

A photograph of four young girls sitting on large, light-colored rocks. They are all smiling and laughing. The girl in the center-right is wearing a red turtleneck sweater and has her hand near her mouth as if laughing. The other three girls are also smiling. In the background, there are more people and some tents or structures, suggesting a campsite.

# Annual Impact Report

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قطر الخيرية  
QATAR CHARITY

[qcharity.org](http://qcharity.org)

## FOREWORD FROM THE FIELD: FOCUS ON CHILDREN IN MALI

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It is perhaps the greatest privilege to be elected by my peers to represent the 11 million children in Mali. A privilege that at times keeps me awake at night with the responsibility. It is a great challenge but also a great honour.

The Children Parliament in Mali is a government institution put in place to allow children to put forward their opinions and concerns regarding the welfare of children without fear of reprisals.

It is always a great risk to talk about the lack of investment in children or their exploitation, but we have to do it otherwise nothing will change. It is our duty.

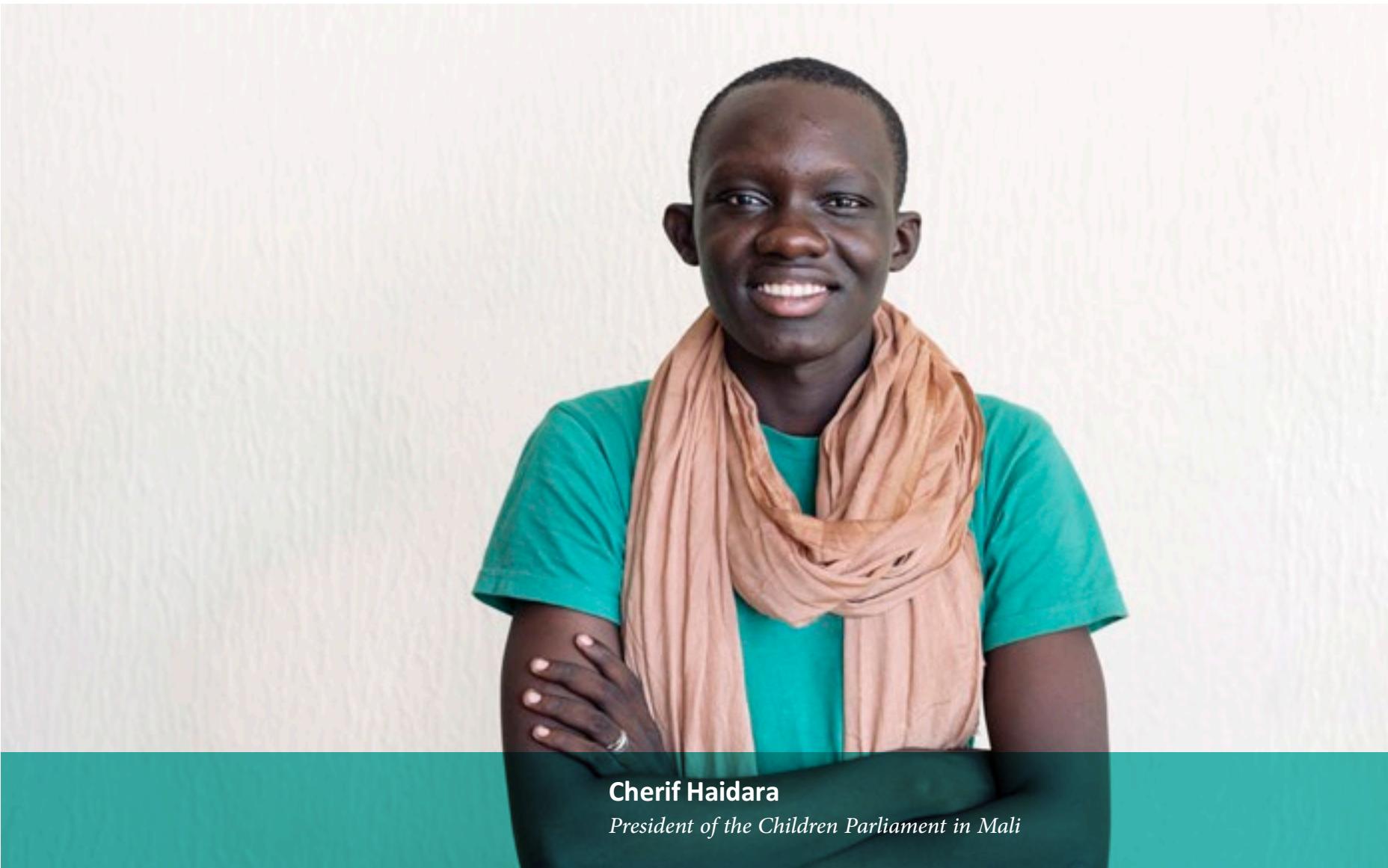
We are afforded the protection of the government to speak freely to bring about change.

