

TURKISH RED CRESCENT Activity Report 2023



CAN'T BE
WITHOUT YOU





TURKISH RED CRESCENT
Activity Report
2023

Our Turkish Red Crescent, which has been the flagship of goodness for 156 years, was by the side of humanity in 2023 as well.



Our Turkish Red Crescent, which has been the flagship of goodness for 156 years, was by the side of humanity in 2023 as well, thanks to its donors and volunteers.

Last year's Kahramanmaraş Earthquakes, which deeply affected us all and were labeled as the "disaster of the century", remained the focal point of our activities. In the aftermath of the Kahramanmaraş Earthquakes, one of the most significant disasters in world history, we provided support to those in need in nutrition services which is our primary responsibility as well as through social services, health, education and livelihood development activities. We carried out these activities, the details of which are presented in the report you are reading, in cooperation with relevant public institutions, international and national stakeholders. In addition, we stood by those in need during disasters and emergencies such as floods, forest fires and landslides that occurred at different times throughout the year. Moreover, we continued and further developed our activities themed around blood services, public health, migration, social services, education and research.

We conduct our institutional structuring and humanitarian aid paradigm with a focus not only on crisis response but also on risk management and crisis prevention. Within this context, we strive to prevent human-caused and natural hazards from turning into disasters through our educational, capacity building and advocacy efforts aimed at ensuring individual and social resilience.

While reading the data presented in this report, we never forget that each number represents a human being. With the awareness that every individual we interact with holds various roles in their lives – whether as a mother, father, child, spouse, uncle, aunt, nephew, niece, lover, or friend – and with the understanding that each person has their own unique story, we "always keep in mind"

the uniqueness of everyone we reach out to. Furthermore, we place the understanding that donations entrusted to us and efforts volunteered are sacred trusts at the core of our activities. For this reason, we place importance on enhancing our business and quality processes, ensuring transparency and upholding accountability.

In this context, throughout the past year, we have endeavored to present the work we have done with a rights-based approach, from a perspective that will protect the rights and laws of both the aid recipient and the aid provider.

We know that the name Red Crescent is used in these lands as another name for solidarity, benevolence, cooperation and humanitarianism, far beyond just being an aid organization. We are aware of this esteem and continue our efforts to preserve this reputation.

I would like to take this opportunity to express my gratitude to our board members, branch presidents, branch staff, colleagues, Turkish Red Crescent Youth, Turkish Red Crescent Women, Turkish Red Crescent Accessible teams, as well as all our volunteers and donors. It is through their collective efforts that the activities presented in this annual report have been made possible.

I extend my condolences to all those who lost their lives in the earthquake, especially our Turkish Red Crescent colleagues and volunteers who perished during the earthquake.

In 2024, we will continue our journey of goodness with activities that enhance both individual and social resilience. With gratitude and appreciation to all Turkish Red Crescent members who accompany us on this journey, especially our volunteers and donors...

Prof. Dr. Fatma Meriç Yılmaz
President



**TURKISH
RED CRESCENT**
Activity Report
2023

GENERAL

INFORMATION

01

1.1. Mission and Vision

Mission

“Working with the power of kindness to increase the resilience of individuals and communities in order to protect human dignity and to alleviate human suffering”

To increase the resilience of people, communities, and societies in our country and around the world, to take action to alleviate human suffering wherever needed while respecting the right of every human being to live a dignified life, and to carry out advocacy on the basis of humanity.

Vision

“Well-being and safe living for all.”

To carry out effective and influential humanitarian aid activities during both disaster periods and ordinary times in order to ensure that everyone, especially people in fragile areas, live humanely in our country and across the world.



1.2. Powers, Duties and Responsibilities

The duties of Turkish Red Crescent during disasters and the usual course of time are to provide aid for people who are vulnerable and in need, enhance cooperation in the society, supply safe blood services, and mitigate vulnerability.

The duties of Turkish Red Crescent outside armed conflicts include fundamental duties (promoting the principles of the International Red Cross and Red Crescent Movement, promoting international humanitarian law, conducting association activities, establishing volunteer organizations, supporting humanitarian aid activities, etc.), social services and humanitarian aid duties, disaster and safety-related duties, health service duties, duties related to blood services, youth service duties, and duties related to chemical, biological, radiological and nuclear hazards.

“The duties of Turkish Red Crescent in armed conflicts, to which the Republic of Türkiye is a party, include providing medical assistance, supporting prisoners of war and delivering humanitarian aid as required by international law during conflicts. In conflicts where Türkiye is not a party, the duties of Red Crescent involve providing medical intervention, supporting prisoners of war, and delivering humanitarian aid to non-combatants. It acts as a neutral and impartial humanitarian organization, accepted by the conflicting parties or permitted by international law, and authorized by the Republic of Türkiye.



1.3. Fundamental Principles

Turkish Red Crescent operates under the fundamental principles of the International Red Cross and Red Crescent Movement, as stated below:

Humanity: Red Crescent, which set out with the wish to help injured people on the battlefield without any discrimination, endeavors to prevent and relieve human suffering everywhere within its national and international capacity. It aims to protect human life and health, and to ensure that human dignity is respected. It promotes mutual understanding, amity, collaboration and lasting peace amongst people.

Impartiality: Red Crescent makes no discrimination as to nationality, race, religious beliefs, class or opinions. It tries to relieve human suffering by giving priority to the most urgent and essential situations, based only on needs.

Neutrality: In order to enjoy the confidence of all, Red Crescent does not take sides in hostilities. It does not engage at any time in controversies of a political, ethnical, religious,



and ideological nature.

Independence: Red Crescent is independent. National societies retain their autonomy in their humanitarian activities in accordance with the basic principles of the International Red Cross–Red Crescent Movement, subordinate to the public authorities and subject to the laws of their countries' states.

Voluntary Service: Red Crescent is a voluntary relief movement not prompted in any manner by desire for material or nonmaterial gain.

Unity: There can be only one “Turkish Red Crescent Society”, “Turkish Red Crescent” and “Red Crescent” in Türkiye. This society is open to everyone. It carries out the humanitarian works across the country.

Universality: Turkish Red Crescent, which has equal status with national societies of other countries and shares equal responsibilities and duties with them regarding mutual cooperation, is a universal organization.

1.4. Institutional Principles

Turkish Red Crescent operates under the following institutional principles:

Justice: Evaluates all situations and options in all its activities and services fairly and neutrally, by treating everyone equally and looking after an equitable approach.

Liability: Turkish Red Crescent carries its activities and services in conformity with the fundamental principles of the movement of which it is a member, respective national and international legislation, in-house regulations and social and ethical values.

Accountability: Turkish Red Crescent defines its rules and responsibilities regarding the management in a clear way and adopts the principles of transparency and openness to the public within the framework of these responsibilities.

Transparency: Turkish Red Crescent discloses sufficient, correct and comparable information about the institution in financial, real and economic aspects in a timely, concrete and clear manner.



1.5. Institutional Values

Turkish Red Crescent operates under the following institutional values:

Justice: Turkish Red Crescent represents justice. It delivers its services to everyone without any discrimination. It provides its services for all societies by sticking to the Fundamental Principles of the International Movement and its own Institutional Values. Turkish Red Crescent defines the value of “justice” as;

- Adopting the same attitude and behavior to all segments, classes and people without any discrimination as to religion, language, race, nationality and sex,
- Evaluating each and every situation and option in a fair and impartial manner,
- Conforming to the justice value during its all activities and services,
- Supporting lasting peace by means of spreading humanitarian values,
- The basis of the relationships among Turkish Red Crescent members, making it a component of institutional culture.

Open Communication: By its reason for existence, Turkish Red Crescent is free of all stereotypes and prejudices, and is sharing. It shares information with its donors, solution partners and society, and makes it accessible thereby. Turkish Red Crescent defines the value of "Open Communication" as;

- Sharing information and experience,
- Interacting with the society,
- Being accessible, transparent and accountable,
- Sharing information in the organization on continuous and simultaneous basis, making it a component of institutional culture.

Solidarity: Turkish Red Crescent is the symbol of solidarity and cooperation. Relying on its origins and people's sensitivity, Turkish Red Crescent meet its donors on common values and takes joint action with them. Turkish Red Crescent supports its all services thanks to the power of society. Members of Turkish Red Crescent also attach importance to solidarity among them while they provide services based on their original culture, traditions and experiences. Turkish Red Crescent defines the value of "solidarity" as;

- Commitment, team spirit, trust, collaboration, cooperation and sharing, making it a component of institutional culture.

Trust: Turkish Red Crescent ensures trust by putting its Fundamental Principles and Institutional Values into practice. Above all, it prioritizes and guarantees the protection of human dignity. The relationships among Turkish Red Crescent members are based on trust. Turkish Red Crescent defines the value of "trust" as;

- Being reliable in terms of expressions, performances and behaviors,
- Basis of success and reputation,
- Confidence and continuity in relationships,
- Providing services to the extent of its resources and capacity,
- A tool for solving social problems, making it a component of institutional culture.

Honor of Red Crescent Advocacy: Red Crescent Advocacy takes the pleasure in translating social common sense, conscience, tolerance, compassion and charitably into service. Red Crescent Advocates are "Charity Dervishes" that sincerely adopt and embrace Fundamental Principles and Institutional Values of Turkish Red Crescent, represent such principles and values in their attitudes, behaviors and services, devotedly serve to ease human suffering. It is an honor to be the member of Turkish Red Crescent which serves under the safeguarding of Presidency, the most supreme authority of the country. Turkish Red Crescent defines the value of "Honor of Red Crescent Advocacy" as;

Serving under the guidance of institutional values and principles of International Movement and by exercising,

- Will-power and rationality,
- Enthusiasm, passion and commitment,
- Modern, innovative and distinctive approach.

Red Crescent Advocates behave in a manner not to jeopardize "Honor of Red Crescent Advocacy", making it a component of institutional culture.

1.6. Board of Directors and Auditing Board

1.7.1. Board of Directors

Board of Directors is one of the imperative bodies of Turkish Red Crescent and such quality of it is regulated in the Turkish Civil Code no 4721. Its duties and authorities were defined through Turkish Red Crescent Society Statute which took effect after published in the Official Gazette dated 27.04.2022. It is the executive decision making organ liable against the General Assembly of Headquarters, which determines the strategy of Turkish Red Crescent, ensures that all the transactions on the purpose and management of Turkish Red Crescent are regulated, performed and supervised according to the international treaties in force, the relevant laws, the general assembly resolutions, and the codes of practice of the Statute.

Board of Directors is composed of eleven original and ten substitute members including the president, who are elected by Turkish Red Crescent General Assembly of Headquarters. At least three of the members must be women and one must be a young member between the ages of 18 and 31. Board of Directors meets regularly to discuss the subjects coming under the duty and authorization under the chairmanship of the president or vice president, and determines the strategies on the business and operation of Turkish Red Crescent and takes decisions accordingly.

Board of Directors

- Directs, controls and takes Turkish Red Crescent Society forward for the public weal.
- Ensures that Turkish Red Crescent Society Statute, regulations and good governance principles & tools are adapted.
- Ensures that the voice of the public is heard and their expectations are met in the resolutions of Governing Board of Headquarters (GMYK) and the sub-resolutions under execution.
- Determines the mission, vision and strategic direction of the institution.
- Prepares and decides on medium and long term plans, including annual plans.
- Determines the strategies for the provision of adequate financial resources.
- Monitors the risk management activities of the institutions and ensures effective risk management.
- Finalizes the outcomes in case that it has Turkish Red Crescent Society inspected, audited, and subject to a prosecution opened if deemed necessary.
- Ensures that the organization works responsibly for its efficiency, reliability and sustainability by maintaining constructive relations with the executive functions.
- Brings in the expertise needed by the institution and provides support specific to the field of service.

In 2023, the Headquarters Board of Directors (GMYK) held a total of 22 meetings, four of which were extraordinary, and concluded on 637 agenda items.

1.6. Board of Directors and Auditing Board

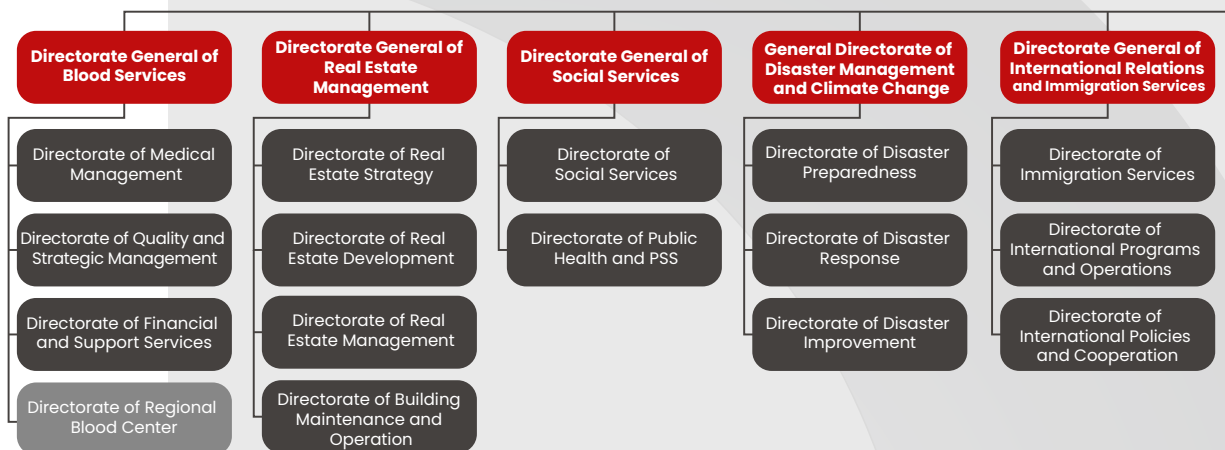
1.7.2. Members of the Board of Directors



