Disaster Report Launch: International Federation of Red Cross and Red Crescent Societies (IFRC) introduced on November 17, 2020, the new World Disaster Report, published biannually. TRC, one of the national societies that has contributed to the preparation of the World Disaster Report 2020, held a web panel to evaluate the report, which had been broadcast live on its own social media channels in Turkey on November 24, 2020.

Date: November 30, 2020 / Online

A meeting was held on Tunisia, Egypt, Algeria, and Morocco within the scope of the IFRC Middle East and North Africa Strategic Dialogue. The Federation’s 2021 North Africa Operation Plan was introduced during the meeting held with the attendance of representatives of the IFRC Middle East and North Africa Region National Societies and Joint National Societies.

Date: December 4, 2020 / Online

IHL Certificate Program: The preparations for the ‘GSÜ – TRC International Humanitarian Law Certificate Program’ course modules for carrying out training activities on the Main Collaboration Protocol between our Institution and Galatasaray University (as approved by our Legal Consultancy) and on International Humanitarian Law (IHL) have been completed, and agreement has been reached on the course format and the delivery of training courses for 25 TRC staff members.

Date: December 10, 2020 / Online

Activities of Mediterranean National Societies, response efforts against the pandemic, and the Atlantis 16th Youth Camp were discussed at the Mediterranean Cooperation Meeting. It was unanimously accepted for the Egyptian Red Crescent to host the 14th Mediterranean Cooperation Conference to be held in 2023. Furthermore, the logo of the Mediterranean Cooperation Conference has been changed.

Date: December 21, 2020 / Online

Supported Voluntary Return Assessment and Preparation Presentation: Pursuant to the cooperation discussions held with the Directorate General of Migration Management, information notes were shared and a presentation was delivered on the way the countries and international institutions currently carrying out the return programs of refugees and regular migrants address the supported returns and reintegration. Information was given on the responsibilities of the host country and the country of origin associated with the supported voluntary return, values that should constitute the basis for voluntary return, gradual scheme of support which can be provided at the return stage, reintegration supports, and the legal limits and sensitivities about returning to the country of origin which is in conflict.

Date: December 21, 2020 / Online

Presidents of National Societies in Europe and the Central Asian Region convened and discussed the role of IFRC in global crises upon invitation by Francesco Rocca, the IFRC President. Ideas were exchanged on how IFRC can combat COVID-19 and other global crises, how to ensure trust in cases of humanitarian crises, and the supporting role of National Societies as well as volunteering during the meeting.
Date: December 23, 2020 / Online International Humanitarian Law Seminar:
During the course of the 2-hour International Humanitarian Law training seminar delivered to the TRC Academy staff members by Kaan Saner, the Director of International Policies and Partnerships, with the attendance of the President of the TRC Academy, information was given on the binding nature of IHL, international conventions, and the matters that are included in the scope of humanitarian aid organizations.

Date: December 2020 / Online
Activities carried out up until now on the issues of Grand Bargain and Localization and what should be targeted in subsequent stages were discussed within the scope of the meeting. Furthermore, the problems faced by the attendees on localization and their recommendations for solutions were addressed.

Date: December 2020 / Online
A document demonstrating that the exit from the pandemic process can be environmentally and socially sustainable as part of the Turkey Launch of UNDP 2020 Human Development Report was presented during the meeting. Topics such as how people and the planet interact, social norms, and nature-based solutions were addressed by the attendees of the launch event.

3.7.2. DOMESTIC ACTIVITIES IN 2020

Date: January 12-13, 2020/Istanbul Galatasaray University
Subject: Signing the Main Partnership Protocol and the International Humanitarian Law (IHL) Protocol
Content: The Main Partnership Protocol and an Additional Protocol for carrying out training activities on International Humanitarian Law (IHL) was signed between our Institution and Galatasaray University on January 13, 2020.

Date: January 16, 2020/Ankara
A courtesy visit was paid to Ömer Taşlı, the MENA Region Representative of the International Crescent Islamic Committee (ICIC) in Ankara. Information was given about the OIC Red Network created in Turkey on January 29, 2019 with the participation of 49 National Societies and the first Executive Board meeting held with the attendance of 10 National Societies in September 2019 as well as the reports published were shared with Mr Ömer Taşlı during the meeting. The projects that ICIC and OIC Red Network can carry out together were discussed, and the significance, for OIC Red Network activities, of ICIC’s experience in working in the OIC geography and the archives it holds was underlined, and the benefits of our cooperation were addressed.

Date: January 31, 2020 / Istanbul Sütluçe Headquarters Building
Subject: Preparatory Meeting for the International Humanitarian Law (IHL) Simulation
Content: An Academic Cooperation Protocol has been signed between our institution and the Center of International Law (ICIL) on January 4, 2019, and a preparatory meeting on International Humanitarian Law (IHL) Simulation, one of the activities to be carried out within the scope of the protocol, was held in Istanbul on January 31, 2020, upon the request of ICIL authorities.

Date: February 2020 IsDB Projects / AFAB II
Communication and coordination has been provided, as the OIC Red Network Secretariat, to AFAB II, a project carried out in partnership with the Islamic Development Bank and the NGOs operating in health in OIC countries for Ophthalmologic Diseases.
3.7. INTERNATIONAL POLICIES & PARTNERSHIPS

Date: March 2, 2020 / Ankara
Place: TAF Partnership for Peace Training Center (PPTC) Command (Çankaya / Ankara)
Subject: “Red Crescent’s Role in Armed Conflict Zone” Presentation to be delivered at the PPTC

Content: In the official correspondence by the TAF Partnership for Peace Training Center (PPTC) Command, dated January 24, 2020, no. 04–32876, it was stated that “The Law of Armed Conflict Course” will be held by the relevant command between February 24 and March 06, 2020.

An instructor expert on International Humanitarian Law (IHL) was requested from the TRC to deliver a presentation on March 2, 2020, between 14:45 and 15:30 on “The Role of TRC in Armed Conflict Zone” during this course.

Date: March 2020/Istanbul

IsDB Projects / Out of School Children Project: Communication and coordination support was provided for the “Out of School Children” project, a project for building schools by the Islamic Development Bank in countries in need.

Date: June 2020/Ankara

TRC attended the 4th Brussels Conference with the theme “Supporting the Future of Syria and the Region” held virtually between June 22 and 30, 2020, as co-chaired by the European Union and the United Nations, whereby Mevlüt Çavuşoğlu, our Minister of Foreign Affairs attended. Donor countries and other stakeholders convened to discuss the main political, humanitarian, and regional development aspects of the Syrian crisis during the conference, which also constituted a fundamental financial commitment platform for countries hosting Syrian refugees.

Date: July 2020/Ankara

Information on the purpose of the regular consultation mechanism was shared and the opinions of the attendees were asked during the meeting. It was decided to hold meetings at the Head of Department level in September, and at the General Manager level in October in this context. It is planned to follow up with the meetings contemplated under the coordination of the International Policies and partnership Directorate, to make the preparations required, and to attend such meetings.

Date: August 17-20, 2020/Istanbul Airport visit

Xavier Castellanos, the IFRC Deputy Secretary General for Development and Operations of National Societies, made his first international visit to our country between August 17 and 20, 2020 following his appointment. He first held a visit to Istanbul Airport and held a meeting on the allocation of the logistics center to be built with the cooperation of TRC and IFRC at the Istanbul Airport with the participation of Kadri Samsunlu, the Chief Executive Officer of IGA Airport operations, and Dr. Ibrahim Altan, our General Manager; Alper Küçük, Deputy General Manager; Ruben Cano, the IFRC Turkey Representative; Serdar Günel, the UPID Movement Relations and Cooperation Manager; UPID Expert Tuba Balçıklı; Occupational Health and Safety Expert Yavuz Ertürk; Support Personnel Serkan Genç; and other officials. Subsequently visits were made to the area allocated at the Istanbul Airport, and the Kızılaykart Fatih Service Center.

Date: October 12-13, 2020/Ankara

Federation Logistics Director Thierry Ballay visited our institution on October 12-13, 2020 to discuss the Merkez İstanbul project and the procurement procedures that are related within the scope of the programs that the TRC is carrying out with a partnership with the Federation. Şevki Uyar, the General Manager of Kızılay Lojistik A.Ş. and Asım Sefâ Şahin, the Logistics Planning and Demand Management Expert delivered a presentation for the Federation representative on the Merkez İstanbul project. Then Thierry Ballay addressed the issues caused by the strict procurement procedures before the Community Based Migration Program Coordination Office.
Date: October 22, 2020/Ankara

A visit was held to the Kuwait Embassy on 22.10.2020. Possible cooperation areas between TRC and Kuwait were discussed within the scope of the visit. Accordingly, it was decided to carry out detailed studies soon and to hold meetings on possible cooperation areas in order to transform the relations between the TRC and the Kuwait Embassy into concrete outputs. It is therefore planned to invite a delegation from the Kuwait Embassy to our institution.

Date: November 3-4, 2020/Ankara

IRC visited our Institution on November 3 and 4. The matters discussed during the visit included security problems in Azerbaijan, Afghanistan, and Yemen.

Date: November 20 2020/Ankara

The activities of TRC in countries such as Azerbaijan, Bosnia, and Ukraine were discussed during the meeting held with the representatives of the ICRC European Region.

Date: December 15, 2020/Ankara

A visit was held to the Australian Embassy on December 15, 2020. Possible areas of cooperation between the TRC and the Australian Government were discussed within the scope of the visit.

3.7.3. ASSISTANCE ACTIVITIES AND MEMBERSHIP PAYMENTS FOR 2020

The International Crescent Islamic Committee (ICIC) is an international organization and “specialization institution” founded on August 26, 1982 under the Organization of Islamic Cooperation with the initiative of countries in the region leading with Turkey with the purpose of relieving the suffering of people caused by wars and natural disasters.

Expending efforts to reach those in need across the entire world, particularly in the Islamic geography, without any discrimination whatsoever, the ICIC is acting in cooperation with the United Nations and the International Red Cross Red Crescent Movement to raise awareness on International Humanitarian Law (IHL) in the Islamic world and to spread the IHL in the Islamic geography.

A payment of 30,000 USD, the contribution fee for, has been made to the ICRC, within the scope of the Additional Memorandum of Understanding of 20.06.2019 signed between the International Crescent Islamic Committee (ICRC) and our Institution.

Following the affirmative opinion of the Legal Advisory Department, «Agreement on the use of the ICRC’s IHL Training Book» was signed by our Deputy General Manager. Pursuant to this Agreement, the Turkish translation of the ICRC-IHL Training book will be revised by Dr Ceren Zeynep Pirim in Prof. Emre Öktem’s team. Consultancy services in the sum of TRY 13,000 were received in this context.

TRY 25,000 was transferred for the expenses of the IHL Simulation «International Moot Court Competition» within the scope of the Academic Cooperation Protocol signed on January 4, 2019 between the Center of International Law (ICIL) and our Institution.

The invitation signed by our President for the «International Moot Case Competition» for the IHL Simulation to be held online was sent to 192 National Societies. The competition was announced on social media.

Within the scope of the mission of expanding International Humanitarian Law in the countries of the national societies as set forth in the Bylaws of the Red Cross Red Crescent Movement, the contents of the five modules specified in the IHL certificate programme were prepared by professors as per the Academic Cooperation Protocol and the Additional Protocol thereof signed on January 13, 2020, and with the cooperation of the Faculty of Law and the Continuous Education Center at the Galatasaray University and the TRC. Subsequently, a payment of TRY 66,000 was made to the Galatasaray University in return for the consultancy activities carried out by the professors.
3.7. INTERNATIONAL POLICIES & PARTNERSHIPS

- A World Disasters Report (WDR) will be prepared by the Federation of International Red Cross and Red Crescent Societies (IFRC) for increasing the measures associated with the humanitarian outcomes of the crisis brought about by climate change to include case studies in the World Disasters Report (WDR) prepared by the IFRC on combatting disasters in our country, to include the TRC name and logo in the report, and to hold events in Turkey for the launch of such report, and a financial support of CHF 11,000 has been provided by our Institution to the World Disasters Report prepared by the IFRC.

- In order to support the coordination, communication, and institutional capacities among National Societies, and to enhance the coordination and cooperation in certain areas of expertise, the Regional networks created on a regional basis or in thematic areas will be supported geographically and thematically, which will positively strengthen the reputation of our Society before the National Societies and the IFRC. Accordingly, a total donation of USD 15,000 was made by our Society (namely USD 5,000 for the Southern Africa Partnership of Red Cross Societies, USD 5,000 for Neighbors Help First, and USD 5,000 for the Asia Pacific Migration Network) for holding meetings, events, or other activities planned to be held by the Regional Network, which the National Societies are a member of.

- The financial support of TRY 19,780, which was requested from our Institution, to hold the forum whereby many different topics will be addressed for Yemeni students on the future of Yemen in September 2020 in Istanbul with the cooperation of Yemeni Students Association and TIYEMDER, was provided.

- We, as the TRC, have submitted a membership application to the Cash Learning Partnership (CaLP) network, hosted by OXFAM, in order to have a say within the scope of the cash transfer assistances of our institution. CaLP is a partnership constituted by international actors who play a role within the scope of cash transfer programs. CaLP membership is created by the gathering of organizations and experts carrying out activities for humanitarian aid purposes. The main objective of the CaLP partnership is to ensure that the individuals and communities affected by disasters and crises can transform the humanitarian aids, through which they are able to make decisions for their own lives, into experiences. Various documents and information as well as the annuities are required from our Institution within the scope of the CaLP membership, and it has been indicated that the existing structure and income/expenditures of the applying Institution are taken as the basis when determining the annuity sum. Accordingly GBP 10,000, set as the annual annuity sum for the membership of Cash Learning Partnership (CaLP), has been paid by our Institution.