Education remains my greatest concern in 2021. 1532 schools have closed in Mali due to the conflict forcing around 400,000 children out of the classrooms. A child out of school in Africa is easily exploited. Education alongside economic empowerment through livelihood opportunities remains our only hope.

Everyone is not made to study. Support must be provided to encourage entrepreneurial skills to create sustainable lives.

The children of Mali are dying....A lot has been done since independence but it is not enough. Child slavery in various forms exists today in Mali, in the 21st century and this is not acceptable.

Children are very intelligent and agile. Everyone of them has their own skills and culture to offer. From the North to the South, East to West every child needs support in order to fulfil their dreams and aspirations. We could be singers, writers, dancers...so much potential but we need assistance to empower us and make our dreams a reality. On behalf of the children of Mali ...I don't think that's too much to ask.



**Cherif Haidara**

*President of the Children Parliament in Mali*

## WORD FROM THE CHAIRMAN AND THE CEO



**Sheikh Hamad bin  
Nasser Al Thani**  
*Chairman*



**Yousef bin Ahmed  
Al-Kuwari**  
*Chief Executive Officer*

The past year was marked by unprecedented disruption and intense uncertainty fueled by conflict, displacement, climate change, rising inequalities and the Covid-19 pandemic.

As this report is published, the COVID-19 pandemic has made its way to virtually every country in the world, aggravating the humanitarian needs of hundreds of millions of people.

We think of displaced communities living in overcrowded settlements in Bangladesh, Lebanon and Jordan, and we think of people whose livelihoods were already precarious and who are now at risk of falling further into poverty. We think of the hundreds of thousands of children who have been robbed of their right to education because they do not have access to remote learning opportunities.

2020 also marked ten years of misery and despair for the people of Syria. We were there when the conflict erupted a decade ago, and we are still there today. We also pushed like never before last year to provide respite for Syrian refugees in Turkey, Iraq, Lebanon and Jordan. With your help, we made their winter less harsh and their living conditions more tolerable through health, sanitation and economic empowerment programs. Thanks to our generous donors, we also provided food and other life-saving assistance to millions of people in Yemen living through the worst humanitarian crisis of modern times.

2020 was also a year of challenges. The arena for humanitarian action is becoming increasingly

complex, made more so by growing hostility towards NGOs driven by the politicization of aid and geopolitical conflicts. More than ever, we are rethinking our coordination model and partnering with a diverse range of stakeholders to avoid fragmentation. We will continue our work with UN agencies and large organizations, but we also envision strategic and sustainable partnerships with grassroots organizations and communities.

We believe that local communities are the true custodians of their future, and that they should be given the means to cope with adversity and build resilience.

We are constantly adapting the planning, implementation, evaluation and monitoring of our programs to the changing humanitarian landscape, but we remain anchored in our identity, vision and values. Affected populations and their needs will remain at the center of our response, our superlative access and direct contact with the beneficiaries are what give Qatar Charity its edge and its ability to enable transformation in the communities it serves. We finished 2020 with new offices in Ivory Coast, Gambia, Nigeria, Morocco, Senegal and Tanzania, expanding our global presence to 29 countries.