1.7.3. Members of the Auditing Board



1.7. Organizational Chart



General Assembly

Supervisory Board

Board of Directors

Provincial (Central) and District Branches

Red Crescent Committees

Inspection Board

Red Crescent Councils

Legal Affairs Department

Executive Board

Press Consultancy Department

Directorate of Private Secretary

Directorate General of the Governance Office

Red Crescent Academy Department

Corporate Risk and Control Department

Directorate General of Finance and Accounting

Directorate General of Support Services

Directorate General of Communication and Donation Management

Directorate of Organisational Development

Directorate of Training

Directorate of Risk and Internal Control

Directorate of Budget and Accounting Management

Directorate of Human Resources

Directorate of Corporate Communication and Events Management

Directorate of Branch Services

Directorate of Academy Management Office

Directorate of Financial Control

Directorate of Finance and Treasury Management

Directorate of Administrative Services

Directorate of Donor Relations and Fund Raising

Directorate of Governance Services

Directorate of Purchasing

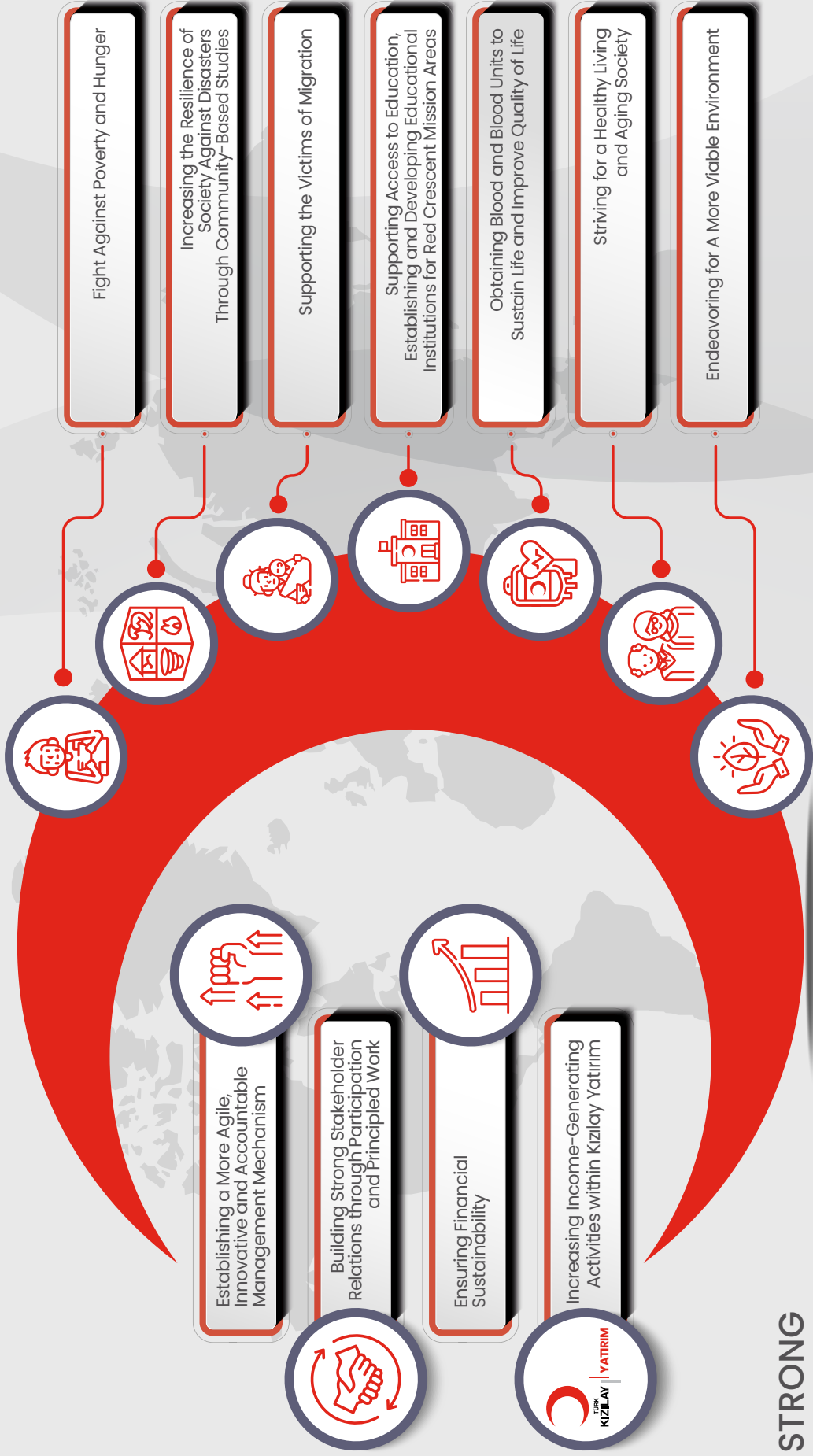
Directorate of Brand and Content Management

Directorate of Volunteer Management

Figure 1 Turkish Red Crescent Society Organizational Chart as of 31.12.2023

1.9. Turkish Red Crescent Strategic Plan for 2021–2030

Turkish Red Crescent Strategic Plan for 2021–2030 includes the future vision of the organization and the goals and objectives it determined for this purpose. Prepared with the contribution of all stakeholders, the plan is composed of 2 fundamental areas, 11 goals, and 44 objectives for strengthening the social resilience and developing a powerful governance and institutional reliance.



SOCIAL RESILIENCE

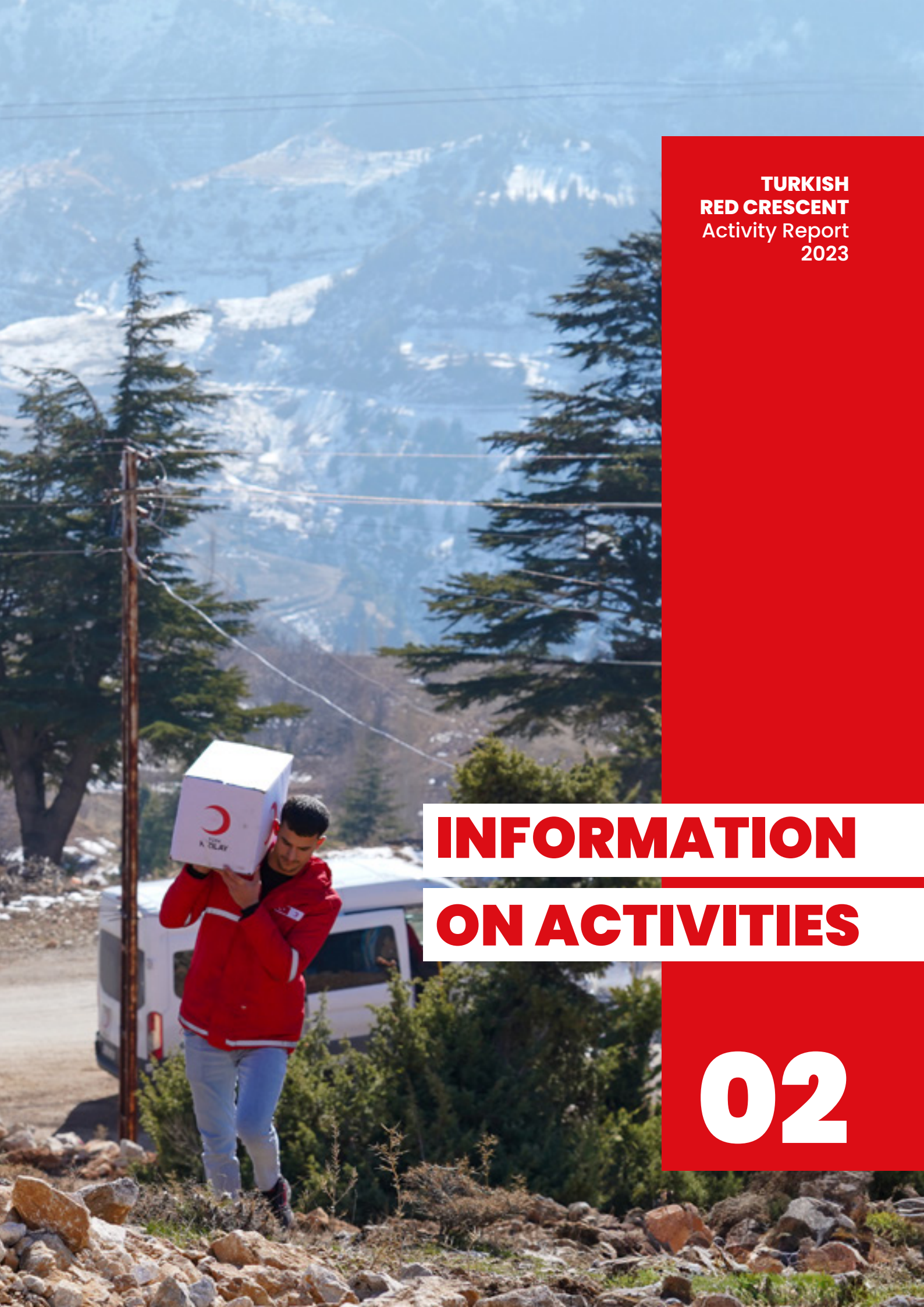
STRONG GOVERNANCE AND CORPORATE TRUST



**TURKISH
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**INFORMATION
ON ACTIVITIES**

02



2.1 Social Resilience

There are 7 goals and 29 objectives under the fundamental field of “Social Resilience” in the Strategic Plan.

Goals:

- Fighting against poverty and hunger
- Supporting the victims of migration
- Increasing the resilience of society against disasters through community-based studies
- Striving for a society that lives and ages healthfully
- Obtaining blood and blood products to sustain life and improve quality of life
- Supporting the access to education, establish and developing educational institutions intended for the mission fields of Turkish Red Crescent
- Endeavoring for a more viable environment



22,609,774

Number Of People Reached
In The Field Of Poverty And Hunger



4,833,924

Number Of People Reached
In The Field Of Migration



2,764,470

Number Of People Reached
In The Field Of Disasters



11,005,748

Number Of People Reached
In The Field Of Health



4,166,726

Number Of People Reached
In The Field Of Blood



485,950

Number Of People Reached
In The Field Of Education



15,143

Number Of People Reached
In The Field Of Environment

2.1.1. Fight Against Poverty and Hunger

Objectives:

- Executing and developing regional cheering up (strengthening) projects
- Operating the social aids for needy people in a quality and effective manner
- Increasing the quantity and quality of food services provided to the needy people
- Drilling water-wells in regions that need clean water, establish water sanitation systems
- Carrying out activities to prevent global hunger and wastage
- Creating and executing Turkish Red Crescent Zakat Venture



71
Domestic

6
Foreign

Cheering Up
(Strengthening)
Project



Cheering Up (Strengthening) Projects Beneficiaries

944
Domestic

219,685
Foreign



35

Country Where Social
Assistance Activities Are
Carried Out Abroad



13,436,867

Food Distributed Through
Soup-Kitchens (Domestic)



6,471,318

People Reached In The Area Of Fight Against Poverty And Hunger (Foreign)



323,705

Sheltering and NFI* - People



4,309,947

Food - People



507,301

Water, Sanitation, Hygiene- People



233,920

Other- People



1,096,445

Soup Kitchen (2 Soup Kitchens) - People

*Non Food Items



16,137,372

People Reached In The Area Of Fight Against Poverty And Hunger (Domestic) - People



169,960

Sheltering - People



2,705,161

Food - People



1,197,092

Canned Goods - People



954,586

In-Cash Assistance - People



4,508,395

Clothing - People



3,497,952

Other - People



1,894,863

Iftar Meal - People



48,193

Soup Kitchen (39 Soup Kitchens) - People



1,162,254

Mobile Soup Kitchen And Catering Truck - People

Social Services Organizations

39

Soup Kitchen (Domestic)

2

Soup Kitchen (Foreign)

167

Mobile Soup Kitchen And Catering Truck

8

Social Market

137

Boutique

The activities carried out within the scope of the goal and objectives of Fighting Against Poverty and Hunger are given below.

2.1.1.1. National Cheering Up Projects

National Cheering Up Projects are Turkish Red Crescent projects designed by its branches to improve the socio-economic situation of the society in line with the goals and objectives of the Association, and carried out in collaboration with stakeholder institutions, organizations and volunteers in provinces and districts. They are carried out in cooperation with stakeholders to increase social solidarity and empowerment across the country. Within the scope of this activity, **71** projects were launched across the country in 2023 and **944** beneficiaries have been reached so far. Projects are also ongoing in 2024.

2.1.1.2. International Cheering Up Projects

In line with the association's goals and objectives, **6** projects aimed at improving the socio-economic situation of the communities in Azerbaijan, Bangladesh, Palestine, Kyrgyzstan and Somalia have reached **219,685** beneficiaries.

2.1.1.3. National Social Assistance Efforts

Disaster and Emergency Aid

These are the aids in cash and in-kind provided for people and groups affected from disasters and emergencies. Within the scope of this activity, **3,405,904** people in need were reached in 2023.

Minimum Living Support

It refers to the aid in cash provided for needy people to support basic needs they have difficulty in supplying. This aid program is preferred when there is no family member who can work or there is a need for various aids. Within the scope of this activity, **92,120** people in need were reached in 2023.

Donor Aids

These are services such as health care, accompaniment and transportation support, social activities, social support, and burial and condolence services for the elderly donors in the event of their death. Within the scope of this activity, **207** elderly donors were reached in 2023.

Sheltering Aids

The are the assistance, both in-kind and in cash, provided for the improvement of the conditions of the homes in which the people in need reside permanently and are in such a state that they cannot be inhabited (maintenance and repair, household goods, construction, containers or prefabricated housing, etc.), or to meet their housing-related financial obligations (rental support, bill assistance, etc.). Within the scope of this activity, **165,588** people in need were reached in 2023.

Temporary Accommodation and Transportation Aids

These are in-cash aids provided to cover the accommodation and travel needs of families or individuals in need who document that they have to be away from their city of residence for a certain period of time due to reasons such as accompaniment, treatment, education, etc. with documents such as a medical report, education certificate, etc. Within the scope of this activity, **4,372** people in need were reached in 2023.

Food Aids

These are in-kind and cash aids provided to meet the basic nutritional and food material needs of the needy. Within the scope of this activity, **2,705,161** people in need were reached in 2023.

Clothing Aids

These are in-kind and cash aids provided to meet the clothing needs of those in need. Within the scope of this activity, **2,134,647** people in need were reached in 2023.

Ramadan Aids

These are in-kind and cash aids provided to meet the basic needs of those in need during Ramadan. Within the scope of in-kind aids, clothing for Eid, food, iftar meals, canned meat, shopping cards/vouchers/SMS codes and children's gift packages were distributed. Soup kitchens and branches/representative offices also served iftar meals for the people in need throughout the Ramadan month. As part of cash aids, identified people in need were provided with cash aid per household. Within the scope of this activity, **4,911,506** people in need were reached in 2023. *(Realization data is included in other aid categories)*

Turkish Red Crescent Boutiques and Social Markets

Turkish Red Crescent boutiques and social markets are the points where donated surplus and new products are delivered to those in need. There are **137** Turkish Red Crescent boutiques and **8** social markets operating within Turkish Red Crescent branches and in cooperation with relevant local institutions/organizations. Within the scope of this activity, **1,652,616** people in need were reached through Turkish Red Crescent Boutiques and **93,972** people in need through social markets in 2023.

Soup Kitchen Activities

Through 39 soup kitchens, hot meals are provided throughout the country to people in need who are unable to prepare hot meals and meet their nutritional needs on a regular basis. The weekly service durations of soup kitchens vary between 5 or 6 days. Within the scope of this activity, **13,436,867** meals were delivered to **48,193** people in need in 2023.



2.1.1.4. International Social Aid Activities

Social aid activities were carried out in 35 countries (Afghanistan, Albania, Azerbaijan, Bangladesh, Bosnia and Herzegovina, Bulgaria, Burkina Faso, Chad, Indonesia, Morocco, Palestine, South Sudan, Iraq, K. Macedonia, Montenegro, Kazakhstan, Kenya, Kyrgyzstan, TRNC, Kosovo, Libya, Mexico, Mongolia, Myanmar, Nepal, Niger, Pakistan, Senegal, Somalia, Sudan, Syria, Tanzania, Uganda, Ukraine, Yemen). A total of **323,705** people in need were reached through sheltering aids, **4,309,947** through food aids, **507,301** through water sanitation and hygiene aids, 1,096,445 through soup kitchen services and **233,920** through other aids. Within the scope of this activity (excluding health and education aids), **6,471,318** people in need were reached in 2023.

2.1.2. Supporting the Victims of Migration

Objectives:

- Strengthening the social adaptation of the society with the victims of migration who live in our country
- Providing social aids to victims of migration
- Providing economic empowerment support for victims of migration
- Aiding in the restoring family links (RFL) of victims of migration





110,607
Education And Consultancy
Beneficiaries



597 Social
Adaptation
Activity



24,796
Social Adaptation
Activity Beneficiaries



3,314,006
Domestic Social
Aid Beneficiaries



2,402,246
Foreign Social
Aid Beneficiaries



2,375
Camps/Orphanages Supported
Outside The Borders Of Our Country



3 Economic
Empowerment
Projects



8,527
Economic Empowerment
Project Beneficiaries



2,453
Number Of People Provided With
Restoring Family Links (RFL)

SERVICE ORGANIZATIONS



3

Children's Programs
Field Of Activity



19

Community
Center



8

Mobile
Team



7

Love
Boutique

The activities carried out within the scope of the goal and objectives of Supporting the Victims of Migration are given below.