- A payment of EUR 338,128, which is our 2020 legal contribution fee, has been made on 31.03.2020 within the scope of our membership with the International Federation of Red Cross and Red Crescent Societies (IFRC).

- The Standing Commission of the Red Cross and Red Crescent is the structure responsible for preparing the meetings of the International Conferences and the Council of Delegates, to encourage the implementation of the resolutions made in the meetings, to support the harmony between the components of the Movement, to express opinions on matters concerning the entire Movement, and to carry out the necessary procedures for resolutions in case of disagreements regarding on the Bylaws of the Movement. Accordingly a donation of CHF 6000 cash support was provided in order to support the 2020 activities of the Standing Commission of the Red Cross and Red Crescent in line with the sums paid in the previous years, as per the Board of Directors resolution no. 14, dated 27.07.2020 (the written correspondence no. 29/07/2020 - E.76322 of the General Directorate).

There has been a requirement to increase the TRY 150,000 budget set for 2021 in the Additional Protocol 1 for the expenses of the «International Moot Case Competition» for the IHL Simulation, in association with the Academic Collaboration Protocol of January 4, 2019 signed between the Center of International Law (ICIL) and our Institution, in line with the sum specified in the budget planning for the activities planned to be carried out within the scope of the expanded programme planned to be held in 2020, covering the expenses contemplated for such activities. Subsequently, EUR 9,870, the first instalment of the competition organization budget has been paid on December 31, 2020, to the Istanbul Center of International Law (ICIL).
3.8. VOLUNTEER RELATIONS MANAGEMENT
Young Red Crescent Provincial Organizations: 75
Young Red Crescent District Organizations: 94
Young Red Crescent University Organizations: 155
Red Crescent Women Provincial Organizations: 59
Red Crescent Women District Organizations: 77
Volunteers and Youth Centers: 17

103,074 Contributions by Volunteers in Disasters (Person/Day)
201,717 Contributions by Volunteers in Activities (Person/Day)
19,788,437.70 TL Financial Contribution of Volunteers to the Institution (Daily Minimum Wage X Number of Volunteers Who Have Assumed Duties in Activities)

125,820 Volunteers
The Volunteer Relations Management Directorate carries out national and international activities along with our Headquarters and Branches in order to develop the volunteering capacity of TRC, which has built its history of 152 years on volunteering activities, and has been maintaining its activities in accordance with the principle of volunteering services.

The volunteer relationship management system ensures volunteer capacity to be enhanced, ensures training activities and assignments are made, and that volunteers of all ages perform activities which will add value to TRC through the volunteer relationship management system gonulluol.org.

The Directorate carries out organizational activities to spread the Red Crescent culture within the society, with its Young Red Crescent and Red Crescent Women organizations in provinces/districts, Red Crescent branches at schools, and Red Crescent Societies in universities.

The Directorate ensures that our volunteers receive free training courses, make projects, hold activities, take part in lessons and courses at our physical locations, i.e., Volunteers and Youth Centers.

The Directorate carries out activities to increase the disaster human resources and the capacity via volunteer relationship management in disasters.

The Directorate contributes to the development of social solidarity and an awareness for solidarity across the society by creating neighborhood volunteer teams.

The Directorate supports the efforts for increasing the awareness of young individuals and volunteers in various areas with its activities and awareness efforts on environment, migration, refugees, health, education, and blood services.

The Directorate ensures that thousands of Red Crescent volunteers receive training courses at the TRC Youth camps every year.

The Directorate ensures that the capacity of volunteers is increased via its collaboration efforts with institutions.

The Directorate works towards transforming the competencies of our volunteers into an asset on behalf of our institution via national and international missions, workshops, meetings, camps, and partnerships.

The Directorate creates exemplary programs and projects to spread the volunteering culture across the society and in all institutions.

The Directorate prepares advocacy, awareness raising, and legal operational models for legislation and legal studies on volunteering efforts.

The Directorate provides financial contribution of the institution sources with the projects carried out with volunteers.

We are touching the lives of millions of people every year through our volunteers, and carrying out awareness raising activities under the coordination of the TRC Volunteer Relations Management Directorate. We are conveying our institutional culture to our volunteers and young individuals, to prepare them for the future as benevolent conscientious and just individuals with who are equipped and who have comprehended the significance of unity and solidarity.

3.8.1. VOLUNTEER RELATIONS MANAGEMENT SYSTEM (VRMS)

In line with its Target 2030 Strategy, TRC’s objective is to ensure volunteer involvement in all its processes and to be able to benefit in an efficient manner from the active and highly qualified contributions of its volunteers. As per these objectives, Volunteer Relations Management System – gonulluol.org platform was implemented for us to be able to gather all our volunteers under one roof.

Volunteer Relations Management System (gonulluol.org) is a digital volunteering platform which is the meeting point for good deeds. The digital platform, whereby the processes of all national volunteers of our Red Crescent family are managed through a single system, is also a social communication network.
The objective of the gonulluol.org is to increase volunteering activities in the society by rendering volunteering efforts simple and functional, and therefore increasing the volunteering activities as well as the social benefits offered for the society. Individuals who wish to become volunteers can become Red Crescent volunteers by registering with the gonulluol.org website or through the mobile application.

### 3.8.2. YOUNG RED CRESCENT

Young Red Crescent is a TRC youth movement whereby everyone between the ages of 18 and 30 come together with the provincial, district, and university organization model in order to convey to young individuals the sentiments of solidarity, extending a helping hand, and compassion; to strengthen the bonds of brotherhood and friendship without any discrimination on opinions, religion, language, race, and gender; to spread the principles of Red Crescent among young individuals in the country and across the world, and to ensure that young individuals also take part in the efforts to reduce human suffering.

Young Red Crescent advocates the involvement and support of young volunteers in all areas where TRC operates, and in cases of disasters and emergencies. Its objectives include giving young individuals self-confidence; making them idealistic and active and ensuring that they become part of the solution, and encouraging them to take active roles in decision-making and executive processes. Young Red Crescent develops projects and carries out activities with its vast network of volunteers across our country.

### 3.8.3. RED CRESCENT WOMEN

TRC Women is a volunteer structure that is organized under the TRC branches, under the coordination of Volunteer Relations Management Directorate, and that provided volunteer support for TRC activities, leading efforts particularly on work towards women.

Volunteers supporting the TRC activities carried out in association with disasters, the pandemic, social service works, and activities carried out across Turkey aim to bring about a transformation and development of women solidarity into an asset for the society.

The objective of the TRC Women Branches is to bring beauty to every place with a woman’s touch and to ensure that the entire society benefits, with its vast network of volunteers in all corners of the country.

### 3.8.4. VOLUNTEER AND YOUTH CENTERS

We are opening Volunteers Centers to expand volunteer efforts in the society, to support the increase of charitable deeds in society, to gather under TRC’s roof of benevolence people who wish to volunteer across the society; and to ensure that volunteers acquire knowledge and skills, and take part in social, cultural, artistic and sports activities to allow them to spend their spare times in an effective manner. Thousands are benefiting from these centers which also contribute to the personal development of our volunteers, along with our Youth Centers in Istanbul and Ankara.

Various works are carried out in coordination with the public authorities and NGOs carrying out volunteer activities, volunteers are acquired to enhance the number and the capabilities of TRC volunteers, and social entrepreneurship activities are also carried out at the centers of where activities and training efforts are performed, to empower the society, to combat poverty in the society, and to develop the country.

Another objective is to bring innovative solutions to present day problems associated with recycling, zero waste, and combating climate change by developing projects at the Center.

Activities in Volunteer and Youth Centers are grouped into four main categories. These are as follows:

- **Training Programs for Volunteers**
- **Volunteering Workshop Programs**
- **Volunteer-Based Social Entrepreneurship Programs Support**
- **Services for Branch and Field Operations**
3.8.3. RED CRESCENT CAMPS

Physical capacity development and improvement activities were carried out during the pandemic at the TRC camps where all participants, leading with disadvantaged children and young individuals carry out constructive work in compliance with the objectives and principles of TRC, and spend pleasant times with sentiments of brotherhood, taking part in various stations.

The number of leaders increased and the contents of the stations were adjusted via the Camp Leader Training Program. Furthermore, thematics and new camp modules were studied.

3.8.6. VOLUNTEER MANAGEMENT IN DISASTERS

In the cases of disasters across the country, local/national support was provided with our volunteers considering the impact of disasters. All our volunteers working in the disaster zones were involved in the field work in an alternating manner. We have provided support for the TRC activities with our volunteers in areas such as needs analysis and conveying such provisions to those in need, hot meal distribution activities, sorting warehouse items, registration and office work, building tents, mobile catering vehicles, and mobile kitchens. Tens of thousands of volunteers took part in our activities in 2020, a year where we had dozens of disasters such as the Elazığ, Malatya, Van, Bingöl, and İzmir, the floods in Giresun, Rize, and Bursa, the migration activity at the Edirne border gates, forest fires in various regions across the country, factory explosion in Sakarya, and the Bayburt tunnel collapse.

3.8.7. CORONAVIRUS PANDEMIC FIELD WORKS

While the TRC was carrying out its action plan in order to support the segments of the society expected to be affected the most from the crisis due to the Coronavirus pandemic, which has affected the entire world, volunteers handed out meals, particularly in the quarantine dormitories, provided support for the blood donation teams, and moreover they were at the field to hand out hygiene kits and various aids through our branches.

Thousands of volunteers within the Vefa Social Support Groups across Turkey have been serving the nation at every stage of this challenging process. Our volunteers provided support for our branches in the delivery of the service of three meals a day for thousands of people who travelled from overseas and were quarantined at several locations across our country.

While the citizens were informed about the pandemic in city squares/plazas and in public transportation, the needs of our citizens over 65 or with chronic illness were provided for with the help of our volunteers as well. Our volunteers took part in all stages, from the manufacturing of masks to be handed out to citizens free of charge, under the coordination of the Ministry of Health and Transport Infrastructure, to the follow-up and inspection of coronavirus patients under the coordination of our Provincial and District Health Directorates.

3.8.8. INTERNATIONAL ORGANIZATIONS AND PARTNERSHIPS

UNV - Reimagining Volunteering for the 2030 Agenda Meeting

We have attended as the Volunteer Relations Management Directorate, representing TRC, in the “Global Technical Meeting on Reimagining Volunteering for the 2030 Agenda” held with a collaboration by the UNV (United Nations Volunteers) – International Federation of Red Cross and Red Crescent Societies IFRC.
The meeting where senior executives of relevant associations attended as speakers, was created on the theme “The Integration of Volunteering on Peace and Development: Action for the Next Decade and Beyond”, adopted in 2015 during the United Nations General Assembly.

**IFRC - Volunteering Alliance Meeting**

A "Volunteering Alliance” meeting was held by the International Federation of Red Cross and Red Crescent Societies (IFRC) between December 1 and 3 in order to evaluate volunteering activities and to evaluate new perspectives. In addition to approximately forty national societies including the TRC among the participants of the 'Volunteering Alliance' meeting, universities and local NGOs as business partners were also attending.

**ICYF - Online Volunteer Training Meeting**

We have attended the “Online Volunteering Training” held by the Islamic Cooperation Youth Forum (ICYF). Based on the activities we have been carrying out as TRC during the training, with an attendance by 100 volunteers from 50 different countries, presentations on “Volunteer Relations Management and Leadership, Young Volunteering Initiatives and Stories, and Volunteer Relations Management in International Organizations” were delivered by the Volunteer Relations Management Directorate.

**IFRC Meetings about COVID-19 (May)**

International Federation of Red Cross and Red Crescent Societies (IFRC) held online meetings for evaluating the activities carried out by National Societies during the pandemic, and for exchanging experiences among the societies. As the Volunteer Relations Management Directorate, we have attended the “IFRC Meetings about COVID-19” program to provide information about the COVID-19 related efforts carried out with the volunteers.

**IFRC Red Talks**

The International Federation of Red Cross and Red Crescent Societies (IFRC) has held awareness activities and programs for exchanging experiences via its social media accounts since the beginning of the pandemic. TRC attended the perception of volunteering within the National Societies, and the activities carried out with the volunteers during the course of the events organized with the #RedTalks hashtag.

**The OIC Red Network Webinar – Volunteering in COVID-19**

The COVID-19 topics addressed in these seminar series held by the OIC Red Network included the activities of humanitarian organizations on different matters as well as the local experiences of the attendees.

**July 20-24, 2020- E-atlantis Virtual Youth Camp**

We have attended the Virtual Youth Camp organized by the Center for Mediterranean Cooperation. As the Young Red Crescent, we have delivered a presentation on digital volunteering. Discussions were held and decisions were made on matters such as IFRC 2030 strategies, climate, and digital volunteering, etc.

**September 16 – Turn the Red into Green Project Competition**

We have taken part in the Turn the Red into Green Project competition held by the Center for Mediterranean Cooperation, whereby projects for mitigating harmful impacts on the environment were assessed; and we have submitted our projects.

**November 1 - International Volunteering Workshop**

We have attended the International Volunteering Workshop held by the Idea and Future Association (Fikir ile Gelecek Derneği ) and delivered a presentation. Volunteering activities carried out in the international arena were discussed during the online meeting attended by NGOs such as Greenpeace and Aiesec as well.
3.8. VOLUNTEER RELATIONS MANAGEMENT

December 18, Refugee Stories Activity
We have contributed to the booklet This Is My Story, published by the Red Crescent and Red Cross European Youth Network. The stories sent by our volunteers have been published in the international arena. The migration related memoirs of the Red Cross and Red Cross volunteers have been compiled in a booklet, and the articles by 7 of our volunteers appeared in the booklet.