Our community-focused fundraising is paramount to our independence. Our generous donors trusted us with more than \$500 million last year, and in return we provided them with the utmost transparency and ability to track their donations using the latest technologies.

Looking back at 2020, we find peace knowing that we have used our resources to save and transform as many lives as we could, but we are also acutely aware of the many challenges that lie ahead. With the global economy under significant strain, aid is expected to decline as humanitarian needs spiral. We need your support now more than ever before as we forge ahead with our new five-year strategy, which focuses on child protection, assistance for communities affected by disasters and inclusive development.





## Dignity for All

*This annual impact report looks back at the impact of our work in 2020 and at how we enabled transformation in the communities we served*

# 2020 IN NUMBERS

## 14 MILLION BENEFICIARIES

14 million girls, boys, women, elderly, people with disabilities directly supported by our projects and programs

**189,000**

children sponsored in 40 countries

**\$506 MILLION**

raised mainly through community-focused fundraising

**223.000 DONORS**

Individual donations represented 92% of our income in 2020

**44 COUNTRIES**

We implemented life-saving projects and life-transforming solutions across our field offices and through implementing partners

**90%**

of our income went on our emergency and development work



## OUR HUMAN IMPACT IN 2020



**8,288,027**

people benefited from our health and nutrition projects



**13,847**

people benefited from our social housing projects



**1,140,587**

people benefited from our food security projects



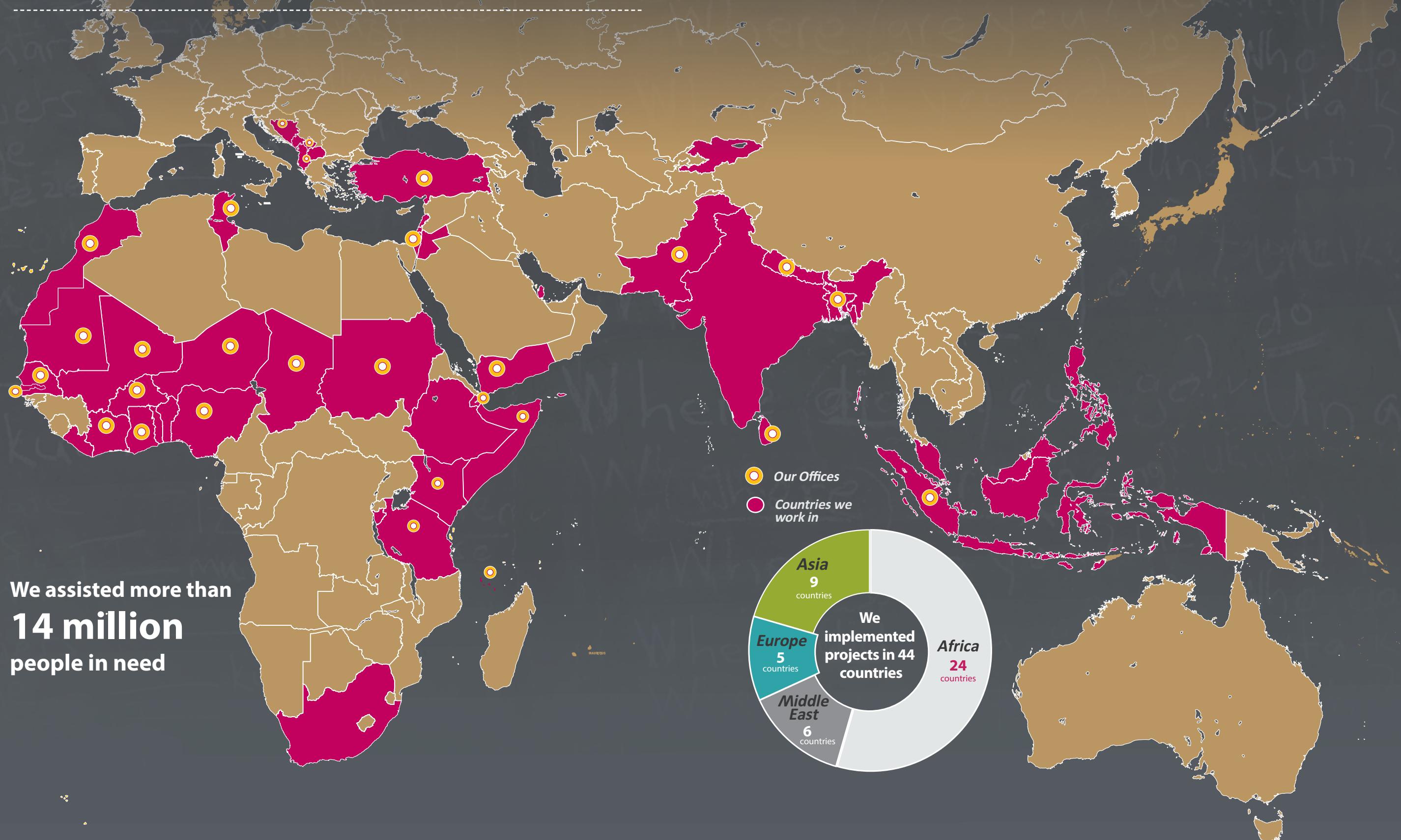
**362,284**

people benefited from our shelter, non-food items and livelihoods projects