2.1.2.1. Border Aids

These are the donations received from national and international institutions, organizations and individuals to be delivered to Syrian people in need at the 14 Border Aid Points established by Turkish Red Crescent along the Turkish-Syrian border in Hatay, Kilis, Gaziantep, Şanlıurfa and Mardin provinces. Furthermore; humanitarian aid supplies arriving by way of air, sea or land are accepted at customs, harbors and airports; and are then distributed to people in need through the Border Aid Points.

2.1.2.2. Cross Border Aids

Sheltering Activities

Since 2018, **11,745** sheltering places have been provided to a total of **30,648** people in need in 7 camps and 2 orphanages in Idlib, 2 camps and 1 orphanage in the Euphrates Shield Operation region, as well as those in need in scattered areas. In 2023, there are 2,375 camps & orphanages supported outside the borders of our country.

In addition to camps and orphanages, new accommodation facilities are established through briquette house projects and more people in need are reached. In addition, the new generation shelter units produced by Türk Kızılay Sistem Yapı A.Ş. offer accommodation to many people in need in more secure and organized areas.



Nutrition Activities

As part of the food aid activities for those in need in Syria, daily bread distribution was carried out, while AFAD (Disaster and Emergency Management Authority), TMO (Turkish Grain Board) and Turkish Red Crescent implemented projects such as Flour Grant Support, Food Card Project and Protein Support Project. Within the scope of this activity, **1,021,281** people in need were reached in 2023.

Ramadan Activities

Every year during the month of Ramadan, food, hot meals, iftar and sahur packages are delivered to orphans and people in need in Syria, along with clothing aids from love boutiques. Within the scope of this activity, **104,965** people in need were reached during Ramadan in 2023.

Qurban Activities

Every year, Turkish Red Crescent organizes the “Mandated Qurban Donation Campa”, through which qurban meat is distributed to those in need, both domestically and internationally. Within the scope of this activity, **17,500** people in need were reached during the month of the Eid al-Adha in 2023.

Water, Sanitation and Hygiene Activities

In order to meet the clean water needs of those in need in Syria, access to clean water is provided through water distribution by tankers, installation of water towers, and opening of water wells. The generator and fuel needs of water wells and water towers are met by Turkish Red Crescent. Additionally, hygiene packages are periodically distributed to camps, orphanages and other shelters in the region under the coordination of Turkish Red Crescent. Within the scope of this activity, **244,415** people in need were reached in 2023.

Health Activities

In camps coordinated by Turkish Red Crescent, volunteer doctors conduct daily health screenings for Syrian people in need in collaboration with the partnering civil society organizations. Within the scope of this activity, **101,264** people in need were reached in 2023. In addition, health supplies such as medicines, medical devices and ambulances were delivered to hospitals in Syria.

Training Activities

Turkish Red Crescent builds educational facilities such as schools and vocational training centers in Syria to meet the need for education. In schools coordinated by Turkish Red Crescent, educational materials such as stationery sets, bags etc., have been provided to children to meet their educational needs. Within the scope of this activity, **59,916** people in need were reached in 2023.

Non-Food Item Aid Activities

To meet the heating needs of the people in need in Syria during harsh winter conditions, the distribution of basic heating materials such as stoves, coal, etc., as well as winter kits containing blankets, mattresses, pillows, quilts, tarpaulins, etc. has been carried out. Within the scope of this activity, **852,905** people in need were reached in 2023.

Livelihood Generation Activities

With the Greenhouse Project aimed at creating a source of livelihood for individuals in the region, training was provided to farmers or those who want to engage in farming, and sustainable agriculture was enabled. In addition, cash distribution in return for work and knitting activities were carried out within the scope of creating livelihood source activities.

2.1.2.3. Protection and Social Adaptation

Turkish Red Crescent carries out various activities such as access to education, protection activities, cash-based support activities, conditional education support, advocacy activities, identification and referral activities, support activities for access to basic rights and services, information and awareness-raising activities. Within the scope of this activity, **46,724** people in need were reached in 2023.

2.1.2.4. In-Camp Food Support Program

This program, implemented to support vulnerable foreign individuals residing in temporary sheltering centers in Türkiye, provides assistance to ensure the procurement of their basic needs, with a priority on food products. Within the scope of this activity, **15,209** unique beneficiaries were reached in 2023.

2.1.2.5. Cash Aids in the Aftermath of the Earthquake

In response to the earthquakes on February 6, 2023, cash aids were provided to households identified through the Time For a Favor (BiZ) Project, Children First Project and SSN (Social Safety Net) funds, aiming to meet the most basic needs of the population affected by the disaster. In 2023, a total of **629,022** unique beneficiaries were reached through the BiZ, Children First, and SSN-CSSN Earthquake Supplementary Payments programs.

Temporary Shelter Service

Temporary shelter centers were established in Hatay's Yayladağı district in 2011 to meet the accommodation and subsistence needs of Syrian people in need. Since the start of the process, a total of 25 temporary shelter centers have been established under the coordination of AFAD (Disaster and Emergency Management Authority). The aim was for people living in temporary shelter centers to transition out of these centers and integrate into social life. In this context, camp capacities were reduced and 18 temporary shelter centers were closed. Currently, community-based migration programs continue in **6** temporary shelter centers (Sarıçam, Cevdetiye, Kahramanmaraş, Elbeyli, Boynuyoğun, Yayladağı-2) in **5** different provinces (Adana, Osmaniye, Kahramanmaraş, Kilis, Hatay). Within the scope of this activity, **4,606** people in need were reached in 2023.

2.1.2.6. Socio-Economic Empowerment Programs

The Socio-Economic Empowerment (SEE) Programs aim to enhance the vocational capacities of people in need under temporary and international protection in our country, as well as the local population, to enable them to achieve economic self-sufficiency. This includes increasing their employability, providing Turkish language proficiency and supporting entrepreneurship efforts. The SEE Main Program consists of three sub-programs: employment guidance, entrepreneurship, and agriculture and livestock.

The World Bank's Support to Transition to the Labor Market Project is being implemented in the provinces of Adana, Bursa, Gaziantep, Istanbul, Kocaeli, Konya and Şanlıurfa. Intermediation, counseling and employment activities are carried out to support the participation of migrants and local people living in the activity provinces in the labor market. After the preliminary assessment of the applicants is completed, profiling studies are carried out. Beneficiaries who do not meet the referral profile are included in program activities to improve their capacities (Turkish language proficiency - social skills). Beneficiaries with a suitable profile for employment are referred to the Turkish Employment Agency (İŞKUR) to be included in employment activities. The number of people reached in 2023 within the scope of project activities is **11,428**.



World Vision- Şanlıurfa Seeds of Hope 3 Project is being implemented in Şanlıurfa province. The objectives include organizing vocational training focused on production and sales, providing in-kind support for household production and small-scale agriculture, offering digital marketing training, providing stationery and clothing support, conducting awareness seminars and implementing general protection activities. The number of people reached in 2023 within the scope of project activities is **205**.

The SSN 4 (Social Safety Net to Refugees in Türkiye) Project conducts various activities aimed at improving the capacities of the individuals in need in accessing social services, rights and responsibilities, accessing employment, providing psychosocial support, conducting mediation and profiling activities, carrying out identification and guidance activities in line with labor market needs, providing vocational training, counseling and employment support, facilitating access to economic resources and opportunities, improving Turkish language proficiency, enhancing social skill capacities and increasing well-being. The number of people reached in 2023 within the scope of project activities is **1,715**.

2.1.2.7. Health and Psychosocial Support Programs

This program aims to enhance the social, psychological and physical well-being of individuals who have experienced challenging situations, while also improving their coping skills with similar challenges. It achieves this by increasing the access of the migrant population to psychosocial support and preventive healthcare services, thus promoting awareness in the health sector. Within the scope of this activity, **20,127** people in need were reached in 2023.

2.1.2.8. Programs Implemented in Children's Programs Field of Activity

Through structured psychosocial support programs, children facing challenging situations are empowered psychologically. Disaster preparedness programs aim to enhance children's preparedness for disasters and develop disaster awareness. Social adaptation efforts are undertaken to prevent or minimize peer bullying, while academic support programs are implemented through empowerment initiatives. Additionally, Turkish language courses are organized. Within the scope of this activity, **72,154** people in need were reached in 2023.

2.1.2.9. Ukraine Migration Humanitarian Aid Project

The International Federation of Red Cross and Red Crescent Societies (IFRC), along with its member National Societies, has initiated an intervention plan to aid individuals affected by the ongoing conflict between Ukraine and Russia. Within the scope of the international aid call, funds received from the IFRC are utilized to provide aids to Ukrainian migrants in need in Türkiye, including health and psychosocial support, protection and cash distributions. Collaboration with local societies is also underway to conduct capacity-building activities. Within the scope of this activity, **22,861** people in need were reached in 2023.



2.1.3. Increasing the Resilience of Society Against Disasters Through Community-Based Activities

Objectives:

- Carrying out more effective activities to heighten awareness of society on disasters
- Corporate capacity building for preparation to disasters
- Responding to disaster on time and effectively
- Increasing the efficiency of recovery activities regarding the disaster regions
- Carrying out the responsibilities in the best manner, which are given as part of the disaster management plans of Türkiye



92,640

Turkish Red Crescent
Sheltering Capacity - People



1,019,800

Turkish Red Crescent Nutrition
Capacity- People



2,229

Beneficiaries Of Psychological
First Aid Trainings



104,011

Beneficiaries Of Psychological
First Aid Seminars



138,693

Beneficiaries Of
Disaster Trainings



36

Provinces With Branch Volunteer
Disaster Response Teams



125

Volunteers In The Disaster
Response Team Of Branches



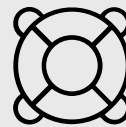
92

Beneficiaries Of Specialization
Trainings On Disaster



148

Disaster Coordination
Teams



10

Branch Disaster
Teams



47 Min

Time To Provide The First Nutrition
Service At The Time Of Disaster



43 Min

Turkish Red Crescent's Response
Time When Disaster Strikes



5

Regional Disaster Management Center



12

Disaster Response Center

The activities carried out within the scope of Community-Based Activities to Increase Community Resilience Against Disasters, along with their objectives and goals, are listed below.

2.1.3.1. Psychological First Aid Trainings and Seminars

Psychological first aid is an intervention aimed at assisting children, adolescents, adults and families immediately following disasters, terrorism and other emergencies. This intervention method is designed with the aim of reducing the initial distress caused by traumatic events and facilitating short and long-term adaptation and coping. One of the main areas of activity for psychosocial services is to enhance the capacity of employees and volunteers who will be involved in disasters and emergencies, and to conduct community-based awareness campaigns related to disasters and emergencies. Psychological First Aid Training and Seminars are organized with the aim of:

- Providing Psychological First Aid (PFA) trainings and seminars to humanitarian aid employees and volunteers to build capacity for better awareness of PFA interventions for adults and children,
- Promoting the dissemination of PFA interventions for children by providing PFA trainings to teachers and parents,
- Raising awareness and building a conscious capacity for employees working in other institutions and organizations,
- Raising awareness and building a conscious capacity for employees working in other institutions and organizations.

Within the scope of this activity, **106,240** beneficiaries were reached in 2023.

2.1.3.2. Disaster Awareness Activities for the Community

To raise awareness about disasters within the community, events such as Türkiye's Volunteers Meeting (Disaster and Humanitarian Aid Volunteers), the November 12 Earthquake Commemoration Event and the 5th International Disaster and Resilience Congress were held throughout the year. Training sessions have been organized not only for the employees of the organization but also for other institutions, organizations, NGOs and private sector groups to provide them with knowledge and skills regarding disaster preparedness and to enhance their intervention capacities. Within the scope of disaster and protection awareness, a total of **138,693** beneficiaries were reached. This comprised **3,707** individuals through online trainings delivered in Turkish, English, Arabic and sign language, and **134,986** individuals through face-to-face Training on Awareness Towards Protection From Disasters and Setting Up Tents in Disasters.

2.1.3.3. Volunteer Disaster Leaders










Disaster leaders are individuals who receive training and take on the role of leading volunteer teams in disaster areas. A Disaster Leader Camp was organized with the participation of **90** volunteers as part of the training for volunteer disaster leaders.

2.1.3.4. Branch Disaster Team

Branch Disaster Teams (BDT) are established to be assigned to disaster response activities carried out as part of the local capabilities during disasters and emergencies, and if necessary, to be deployed for interventions in different provinces. In 2023, 16 Branch Disaster Teams were established in 9 provinces. There are currently 148 Branch Disaster Teams in 36 provinces. Training was provided to **1,058** staff and volunteers in Branch Disaster Teams.

2.1.3.5. Nutrition Capacity

Within the framework of the Türkiye Disaster Response Plan (TDRP), 25 working groups have been identified at the national level, and the main solution partners and support solution partners of the groups have been reorganized and determined. The main solution partner of the Nutrition Group is Turkish Red Crescent.

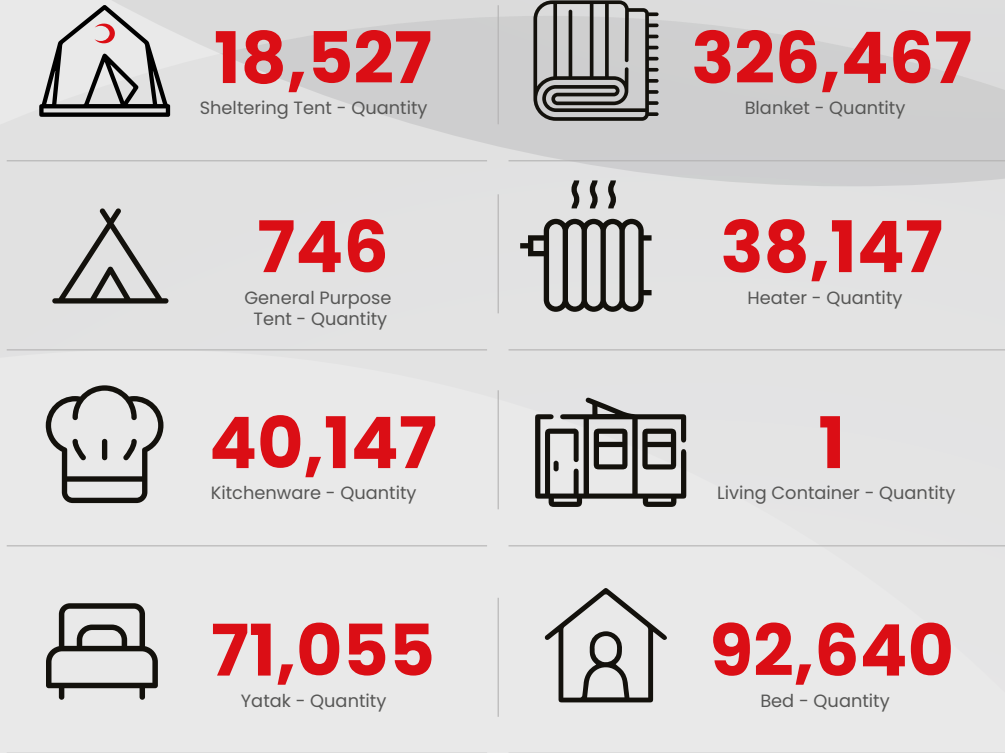
	Type Of Nutrition	Quantity	Capacity (People/Meals)
	Soup Kitchen	40*	234,250
	Mobile Bakery	6	60,000
	Catering Vehicle	151	174,900
	Caravan Kitchen	3	6,000
	Container Kitchen	12	13,000
	Mobile Soup Kitchen	16	77,650
	Field Kitchen	76	503,500
	Dining Hall	7	10,400
	Distribution Vehicle	14	-

**The number of Turkish Red Crescent soup kitchens is 39. However, since the Malatya soup kitchen is currently being used by the branch and the municipality for cooking within the scope of the disaster, there are 40 soup kitchens in the disaster feeding capacity.*

A Nutrition Platform has been established in order to meet the daily nutritional needs of disaster victims in case of disasters and emergencies, to prepare according to the minimum standards determined before the disaster, to increase cooperation in the nutrition services provided, and to ensure coordination among institutions and organizations. A nutrition accreditation system has been activated to ensure more efficient organization and coordination. The number of institutions, organizations and NGOs that are members of the Nutrition Platform is **18**.