25.11.2019 – We have hosted the Runner Bangladesh Development Society
We have hosted the Runner Bangladesh Development Society resuming its activities in Bangladesh. Possible cooperation efforts between the two institutions on youth and volunteering activities were discussed during the meeting.

18.12.2020 – IFRC Global Youth Meeting
We have attended the Red Cross–Red Crescent Global Youth Meeting regularly held by the International Federation of Red Cross and Red Crescent Societies (IFRC) Youth Commission at certain times during the year. The role of youth in the federation and their strategies in the relevant fields were discussed during the meeting.

4.12.2020 – IFRC International Volunteer Day Program
We have attended the program organized by the International Federation of Red Cross and Red Crescent Societies (IFRC) as part of the World Volunteer Day. We delivered a presentation during the event where volunteers from 192 countries attended.

3.8.9. VOLUNTEER CAPACITY DEVELOPMENT PROGRAM
Volunteer recruitment programs, training programs, and stakeholder management programs are held and organized in order to increase the capacity of qualified volunteers in the branches, and to provide added value for branch activities via equipped volunteers from different disciplines. Volunteer-based service programs are thus created.

Volunteer Relations Management Directorate also aims, within the scope of the program, to increase the qualified volunteer capacity of branches with the inclusion of volunteers from different groups of profession as well, to implement the Volunteer-Based Service Delivery Models in ranches to develop and implement models serving those in need (beneficiaries) via volunteers, to deliver training courses for branches on “volunteer recruitment, volunteer motivation, sustainability of volunteering efforts, working with volunteers, and creating volunteer centers”, with a view to increase the relevant capacities of staff members and branch managers.

3.8.10. INSTITUTIONAL VOLUNTEERING
TRC cooperates with various institutions and organizations in order to ease human suffering and to expand its influence sphere. TRC invites both institutions an individual volunteers to become volunteers with the “Institutional Volunteering” project, and develops various collaboration efforts. Within this scope, a working guide has been prepared for the Institutional Volunteering Project under the Volunteer Relations Management Directorate, and the relevant field work has commenced. In line with these collaboration efforts carried out by institutions:

Areas wherein institutions can volunteer have been identified as per the institutional volunteering chart of duties, and the institutional volunteering process can be carried out by coordinating with the stakeholders inside the institution.

Branches and headquarters departments will be able to play a role together with the Volunteer Relations Management Directorate during the course of institutional volunteering efforts.
3.8.11. **KIZILAY SPOR**

TRC aims to offer opportunities to people, particularly to young individuals on maintaining and improving health, promoting an active living culture, creating positive interaction and team spirit, self-confidence and self-realization via Kızılay Spor, as part of its objectives in the 2030 Vision Guide, and it has initiated strategic positioning efforts for the activities to be carried out in sports.

We have tried to identify the requirements in sports via discussing refined information that has emerged about Kızılay Spor through online workshops held by the Volunteer Relations Management Directorate.

Kızılay Spor is carrying on with its activities via workshops bringing together TRC camp leaders, professional athletes, officials from different federations, academics, physical education teachers, and many experts from the sports world, and with institutional consultations with different entities.

3.8.12. **PEER TRAINING PROGRAM**

Our “Peer Training” model, which covers topics such as protection from disasters, first aid and the Red Crescent and Red Cross Movement has reached thousands of young individuals throughout the year with our volunteer Peer Instructors.

Our certified training courses where topics on spreading youth and volunteering activities across the country, protection from disasters for young individuals and children, first aid, and Red Crescent and Red Cross Movements were explained continued online during the pandemic with the ideal of having a “A Red Crescent Member in Every House”.

3.8.13. **DISASTER VOLUNTEERING PROGRAMS**

These are programs to implement volunteer based disaster programs in order to develop the safe living culture of TRC and to contribute to the society-based disaster management field, which is one of the strategic objectives of Target 2030, and therefore to develop disaster volunteers’ capacity in all branches and representation offices of TRC and to build a widespread disaster volunteer network.

- **a. Training Camp for Volunteer Disaster Leaders**

  The objective of TRC, with the “Volunteer Disaster Leaders Project”, is to create a system for the recruitment, training, and management of volunteers who will play a role in the disaster zone and in disaster management, in addition to the professional staff members TRC employs in disasters. In order to implement this system in the field, first, seasonal camps will be organized for training volunteer disaster leaders. Then, these leaders will continue with their volunteer services as “Basic Disaster Volunteer Instructors” under the coordination of the regional disaster directorates during regular times, and as “Volunteer Disaster Leaders” in the field during extraordinary times.

- **b. Basic Disaster Volunteering Project**

  The Volunteer Disaster Leaders who have been trained constitute the foundations for the disaster volunteer capacity to be created within the branch.

- **c. Neighborhood Disaster Volunteering Project**

  The Neighborhood Disaster Volunteering Project is being implemented with a view to increase the disaster volunteer capacity of the branches following the training courses to be held for volunteers with adequate knowledge and know-how from among the neighborhood volunteers within the branch.
3.8. VOLUNTEER RELATIONS MANAGEMENT

3.8.14. NEIGHBORHOOD VOLUNTEERING

Neighborhood Volunteering consists of volunteering activities carried out under the coordination of Neighborhood Volunteers Leader, under the auspices of the branch, to identify the people in need in the neighborhood they live, and activities on disaster volunteering, identifying donors, and campaign promotions, etc. The Neighborhood Volunteering Program was created in order to increase the local capacity and fields of activity of the TRC branches, and to provide guidance for such activities.

3.8.15. EXAMPLES OF OUR FIELD ACTIVITIES

Ramadan and Eid Al-Adha Activities

Volunteer relations management was carried out in the course of all activities carried out by our Headquarters and branches during the Ramadan and Eid Al-Adha, which were quite somber due to the coronavirus pandemic. Our volunteers also took part in the delivery of food boxes, preserved meat, candy for the holidays, masks, bread, and water to people in need in all corners of our country.

Blood Donation Organizations throughout Turkey

Throughout organizations which we have coordinated simultaneously across Turkey with our volunteers, blood donations were made and activities were held to encourage people to donate blood.

Heart to Heart Bus

“Heart to Heart Bus” project was implemented with the participation of TRC Deputy General Managers and Directors for observing TRC activities on site, for carrying out branch orientation efforts, and for visiting buildings such as blood centers and regional disaster centers.

During the trip which started in Ankara and continued through Çankırı, Amasya, Samsun, Ordu, Giresun, Trabzon, Rize, and Artvin, ending in Kars, all participants took part in the effort to strengthen communications with branches and subsidiary departments, conveying their own experiences in their relevant works.

Regional Volunteer Workshops

A series of workshops where we have evaluated projects and activities to be carried out by our volunteers during the year as well as work carried out in the previous terms has been completed in various regions in Turkey.

As a result of these workshops, our volunteers across Turkey have demonstrated once again the 152 year old mighty sycamore is indeed safe hands, with the steps they will be taking with the Red Crescent spirit.

Ayasofya Opening

During the organization for the opening of the Ayasofya Mosque, we have offered food and beverages to the participants from the catering vehicles of our Marmara Region Disaster Reponses and Logistics Center positioned in five locations within the organization area with our volunteers under the coordination of the Volunteer Relations Management Directorate.

Ağadere Museum Opening

We have provided supported at all areas necessary with our volunteers in the opening organization of the museum built in the location of the Hilâl-i Ahmer Ağadere Ağır Mecrühin Hospital, at the Historical National Park in the Gelibolu Peninsula.
3.8.16. AWARENESS RAISING ACTIVITIES

- Environmental
- Cleaning Visits to Seasonal Workers
- Visits to Those In Need
- Awareness Raising Activity for Street Animals
- World Hand Washing Day
- World First Aid Day September 12, 2020 “Breath Into the Future Project”
- Ing All-Star 2020 Activity

3.8.17. ACTIVITIES FOR SPECIAL DAYS AND EVENTS

**Sarıkamış in The Footsteps of Our Martyrs**

Marches were held for the Sarıkamış martyrs with the attendance of tens of thousands of citizens and our volunteers on the 105th anniversary of the Sarıkamış Operation.

**Mother’s Day**

Our Red Crescent volunteers went from door to door across the country to make heartfelt visits to mothers throughout Turkey on Mother’s Day. Mothers who fell apart from their children, especially the mothers of martyrs, were visited; they were given presents, and food assistance was provided.

**April 23, National Sovereignty and Children’s Day**

As required by the times we are going through, the April 23 celebrations were held at our homes this year instead of the festive celebrations we were used to seeing every year. On this special day when we said #FestivitiesFitIntoHomes, we have held special online April 23 concerts for children through our social media accounts.

**May 19, 1919 Run**

A 19-hour and 19-minute running event was held, starting at May 19, at 00:00 hours and ending at 19:19 hours on the same day, with our volunteers, with the stakeholders being Ministry of Youth and Sports, Turkish Athletism Federation, and the TRC in order to create an awareness within the scope of May 19, the Commemoration of Atatürk, Youth and Sports Day.

1800 athletes, 700 of whom were relay runners, took part in the organization from 12 countries and 71 cities.

**Father’s Day**

We visited the families of martyrs and veterans, as well as the elderly parents/ fathers, together with our volunteers, across the nation, as part of Father’s day observance on June 21. Children were not forgotten during these visits, and milk and cookies were presented with the help of our volunteers to put a smile on their faces.

**World Refugee Day Red Talks**

A Syrian volunteer represented our institution at the “Red Talks”, an online organization held through the IFRC social media accounts to observe World Refugee Day on June 20. Our volunteer shared his experiences in Turkey, volunteering activities as part of the TRC as well as his field experiences within the Red Crescent during the online event.
3.8. VOLUNTEER RELATIONS

Report Card Day Activities

Our volunteers working in contact with all segments of the society, and bearing in their hearts the peace of mind of having touched tiny hearts across Turkey, were by the children again at several schools on report card day as well. Sharing the report card excitement of children, our volunteers handed out gifts they brought along with them, and held various activities for students to start the next semester with a higher motivation.

July 15 Watch

We stood by our compatriots standing guard in town centers across the country as part of the democracy watch. Support was provided for our local branch offices to organize food and beverage services in such town centers for citizens taking part in the July 15 Democracy and National Unity Day activities.

Remembrance Event for July 15 Martyr Serhat Önder

We attended the commemoration ceremony held by our institution at the Şabanözü district of Çankırı where Serhat Önder, head of the TRC Küçükesat branch who lost his life on the night of July 15 was laid to rest, to pay our respect and gratitude for our martyr. Trees were planted to create a remembrance forest in our martyr’s name as part of the remembrance event with wide attendance and support from our volunteers.

July 15 Memorial March

We took part, with our volunteers, in all remembrance events in every province. A separate march was held together with our volunteers in Çanakkale. The march ended with a democracy watch in front of the Red Crescent Ağadere Museum in memory of the July 15 martyrs.

August 17, Earthquake Commemoration Ceremony

We have taken part, with our volunteers, in the cycling tour, held on the anniversary of the Marmara Earthquake, to emphasize the earthquake issue in Turkey. Cyclists and the TRC staff met in Hendek, Izmit and Düzce, and cycled to Sakarya, and we were able to take part in the organization with a symbolic number of TRC volunteers due to the pandemic. The event that was held demonstrated that the lost souls were not forgotten, and the necessity to be a disaster-prepared and resilient society was emphasized.

Veterans Day

A photograph exhibition was held at the Kızılcahamam Martyrs Park with our volunteers, in the memory of Serhat Önder and Mehmet Arif Kidiman, our Red Crescent martyrs within the scope of September 19, Veterans Day.

We have visited the Warrior Veterans Association of Turkey in Izmir visited and the families of veterans in Eyüpsultan, Istanbul, and attended the program in Ataşehir held for veterans.

October 29 Republic Day Procession

Our volunteers took part in the procession which started in front of the GNAT and ended in front of the former national assembly on October 29, as part of the Republic Day Celebrations.

November 20, World Children’s Rights Day

Information activities were held at schools which offered face-to-face education on 20 November, World Children’s Rights Day, in order to raise awareness on the most fundamental rights, such as health and education.

We have visited children in need at their homes together with our volunteers, we have extended the compassionate hand of TRC, and handed out gifts.

Special Peer Training for Teachers Day

On November 24th Teachers’ Day, celebrated for teachers who are the backbones of the society, 1250 teachers and teacher candidates received training on “first aid awareness”, “basic disaster awareness”, and “Red Crescent and Red Cross Movement” from 25 trainers in groups of 50. They received their certificates of attendance at the end of the training.
299 people received face to face Institutional Training Courses, and 1,773 people online, i.e., a total of 2,072 people,

45,987 people received face to face Social Training Courses, and 56,813 people online, i.e., a total of 102,800 people were reached.

**TRC Academy LMS (Learning Management System)**

Following the TRC Academy LMS (Learning Management System) system adaptation, configuration, integration, and revision of existing contents, which have started on 04.12.2020, upon the commencement of the Volunteers Management System, the academy was opened for services for completing the training services for volunteers. The Red Crescent Academy LMS system, the development and improvement works of which are ongoing, is targeted to reach target audience in 2021 in a gradual manner.