**Qatar Charity's projects have contributed to the following Sustainable Development Goals (SDGs):**



# Where we worked in 2020



## Transforming lives for 37 years and counting....

### Our Story

Alarmed by the rising number of children orphaned by conflict in neighboring countries, a group of Qatari philanthropists came together in 1984 to form a community initiative under the name the Committee of Qatar for Orphan Sponsorship.

Eight years later, an international NGO was set up under the name Qatar Charity to scale up the initiative and broaden its range of activities and outreach.

We have since grown to become one of the largest humanitarian and development organizations in the world. We provide life-saving assistance to those hit by conflict, persecution and disasters, and we create durable solutions to poverty via sustainable development programs in social welfare, water and sanitation, education, nutrition and economic empowerment.

We have field offices in 29 countries and implementing partners in 40 others, putting us at the forefront of the global response to emergencies and in the foreground of development solutions that help vulnerable communities become more resilient and ultimately thrive and prosper.

We reached 54 million people through large scale humanitarian and development projects over the last five years at a total cost of \$1.6 billion.

### Our Vision

A world in which all human beings have the right to live in peace and dignity.

### Our Mission

We implement development and humanitarian projects, mobilize support and

resources, and build effective partnerships to:

- Provide a decent life for children and their families
- Alleviate the suffering of people affected by crises
- Contribute to inclusive and sustainable development
- Promote peace and social cohesion
- Promote social development and charitable giving in Qatar