2.1.3.6. Sheltering Capacity

Capacity building studies are carried out to ensure sheltering in emergencies such as disaster and migration. Following the 7.7 Mw earthquake that occurred in Kahramanmaraş-Pazarçık and the 7.6 Mw earthquake that occurred in Kahramanmaraş-Elbistan, our entire sheltering capacity has been deployed to the affected provinces due to the ongoing disaster response efforts in all impacted provinces. The current sheltering capacity of Turkish Red Crescent is shown below. The goal is to increase the number of tents to **50,000** and the sheltering capacity to **250,000** people in 2024.



* Sheltering Capacity is 5 times the total number of Sheltering Tents and Living Containers.

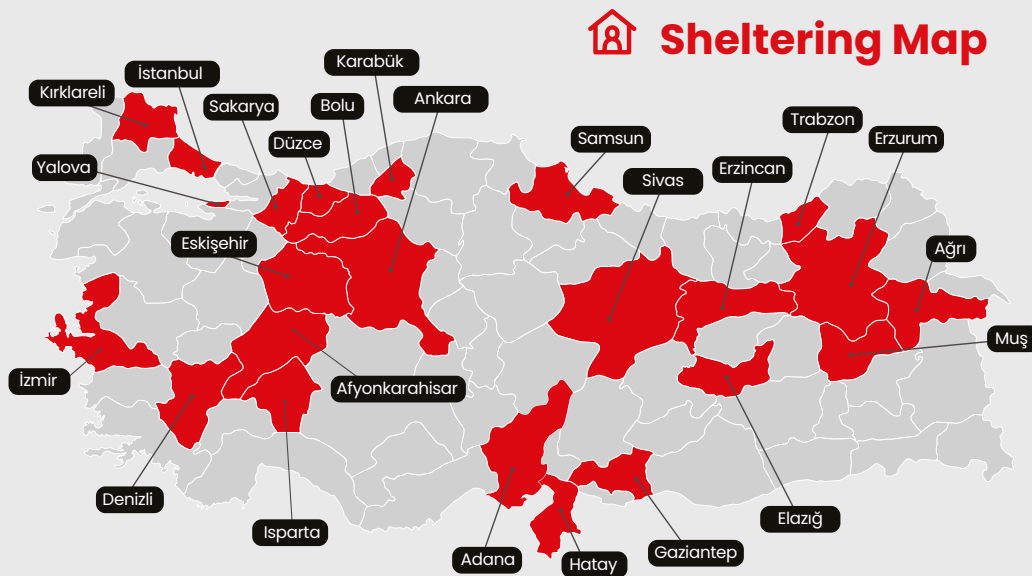


Figure 2 Turkish Red Crescent Sheltering Capacity

2.1.3.7. Provincial Disaster Response Centers

Within the scope of disaster response, Turkish Red Crescent is carrying out its activities as of 31.12.2023 at **5** Regional Disaster Management Directorates and **12** Disaster Response Centers.

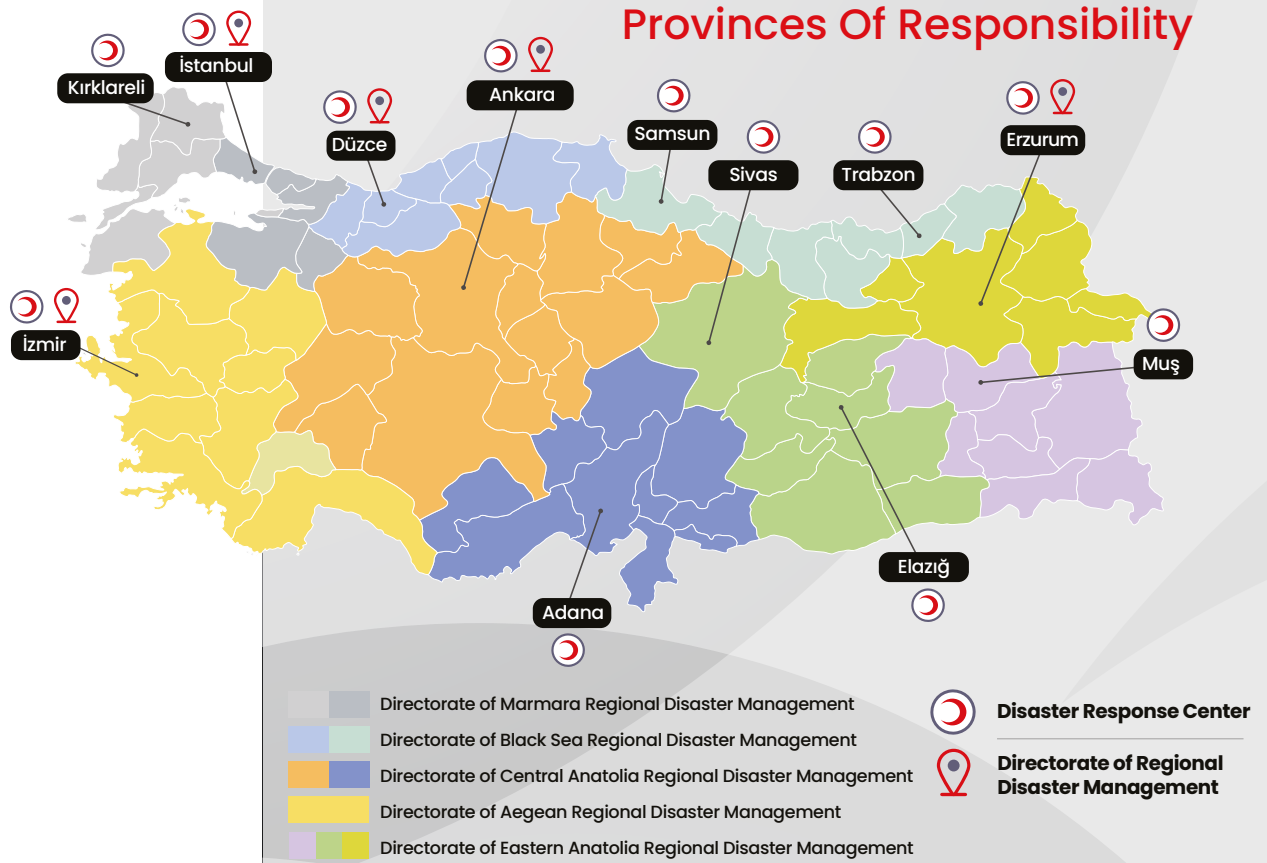


Figure 3 Disaster Response Centers Area of Responsibility

2.1.3.8. Health Emergency Response Units (ERU)

Health Emergency Response Units (ERU) are the structures that are composed of technical expert groups with the necessary trainings to respond to both national and international disasters, that include standard equipment, are ready to be deployed in a short time and are established by the national societies. Within the scope of Turkish Red Crescent Health Emergency Response Units Project, it is aimed to take place in the international Health Emergency Response Units (ERU) classification with the health units at the field by developing national and international responses in cases of disaster and emergency. Studies for accreditation, examination, training and visits were carried out for this process. In 2023, the number of people who could take part in the Health Emergency Response Units pool was **76**.

2.1.3.9. Internal and External Drills

Turkish Red Crescent has organized internal drills and also participated in external drills to evaluate its capabilities in disaster response processes, reveal its reflex speed and strengthen the areas found lacking. In 2023, **3** internal drills were organized and **34** external drills were attended.

2.1.3.10. International Disaster Response Activities

Crises where the urgency, scale, and complexity of the response are objectively too strong, and beyond the capacity of local governments to cope with are called L3 Level Crises. The main reason these types of crises are called Level 3 (L3) Crises is that they typically involve severe conflicts or famine conditions (or both), leading to the displacement of a large number of people. In this respect, the crisis would also be affecting neighboring countries and regions. Within the scope of international disaster response efforts, aids were delivered to **14** out of 26 countries from which calls were received in 2023.

2.1.3.11. Kahramanmaraş Earthquake

On 06.02.2023, an earthquake of magnitude 7.7 occurred with its epicenter in the Pazarcık district of Kahramanmaraş province, and an earthquake of magnitude 7.6 occurred with its epicenter in the Elbistan district. These earthquakes affected 11 of our provinces: Adana, Adıyaman, Diyarbakır, Elazığ, Gaziantep, Hatay, Kahramanmaraş, Kilis, Malatya, Osmaniye and Şanlıurfa.

Turkish Red Crescent pioneer teams quickly mobilized to the field upon receiving news of the disaster, and expert teams affiliated with Disaster Response Center Directorates and branch presidencies have been tirelessly continuing their work from the onset of the disaster until now.

Turkish Red Crescent teams have been operating in many areas in the disaster region, primarily in their priority responsibility of nutrition services, as well as sheltering, food aid, health services, psychosocial support and blood services.

Regarding the Kahramanmaraş earthquakes, Turkish Red Crescent has established **14** provincial delegations across the **11** affected provinces, and under this umbrella, it has conducted response activities with **2,471** personnel, **75,995** volunteers and **982** vehicles. Starting from 06.02.2023, Turkish Red Crescent has delivered **529,718,580** meals/food/aid materials to a total of **2,636,308** people.



Nutrition Service

Nutrition activities have been carried out with the participation of the following institutions since 06.02.2023 within the scope of Kahramanmaraş earthquakes;

- Turkish Red Crescent Society
- 4 Ministries (Ministry of National Education, Ministry of Youth and Sports, Ministry of National Defense, Ministry of Agriculture and Forestry)
- 931 Institutions/Organizations/ Municipalities /Individuals/ NGOs

Turkish Red Crescent aimed to minimize the need for nutrition in the disaster area with its extensive nutrition activities. In the **11** provinces affected by the earthquake, hot meals were delivered to those in need through staff and volunteers at 60 hot meal production points and **2,355** distribution points belonging to Turkish Red Crescent. In addition, hot meal services were provided across a wide geographical area through **1,401** hot meal production points and **5,099** distribution points belonging to public institutions/ organizations, municipalities and civil society organizations.

Turkish Red Crescent distributed **84,195,148** meals in total, providing 29,991,227 meals in the morning, 20,951,155 meals at lunch, 33,203,416 meals in the evening and 49,350 meals at night.



GOODS DISTRIBUTED

	Province	Baby Nutrition	Soup	Bread	Food Package	Catering Materials	Provisions	Dry Food	Fruit & Vegetables	Hot/Cold Beverage	Water (Pieces)	Water (L)
Adana	4,268	15,003	8,503	2,243	15,100	95,994	62,020	34,576	200,747	302,203	205,630	
Adiyaman	8,528	39,731	36,553	25,764	950,862	1,264,949	11,083,558	80,963	2,636,783	2,908,901	1,690,367	
Diyarbakır	2,009	63,750	179,847	3,977	49,126	85,475	10,833	67,492	43,426	606,072	308,393	
Gaziantep	140,078	116,793	3,075,627	40,045	3,202,981	602,727	5,881,383	294	1,850,109	1,239,185	794,296	
Hatay	92,425	63,984	2,263,919	127,358	5,401,928	1,295,719	10,048,064	157,604	3,533,563	10,213,227	7,293,258	
K.Maraş	53,511	70,641	3,145,637	59,231	2,835,192	1,114,242	8,478,412	62,686	1,822,068	2,698,317	2,116,253	
Kilis	4,335	5,000	117,780	771	67,171	21,160	59,050		37,241	266,846	134,175	
Malatya	6,127	162,085	196,035	98,320	946,574	169,636	7,303,543	111,543	3,768,509	20,588,124	10,510,077	
Osmaniye	2,116	29,700	787,187	22,605	324,372	223,865	11,610		723,296	451,980	225,990	
Şanlıurfa	3,713	67,000		267	73,278	71,335	599		31,925	105,623	141,309	
Total	317,110	633,687	9,811,088	380,581	13,866,584	4,945,102	42,939,072	515,158	14,647,667	39,380,478	23,419,747	

The need for hot meals has decreased as disaster victims have moved to containers equipped with cooking facilities enabling them to cook their own meals. Thus, the hot meal operation has been gradually terminated in regions outside of Hatay, and the responsibility of providing nutritional support as a social service for the vulnerable population who cannot cook their own meals for various reasons has been transferred to the branches. The strategy for terminating the hot meal services primarily focused on enabling disaster victims to prepare their own meals. As part of the recovery activities, a total of **22,068** food packages from various donors were distributed.

Sheltering Service

Within the scope of the earthquake, the disaster sheltering tents, general purpose tents, tent furnishings and various other sheltering materials available in our organization's stocks were dispatched to the disaster area, and their distribution was urgently planned and carried out in line with the needs of the disaster victims. Distribution activities carried out in the field;



97,957
Tent Distribution - Units

From Internal Resources (Units)
46,283

From Donations (Units)
51,674



2,880
Container Distribution - Units



Güzelburç : **533** Units
Pazarcık : **1,010** Units
Kırsal : **1,337** Units

Container cities were established, with 1,010 containers set up in the Pazarcık district, which was the epicenter of the earthquake, and 533 containers in the Antakya district of Hatay province, which was among the most affected areas by the earthquake.



The materials distributed by Turkish Red Crescent Society in the earthquake zone within the scope of sheltering service and their total numbers are as follows:



Province	Family Kitchen-ware	Blanket	Household Goods	Clothing	Hygiene Kit	Fuel for Heating	Heater	Bed
Adana	719	4,824	14,848	66,973	1,551		708	545
Adıyaman	1	31,989	3,025	260,512	21,518	135,974	2,447	220
Diyarbakır		11,973	186	51,822	596	60,528	1,674	835
Gaziantep	2,928	59,924	72,471	501,651	43,180	2,260	11,021	3,586
Hatay	2,932	95,161	45,498	729,653	129,217	59,708	8,574	5,558
K.Maraş	808	97,745	26,486	483,819	66,931	58,566	21,760	7,401
Kilis		3,494	454	14,803	338	11,937	351	71
Malatya		71,888	2,694	258,947	50,728	71,234	9,532	3,171
Osmaniye		1,416		54,087	47,184		1	3
Şanlıurfa		12,121		603	2,408		3,321	
Total	7,388	390,535	165,662	2,422,870	363,651	400,207	59,389	21,390

Our organization works in close cooperation with AFAD (Disaster and Emergency Management Authority) to improve the quality of life of those living in container cities. As part of the recovery efforts, social spaces have been created where people can socialize and adapt to normal life, and aids have been provided to ensure smooth passage through the winter months.

Province	Heater	Tarpaulin	Silicon Set	Clothing	Blanket
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Adıyaman	8,431	-	16,528	7,957	2,337
Gaziantep	7,052	11,760	23,980	150	1,000
Hatay	-	9,100	-	25,518	25,000
Kahramanmaraş	4,620	8,270	19,700	7,029	4,325
Malatya	5,216	5,870	7,320	3,490	1,023
Osmaniye	-	-	-	2,655	780

Communication Service

After the earthquake, communication disruptions and difficulties occurred in the region due to the damage to communication lines. Therefore, a total of **17** personnel, including communication experts and technicians working within Turkish Red Crescent, have been assigned to the field to establish the communication infrastructure. Below are listed the vehicles and equipment used to create the communication infrastructure for Turkish Red Crescent teams in the region:



14 Communication Vehicles



6 Coordination Vehicles



198 Analog/Digital Handheld Radios



46 GSM Line Handheld Radios



15 Mobile/Fixed Repeaters



46 Satellite Phones



23 TÜRKSAT Satellite Systems

The “Nearest Service Point Application” was effectively utilized to provide information and locations of the three closest service points to disaster-affected citizens who shared their locations via WhatsApp.