**Social Media Live Broadcasts**

A total of 4,763,707 people were reached, i.e., 23,143 on YouTube, 1,812,977 on Facebook, 3,421 on LinkedIn, and 2,924,166 people on Twitter with Earthquake 101 Live Broadcast Special, COVID-19 and Immune Plasma with All Its Aspects, 2020 World Disaster Report Special Broadcast, Izmir Earthquake Broadcast (Red Crescent Week), and the World Volunteers’ Day Special Session.

**Program Update and Development Efforts**

Updating efforts for 5 training/seminar programs, and Design works for 15 training/seminar programs were carried out. 15 of the total of 20 training/seminar programs were conveyed to the LMS (Learning Management System).

**Instructor Capacity Development Efforts**

44 candidate trainers were trained with 2 Training for Trainers programs, 1 being face to face, and 1 online. Monitoring and Assessment Activities were held for 10 trainers, and their trainer statuses were approved.

**Within the scope of the “I am Learning to Live Safely” Project Works:**

5,234 I am Learning to Live Safely Students’ Books and 130 I am Learning to Live Safely Teachers’ Books were handed out.

200,000 I am Learning to Live Safely Classroom Calendars were printed and handed out.

**Within the scope of the “The Adventures of Aycan and Aykız” Book Project Work:**

1,960 Adventures of Aycan and Aykız Fun Development Activities Books

2,342 Adventures of Aycan and Aykız The Power of Good Story Books

2,462 Adventures of Aycan and Aykız Story Books

3,540 Adventures of Aycan and Aykız Coloring Books were handed out.
3.10. DONATION MANAGEMENT

2012-2020
CASH DONATIONS (TRY)

2012-2020
DONATIONS IN KIND (TRY)

2012-2020
REAL ESTATE DONATIONS (TRY)
3.10.1. SOCIAL DONATION DEVELOPMENT & CAMPAIGN MANAGEMENT

3.10.1.1. Campaigns and Donations Actualizations

- **Qurban (Udhiyyah) Donations:** 166,381 shares were mandated, and a total of TRY 153,864,822 donations were collected.

- **Qurban Campaign:** 2020 Qurban campaign shares: Domestic 49,000, abroad 97,989 shares. In total, TRY 135,025,039 donations were collected in return for 146,989 shares of qurban.

- **Oblation, Aqiqah, Gratitude:** A total of 19,392 shares and TRY 18,839,783 donations were collected throughout the year.

**Ramadan Donations:** A total of TRY 98,029,067 in cash and TRY 2,258,507 in-kind donations were collected.

- **Holiday clothes:** A total of TRY 1,060,046 in cash and TRY 15,426 in kind were collected within the scope of the campaign launched to distribute during the Eid al-Fitr and Eid al-Adha throughout the year.

- **Parcels for children:** A total of TRY 200,819 in cash and TRY 180,104 in-kind donations were collected from the donations of parcels for children to be distributed during Ramadan.

- **Fidya:** A total of TRY 5,254,008 in cash was collected through the donation campaign carried out throughout the year.

- **Fitra:** During the year-round donation campaign, a total of TRY 19,044,658 cash donations were collected.

**Ramadan Donations:** A total of TRY 71,576,891 cash donations and TRY 2,258,507 in-kind donations were collected in the categories of Ramadan Donation, General, Holiday Clothes, Parcels for Children, Fidya, Fitra, Food Parcels and Zakat donation.

- **Food Aid:** A total of TRY 9,130,600 in cash was collected in the food parcel donation campaign, which was distributed domestically and abroad.

- **Zakat (Obligatory Alms):** Within the scope of zakat collection that continues throughout the year, a total of TRY 62,862,476 in cash donations were collected, TRY 36,410,303 of which was during the Ramadan period.

**Disaster-Emergency Donations:** In total, TRY 74,954,365 cash donations and TRY 57,746,005 in-kind donations were collected.

- **Disaster Tent:** As a result of the campaign carried out after the disasters that occurred during the year, a total of TRY 4,424,272 cash donations were collected.

- **Elazig Earthquake:** Within the scope of the campaign initiated as a result of the earthquake that occurred on January 24, a total of TRY 50,329,394 in cash and TRY 36,665,396 in kind were collected.

- **Giresun Flood:** TRY 1,740,532 in cash and TRY 1,875,089 in kind were collected within the scope of the campaign carried out after the flood in Giresun due to excessive rainfall.

- **Izmir Earthquake:** Within the scope of the campaign organized after the earthquake on October 30, a total of TRY 18,226,593 in cash and TRY 19,205,521 in kind were collected.

- **Van Earthquake:** As a result of the earthquake, a total of TRY 233,574 cash donations were collected.

**General Cash Donations:** A total of TRY 43,872,000 in cash donations and TRY 55,446,787 in-kind donations were collected.
3.10. DONATION MANAGEMENT

International Donations: A total of TRY 68,219,592 in cash donations and TRY 404,030,002 in-kind donations were collected.

- **Arakan Humanitarian Aid**: As a result of the campaign that lasted throughout the year, a total of TRY 5,919,327 cash donations were collected.

- **Azerbaijan Humanitarian Aid**: A total of TRY 3,618,380 in cash and TRY 1,415,045 in kind donations were collected within the scope of the campaign initiated as a result of the war.

- **Hold Beirut’s Hands**: As a result of the campaign launched after the explosion in Beirut, a total of TRY 2,136,626 cash donations were collected.

- **East Africa Humanitarian Aid**: Within the scope of the campaign carried out throughout the year, a total of TRY 1,990,516 donations were collected in cash.

- **Palestine Humanitarian Aid**: Within the scope of the campaign carried out throughout the year, a total of TRY 2,828,928 cash donations were collected.

- **Somalia Humanitarian Aid**: Within the scope of the campaign carried out throughout the year, a total of TRY 2,299,774 in cash and TRY 736,055 in kind donations were collected.

- **Water Well**: Within the scope of the campaign carried out throughout the year, a total of TRY 7,140,593 donations were collected in cash.

- **Syria Humanitarian Aid**: Within the scope of the campaign carried out throughout the year, a total of TRY 20,361,315 in cash and TRY 401,721,846 in kind donations were collected.

- **Iraq Humanitarian Aid**: A total of TRY 452,864 in cash and TRY 4,650 in kind donations were collected within the scope of the campaign carried out throughout the year.

- **Idlib Houses**: A total of TRY 9,837,980 in cash donations were collected within the scope of the project aiming to establish a new living space for war victims.

- **Sudan Humanitarian Aid**: Within the scope of the campaign carried out throughout the year, a total of TRY 2,618,311 donations were collected in cash.

- **Yemen Humanitarian Aid**: A total of TRY 6,359,555 in cash donations were collected within the scope of the campaign carried out throughout the year.

- **Other Donation Categories**: A total of TRY 2,655,424 in cash and TRY 116,406 in kind donations were collected within the scope of other campaigns conducted throughout the year.

Social Donations: A total of TRY 22,381,218 cash donations and TRY 261,770 in-kind donations were collected.

- **Soup Kitchen**: As part of the campaign carried out throughout the year, a total of TRY 5,250,795 in cash donations were collected.

- **Kızılay Kart**: TRY 759,396 in total cash donations were collected within the scope of the campaign carried out throughout the year.

- **Müge Anlı Soup Kitchens**: Within the scope of the campaign carried out with Müge Anlı, a total of TRY 12,974,820 in cash donations were collected.

- **Love Package**: Within the scope of the campaign carried out throughout the year, a total of TRY 1,063,358 in cash donations were collected.

- **Other Donation Categories**: A total of TRY 2,332,849 in cash and TRY 261,770 in kind donations were collected within the scope of other campaigns carried out throughout the year.
Health Donations: A total of TRY 26,256,729 in cash and TRY 10,603,477 in-kind donations were collected.

Corona Projects: Within the scope of the projects initiated as a result of the Covid-19 pandemic that affected the world, a total of TRY 24,750,521 in cash and TRY 10,599,864 in kind donations were collected.

Health Aids: Within the scope of the campaign carried out throughout the year, a total of TRY 1,506,208 in cash and TRY 3,613 in kind donations were collected.

Education Donations: A total of TRY 9,705,405 cash donations were collected.

Education Donation: A total of 861,257 cash donations were collected within the scope of the campaign carried out throughout the year.

What is in the Box: A total of 230,166 cash donations were collected as part of the campaign carried out throughout the year.

Close Support to Distance Education: A total of 8,015,674 cash donations were collected within the scope of the campaign initiated after the transition to distance education throughout the country as a result of the Covid-19 pandemic.

Other Donation Categories: A total of 598,307 cash donations were collected within the scope of other campaigns carried out throughout the year.

3.10.1.2. Projects

Special Days: The Phase-1 study, in which both products are displayed, and an order form can be created for special day donations on Turkish Red Crescent website, were completed. Thus, product studies for special days celebrated throughout the year were completed and introduced in the system. Thanks to PHASE-2, the web page will be structured as an e-commerce page and the donation for the selected product will be made while making the order. System studies that will enable reporting and tracking by introducing the products to CRM have been carried out by IT and the test phase has been reached.

Regular SMS: Regular SMS keywords were defined in the system and checked. The regular SMS web page has been edited with the new format. Promotion and awareness studies are planned to continue.
3.10. DONATION MANAGEMENT

3.10.2. CORPORATE/VIP SOCIAL RESPONSIBILITY MANAGEMENT

- 43,027 potential donor portfolios were created by conducting a sectoral research.
- A cooperation protocol was signed with 28 of our corporate donors.
- Turkey’s first 1,000 companies were researched, and their social responsibility projects were examined and categorized on the basis of their projects.
- 40 corporate donors were interviewed to provide information about our current campaigns. Meetings were held with 123 potential donors in order to establish new collaborations.
- Collaborations were made with 42 corporate companies and 11 Foundations / Associations within the scope of existing and new campaigns.
- 4,148,607 e-mails were sent with 12 different e-mail designs-infographics to inform our current and potential donors.
- 12 short films were made specially for our corporate collaborations.
- A cooperation protocol was signed with Defense Technologies Engineering and Trade Inc. (STM) and a donation of TRY 200,000.00 was received.
- An online cooperation protocol was signed with the Foreign Economic Relations Board (DEIK), and a donation of TRY 345,600.00 was received, 1,280 holiday clothes for children in need and Ramadan Food Parcels were distributed to 1,280 families in need.
- A cooperation protocol was signed with the Ministry of National Education within the scope of the Close Support to Distance Education Campaign and a donation of TRY 8,015,674 was received.
- Within the scope of the Close Support to Distance Education Campaign, TRY 3,838,400 donations were received at the donation night of Acun Ilıcalı
- TRY 12,974,820 donation was received in the Müge Anlı and Her Friends’ Soup Kitchens campaign
- Esra Erol received a donation of TRY 472,344 in the “With Your Support, Every Home is a School” campaign.
- A cooperation protocol was signed with D Meat and Meat Products Marketing Trade Inc. (Nusr-Et) and a donation of TRY 442,761.79 was received for “Hold Beirut’s Hands” campaign.
- A total of TRY 962,394.33 was donated from our VIP donor, Mesut Özil, for thousands of food parcels to be distributed in Turkey, Syria and Somalia, for the distribution of hot meals in soup kitchens during Ramadan and for our close support to distance education campaigns.
- In-kind donation worth TRY 150,123.36 was received from Şenpiliç company for the Elazig Earthquake.
- A donation worth TRY 2,570,378.28 in kind was received from Nestle Turkey Food Industry Inc., which has recently joined our corporate donors after our meetings, within the scope of our Ramadan Campaign, Corona Solidarity Project, General Donations and Izmir Earthquake activities.
- For our Corona Solidarity Project, General Donations, Izmir Earthquake and Ramadan Campaigns, TRY 791,814.82 in kind donation was received from ETİ Food Industry and Trade Inc.
- Within the cooperation of the Corona Solidarity Project, Ramadan Campaign, Giresun Flood Disaster and Syria Humanitarian Aid Operation, a donation in kind worth TRY 1,236,180.73 was received from Ülker Biscuit Industry Inc. In our Ramadan Campaign, 200,000 packages for children worth TRY 360,195.80 were prepared and distributed to children in need.
- For the Corona Solidarity Project and the Izmir Earthquake, TRY 3,484,866.30 worth of cleaning materials donation was received from Reckitt Benckiser and distributed to those in need.
Within the scope of the Corona Solidarity Project, 25 tons of chicken donation worth TRY 400,379.19 was received from the Tavuk Dünyası and distributed to the people in need in soup kitchens.

Within the scope of Corona Solidarity Project, Elazig Earthquake, Giresun Flood Disaster, Izmir Earthquake, a cleaning material donation worth TRY 1,845,341.43 was received from P&G.

Collaboration was made with amazon.com within the scope of our Corona Solidarity Project.

Within the scope of the activities carried out with e-Commerce sites, 738 Corona Food Package donations worth TRY 88,481.47 were received through the Yemek Sepeti website.

A fund of TRY 13,616,529.51 was received from Coca-Cola for our Corona Solidarity Project, Izmir Earthquake and Emergency Disaster Tent projects.

Within the scope of our Qurban Campaign, cooperation was made with Algida and a donation of TRY 22,500.00 was received to purchase Holiday Clothes for 150 children in need.

Collaborations were made with Unilever in many areas throughout the year and a total of TRY 605,143.08 donation was received.

As a general donation, 125,443 pieces of various clothing materials worth TRY 5,050,241.41 were donated by Inditex Company.

A donation of TRY 95,898.74 was received from Microsoft for our Corona Food Package and Izmir Earthquake campaigns.

A cooperation protocol was signed with Deutsche Bank for the Corona Solidarity Project, and donations of TRY 124,788.93 were received. 1,039 food parcels were distributed to those in need.