Healthcare Service

To provide primary healthcare services to earthquake victims, mobile health teams have been established within Turkish Red Crescent. Our mobile healthcare teams, comprising a total of **13** members, include doctors, nurses, radiology technicians, and psychologists.

The teams operating in Adıyaman, Gaziantep, Hatay, Kahramanmaraş, Malatya and Osmaniye provinces have provided healthcare services to citizens affected by disasters, particularly in villages and hamlets lacking access to healthcare. In addition to this, independent of psychosocial support (PSS) teams, mobile health teams have provided psychosocial support services to **18,081** individuals.



Province	Examination	X-Ray	Medicine Distributed	Heart Radiographs Performed	Medical Dressing	Home Patient Care
Adıyaman	7,086	293	12,626	20	159	148
Gaziantep	7,709	2	10,474	5	106	60
Hatay	15,715	605	26,790	77	428	314
Kahramanmaraş	9,460	78	15,782	4	506	414
Malatya	5,232	7	6,754	3	118	40
Osmaniye	1,925	12	2,730	8	34	75

Water and Sanitation

In order to improve hygiene conditions for earthquake victims living in disaster areas, **6** Mobile Laundry and **5** Mobile Shower units have been established in Adıyaman, Hatay, Kahramanmaraş and Malatya provinces.

A total of **16,430** individuals, consisting of 8,809 women and 7,621 men, benefited from the mobile showers, while **62,124** individuals benefited from the mobile laundry units. However, considering that the need would still continue in some containers, 3 fixed shower containers have been installed and these containers will continue to operate as long as the need persists. In 2023, **42,350** disaster victims benefited from this service.

A total of 8 fixed water purification units have been installed in Gaziantep, Hatay, Kahramanmaraş and Adıyaman provinces, and they have started providing clean drinking water and hygiene supplies to those in need. Thus, the daily water needs of approximately **20,500** disaster-affected individuals have been met.

Psychosocial Support Service

Recognizing the importance of preserving not only the physical health but also the psychological health of the community after the earthquake, Turkish Red Crescent has formed Psychosocial Support Teams. In all the provinces affected by the disaster, a total of 182 personnel consisting of Social Workers, Psychologists, Psychiatrists, Psychological Counselors and Child Development Specialists, along with 166 volunteers, provided psychosocial support services. The mobile healthcare and psychosocial service teams have provided services to a total of **207,743** people in the disaster area. Psychosocial support services have been extended to a total of **126,401** individuals affected by the disaster, who were evacuated to 70 provinces outside the affected areas.



Blood Services

Following the Kahramanmaraş Earthquakes on February 06, 2023,

- Emphasis was placed on meeting the needs of hospitals in the area of responsibility of Regional Blood Centers (RBCs) affected by the earthquakes.
- The operations of our laboratory located in the earthquake zone (Adana) have also been suspended, and the tests received from the RBCs sending samples to this laboratory have been redirected to other regions.
- The call for blood donors to donate blood in response to the earthquake, the supply of blood, and the effort to bring the national blood stocks to the desired level have been crucial in swiftly meeting the needs. In this context, a nationwide call for blood donations was made by Turkish Red Crescent. The call had a significant impact on the community, resulting in **39,488** units of blood donations accepted on February 06, 2023, followed by **25,374** units on February 07, 2023, and **23,349** units on February 08, 2023. During the 14 days following the earthquake, a total of **196,753** units of blood donations were accepted.

Disaster Recovery Service

The agriculture, animal husbandry and industry sectors suffered significant adverse effects from the earthquake, primarily due to their presence in the affected provinces. Various projects have been developed with the aim of recovering this economic downturn.

Farmer Support Project: A Farmer Support Project has been initiated to help farmers resume their disrupted agriculture and animal husbandry activities and to empower them socio-economically. The scope of the support covers seed, fertilizer, feed, pesticide and agricultural equipment purchases. Throughout the year, a total of **₺22,980,000** in cash support was provided to **860** farmers.

Small Business Support Project: “In order to enable earthquake-affected small businesses to resume operations and to strengthen them socio-economically, a Small Business Support Project has been initiated. This initiative offers cash assistance to small business owners whose establishments have been damaged. The scope of the support includes equipment and material purchases that small business owners can use in their businesses. In 2023, a total of **₺24,786,000** in cash support was provided to **600** small business owners.

Orphan Education and Cash Support Project: A project called the Orphan Education and Cash Support Project has been initiated to prevent the disruption of the education of orphaned children who have lost one or both parents. The support includes identifying orphaned children affected by the disaster and providing them with education and allowance support before schools reopen. In 2023, a total of **₺13,227,500** in cash assistance was provided to **3,235** children.

Winter Cash Assistance Project: One-time assistance totaling **₺150,044,000** was provided to **37,511** households from the most vulnerable groups affected by the disaster. This assistance was extended to those with no income, the elderly, disabled individuals, and widowed women, to meet their winter needs before the onset of the season.

Multi-Purpose Cash Programs: Our organization, in collaboration with AFAD, has implemented the ESEN Card payment system to eliminate the adverse effects of the earthquake and meet the basic needs of the disaster victims. Within the scope of the ESEN Card project, **58,356** households received a total of **₺674,433,000** in aid.

Protection Service

Many people affected by the earthquake are left vulnerable and face a range of serious protection issues, including violence, exploitation and child protection risks.

As part of the guidance and case management for individuals and families, social workers have conducted social assessments to identify risks of violence, neglect, abuse and exploitation, and preventive and intervention activities have been carried out accordingly.

Some situations arising from inadequate resources or constraints in the camps (such as lack of accessibility for people with disabilities in common areas, etc.) can lead to risks within the scope of protection. In this regard, identification and improvement efforts have been carried out in sheltering areas in 25 camps in 2023.

The economic difficulties arising from the earthquake aftermath exacerbate many protection risks, restrict access to services, and lead individuals to resort to negative coping mechanisms. In this context, to mitigate or eliminate protection risks stemming from economic challenges (such as child labor, child marriage, inability to access to services etc.) and to ensure individuals' access to services, a total of **₺10,086,000** in aid was provided to **1,185** people.

Hygiene and care kits have been distributed to facilitate the maintenance of hygiene and personal care needs for young girls, adult women, and elderly women, enabling them to live with dignity.

Centennial Libraries

In the 6 provinces most heavily affected by the earthquake, Centennial Libraries, commemorating the 100th Anniversary of the Republic of Türkiye, were established by combining 6 containers, each with an area of approximately ~126 m². The libraries include study spaces, computer-assisted study facilities, printing services, exam preparation resources and social engagement activities.

Reconstruction and Maintenance Service

Ongoing reconstruction, maintenance and repair activities include the Adıyaman Blood Donation Center, İskenderun Blood Donation Center, Adıyaman Soup Kitchen, Gaziantep Coordination Center, Disaster Operation Center (AFOM) Additional Service Building, Osmaniye IFRC Soup Kitchen, Hatay Social Impact Center/THM/Provincial Center Directorate, Community Service Centers and Pazarcık Social Facilities.

Logistics Infrastructure of Turkish Red Crescent

The logistics operations carried out by Turkish Red Crescent in earthquakes include **202** Logistics Personnel, **193,580,778** tons of transported material, **119** Logistics Vehicles and **10** Logistics Centers. These centers include **7** Temporary Logistics Centers and **3** Regional Logistics Centers. A total of **4,338** vehicles (3,026 trucks, 879 lorries and 434 panel vans) have been involved in the process of receiving goods.

Additionally, 12,089 vehicles were loaded from the logistics centers mentioned and dispatched to the disaster area for distribution. Among the vehicles dispatched for distribution, there were 1,303 trucks, 3,441 lorries and 7,389 panel vans.



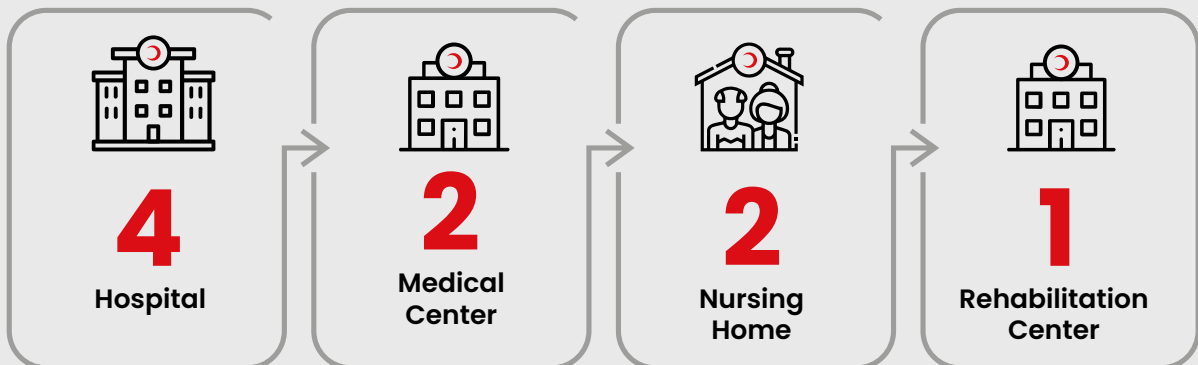
2.1.4. Striving For a Society that Lives and Ages Healthfully

Objectives:

- Supporting the fight against bad habits which are harmful to human health
- Improving the healthy life culture and increase the health literacy in the society
- Supporting the services carried out for elderly people or people in need of nursing



SERVICE ORGANIZATIONS



The activities carried out within the scope of the goal and objectives of Striving For a Society that Lives and Ages Healthfully are given below.

2.1.4.1. Fight Against Bad Habits Harmful to Human Health

Training modules and content on the fight against bad habits harmful to human health, obtained from the Green Crescent, are published on Turkish Red Crescent Academy Learning Portal (LMS). In this context, **6,788** people received this training in 2023.

2.1.4.2. Healthy Living Awareness Activities

With the aim of creating a conscious society towards healthy aging through behavioral change and creating awareness, the capacity of internal trainers was increased, and training and seminar events were organized. Informative content focusing on raising awareness about healthy living has been created through social media accounts. As part of these efforts, **10,027,504** people were reached in 2023.

2.1.4.3. First Aid Activities

First Aid Training Centers (FATC), in collaboration with the Headquarters and the Ministry of National Education (MEB), have organized first aid training and seminars for the community, organization staff, volunteers and other institutions and organizations. First aid seminars reached **280,864** individuals, while first aid training events with certification reached **136,155** people.





2.1.4.4. Domestic Health Aids

Health aids (medication, medical supplies, treatment expenses, disability aids, maternity support, etc.) are provided to those in need for treatments that exceed their financial means and that are not covered or are only partially covered by the Social Security Institution. Aids are also provided to protect those in need from health problems arising from infectious diseases and hygiene issues. Within the scope of this activity, **49,584** beneficiaries were reached in 2023.

2.1.4.5. Foreign Health Aids

On an international level, health aid activities such as first aid efforts and the distribution of wheelchairs were conducted in Afghanistan, Bangladesh, Bosnia and Herzegovina, Palestine, the Turkish Republic of Northern Cyprus, Pakistan and Libya. Within the scope of this activity, **294,808** beneficiaries were reached in 2023.

2.1.4.6. Supportive Works for Home Care Providers for Disabled and Elderly People

Within the scope of support activities for the home caregivers of the disabled and the elderly, home care trainer trainings were organized in order to improve the health quality and accelerate the recovery processes of the individuals in need of care by ensuring that the caregivers make the right application. Within the scope of this activity, **67** people received training for trainers in 2023 and **158** people benefited from the trainings provided by home care trainers.

2.1.5. Obtaining Blood and Blood Products to Sustain Life and Improve Quality of Life

Objectives:

- Meeting the national need for blood and blood products within the framework of a safe blood supply program
- Realizing the potential stem cell donation goal determined by the Ministry of Health
- Developing the management and organizational system of cell and tissue banking



2,674,375

Amount of blood donations collected (Units)



88%

Realization of Turkish Red Crescent blood donation goal



96%

Blood donor satisfaction



88.6%

Rate of meeting the need of blood and blood component of Türkiye



117%

Realization of the goal for potential stem cell donor from whom samples were taken



98%

Satisfaction of matching stem cell donors

BLOOD CENTERS



69

Blood Donation Center



18

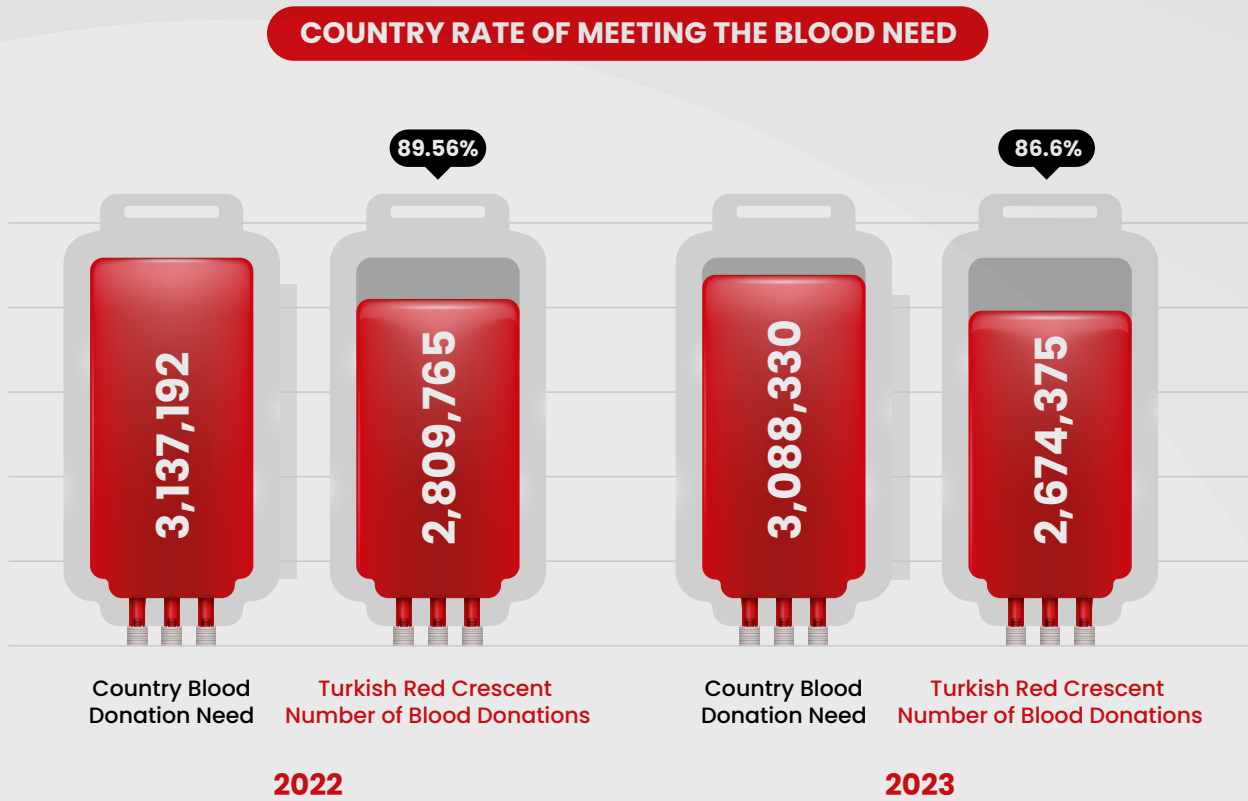
Regional Blood Center

The activities carried out within the scope of the goal and objectives of "Obtaining Blood and Blood Products to Sustain Life and Improve Quality of Life" are given below.

2.1.5.1. Safe Blood Supply

As part of the "Safe Blood Supply Project", it is aimed to meet the need for blood and blood components of Türkiye in a safe and sustainable way in accordance with European standards. Turkish Red Crescent is the only organization authorized to meet the country's blood needs within the framework of the protocol signed with the Ministry of Health in 2014. The entire need for all blood components of 1,142 hospitals is being met by Turkish Red Crescent Blood Service Units, and 14 hospitals have been granted Temporary Regional Blood Center authorities by the Ministry of Health.

Although the nationwide blood donation target for 2023 was set at 3,040,000 units, a total of **2,674,375** units of blood were collected, resulting in an 88% realization rate.



2.1.5.2. Plasma Fractionation Project

In 2013, it was determined that a domestic fractionation plant is established by transferring the necessary knowledge and experience to the country in order to ensure self-sufficiency in the area of plasma products, collecting quality and secure domestic plasma sufficiently, and processing such plasma at the domestic plants to develop the needed medicines for human use. Turkish Red Crescent was assigned as the raw material supplier for the project, which was initiated under the leadership of the Ministry of Health.

In order for these Plasma Donation Centers to start accepting plasma donations, it is required that they pass the inspections of the Fractionator as well as the national and relevant EU authorities successfully, and that the centers are certified by these authorities. For this reason, efforts and discussions are ongoing with the Ministry of Health regarding the necessary legislation and legal regulations. Additionally, preparatory work for the audit is underway, which includes determining processes, conducting temperature studies, completing transportation verification, drafting instructions, preparing new software, integrating and validating software, conducting device qualifications, and hiring and training personnel.

2.1.5.3. Stem Cell Acquisition

The TÜRKÖK Project was initiated by the Ministry of Health with the aim of establishing a Bone Marrow Bank for patients in Türkiye who require hematopoietic stem cell transplantation therapy, finding volunteer donors willing to donate bone marrow or peripheral stem cells within this scope, and ensuring coordination between Apheresis Centers and Transplant Centers. To effectively implement the project, on November 7, 2013, the Ministry of Health and Turkish Red Crescent signed a Protocol for Assistance in the Implementation of Voluntary Stem Cell Donor Acquisition within the scope of the TÜRKÖK Project. Under this protocol, Turkish Red Crescent assumed responsibility for Stem Cell Donor Acquisition. These activities are carried out by the Stem Cell Donor Acquisition and Coordination Unit and 16 Stem Cell Donors Centers.

The target for stem cell donor acquisition is determined annually by the Ministry of Health. For 2023, this target was set at 120,000 stem cell donors, and the year-end realization was **140,461**. Since the starting date of the project, a total of 1,083,762 potential stem cell donors were acquired and the number of active donors was realized around **1,066,986**. In 2023, stem cell collection process of a total of **992** donors was completed and transplantation procedures were carried out.

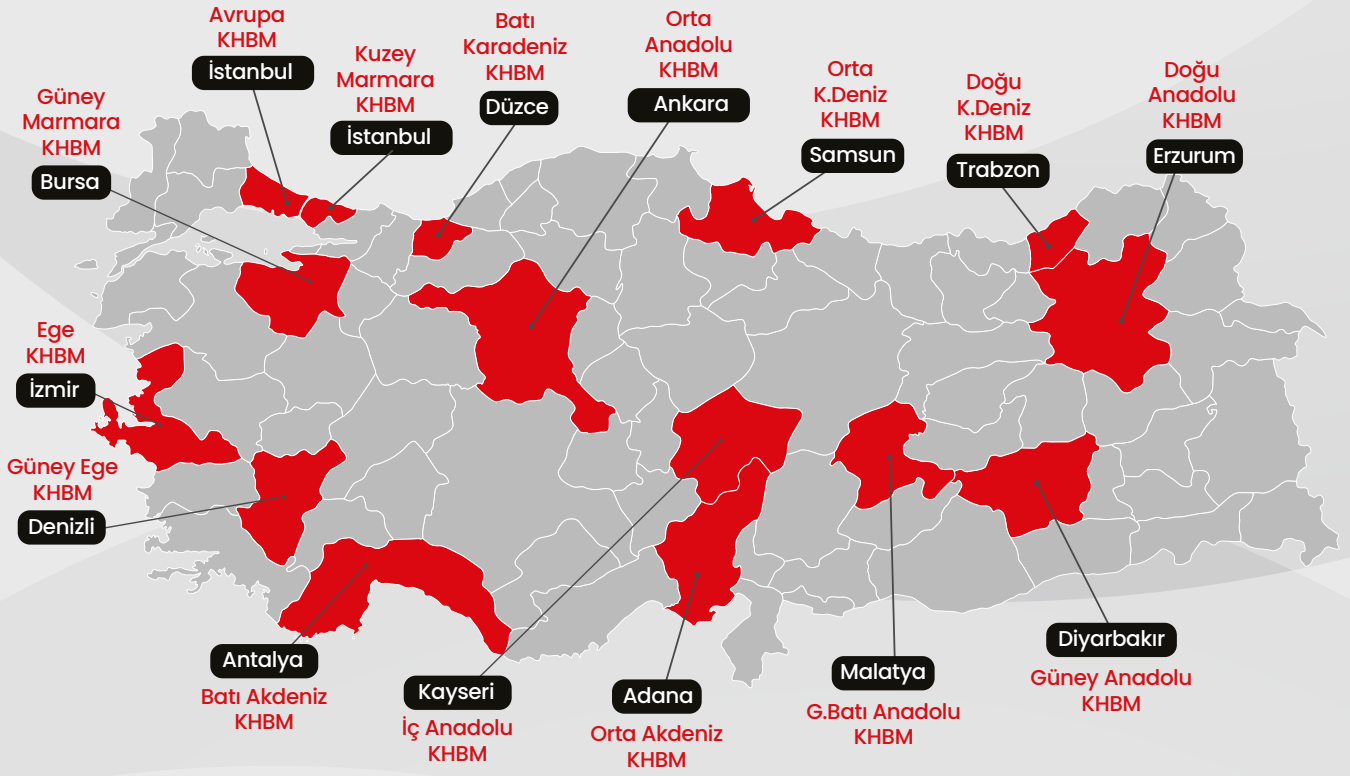


Figure 4 Stem cell donor centers

2.1.5.4. Donor and Team Satisfaction

Blood donor satisfaction surveys are conducted with the aim of determining the factors that contribute to repeat blood donations by identifying the experiences of blood donors during the blood donation process, as well as measuring the awareness and satisfaction levels among blood donors. In addition, suggestions and complaints are collected through multiple channels and evaluated by the relevant teams.

Blood donation team satisfaction surveys are conducted to measure the satisfaction of team personnel and the effectiveness of blood donation teams at Blood Donation Centers.



2.1.6. Supporting Access to Education, Establishing and Developing Educational Institutions for Turkish Red Crescent Mission Areas

Objectives:

- Increasing scholarships and educational aids for students
- Supporting institutions operating in the field of education and training
- Supporting practices that will ensure equal opportunities in education for disadvantaged social segments
- Increasing the quality and quantity of training products and contents developed for Turkish Red Crescent's fields of activity



63,197

Students provided with cash education aid



83,529

Students provided with in-kind education assistance



10

Disadvantaged group projects and activities



5,098

Beneficiary of disadvantaged group projects and activities



1

Student dormitories



50,555

Registered users of Turkish Red Crescent academy learning portal



96,311

Number of trainings completed on Turkish Red Crescent Academy learning portal



90%

Satisfaction rate for Turkish Red Crescent academy learning portal



181

Trainings open to access on Turkish Red Crescent academy learning portal



51

Updated & fresh training modules

The activities carried out within the scope of the goals and objectives of Supporting Access to Education, Establishing and Developing Educational Institutions for Turkish Red Crescent's Mission Areas are listed below.

2.1.6.1. Domestic Education Supports

In order to provide a qualified contribution to students' education by supporting their economic, academic and career lives, regular cash aid and career camps are organized for students throughout the year, and internship and employment opportunities are offered. Online applications received for scholarship support are evaluated within the scope of Turkish Red Crescent scholarship criteria, and students who are entitled to receive scholarships are determined within the allocated quotas.

In order to enable students in need to continue their education and to meet the basic needs of schools, assistance is provided in categories such as stationery sets, educational materials and cash aids. Within the scope of this activity, **146,726** beneficiaries were reached in 2023.

Through Turkish Red Crescent branches, a total of **96** students benefited from our Girls' Student Dormitory in Edirne with a capacity of **101** people in 2023. The student dormitory located in Iskenderun was damaged in the February 6th Earthquakes and had to cease its operations.

2.1.6.2. Foreign Education Supports

Educational support was provided in Afghanistan, Bangladesh, Bosnia and Herzegovina, Iraq, Pakistan, Somalia and Yemen in order to meet the basic educational needs of students and support schools in this area. Within the scope of this activity, **7,148** beneficiaries were reached in 2023.

2.1.6.3. Kindergarten Openings

Within the scope of the "81 Provinces 81 Kindergartens Project", carried out with the aim of supporting the Ministry of National Education, 4 kindergartens were opened in the provinces of Kastamonu, Kırıkkale, Nevşehir and Manisa domestically through the branches.



2.1.6.4. Support for Children Living with Their Convict Female Parent

It is an activity carried out to ensure that children between the ages of 0-6, who have to live in prison with their mothers, are kept away from the negative effects of the prison. Within this scope, services are carried out such as creating children's play areas, facilitating video calls with their fathers and siblings, meeting their basic needs (hygiene, clothing etc.), as well as providing support for vocational courses for their mothers. 3 kindergartens/nurseries and playground furnishings have been projected and completed within the penal institutions in the provinces of Batman, Çorum and Eskişehir. Within the scope of this activity, **793** people benefited in 2023.

2.1.6.5. Penal Institution Criminalized Children Project

In order to eliminate the negative conditions in the educational homes where children pushed into crime reside and to support their development by improving their environment so that they can spend productive time, activities such as vocational courses, video call services, improvement of living conditions etc. are carried out. 1 vocational and hobby development area was projected and completed in the penal institution in Mersin province. As part of these activities, **2,150** people were reached in 2023.

2.1.6.6. Orphan Support Project

A sustainable career planning and management system that will provide cash, in-kind, psychosocial and mentoring support for orphans aged 0-23 in need has been established. Career planning, allowance, remote/in-person education, learning, internship/employment support are provided within the scope of the project. Within the scope of this activity, a total of **2,155** children were reached in 2023, including 2,000 orphans living in the earthquake region.

2.1.6.7. Turkish Red Crescent Academy Distant Training System (LMS)

Turkish Red Crescent Academy Distant Training System (LMS) has been established to disseminate knowledge to the organization and the entire community. Various training modules prepared in line with this purpose have been uploaded to the system. User registrations are received and trainings are carried out actively. Optimizations are made on Turkish Red Crescent Academy Learning Portal through the development of new trainings that every section of the society can attend and the update of existing trainings. Within the scope of this activity, **96,311** trainings were completed in 2023.

2.1.6.8. Red Crescent Week

The “Red Crescent Week Street,” organized for the Red Crescent Week celebrated annually between October 29 and November 4, became a tradition and was set up again in 2023. At the Red Crescent Week Street prepared at Turkish Red Crescent campus in Etimesgut, Ankara, students had the opportunity to learn about blood donation, disaster and disaster relief, preparing aid packages, mutual assistance, first aid interventions, volunteering, our Turkish Red Crescent and national struggle history with historical objects and many other Turkish Red Crescent activities firsthand. Within the scope of this activity, **14,102** students were reached.

2.1.7. Endeavoring for A More Viable Environment

Objectives:

- Increasing the effective and efficient use of resources by raising awareness of responsible production and consumption
- Supporting the conservation and sustainability of terrestrial life
- Supporting the protection and sustainability of aquatic life
- Supporting efforts to combat climate change



208%

Waste recovery rate



107

Activities aimed at sustaining the lives of animals



1,077

Volunteers participating in activities aimed at sustaining the lives of animals



3,843

Beneficiaries of training on protecting and sustaining aquatic life



3,779

Beneficiaries of training on protecting and sustaining terrestrial life



3,860

Training on responsible production and consumption



3,661

Beneficiaries of training on climate change



5,109

Volunteers working for the climate



502

Events on the climate crisis



2,030

Clothing recycling boxes



48

Turkish Red Crescent memorial forest



57,385

Number of saplings planted

Activities carried out within the scope of the goal and objectives of Working for a More Livable Environment are listed below.

2.1.7.1. Waste Recycling Works

Within the framework of Turkish Red Crescent Zero Waste Project, implemented in March 2019, waste is sent for recycling. Thanks to the effective and efficient progress of zero waste practice in our organization, an increase in waste recycling has been observed along with the spread of zero waste awareness among people. Paper, plastic, glass, metal waste, and vegetable oil waste are collected by the relevant departments of municipalities. Within the scope of this work, a total of **27,940** kg of waste was collected in 2023.

2.1.7.2. Awareness Raising Works on the Protection and Sustainability of the Environment

Online training sessions were organized with the aim of raising awareness about responsible production and consumption, terrestrial life, aquatic life and climate change to ensure the conservation and sustainability of the environment. In order to make this awareness widespread across the world, environmentalist activities were organized regularly on the voluntarism network of Turkish Red Crescent, gonullol.org and multiple subscriptions were ensured through this network. Within the scope of these activities, **15,143** people participated in online trainings and **5,109** people participated in gonulluol.org activities.

2.1.7.3. Maintenance of Lives of Animals in the Nature and on the Streets

Awareness-raising efforts on sustaining the lives of animals in nature and on the streets, as well as aid initiatives aimed at ensuring their survival, have been conducted under the coordination of Turkish Red Crescent branches and volunteer organizations in the community. A total of **100** activities were organized for sustaining the lives of animals in nature and on the streets and **1,549** volunteers participated in these activities.



2.1.7.4. Turkish Red Crescent Memorial Forests

Activities aimed at the conservation and sustainability of terrestrial life for a more livable environment, such as tree planting, have been organized through the branch structure and volunteer network of Turkish Red Crescent. As part of this activity, **48** Turkish Red Crescent Memorial Forests were established across the country in 2023 and **57,385** saplings were planted.

2.1.7.5. Clothes Recycling Boxes

A second-hand textile project has been initiated in Ankara, Izmir, Manisa and Aydin provinces to meet the needs of the people in need, and clothing boxes have been placed in designated areas. The clothing and textile products donated through the boxes are being utilized to generate resources for various Turkish Red Crescent humanitarian activities such as shelter, food, healthcare, cash aids, clothing and educational support. As part of this activity, **8,790** tons of products were collected in 2023 through **2,030** clothing recycling boxes located in certain areas.



2.1.7.6. Climate Change Adaptation Action Plan Workshop

Within the scope of the Environment and Climate Change Project carried out within our organization, studies were carried out with the IFRC Climate Centre Office. The “Turkish Red Crescent Climate Change Adaptation Program Identification Workshop” was conducted to guide the determination of the main outlines of our organization’s climate change adaptation program and to evaluate and establish a roadmap for the current and future activities related to climate change. Following the workshop, an action plan has been formulated.