With our Migros Goodness Card project, 56 Goodness Cards containing a donation of TRY 2,940 were distributed to those in need.

In cooperation with Türk Telekom Group Companies, 2,670 shopping cards worth TRY 400,500.00 were distributed to those in need.

886 shopping cards with a value of TRY 132,900.00 were donated from Turkcell Technology Research and Development Inc.

A new addition has been made to digital donation earning efforts. Donations started to be received through the Help Steps application and TRY 44,258 donations were received for the Izmir Earthquake.

In cooperation with Gıda Evim, a donation of 139 food parcels worth TRY 23,004 was received.

Within the scope of activities carried out with e-commerce sites, 1,012 food parcels worth TRY 212,520 were distributed to those in need during the Ramadan Campaign on istegelsin.com website.

4 water wells were drilled with the help of our corporate / VIP donors.

In each issue of our 1868 magazine, a different corporate donor is included under the heading “Brands of Goodness”.

Greeting cards were prepared and sent to 359 stakeholders to be sent to our corporate donors on special days.
3.10. DONATION MANAGEMENT

3.10.3. INTERNATIONAL FUNDS AND STATE GRANT MANAGEMENT

Ramadan 2020
- IHH NL Euro 30,000 (April 2020)
- Wefa e.V. Euro 256,750 (April 2020)

Tent 2020
- Wefa e.V. Euro 100,000 (April 2020)
- Islamic Relief Germany Euro 30,000 (May 2020)
- Ummattee Thailand USD 85,317 (May 2020) - paid in two parts

Elazığ Earthquake
- Wefa e.V. Euro 60,370 (March 2020)
- Hasene TRY 40,545 (February 2020)
- Taiwam Red Cross USD 7,430 (April 2020)

Covid 19
- Wefa e.V. Euro 41,000 (April 2020)
- Aviva Insurance TRY 408,750 (May 2020)
- CocaCola Foundation USD 1,500,000 (April 2020)
- Allegen Chemistry USD 20,000 (April 2020)
- Equinor Cosmetics TRY 71,330 (May 2020)
- J&J Foundation USD 200,000 (June 2020)

Training/Research
- IH, USA PRM (LIFS Project, Public Health Directorate) USD 19,399 (January 2020)

Syria Şatlı
- Raghna Dabbagh USD 250,704 (March 2020)
- Baitussalam TRY 1,242,000 (February 2020) - to be paid in three parts, first payment February 2020

RFL Project (Community Centers)
- Microsoft USD 280,000 (March 2020)

Izmir Earthquake
- Coca Cola Foundation USD 450,000 (November 2020)
- IHHNL Euro 40,000 (November 2020)
- Wefa e.V. Euro 100,000 (November 2020)

In total:
- Euro 688,119 + USD 2,815,471 + TRY 1,762,625 resource was obtained.
3.10.4. DONOR RELATIONS AND INFORMATION CENTER

It was ensured that the donations from our donors were controlled. The special condition checks of 727,072 donation documents in total were carried out in January-December.

Within the scope of oblation qurban donations, 19,434 shares of oblation mandated donations of our 14,300 donors were sacrificed.

In line with the requests from donors, 1,149 certificates of appreciation were prepared by our unit and sent to our donors by cargo.

In line with the requests from the donors, 2,100 donation receipts were issued and sent to the addresses of our donors.

12,366 calls received through 168 Free Donation and Consultation line, social media, call-center, digital channels or other communication channels were resolved by our unit.

Within the scope of the Ramadan Campaign, 38 people who supported us in the regions were provided mentorship training, and they were supported in making Donor calls.

Due to the pandemic, 11 donors (Istanbul, Konya, Kocaeli and Çanakkale) were visited, thanked, and informed about our work.

Within the scope of the Ramadan Campaign, 1,275 donors were called by phone to thank them.

Within the scope of Corona, 165 companies were informed via e-mail and phone.

Hygiene kits were sent to 1,378 donors within the scope of corona.

After the Qurban Campaign, the first qurban commemorative coins were sent to 7,344 donors who gave their mandate for the first time to our Institution.

32 offices were trained within the scope of Office Automation Project. Face-to-face training was provided to 14 offices, training via Teams to 18 offices, and on-site workshop training in 1 office.

100 reports were prepared as Weekly-Monthly Activity reports, BoD reports, AFAD reports, Syria Reports, and delivered to the relevant persons.
3.10. DONATION MANAGEMENT

3.10.5. DONATION ACCEPTANCE

Donation Data Entered into CRM (Customer Relations Management)

- 91,107 items
- 154,558,774.01 Turkish Lira

Data on the Registered Real Estate Given to Our Institution

- 101 items
- 17,877,596 Turkish Lira

Office Referrals and Acquisitions from Demands for Donation from Home

- Referred Office: 108
- Obtained Donors: 230
- Total Donation Amount: 216,000 Turkish Lira

Donations Received from Donors Who Come to Our Institution to Make Cash Donation

- 381 donations
- 409,971.15 Turkish Lira

International Donation Data Entered into DERBIS (Associations Information System)

- 10,379 items
- 1,483,131.94 Euro

Office and Representative Office Based Donation Information and Real Estate Donation Acquisition Workshops

Visits and trainings were held for Offices and Representative offices in order to introduce the activities of the Donation Management Directorate and to explain the real estate donation processes.

Activities on Real Estate Acquisition Guide

In order to explain the processes regarding the acceptance of real estate donations and the evaluation of the properties purchased, an activity on acquisition guide was carried out for Offices and Representative offices.
3.11. REAL ESTATE MANAGEMENT

In order to support the activities of Turkish Red Crescent, the Directorate of Real Estate Management has been structured in order to maximize its revenues by rationally evaluating the immovables whose ownership or right to use is under the provisions and at the disposal of the Turkish Red Crescent and, to carry out and develop all related services in a planned and programmed manner.

3.11.1. REAL ESTATE MANAGEMENT

The Number of Immovables the Ownership and Right to Use of Which Belong to Our Institution

- The number of immovables the ownership of which belong to Our Institution: 5,196 (2,919 with outbuildings, 2,277 without outbuildings)
- The number of immovables dedicated to Our Institution: 144
- The number of total immovables: 5,340

Real Estate Donations

- Donations were received for 71 immovables with building worth TRY 15,419,375.00.
- Donations of 30 immovables without building worth TRY 2,443,220.75 were received.

Inventory and Evaluation

- 36 immovables with building worth TRY 16,586,576.65 were sold.
- 5 immovables without buildings worth TRY 90,673.00 were sold.
- 3 immovables without building worth TRY 156,667.75 were expropriated and their cost was collected.
- 1 immovable without building with a value of TRY 42,500.00 was purchased.
- The shares of 2 joint owned properties with building were purchased for TRY 350,000.00.
- The shares of 2 joint owned properties without building were purchased for TRY 45,000.00.
- As a result of the zoning-allotment-unification of 52 immovables, Our Institution’s ownership was cancelled and 70 immovables worth TRY 49,236,783.53 were registered under the name of Turkish Red Crescent.
- By bartering 7 immovables with the historical cost of TRY 12,015,000.00, 13 immovables worth TRY 32,289,201.00 were registered under the name of the Institution.
- As a result of the constructions on 13 immovables, 102 immovables in 8 buildings with a value of TRY 67,430,000.00 were registered under the name of the Institution.
- 23 immovables have been allocated and made available to our Institution.
Leasing Activities

- **431** new leasing transactions were made by the General Directorate, Istanbul Directorate and Offices.
- A total of **1,904** tenants were integrated into the Bank by the General Directorate, Istanbul Directorate and Offices.

<table>
<thead>
<tr>
<th>Number of Tenants and Rental Revenues from the Immovables the Ownership and Right to Use of Which Belong to Our Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Tenants in Immovables Owned by Our Institution</td>
</tr>
<tr>
<td>The Number of Tenants in General Directorate and Istanbul Directorate</td>
</tr>
<tr>
<td>Annual Rental Revenues of General Directorate and Istanbul Directorate</td>
</tr>
<tr>
<td>The Number of Tenants in Offices</td>
</tr>
<tr>
<td>Annual Rental Revenues of the Offices</td>
</tr>
</tbody>
</table>

3.11.2. CONSTRUCTION MANAGEMENT

Construction Management carries out activities to plan, organize, manage, coordinate and control, monitor, evaluate and develop the project preparations, construction implementations, exploration, tender and final accounts of the construction, repair and renovation works of the Turkish Red Crescent.

By preparing the annual activity report, work program and budget proposals based on the project processes, it ensures that the decisions taken by board of directors of the General Directorate regarding the projects are implemented within the framework of the Turkish Red Crescent regulations.

**Applied Construction Models**

- Income-increasing Models
- Value-adding Models
- Service Quality Improvement Models

**CONSTRUCTION MANAGEMENT 2020 ACTIVITIES**

<table>
<thead>
<tr>
<th>Work Type</th>
<th>COMPLETED</th>
<th>ONGOING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction and Repair Works</td>
<td>7</td>
<td>27</td>
</tr>
<tr>
<td>Project and Consultancy Works</td>
<td>17</td>
<td>23</td>
</tr>
<tr>
<td>Build-Operate-Transfer Works</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Flat for Land Works</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Works with the Public Institutions</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Works Abroad</td>
<td>0</td>
<td>3</td>
</tr>
</tbody>
</table>
3.12. OFFICE SERVICES

3.12.1. LEGAL PROCESS MONITORING

In order to ensure effective, high quality and sustainable communication with our members, structuring of the Directorate of Office Services continued this year in order to ensure that the database of members and volunteers is managed effectively, and that legal processes of the General Directorate and offices are fulfilled on time, accurately and in accordance with legal regulations.

**Turkish Red Crescent Offices:**

*The Number of New Offices: 2*

*The number Offices with Former Boards: 251*

*The Number of Offices with Temporary Boards: 7*

*We have 260 Offices as of 31.12.2020.*

*We have 240 Representative offices as of 31.12.2020.*

*Association Declarations of our Offices and General Directorate were submitted via DERBIS (internet).*

*In order to increase the support of our people to the Turkish Red Crescent and to make them feel that we are always with them, synergy organizations were held by our offices on religious days and nights.*

3.12.2. CAPACITY BUILDING AND COORDINATION

*924 members of the Office Board of Directors and the Representative Committee were introduced in the SAP system and corporate e-mail accounts were created.*

*Microsoft Teams started to be used in our Offices and Representative offices.*

**Office Performance Evaluation System:** Performance monitoring of our offices started with the ongoing database creation studies that started in 2015. The data consisting of the information and declarations sent by our offices to the General Directorate in accordance with the legislation are placed in the “Office Monitoring and Performance Evaluation Card” according to the rules and acceptances and a score calculation has been made for each Office. The Office Monitoring and Performance Evaluation Score, which was calculated annually until 2019, was calculated every 3 months in 2020, and the monitoring frequency of our offices was increased with this method.

**The general performance average score of all offices increased by 20.72% in 2020 compared to 2019.**

*Operations related to all kinds of training/event organizations with Offices and Representative offices were carried out through Microsoft Teams.*

*The process of introducing the ŞİBA, EBYS, SAP, Kaizala, SMS Group, Outlook Group of all Office users was monitored.*

*The establishment of Teams Groups for the Liven-Up Projects, correspondence with the Offices and Representative offices on the subject, and the projects under our responsibility were monitored.*
3.12.3. PROJECT-BASED OPERATIONS

**Segment Based Office Capacity Building Project**

As of February 2020, after making the necessary comprehensive preparations and creating the capacities and designs in the coordination of the project team, 142 people from 25 Offices and 20 Representative Offices in Konya, Elazığ, Diyarbakır, Manisa and Trabzon provinces, which were selected as a pilot in the opening meeting on June 9, were invited to the meeting and field application was started.

Field applications were carried out in our pilot provinces between 20 August and 15 October together with the project implementation team formed to implement field practices, including process capacity building activities in offices.

The necessary meetings and studies were initiated with the project team in order to disseminate the project to all our Offices. It was completed with the Incident Command System (OKS) Training for the first group between 5 December and 13 December.

Office Management Documents are a collection of documents formed by the basic documents explaining the “Turkish Red Crescent Society Office Management System”. These documents were prepared to be used in the management and practices of members of the Provincial Offices, District Offices and Representative offices at all levels, especially the management levels. These are the documents that should be used at any time to carry out the work by making the right decisions and right applications during the operations.

**SEGMENTATION PROJECT**

- 15 Voluntary Centers
- 2 First Aid Centers
- 3 Mobile Offering
- Vehicles Voluntary
- Local Disaster Team of 106 in 5 provinces
- Local Donation Campaigning
- Provincial Coordination Meeting

Office Management Documents are a collection of documents formed by the basic documents explaining the “Turkish Red Crescent Society Office Management System”. These documents were prepared to be used in the management and practices of members of the Provincial Offices, District Offices and Representative offices at all levels, especially the management levels. These are the documents that should be used at any time to carry out the work by making the right decisions and right applications during the operations.

**2020 TRAININGS**

- **ORIENTATION TRAININGS**
  - 9 Directorates
  - 9 Trainings
  - 624 People

- **FIELD APPLICATION TRAININGS**
  - (In pilot provinces)
  - 5 Directorates
  - 552 People

- **TEAMS TRAININGS**
  - 10 Teams Events
  - 3,055 People
  - 38 Teams Meetings
  - 3,129 People

Total 6,808 people trained

Trainings / Meetings / Field applications were organized within the scope of the Segmentation Project.
3.12. OFFICE SERVICES

Within the scope of the project, “Provincial Coordination Meetings” were organized and followed up at least once a month, primarily in pilot provinces, and subsequently, Provincial Coordination Meetings were held in İzmir, Ankara, and Antalya provinces.