2.2. Strong Governance and Institutional Trust

The Strategic Plan outlines 4 goals and 15 objectives pertaining to the foundational area of “Strong Governance and Institutional Trust”.

Goals:

- Establishing a more agile, innovative and accountable management mechanism
- Building strong stakeholder relations through participatory and principled work
- Ensure financial sustainability
- Carry out income-generating activities within Kızılay Yatırım A.Ş.

2.2.1. Establishing a More Agile, Innovative and Accountable Management Mechanism

Objectives:

- Improving all business processes and internal legislation within the scope of quality management, completing digital transformation
- Developing and strengthening risk and compliance, audit and control mechanisms
- Developing new service and product models through R&D and entrepreneurship activities in Turkish Red Crescent's fields of activity and bringing them into the field of social services
- Conducting scientific research in the fields of Turkish Red Crescent activities and supporting scientific studies performed
- Developing managerial information and reporting systems and ensuring that they are used more effectively and efficiently at all management levels
- Increasing the effectiveness of branches and representative offices in the field by improving their competencies and facilities



52

New institutional legislation



24.51%

Ratio of updated institutional legislation



403 points

EFQM Model self-assessment



99.2%

Meeting the requests received at the demand and service desk



150

Internal control & audit & risk studies performed



43

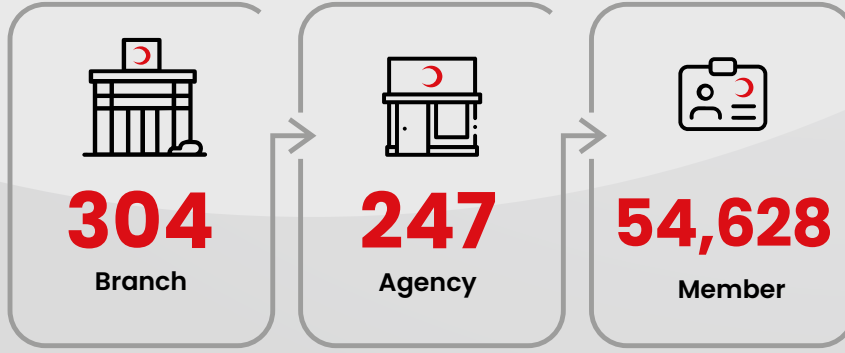
Research conducted



35

Research supported

BRANCH STRUCTURING



The activities carried out within the scope of the aim and objectives of Establishing a More Agile, Innovative and Accountable Management Mechanism are presented below.

2.2.1.1. Quality Management Studies

Turkish Red Crescent has continued to update its internal legislation and processes in line with quality standards, especially the Association's Bylaws. The organization has prepared its policies regarding the services provided and has shared such policies with the public on its corporate website.

Turkish Red Crescent has the following certifications as part of the activities carried out: ISAQ International Quality Representative Award, ISAQ International Quality Gold Award, ISAQ International Quality Membership Award, IISO 9001:2015, ISO 10002: 2018, ISO 22301:2019, ISO 27001:2013, ISAQ: QC100 Principles Quality Commitment. Directorate General of Blood Services' four regional blood centers have been certified according to Good Manufacturing Practices by national (TITCK) and international (EMA) institutions.



Turkish Red Crescent has also adopted the EFQM (European Foundation for Quality Management) Model as a quality standard since 2019 and has started to apply the standards of the model throughout the organization. In 2023, the organization received a 4-star competence certificate in the EFQM Model Award pyramid.

2.2.1.2. Strategic Management System

Turkish Red Crescent 2021-2030 Strategic Plan was put into practice in 2021 with the resolution of the Governing Board. A Strategic Management System has been established to monitor the progress of the foundational area, goals, objectives and performance program of the Strategic Plan. Monitoring and evaluation reports were prepared every three months for the purpose of monitoring and evaluating the strategic plan. Monitoring and evaluation meetings were conducted by the Strategy Committee.

2.2.1.3. Scientific Research and Academic Publication Studies

Scientific research has been conducted in Turkish Red Crescent's areas of activity, scientific studies have been supported, academic publication efforts have been carried out, and monitoring and evaluation studies have been conducted in the areas of activity. Within the scope of these studies, **43** researches were conducted, 35 researches were supported and 10 academic publications were prepared in 2023.

2.2.1.4. Turkish Red Crescent Branch and Delegation Organization

Turkish Red Crescent effectively carries out its services with **304** branches and **247** representative offices in 81 provinces across Türkiye, while continuing its activities abroad with a total of 18 delegation offices in Afghanistan, Azerbaijan, Bosnia and Herzegovina, Bangladesh, Bulgaria, Palestine, Iraq, Yemen, South Sudan, Indonesia, Kyrgyzstan, Northern Cyprus, Myanmar, Senegal, Somalia, Sudan, Pakistan and Syria.

2.2.1.5. Branch Performance Evaluation Studies

Within the scope of branch performance evaluation efforts, performance measurements were carried out through a goal-based performance evaluation system with 5 main evaluation groups: sustainability, accessibility and successful operation management, capacity and efficient utilization, community empowerment, and process performance at the branches.

2.2.1.6. Digital Transformation

Turkish Red Crescent digitizes its business processes with a corporate architecture approach as part of its digital transformation project. The process of expanding the digitalization process to the entire organization is ongoing and improvements are made in line with changing needs. In digital transformation efforts adhering to information security standards, utmost attention is paid to the security of stakeholders' (donors, blood donors, volunteers, employees, beneficiaries etc.) personal data, and compliance with all relevant legislation in this field is strictly followed.

2.2.1.7. Assurance Mechanisms

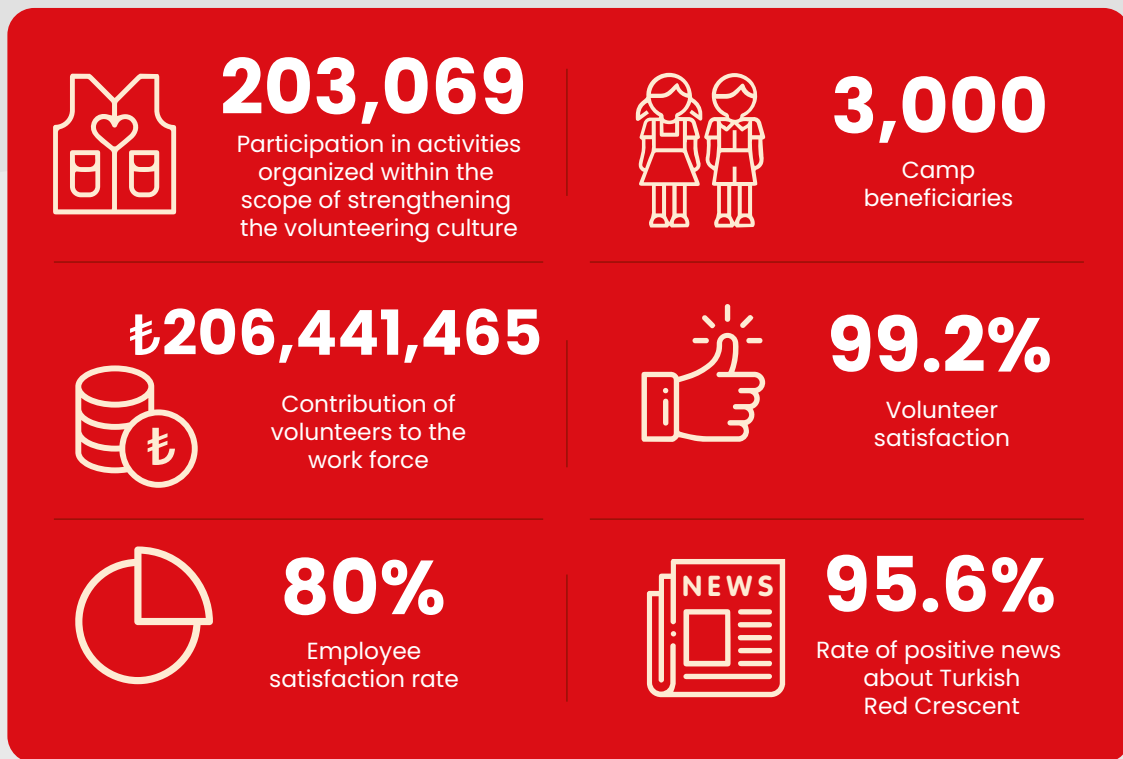
Within the framework of corporate principles of accountability and transparency, Turkish Red Crescent has established its own internal assurance mechanisms and regularly carries out auditing, risk and control activities. As part of these activities, Turkish Red Crescent Headquarters, as well as Turkish Red Crescent branches, agencies and subsidiaries, are audited. Within the scope of the activities carried out, **147** audits, **2** controls and 1 risk assessment study were conducted in 2023.

In addition to its own internal assurance mechanisms, Turkish Red Crescent also receives independent financial auditing services from an independent auditing organization every year. Additionally, they are routinely audited by public institutions and organizations, as well as funding agencies.

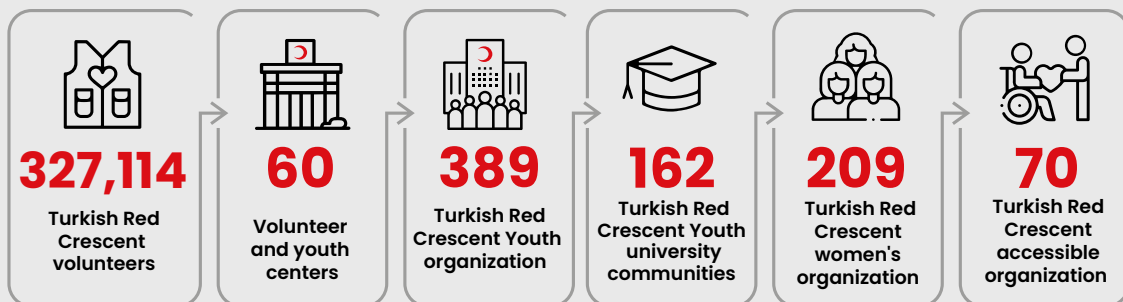
2.2.2. Having Strong Relationship with Shareholders through Participatory Studies with Principles

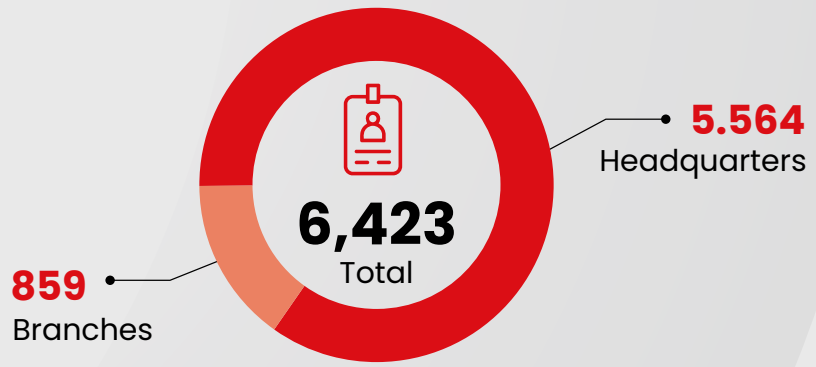
Objectives:

- Developing the culture of volunteerism in our country starting from childhood and building a strong volunteer structure that supports the activities of Turkish Red Crescent
- Strengthening employee development and organizational belonging
- Strengthening the perception of Turkish Red Crescent in the society and Turkish Red Crescent brand value by increasing the effectiveness of corporate communication activities
- Cooperating with the national and international stakeholders in a sustainable manner and developing such cooperations
- Realizing, supporting and creating content for culture and arts activities

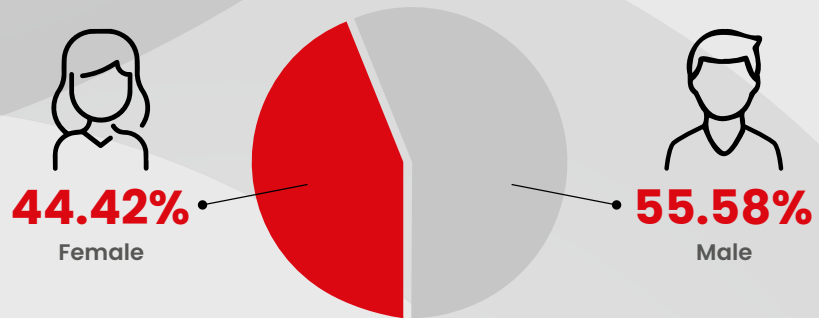


VOLUNTEER STRUCTURE

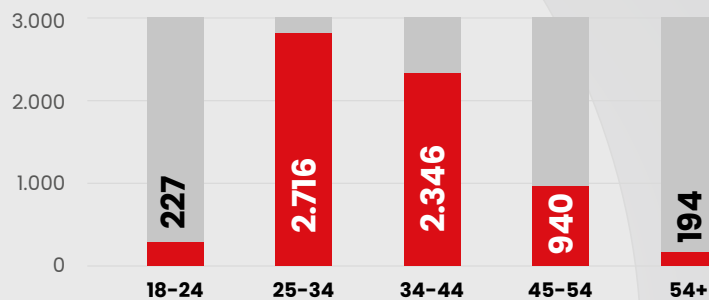




Employee gender distribution



Number of employees by age group



The activities carried out within the scope of the goal and objectives of “Building Strong Stakeholder Relations Through Participatory and Principled Work” are given below.

2.2.2.1. Volunteer Management System (VMS) – Gönüllü Ol (gonulluol.org)

The rapid progress of digital transformation in the volunteer management process has become a critical factor affecting and strengthening the volunteer operations of Turkish Red Crescent. One of the most important reflections of this transformation is the Gönüllü Ol (Become a Volunteer – gonulluol.org) platform developed under the auspices of Turkish Red Crescent. This platform has digitized and facilitated almost every stage of the volunteer management process. Gönüllü Ol stands out as a comprehensive online platform that enables volunteers to register, manage their participation processes, apply for projects and report their activities. As of 2023, there are **327,114** volunteers registered on the Gönüllü Ol platform.

2.2.2.2. Volunteer Organizations

Turkish Red Crescent ensures effective communication and coordination among the volunteer structures within its organization. It strengthens the flow of information among volunteers, encourages collaboration and contributes to the synergistic progress of volunteering activities within the organization. Turkish Red Crescent has a nationwide volunteer organization structure consisting of Turkish Red Crescent Youth, Turkish Red Crescent Women and Turkish Red Crescent Accessible.

Prominent activities carried out with volunteer organizations are as follows:

Happiness in My Saddlebags: A call was made to collect toys with the “There is Happiness in My Saddlebags” project. The call for collecting toys, initiated in 71 provinces, was carried out with the support of Turkish Red Crescent Youth and the community. The toys collected by volunteers were delivered to provinces affected by the earthquake, such as Hatay, Adıyaman, Kahramanmaraş, Malatya and Gaziantep, through the coordination of branches between April 20-23.

Psychosocial Awareness and Family Introduction Training: A comprehensive psychosocial awareness training was organized for Turkish Red Crescent volunteers with the aim of strengthening their emotional intelligence and being more effective in human relations. This special training program not only contributed to the personal development of the volunteers, but also enabled them to serve the community more effectively.

Robotics Training for Disaster Victim Children: Turkish Red Crescent volunteers and expert trainers collaborated with the Ermetal Technological Education Foundation (ERTEV) to provide robotics coding training to disaster victim children in Kahramanmaraş.

Volunteer Recruitment Activities, Peer & Orientation Trainings: Through online or face-to-face orientation and peer training programs organized for new volunteers joining Turkish Red Crescent family, a general framework regarding volunteer activities has been outlined. These activities allowed volunteers to gain in-depth knowledge about Turkish Red Crescent’s mission and vision.