According to the Provincial Coordination Meeting Surveys conducted in pilot provinces, 97.6% participation was achieved in the meetings.

**Service Desk Office Expansion Project**

For the Service Desk Office Expansion Project, which was launched in February 2020, our Offices and Representative offices can log in at https://destek.kizilay.org.tr/ with their corporate username and password and fulfill their demands and requests regarding their business and transactions. In this system, there are two main sections: “Incident Catalog” and “Service Catalog”.

Incident Catalog is where errors occurring in systems such as EBYS, Web Page, ŞİBA are reported. The Service Catalog consists of 5 main sections: Directorate of Office Services, Directorate of Social Services, Donation Management Directorate, Directorate of Human Resources, Organizational Communication and Event Management Directorate. Requests such as ID Card Printing, Print Publication Requests, Material Requests, Social Assistance Information System application are notified through this system.

**Biz Portal Office Expansion Project**

The Biz Portal, which is currently used by the Turkish Red Crescent General Directorate, was updated to include our Offices/ Representative offices, and launched as of December 2020. The Biz Portal is accessed via LDAP at the web address biz.kizilay.org.tr, and updates such as news, announcements and events related to Offices and Representatives Offices are followed.

**Liven-up Projects**

81 Provincial Teams groups were established in order to follow the projects of our offices and representative offices and to share information/documents when necessary. The total number of projects in 2020 was 205, and 101 projects were canceled due to the pandemic. In 2021, a total of 466 Liven-up Project Applications were made.

**Office WEB Pages**

Corporate and standard websites were created with our Web Pages Creation Project, which was launched in 2020. In this context, web sites of 32 Heads of Branches were launched. In the completed project, the Expansion and Development needs in the Offices continue to be carried out by our unit.
3.13. COMMUNICATION AND EVENT MANAGEMENT

Within the scope of organizational communication and event management, media communication management, brand management, digital communication, production studies, internal and external communication management and event management activities are carried out in coordination with all units of our institution.

3.13.1. MEDIA RELATIONS

Communication activities with the media are carried out in order to promote the Turkish Red Crescent and its services, to strengthen the brand perception, to direct the public opinion and to create an agenda on important days and weeks and donation campaigns related to the Turkish Red Crescent. In this context, communication is carried out with national and international media organizations throughout the year and the people are regularly informed through press conferences, special news studies, interviews, press releases and statements.

In 2020;

- 131 press releases were published,
- 36 press conferences were held,
- Press members were informed through 73 press events and organizations,
- 366 special news content were prepared and reported,
- 773 news were reported on the activities carried out in the corporate web site, 19 international and domestic press visits were organized,
- Press relations regarding the campaigns and organizations were conducted,
- The advertisement equivalent of 272,474 news in the media was TRY 3,392,092.476.
- A total of 34,528 news were published in newspapers, 221,857 on the Internet, and 16,359 on television. 94.6 percent of the news was positive.

3.13.2. Campaigns

The concept, communication strategy, main and side slogans and communication plans of all campaigns carried out in 2020 were determined and implemented by the Organizational Communication and Event Management Directorate.

Products were prepared within the framework of the determined campaign concepts, sent to the offices together with the communication kit, and advertising activities were carried out. In addition to free broadcasting of public service ads and campaign visuals on open air channels, national newspapers, magazines, radio, websites, televisions; special news studies were also carried out through sponsored media contents.

- COVID 19 Aid Campaign “Bu Hilal Seninle Var” (This Crescent Exists with You)
- Elazığ Earthquake Campaign
- İdlib Campaign
- Ramadan Donation Campaign “Dertler Paylaştıkça Bitecek Yeter Ki İnan Buna!” (As long as you believe it, miseries come to an end when shared!)
- Mandated Qurban Sacrifice Campaign
- Plasma Campaign
- Blood Campaign Education Campaign
- Giresun Dereli Flood Campaign
3.13.3. BRAND COOPERATIONS

**“With Your Support, Every Home is a School” Campaign with Esra Erol**

Cooperation was made with the renowned TV show host Esra Erol for the “With Your Support, Every Home is a School” campaign, which was initiated in order for students in need who will participate in distance education due to Covid-19 to have technical equipment and not to fall behind from education. Esra Erol started an SMS campaign to support the campaign. With the campaign, people in need acquired a tablet.

**Müge Anli and Her Friends Soup Kitchen**

With the donations of Müge Anli, who supported the Turkish Red Crescent to establish a soup kitchen and purchase mobile soup kitchens with her audience, a new soup kitchen was opened for the benefit of citizens in need in Erzurum. The soup kitchen, which was completed with donations collected as a result of the support Müge Anli asked from her audience, will serve 7 days a week. Meals prepared by applying high-level hygiene rules in the soup kitchen will be distributed to homes in lunch boxes.

**5 Awards Granted to Turkish Red Crescent in Felis Awards**

The 2020 results of the Felis Awards, which rewards important work done in the advertising and marketing industry, were announced. Turkish Red Crescent was deemed worthy of the Felis and achievement awards for its “My Blood Friend” project and “A Major at the Hilal-i Ahmer Hospital” commercial.

3.13.4. PRODUCTION AND CONTENT MANAGEMENT

- A total of 70,000 photographs were entered in the digital archive (Metus). Photographs of all events followed up during the year were backed up to the cloud system, and their easy accessibility was ensured.
- Approximately 50,000 images and activity photos were shared with the press, offices, agencies, General Directorate affiliates, institutions and organizations.
- Throughout the year, 669 movies / clips / documentaries / dsf / vtr content were prepared / revised, with a total duration of 4,664 minutes.
- The web-based digital archiving project, which is an important project regarding the collection of all corporate media archives in a single repository, was implemented.
3.13. COMMUNICATION AND EVENT MANAGEMENT

3.13.5. DIGITAL COMMUNICATION

Turkish Red Crescent Social Media Accounts in 2020

**Twitter**
- 2020 posts: 2,040
- 2020 total views: 87M
- 2020 total likes: 1.3M
- By the end of 2020 number of followers: 1M

**Facebook**
- 2020 new followers: 50K
- 2020 total posts: 1,500
- 2020 total access: 223.3M
- By the end of 2020 number of followers: 345K

**Instagram**
- 2020 new followers: 245K
- 2020 total posts: 1,500
- 2020 total stories: 545
- By the end of 2020 number of followers: 410K

**Youtube**
- 2020 total posts: 320
- 2020 total views: 36.7M
- By the end of 2020 number of followers: 23K

**Linkedin**
- 2020 total posts: 216
- By the end of 2020 number of followers: 23.5K

**Tiktok**
- 2020 total posts: 312
- 2020 total likes: 1.9M
- By the end of 2020 number of followers: 268K

3.13.6. CALL CENTER

The Call Center works 24/7 during campaign periods and between 08.00–23.00 in regular periods. The Call Center answers the questions of the citizens regarding the activities and services of the Turkish Red Crescent and informs the citizens about the activities. In addition, cash donations are received through the system.

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In 2020, a total of 1,228,355 people were contacted.

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In 2020, TRY 4,930,026 donations were received from 4,926 people through the Call Center via credit cards.
RAMAZAN'DA PAYLAŞAN TÜM GÖNÜLLERE

HİLÂL OLSUN!

Türkiye!
Studied are carried out to prepare, update, renew and coordinate the strategic plan, to coordinate the work for the realization of medium and long term strategies and policies, to ensure and coordinate the implementation of project management methodology and standards in the institution, to create and improve business processes in line with the policies and objectives of the institution, to establish the organization in line with the processes, to increase efficiency, to blend the corporate information of the institution with technology, to report and maintain it regularly, to coordinate business development processes and to lead corporate architecture studies in line with the vision, strategy and goals of the Turkish Red Crescent.

**Turkish Red Crescent 2016-2020 Strategic Plan**

- Preparation, current situation analysis, future perspective and strategy development studies were carried out within the scope of the studies for the preparation of the Turkish Red Crescent 2021-2030 strategic plan.
- After the preparatory studies and current situation analysis studies were completed, the needs were determined, and the Navigation Workshop was held. The strategic goals and objectives of the institution were determined with the participants from stakeholders.
- Performance criteria for strategic plan goals and objectives were determined, and an institutional performance report was created.
- Strategic plan monitoring and evaluation model were developed.

**EFQM Model Project**

- The Turkish Red Crescent, which always tries to raise the service standards with the programs, projects and activities it carries out, aims to achieve quality results reflected in all of our stakeholders in line with the leadership it will put forward with the EFQM Model. The Turkish Red Crescent carried out a project study regarding the areas with room for improvement determined as a result of the self-assessment it carried out in 2019 and carried out activities for their improvement.

**Process Management and Internal Legislation**

- Within the scope of the quality management system, process and legislative standards were reviewed and existing regulations were improved.
- All structures related to the processes that have not yet been completed in the process inventory were discussed and studies were initiated. Review and improvement studies were carried out in the completed processes.
- 156 new legislation was published within the scope of the Legislation Management System.

**Cooperation**

- Turkish Red Crescent signed a total of 96 cooperation protocols with 19 Public Institutions, 9 Universities, 47 NGOs, 20 Private Sector Institutions and 1 person within the scope of joint activities to be carried out with its national and international stakeholders.
Committee Structure

In order to assist the Board of Directors in the efficient and productive management of the Turkish Red Crescent, to strengthen the strategic management mechanisms, to monitor and direct change and transformation, the studies for structuring the Turkish Red Crescent Committee started. In this context, it was decided to establish the Technology Committee, the Strategy Committee, the Risk and Compliance Committee, the Culture and Art Committee, the Real Estate Investment Evaluation Committee and the ARGEYEM Committee. The Technology Committee, the Strategy Committee, the Real Estate Investment Evaluation Committee started their activities and the process of forming the other committees is ongoing.

Project Management:

In-house project request, evaluation and approval processes for 2020 were carried out.

382 Project and Activity requests were evaluated by the Project Management Office.

353 projects and activities were approved by the Board of Directors for their implementation in 2021.

The planning, monitoring and evaluation processes of the projects approved through the Project Management System were managed. The Project Portfolio Monitoring Report was created with the Power BI reporting tool and these reports were made available to all project owner structures.

Grant-Fund Project Application Support Operations

The Project Management Office plays a supporting and guiding role in the application of the relevant structures for support calls made by different institutions and organizations. In this context, intensive efforts were exerted in making project applications, obtaining authorization, and supporting the preparation of necessary information and documents.

34 Office Project applications were made.

7 project applications were made through General Directorate structures.

Project Management, Feasibility Trainings and SROI Briefings

In order to increase in-house project management competence and to support effective budget planning during the project demand phase;

Project Management Office organized Project Management Trainings in May and June 2020.

During September, Project Feasibility Preparation Trainings were provided to 140 people (Project Manager and Project Key Users) by expert trainers.

The Social Impact Management Information Event was held on September 24, 2020 with a broad participation.

Corporate Data Dictionary

Within the scope of the corporate data dictionary, our institution was included in the Presidential Digital Transformation Office (CBDDO) National Data Dictionary Project under the status of Associations. Corporate data dictionary preparation regulation was prepared and approved. Procedure and process drafts were created.

Master Data Management

Within the scope of Master Data Management, the SAP MDG module was launched with the master data management in the first phase. GYS - CRM - LMS - Keycloak systems were included in the integration process. With the master data management, a Singularization Strategy document was created for the singularization of approximately 17 million data available in the CRM system and transferring the clean data to MDG.
In line with the strategic goals of the Turkish Red Crescent, the Directorate of Information Technologies carries out the duties of determining information and communication policies, taking measures to increase corporate efficiency and quality, planning, acquiring, installing, operating and effectively using information and communication infrastructure and services in accordance with national and international standards in order to meet business requirements.

3.15.1. BUSINESS RELATIONS AND PROJECT MANAGEMENT

Directorate of Business Relations and Project Management is responsible for the development, implementation and management of the relevant projects by collecting the demands for the needs of IT strategies in line with corporate strategies, business objectives and corporate architecture. The Directorate ensures the management of relations with end users, solution partners and related units in order to ensure the continuity of the operational functioning of corporate information systems.

In this context, the IT Project activities of the following projects, which were approved by the Directorate of Organizational Development Project Management Office, were conducted/coordinated in 2020.

- Voluntary Management System Project
- Office Automation (SAP) Project
- Samsun Logistics Store (EWM) Project
- Erzurum Regional Logistics Center (EWM) Project
- Master Data Management System Project
- Fundraising Project
- Training Management System Project
- Corporate Biz Portal Project
- Idea Box Project
- Artificial Intelligence for Humanitarian Action Project
- Project Management and Follow up System
- Central Entry System
- Turkish Red Crescent Digital Archive (Opentext DAM) Project
- Turkish Red Crescent Archive Management System Installation Project

3.15.2. IT SYSTEM AND NETWORK MANAGEMENT

Directorate of System and Network Management carries out the virtualization, backup and storage operations of approximately 500 virtual servers across the institution and manages the cloud infrastructure, wired and wireless network infrastructure and operating systems. The Directorate is the department that ensures the management of the application databases and the operation of all devices and applications in terms of operational security by complementing each other smoothly and securely.
In the light of the information above, the requests received and resolved in 2020 by the directorate are as follows.

**DIRECTORATE OF SYSTEM AND NETWORK MANAGEMENT**

**SERVICE DESK REQUEST NUMBER**

<table>
<thead>
<tr>
<th>Unresolved</th>
<th>Resolved</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>41</td>
<td>7,157</td>
<td>7,198</td>
</tr>
</tbody>
</table>

Important activities carried out in 2020 are as follows.

- Providing server resources for all projects in which the Directorate of Information Technologies is a stakeholder in 2020, in particular GYS, and their healthy operation.
- Moving corporate e-mail addresses to Office 365 environment and completing 90% transition by the end of 2020.
- Writing the correlation rules of the Central Log Management (SIEM) Application and activating the alarms and thus recording all transactions with a time stamp.
- Dissemination of Data Leakage Prevention (DLP) Application and starting to write rules. Thus, monitoring sensitive and critical data within the institution and preventing them from being taken out of the institution.
- Uninterrupted access to Microsoft SQL Databases and implementation of ‘always on’ architecture designed for disaster scenarios.
- Conducting activities for the change of the old and insufficient IP infrastructure throughout the organization.
- Transition of our institution to Kamunet infrastructure created for common and secure data sharing with all the public institutions.
- Examining the monthly regular vulnerability tests and carrying out studies to cover the gaps, and performing vulnerability screening tests for the applications implemented during the year before they are launched.
- Providing the Information Technologies infrastructure of the projects carried out within the body of TRC Investment Corp.
- Providing wired, wireless network and system support of existing and newly opened locations of TRC Investment Corp.
- Switching to the new infrastructure in the call center in Gaziantep province.
Other important projects that were carried out within the Directorate of IT and Network Management are as follows:

**TRC VSAT Project (Phase 2)**

Within the scope of the 2nd Phase of the VSAT project carried out at critical locations TRC operates, and whereby there are satellite connections, as well as in mobile vehicles, a total of 15 bonding devices and lines with different characteristics at the locations (MPLS or VDSL, Satellite, GSM) have been merged to offer line redundancy.

**Transferring to a Cloud Platform**

Considering the ability to meet the increasing resource needs of TRC’s current Information Technology infrastructure and sudden capacity increases (holidays, campaign periods, etc.), rapid growths that might occur in large projects (Volunteer Management System, Master data management, LMS training platform, etc.); it was transferred to a Cloud Platform due to the fact that these needs are met in a much shorter time (procurement, contract and overseas supply periods), the whole amount in the budget will not be spent from the first day, and the financial advantage it provides with the monthly “pay as you use” model.

### 3.15.3. INSTITUTIONAL BUSINESS SOFTWARE

The first stage of the SAP Institutional Software Project, initiated to create the technological infrastructure required within the scope of “improving all business processes and internal legislation within the scope of quality management, to complete digital transformation”, which is one of the strategic goals of TRC, was completed, and started to be used as of January 1, 2019.

As the Directorate of Institutional Business Software, we contribute to the Digital Transformation actions of our institution in the following headlines as of 2020.

Projects: Active participation was ensured in the scoping, technical specification actions, technical infrastructure requirements, determination of companies with technical competence and project execution, testing and training actions of projects planned to be carried out in 2020.

- Volunteer Management
- System Office Automation System
- Human Resources Performance Evaluation System
- Erzurum and Samsun Warehouse Management Systems
- Master Data Management
- System Production
- Automation System
- Digital Archive System
- TRC System Structure Inc. SAP
- Project TRC Maintenance Inc. SAP
- Project TRC Logistics Inc. SAP Project
- TRC Social Consultancy Inc.
- SAP Project TRC Portfolio Inc. Fund Management Corporations.
- DORUK Ilgaz Inc.
- Placing the second hand clothing process under TRC Logistics Inc.
As the second hand clothing processes carried out at Çadır Textile Inc. were transferred to TRC Logistics Inc, the processes were redesigned and put into action.

**Maintenance & Support**: Requests are met for the errors and the required authorizations that occur in the processes carried out in S4/HANA (ERP), SAP CRM, SAP SRM, SAP BPC, Fiori systems that started to be used at the beginning of 2019.

**Integrations**: These are the actions that enable the integration of our existing SAP applications, non-SAP applications and external systems for the institution.

### 3.15.4. IT OPERATION MANAGEMENT

- The technical support needs of the personnel within the TRC (computer, printer problems, program installation, etc.) as well as support for non-SAP applications that are in use are provided to ensure business sustainability.

- The coronavirus period has affected the operations of the TRC just as it affected people’s lifestyles. In this context, 24/7 operational support was provided to the staff working remotely at the TRC Headquarters and its provincial organization as well as all affiliated organizations (including the TRC Inc.).

- In the meeting rooms located on the 3rd, 4th, and 5th floors of our Main Building of the Headquarters, a Display and Video Conference System was installed and made ready for the use of our staff. With the Display and Video Conference System; meetings, training, group work, presentations, etc. were ensured to be carried out more effectively.

- Within the scope of the Plasma Fractionation Validation Project, the processes of relevant systems have been improved and made ready for inspection.

- Team structuring was prepared to ensure that the Information Technologies services are developed and rendered efficient. Thanks to the Service Desk application installed with the key user model that had been expanded, interventions are made for the calls created without disrupting the work of staff members, and such calls were resolved successfully.

Within this scope, **47,512 calls opened by the users of Information Technologies services were resolved**.

#### SERVICE DESK

**REQUESTS IN 2020**

<table>
<thead>
<tr>
<th>Open</th>
<th>Resolved</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>389</td>
<td>47,512</td>
<td>47,901</td>
</tr>
</tbody>
</table>
3.15. INFORMATION TECHNOLOGIES

Standards were set for end-user IT equipment to be used within the institution. Items were procured through central procurement with the coordination of the IT department in line with the demands and needs that were compiled. Accordingly, close to 900 hardware conversion processes have been completed within the institution.

Activities were completed to ensure that the Service Desk can be used by the offices. A catalog belonging to the Office Services Directorate was created in the Service Desk to start receiving the requests of the Offices and Representative Offices via the application.

3.15.5. SOFTWARE DEVELOPMENT

Within the scope of the Software Development Directorate:

In order for disadvantaged groups to adapt to social life, systems in which cash aids and services are monitored have been set up and implemented in the funding projects.

Web sites, which are the external face of our institution, have been developed and activities have been carried out so that our donors, those that are in need, our members, who are the stakeholders of our institution, and all citizens who want to get in contact with the institution can follow our corporate policies, vision and mission.

The development and analysis of all the software needed by the General Directorate of Blood Services - which is one of the most important structures that meet the blood needs of the country - and needed within the axes of the Ministry of Health, Medula and donors; have been provided. Especially during the pandemic period, vital applications such as Immune Plasma and Blood Appointment were quickly put into use.

The design, development and maintenance of the applications the institution needs internally and externally that are important for the realization of active TRC membership activities have been ensured. In order to meet and monitor the tablet, PC and mobile line needs of children who are disadvantaged in distance education, the MoNE Donation application was completed in coordination with the Ministry of National Education.

Applications have been developed and maintained in order to increase the visibility of the institution in the mobile environment and to make donation and blood processes much easier. In addition, Dostum Kızılay (My Friend TRC) mobile application was completed to follow the aid distributions made by the volunteers during the outbreak period more effectively.

To centralize and optimize the structures that are common needs of different activities of the institution, technology has been followed and the location information service needed by the Volunteer management system and other applications has been developed. In addition, the Apinizer Api Gateway application has been put into use to create a more secure and trailable system in integrations with external institutions.

Even though we did not implement active software in other critical applications of the institution as the Software Development Directorate, standardization was provided by supporting analysis and testing processes.
The journey of TRC over a century has brought along hundreds of documents and objects witnessing the history of our country as well as the rest, and shedding light into the future. There are many important documents, information, and objects from the Balkans, World War 1, Independence War, and the foundation years of the Republic, marking the history of TRC as well in the 151-year old archives of TRC.

Documents in Ottoman, Ledgers, POW cards, POW Letters, Patient Records, Maps and Sketches, Licenses, Photographs, Stamps, Posters, Medals and Medical Equipment can all be found in the archives of TRC.

Directorate of Editorial Affairs and Archive preserves documents and materials showing the activities of the TRC since its establishment with a total of 7000m² area in 5 different locations including the TRC Archive, Unit Archive Storages and museum material storages.

The TRC Archive and Library is put at the service of researchers to ensure that the history and cultural heritage of TRC is passed onto future generations and that scientific studies are carried out.

<table>
<thead>
<tr>
<th>FACTS AND FIGURES OF THE TRC ARCHIVES</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Documents in Ottoman</td>
<td>1,150,000 (approximately)</td>
</tr>
<tr>
<td>Number of Digitalized Documents from the pre-1928 era</td>
<td>867,901</td>
</tr>
<tr>
<td>Ledgers from the pre-1928 era</td>
<td>2,410</td>
</tr>
<tr>
<td>Documents in Latin Alphabet (1929-2005)</td>
<td>3,508,000 (approximately)</td>
</tr>
<tr>
<td>POW Cards</td>
<td>308,645</td>
</tr>
<tr>
<td>POW Ledgers</td>
<td>75</td>
</tr>
<tr>
<td>POW Lists</td>
<td>127 (5,419 pages)</td>
</tr>
<tr>
<td>Number of Photographs</td>
<td>45,000 (approximately)</td>
</tr>
<tr>
<td>Number of Library Resources</td>
<td>6,516</td>
</tr>
<tr>
<td>Number of Researchers</td>
<td>727</td>
</tr>
<tr>
<td>Material Inventory Entries</td>
<td>4,057</td>
</tr>
<tr>
<td>Old Scripture / Latin Alphabet Texts Sorted</td>
<td>204,637</td>
</tr>
<tr>
<td>Old Scripture / Latin Alphabet Texts Numbered</td>
<td>887,684</td>
</tr>
<tr>
<td>Restoration Activities</td>
<td>751</td>
</tr>
<tr>
<td>Number of Visitors of the Archive Exhibits</td>
<td>18,760</td>
</tr>
</tbody>
</table>

### 3.16.1. EDITORIAL AFFAIRS AND ARCHIVAL ACTIVITIES

**Research Services**

56 people from universities as well as public authorities and entities applied to the archives of TRC and benefited from those resources in 2020.
Sorting & Classification Activities

A total of 178 folders (131,467 old scripts) in the archive collection were sorted in the form of files and the bibliographic records of the documents were conveyed into the archives catalogue in electronic medium for the researchers' benefit (http://kizilaytarih.org).

Classification of Old Scripts

Classification of New Scripts

Digitalization: A total of 48,213 documents consisting of old scripts, new scripts, magazines and books in the archive collection were digitalized using precision scanners.

Numbering: A total of 45,081 documents consisting of old scripts and new scripts in our collection were identified numerically.

Restoration/Conservation Activities: Restoration and conservation procedures were carried out on damaged and illegible documents in our collection. Documents with loss which were damaged by the effects of rust, mud and dust or by insects were made available to researchers after being completed and bonded through dry / mechanical cleaning.

Documents

Inventory Stocking: In order to enrich our collection, 37 materials related to the activities of the Turkish Red Crescent since its establishment were taken into the inventory.

Library Services: In 2020, KOHA system, which is a library software program with open source, was activated and the data sources of 5,010 resources at the library collection were transferred to the new software program (http://kutuphane.kizilaytarih.org/). In line with the request of Presidency of Academy, “TRC Academy” library was identified in KOHA system, independently from “TRC Library”, and access to this system was granted to the designated officials.

If a search is made on the field of “Kataloglar / Z39.50 SRU” in KOHA system, TOKAT data can be accessed, too.

Archive Exhibition Area: During the visits to archive and exhibition area, Red Cross & Red Crescent Movement and history are introduced and information on our Archive collection is provided. Approximately 143 people from universities, schools and public institutions and organizations visited our Archive in 2020.

3.16.2. DOCUMENTATION MANAGEMENT & ARCHIVING PROCEDURES

As per Article 2 of “the Presidential Decree on the Directorate of State Archives” numbered 11, published in the Official Gazette dated 16.07.2018 numbered 30480, Turkish Red Crescent is among the taxpayer institutions of the Directorate of State Archives of the Presidency of the Republic of Turkey. Therefore, “Archive Regulation of Turkish Red Crescent Society”, which was on archive management acts and procedures and adopted by the decision of the Governing Board of the Turkish Red Crescent dated 18/05/2006 and numbered 5, was abolished. Organization and conservation of documents created as a result of the acts and procedures of our society, detection, sorting, destruction of archived and archival documents and procedures related to document transfer to the Directorate of State Archives of the Presidency of the Republic of Turkey are carried out in accordance with the principles and procedures specified in “the Regulation on State Archive Services”, published in the Official Gazette dated 18.10.2019 and numbered 30922.
3.16. EDITORIAL AND ARCHIVE MANAGEMENT

**Sorting and Destruction Activities:** Within the scope of sorting and destruction activities for the documents created by TRC units;

 temporada list of 2,535 files of Human Resources Directorate, whose sorting and destruction activities have been started, have been reserved for destruction.

 temporada list of 2,301 files of Directorate of Finance and Treasury Management and Budget and Accounting Directorate, whose sorting and destruction activities have been started, have been reserved for destruction. Activities are ongoing.

 temporada list of TRC Altındağ Head of Branches and TRC Çankaya Head of Branches have started.

**Unit Archive Activities:** Controlled access has been provided by the relevant units to the unit archives, whose entry and exit responsibility is under the Editorial and Archive Directorate, to securely provide documents.

3.16.3. TRAINING AND GUIDANCE

Within the scope of the Branches Automation Project, training on documentation and archive management was provided to the heads of Branches via “Microsoft Teams” in order to ensure regular conduct of documentation management.