IDEATHON – 2023: IDEATHON is a brainstorming marathon where participants work in teams to bring new ideas and projects to life based on predefined topics. In 2023, 10 different project teams worked around the clock with intense collaboration and creativity. The project teams delivered their presentations to the jury in line with the predetermined criteria and the winning teams were presented with their awards.

2.2.2.3. Volunteer Centers

Volunteer Centers have been established with the aim of promoting volunteerism, increasing and supporting benevolence in society. The talks, workshops, seminars and training sessions organized in various Volunteer Centers in different regions significantly contribute to the personal development of volunteers. In addition to offering sign language courses to facilitate communication with individuals with special needs and enable their expression in society, various art courses such as fine arts, charcoal drawing, acrylic and watercolor are organized to encourage their active participation in social life. As of 2023, there are **60** volunteer centers across the country.

2.2.2.4. Turkish Red Crescent Camps

Turkish Red Crescent camps operate with the aim of contributing to the development of the social situation and behaviors of our volunteer structures in a spirit of solidarity, mutual assistance and compassion. In these camps, training sessions are provided on Turkish Red Crescent Advocacy, Blood and Stem Cells, Tent Setup, Disaster Preparedness Awareness, First Aid, Fight Against Addiction and Proper Living with Diabetes. Cultural activities, sports activities and excursion programs are also organized in the camps. Camps are also organized thematically. In 2023, **40** camps were organized and **3,000** volunteers participated.

2.2.2.5. Trainings Related to Employee Improvement

Online and face-to-face trainings are provided to contribute to the professional and career development of Turkish Red Crescent employees. The trainings provided are as follows: Segment-Based Branch Capacity Enhancement Orientation Training, Turkish Red Crescent Adaptation Training, Basic Occupational Health and Safety Induction Training, Blood Services Vocational Orientation Training, Basic Disaster Preparedness and Response Training, Communication and Teamwork Training, Child Protection and Psychosocial Support Services Translation Training, Shelter and Camp Management Training, Phlebotomy Training, Occupational Health and Safety Training. **3,199** employees benefited from employee development trainings.

2.2.2.6. Idea Box Activities

The idea box is a platform created for Turkish Red Crescent employees to collect, review, evaluate, and implement ideas related to improvement, development, corrective and preventive measures. The ideas presented in the Idea Box are initially pre-evaluated by relevant mentors and then submitted to the Idea Box Evaluation Committee. Suitable ideas are then processed for project development. **82** new ideas were received in 2023.

2.2.2.7. Turkish Red Crescent Archive Services

Works are carried out regarding the management of application, evaluation and approval processes of historically, administratively and culturally valuable documents with completed classification stored in Turkish Red Crescent Archive, whose bibliographic records are presented on <http://kizilaytarih.org>. Additionally, efforts are made to send digital copies of documents to researchers. The documents, notebooks, captive cards, captive letters, patient records, maps and sketches, certificates, photographs, stamps, posters, medals and medical materials in Ottoman Turkish in Turkish Red Crescent Archive Collection are available to researchers. The activities contribute to the transfer of Turkish Red Crescent history and cultural heritage to future generations and support scientific research studies. In 2023, **76** people benefited from Turkish Red Crescent archives.

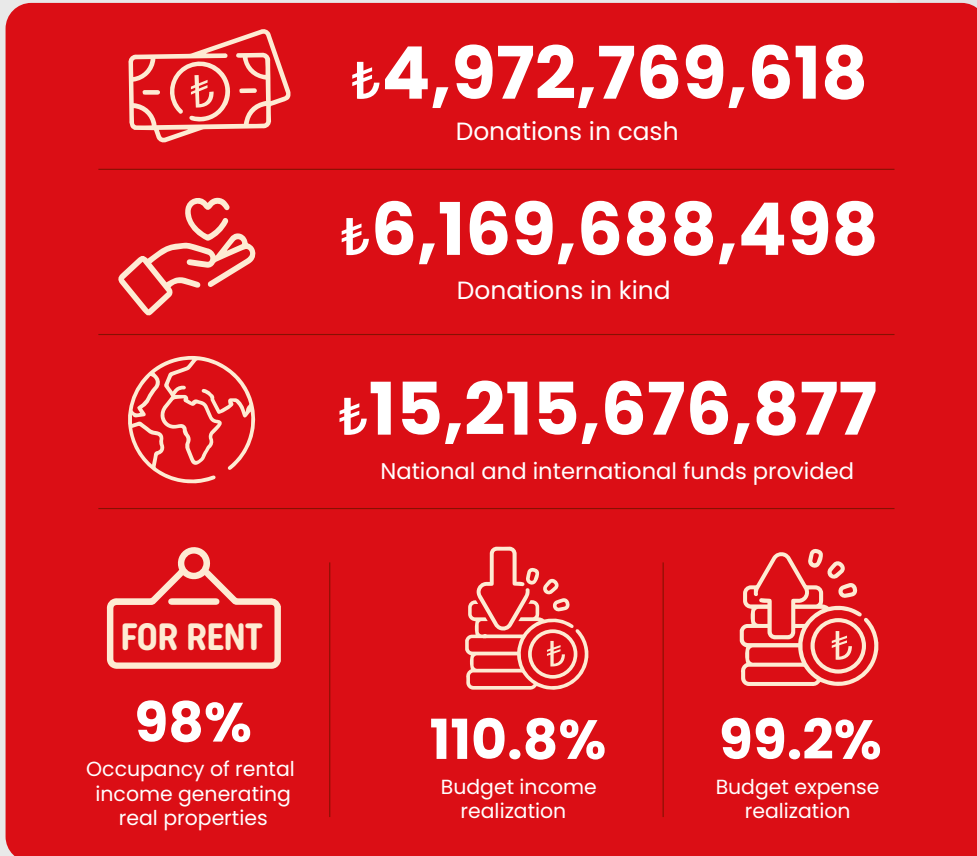
2.2.2.8. Sphere Standards

Turkish Red Crescent aims to promote the Sphere Standards, one of the most well-known and internationally accepted common principles and universal minimum standards in humanitarian aid operations. In 2023, in this context, the foundations of a working group that will work within the institution.

2.2.3. Ensuring the Financial Sustainability

Objectives:

- Diversifying and expanding financial resources in a sustainable manner
- Developing new donation strategies, diversifying donation types and channels, increasing donations
- Evaluating and managing real estate more effectively and efficiently



The activities carried out within the scope of the goals and objectives of Ensuring Financial Sustainability.

2.2.3.1. Turkish Red Crescent Donations

The sustainability of donation sources is of great importance for Turkish Red Crescent to carry out its activities. The purpose of financial sustainability is to ensure the provision, continuity and confidence of the necessary financial resources for an NGO to survive and carry out its activities through planning. Turkish Red Crescent aims to respond to changing needs in society and its sector by optimizing, developing and placing emphasis on creating new resources, as well as developing strong strategies for donations, which constitute its primary source of income.

2.2.3.2. Donor Relations and Fund Raising

As part of strengthening donor relations and fund raising activities, various initiatives have been developed and improvements have been made, including bank-CRM integrations, enhancement of stakeholder data, stakeholder-centric activity and relationship management, SAP branch headquarters stakeholder relationship coordination system, donation tracking system, Masterpass quick donation project, Goodness Basket project, digital transformation in donation refunds, real-time donation tracking system above limits, satisfaction survey to optimize donor experience on corporate website, and the Operators of Goodness project that enables regular SMS donations through Turkcell/Turk Telekom/Vodafone. Additionally, donations have been accepted through the E-Government Earthquake Donation Acceptance System, and models have been created for users to make donations on e-commerce websites using digital donation cards.

All projects and activities are conducted using a “Holistic Marketing” approach that encompasses all of our donors, explaining how the brand and products are related. This approach aims to enhance the donation experiences of donors, increase their satisfaction and encourage donation behavior.

2.2.3.3. Donations to Palestine

As a result of the blockade initiated by Israel on Gaza on October 7th, numerous humanitarian aid parcels have been sent by plane and ship to the region according to the needs, and relief efforts are ongoing.

2.2.3.4. Pazarcık Earthquake

Following the earthquakes on February 6th, fundraising efforts were carried out to assist the earthquake victims and help them rebuild their lives.

Pazarcık Earthquake Donations and International Fund Income



₺2,219,189,729

Donations in cash



₺3,073,745,801

Donations in kind



₺2,173,893,553

International fund income

2.2.3.5. Effective Management of Real Estates

Properties owned or under the jurisdiction of Turkish Red Crescent have been rationally utilized to support Turkish Red Crescent activities. Efforts have been made to maximize the income generated from these properties and to ensure that all related services are carried out in a planned and systematic manner to sustainably support the organization's programs.

2.2.3.6. Budget Income and Expense Realizations

BUDGET INCOME REALIZATION

Type of Income		Realized Income Budget
	Donations in Cash	₺929,825,002
	Deposit Associate Exchange Difference Income	₺534,941,585
	Other Miscellaneous Income	₺440,871,399
	Blood Centers Income	₺3,601,209,350
	Real Estate Income	₺233,110,425
	Loan Payments	₺27,587
	Real Estate/Legal Assurance Fund Account Income	₺82,746,242
	Conditional Donation Income	₺4,042,944,616
	In-Kind Donation Income	₺1,004,313,243
	In-Kind Conditional Donation Income	₺5,165,375,255
	National Fund Income	₺61,322,478
	International Fund Income	₺15,154,354,399
		₺31,251,041,580

Table 1 Budget Income Realization

Turkish Red Crescent headquarters budget revenue realization data.

BUDGET EXPENSE REALIZATION















	Expense Type	Realized Expense Budget
	Cash Aid	₺178,890,682
	Personnel Expenses	₺2,394,972,031
	Temporary and Permanent Appointment Expenses	₺50,663,927
	Service Purchases	₺706,441,672
	Consumption Goods and Materials Purchases	₺1,602,407,050
	Inventory Purchases	₺8,043,068
	Machinery Equipment and Vehicle Purchases. Major Repairs	₺28,178,245
	Investment Costs	₺7,393,411
	Transfers	₺26,184,174
	Real Estate/Legal Assurance Fund Account Expenses	₺29,703,093
	Conditional Donation Expenses	₺1,744,704,869
	In-kind Donation Expenses	₺112,961,255
	Conditional In-kind Donation Expenses	₺4,285,740,975
	National Fund Expenses	₺59,832,923
	International Fund Expenses	₺13,976,829,780
		₺25,212,947,154

Table 2 Budget Expense Realization

Turkish Red Crescent headquarters budget revenue realization data.

2.2.4. Carrying Out Income-Generating Activities within Kızılay Yatırım AŞ

Objectives:

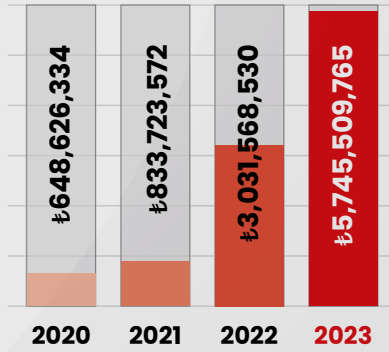
- Providing more resources for the financial sustainability of Turkish Red Crescent by managing Kızılay Yatırım and its affiliated companies effectively and efficiently

Kızılay Yatırım was established in 2018 to serve Turkish Red Crescent's strategic goal of "ensuring financial sustainability" and to add speed, agility and transparency to humanitarian aid practices. As of the end of 2023, it operates with 11 different subsidiaries in the fields of production & industry, finance, services and technology with its "social investor" identity by making investments focused on humanitarian and social benefits. Profits from each product and service sold under Turkish Red Crescent brand are transferred to Turkish Red Crescent, creating stable sources of income. This income is used to meet the food, tent, container, and shelter needs of more people, and it is transformed into health and care support for more individuals. Kızılay Yatırım is in fact a sustainable social responsibility project and a permanent donor of Turkish Red Crescent. With this purpose, Turkish Red Crescent and Kızılay Yatırım join forces, unite and continue their journey only for greater goodness.

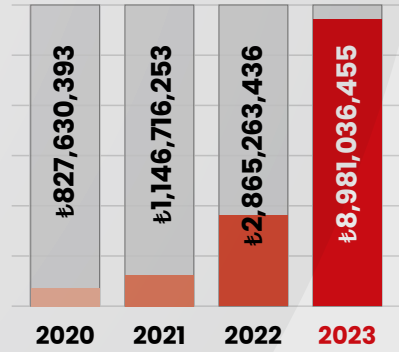
1	Kızılay Yatırım Holding A.Ş.	30.11.2018
2	Kızılay Sağlık Grubu A.Ş.	16.05.2019
3	Kızılay İçecek San. ve Tic.A.Ş.	21.01.2019
4	Kızılay Gayrimenkul ve Girişim Sermayesi Portföy Yönetimi A.Ş.	10.05.2019
5	Kızılay Kültür ve Sanat Tic.A.Ş.*	20.06.2019
6	Kızılay Barınma Sistemleri**	20.06.2019
7	Kızılay Sistem Yapı A.Ş.	2.08.2019
8	Kızılay Bakım A.Ş.	4.03.2020
9	Kızılay Lojistik A.Ş.	3.07.2020
10	Kızılay Etki Yatırım Danışmanlık ve Tic.A.Ş.	7.08.2020
11	Kızılay Arge ve Bilgi Teknolojileri Ticaret A.Ş.	25.11.2021
12	Kızılay Biyomedikal Ürünler Ticaret A.Ş.	23.05.2022
13	DGNY Tarım ve Hayvancılık Sanayi Ticaret Anonim Şirketi	07.09.2023

* It has been rendered inactive as of 01.11.2023.

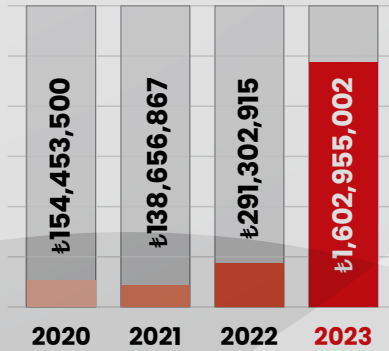
** Kızılay Çadır Tekstil was renamed as Kızılay Barınma Sistemleri as of 24.11.2023.



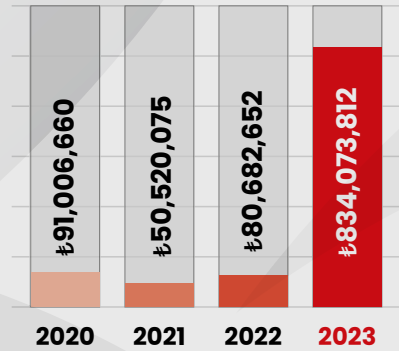
Total Assets



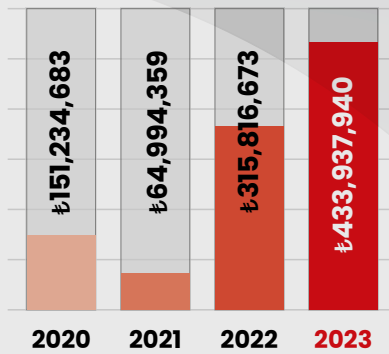
Net Sales Income



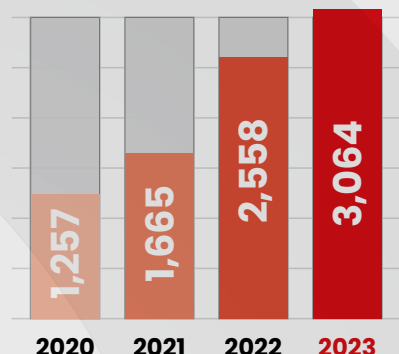
EBITDA



Donations to Turkish Red Crescent



Investments



Human resources

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