In line with the requests of the units under the General Directorate, guidance was provided on documentation and archive management.

3.16.4. PROJECTS

**POW Letters Transcription Project:** 25,504 POW letters in our Archive collection were translated into present-day Turkish by the volunteers within the scope of the project conducted in cooperation with Hayrat Foundation.

**POW Cards Transcription Project:** 86,243 of 308,645 POW cards were translated into present-day Turkish by the volunteers within the scope of the project conducted in cooperation with Hayrat Foundation.

**Archive Software Project:** Procurement processes were started for the electronic archive and document management system, which will be created in Opentext conducted in coordination with the Directorate of Information Technologies.

**Book:** From Hilal-I Ahmer To Kızılay I-II: The revision of the books published by the TRC in 2000-2001, From Hilal-I Ahmer to Kızılay I-II were revised by Prof. Dr. Seçil Karal Akgül in the light of new documents. The work was prepared and printed as two volumes and published on our website (http://kizilaytarih.org/) to serve the researchers.

**Çanakkale Ağadere Exhibition:** In “Two Crescents, One Independence” exhibition in Ağadere locality of Çanakkale Province, the historical documents (archive, museum and library collection) in our archive collection, which were about the activities of the Red Crescent since its establishment, were displayed.

**İzmir Earthquake:** Personal belongings recovered from the wreckage in the earthquake that occurred in İzmir on 30.10.2020 were sorted to be delivered to the earthquake victims.

**Handover of Archival Documents:** Within the scope of the Regulation on State Archives, prepared based on the decree on the Directorate of State Archives, numbered 11, published in the Official Gazette dated 16.07.2018 numbered 30480, 266 archive boxes, which contain Ottoman (old Turkish) documents in our archive collection that we do not need for the continuation of our organizational processes, were handed over to the Directorate of State Archives with an “Archive Document Handover and Inventory Form”. 
Within the scope of Governance Support, which was restructured in 2020 in line with 2030 Strategic Goals:

- It has been ensured that necessary operations are developed within the framework of strategic goals to structure internal governance processes based on good governance principles and to ensure their sustainability.

- Areas for improvement in governance have been identified.
Coordination of necessary arrangements has been ensured for the Turkish Red Crescent to be a society where strategic and operational business processes supported by technology, are managed based on more rapid, effective and sound decisions.

Board of Directors’s decision-making process has been coordinated on behalf of the Board of Directors.
3.18. ORGANIZATIONAL RISK AND ADAPTATION

Directorate of Organizational Risk and Adaptation, which is affiliated to the Director General of the Turkish Red Crescent, carries out risk, internal audit and adaptation activities to provide a reasonable assurance to and increase effectiveness and efficiency of organizational activities.

3.18.1. FINANCIAL CONTROL

Directorate of Financial Control controls the compliance of (i) the expenditures made in relation to the acts and procedures conducted in Headquarters and Activity Fields of the Directorate General of Turkish Red Crescent as well (ii) as necessary contracts for goods and service procurement and immovables to implement such acts and procedures and (iii) expenditures made by the teams built to conduct activities such as national and international aids within the scope of the Constitution of the Turkish Red Crescent, with the legislative procedures and conduct necessary acts and reporting activities on the identified matters.

<table>
<thead>
<tr>
<th>Controlled Expenditures</th>
<th>Controlled Construction Progress Payment</th>
<th>Controlled tenders</th>
<th>The Teams whose Expenditures were Controlled</th>
<th>Conducted Financial Reviews</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>National</td>
<td>International</td>
</tr>
<tr>
<td>3,473</td>
<td>84</td>
<td>112</td>
<td>10</td>
<td>45</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6,041</td>
</tr>
</tbody>
</table>

3.18.2. INTERNAL CONTROL

Directorate of Internal Control contributes to the processes by conducting risk-based internal controls with a view to identifying and evaluating current controls and identifying the gaps in the control environment and to the increase in the efficiency and productivity of the operations. Below activities were conducted within the scope of internal control:

- General compliance audits and action tracking of Kızılay Kart, jointly run by Turkish Red Crescent and IFRC
- Auditing Purchases of Kızılay Kart, jointly run by Turkish Red Crescent and IFRC
- Auditing Beneficiary List of Kızılay Kart, jointly run by Turkish Red Crescent and IFRC
- Financial auditing of Kızılay Kart, jointly run by Turkish Red Crescent and IFRC
- Preparing the IT auditing scope of Kızılay Kart, jointly run by Turkish Red Crescent and IFRC
- Instant audit on September 2020 Sealed Tenders on ihale.kizilay system
- Instant audit on September 2020 tenders of Community-based Migration Programs
- Tracking actions committed in relation to the audit findings of travels/allowances
- Preparing Organizational Risk and Internal Control Regulation
3.18.3. ORGANIZATIONAL RISK

Directorate of Organizational Risk aims to provide consultancy and assistance to process owners by

- Organizing workshops on identification, evaluation and management (identification of the controls and improvement thereof where necessary) of the risks related to the activities conducted by process owners;
- Preparing information notes on risk evaluation related to the policies, procedures, regulations and contracts, which have yet to be in effect, upon the requests of the process owners;
- Taking an active role in process-related risk identification and evaluation stages during and before internal controls;
- Organizing informational and training activities to raise awareness and increase knowledge on risk management and internal control among the unit heads who bear primary responsibility in risk management and risk champions assigned in activity units;
- Tracking actions on improvement suggestions agreed with process owners during risk evaluation workshops;
- Informing the Internal Audit and Risk Committee on management of organizational risks and control weaknesses.

Following activities were carried out within the scope of organizational risk:

- Preparation of risk assessment and internal audit for 2021-2023
- 2020 Risk assessment on Ramadan Campaign
- Risk assessment on Liven-up Project
- COVID-19 Emergency and Business Continuity Plan
- Risk assessment study on SMS and social media process
- Preparing draft risk profiles for Branches
- 2020 project risk assessment study
- Organization of COVID-19 Commission Activities
- Infrastructural preparations for establishment of a risk acceptance process
- Risk-based statement of opinions on regulations, policies and contracts
Directorate of Administrative Services is responsible for purchases amounting up to TRY 20,000, management of fleet contracts and operations, tangible fixed assets and debit management, contract and operation management of scraps, second-hand and salvage supplies, staff catering and management, management of personnel service contracts and operations, contracts and management of contracts for corporate telephone line for staff, travel, visa and passport processes, accommodation contracts and operation management, promotional prototype inspection and budget tracking, IP switchboard management, invoice tracking and payments.

<table>
<thead>
<tr>
<th>TRC VEHICLE SUMMARY</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Self-Owned Vehicles</td>
<td>901</td>
<td></td>
</tr>
<tr>
<td>Number of Rental Vehicles</td>
<td>843</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DOCUMENT INFORMATION</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Incoming Documents</td>
<td>10,042</td>
<td></td>
</tr>
<tr>
<td>Number of Shipments for Outgoing Documents</td>
<td>9,464</td>
<td></td>
</tr>
<tr>
<td>Shipment</td>
<td>9,350</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TRAVEL MANAGEMENT DATA</th>
<th>Unit</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic Flight Tickets</td>
<td>1,052</td>
<td>TRY 339,125.73</td>
</tr>
<tr>
<td>International Flight Tickets</td>
<td>229</td>
<td>TRY 582,957.68</td>
</tr>
<tr>
<td>Accommodation</td>
<td>91</td>
<td>TRY 24,244.61</td>
</tr>
<tr>
<td>Railway Travel</td>
<td>7</td>
<td>TRY 465.50</td>
</tr>
</tbody>
</table>
The delivery, entry procedures and fixture records of the vehicles coming from our Organization’s Directorates and Branches were completed, requests for vehicles were met, active assistance was provided to such processes as vehicle licensing, registration, donation, inspection, tax, traffic insurance and comprehensive coverage, penalty, accident, etc.

Following services of our Organization’s Managements and Directorates were provided, namely administrative and support services, environmental planning, cleaning, blue collar personal management, guard/security services, transportation affairs, maintenance, repair and technical support services.

Such services as maintenance and repair of heating, lighting, cooling, sound systems, switchboard, generator, elevator etc. as well as technical assistance related to electrical-UPS-data telephone lines were provided for the Managements and Directorates of our Organization.

Tangible fixed assets module, which is included in the modules of SAP institutional software solution, which has been in use since 2019, has been actively used and fixed assets liability transactions have been carried out.

Within the scope of travel management, such arrangements as purchase of flight tickets for domestic and international assignments, accommodation, visa procedures, passport transactions, official correspondences with the embassy and the ministry of foreign affairs, travel health insurance, institutional agreements with airlines company have been carried out and these processes have been followed up. Institutional agreements with hotels were signed and followed up, accrual transactions of all expenses were made.

Within the scope of Occupational Health and Safety, 3 Occupational Health and Safety (OHS) specialists carried out a supervision in the working environment of additional service building of Kırımlı Dr. Aziz Bey ve Fatma Aliye Hanım for Legal Affairs and Inspection Board, which is located in Etimesgut Campus of the General Directorate. 1 physician and 3 nurses examined and treated 2,434 staff members. Periodic health examinations of 19 staff members were made. 92 staff members were examined for employment. In addition, such activities as biological risk assessment report, HES code application, supervision of working environment, health surveillance, mask use control, disinfection procedures were carried out.
In 2020, the Directorate of Procurement carried out following activities: Conducting tenders for procurement under Directorate General of Turkish Red Crescent and other procurement activities under General Directorate of Blood Services, which are beyond the authority of these structures; preparing and updating supplier portfolio; consolidating requests to ensure that TRC units can benefit from the advantages of mass purchase of common needs; conducting tender processes; ensuring goods / service standardization in terms of methods; planning and categorizing goods and services to be procured; managing and tracking contracts for goods and service procurement.

Following activities were carried out within the scope of procurement:

- Using implementation experiences for / providing support to legislative amendment and updating works, preparing improvement suggestions
- Determining suppliers on the basis of product / service groups within the scope of business requirements and strategic procurement priorities
- Establishing criteria for approved suppliers and identifying approved suppliers, managing updating process
- Managing tender processes and selecting suppliers as a result of tenders
- Signing business contracts / service agreements with suppliers for the required supplies, transferring signed contracts to relevant units
- Providing guidance services for tender processes of head of Branches and other units
- Conducting such operations as creating purchase orders
- Providing trainings on procurement to the staff of Branches within the framework of “SAP Branch Automation Training Program”
- Establishing a supplier evaluation infrastructure, implementing pilot practice
In all the structures within the Turkish Red Crescent, such processes as establishing central logistics management, national and international logistics planning, supply management, inventory and stock management, carrying out customs clearances and shipping management and making central plannings and investments of logistics in line with the needs are carried out.

3.21. LOGISTICS PLANNING AND REQUEST MANAGEMENT

It includes tracking and administration of all operations by making all central planning in relation to all logistic activities in line with the strategies and goals of our Organization.

Logistics and inventory planning were made in line with the needs and requests.

Assistance was provided to the planning of new warehouse and fleet investments and existing capacity building activities.

Procurement requests for logistics and inventories were created based on needs, and monitoring and control activities were conducted on the system.

In order to ensure the integration of customs personnel authorized by our Organization into the customs system through their computers for 24/7, Evrim Customs Software was put into use and all customs transactions across the country were carried out from the center.

Within the scope of the activities carried out by the Syria Field Coordination Office, it was ensured that the declarations of customs transactions were controlled and archived.
3.21.2. INVENTORY AND STOCK MANAGEMENT

In line with the organizational strategies and goals, it includes management and administration of inventory operations according to critical stock levels and in-kind donation plans.

With a view to ensuring a supply management on international standards and implementing a heavy-duty racking system that rises vertically for efficient use of storage space and allows material storage back-to-back within the framework of TRC Logistics structuring, the racking systems in Erzurum Regional Logistics Center and Samsun Local Logistics Center were designed after Istanbul Anatolian Regional Logistics Center, the technical specifications were prepared therefor, contracts were followed up after the tender processes, installation of rack system and acceptance operations were completed and basic disaster supply kits were placed on the racks.

SAP EWM Conceptual report has been prepared for Erzurum Regional Logistics Center by benefitting from the experiences gained in Istanbul Regional Logistics Center and it has been planned to be commissioned as soon as possible. In addition, SAP EWM module application integration for logistics centers’ inventory management was ensured, terminal systems were set up, address-barcode labeling operations were conducted.

Weekly Toolboxes (on the job trainings) were started in our Logistics Centers and a big step was taken towards preventing occupational accidents in our warehouses.

As of the beginning of COVID-19 pandemic, in-kind donations coming to our Logistics Centers were quickly prepared by our staff and distributed to our healthcare personnel, the dormitories within the scope of General Directorate of Credit and Dormitories Agency and all citizens affected by the process. In addition, aid was delivered to other countries affected by COVID-19, as well.

Ventilators, which are the most important healthcare supplies of COVID-19 period purchased by TRC, were sorted to be distributed in the Logistics Centers for National Ventilators to our Hospitals and consigned in cooperation with the Directorate of Consignment Management.

3.21.3 DIRECTORATE OF CONSIGNMENT MANAGEMENT

It includes the management of the planning and processes necessary for the timely delivery of the vehicle fleet of the Organization in line with the logistics and inventory planning and, when necessary, through service procurement.

A total of 3,382,045 km was covered (Converted to KM from Miles).

Deliveries were made to a total of 5,313 points in Turkey and abroad.

A total of 99,743,302 kg supplies were delivered.

In 2020, the designs of all vehicles were renewed within the scope of the institutional identity operations.