## Our values and pillars

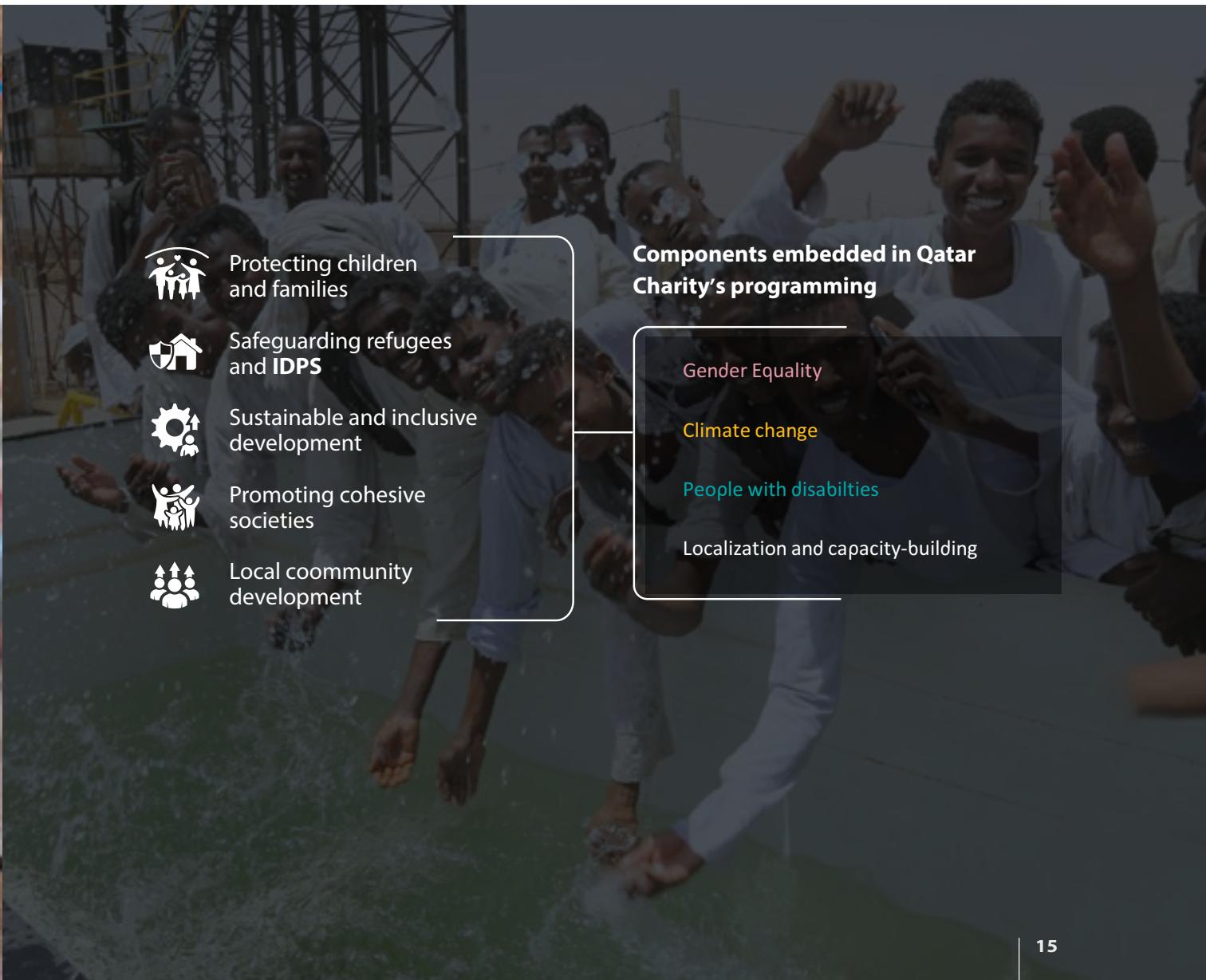
### Our Values

We are committed in our work to:

- Cooperation: we recognize the vital role of coordination between humanitarian and development organizations to provide sufficient and appropriate assistance to those who need it effectively.
- Accountability: we are bound by our mandate to demonstrate the highest standards of accountability to our beneficiaries. We place communities and people affected by crises at the center of our humanitarian response and believe we have a duty to uphold their

fundamental rights and dignity.

- Transparency: we believe financial transparency is essential to build and maintain trust.
- Achievement and creativity: we take a results-oriented approach to our work in which achievement is the benchmark of success, and we utilize the latest technologies and tools to optimize our resources.
- Respect: we believe the diversity of humanitarians is a key strength and that all participants' backgrounds and cultural norms should be respected.



### Components embedded in Qatar Charity's programming

Protecting children and families

Safeguarding refugees and IDPs

Sustainable and inclusive development

Promoting cohesive societies

Local community development

Gender Equality

Climate change

People with disabilities

Localization and capacity-building

# Governance and management

## External Regulation

We operate under the supervision of Qatar's Regulatory Authority for Charitable Activities (RACA). RACA provides the legal framework for the establishment and management of charities in the country, which is aligned with the guidelines of leading international charity regulators.

We also undergo an annual external audit conducted by KPMG, one of the world's leading auditors. The audit takes place in our head office and across all 29 field offices by local external auditors accredited in those countries.

## Internal Regulation

### Board of directors

Our external and internal work environment is underpinned by a set of 60 policies and 140 procedures adopted by the board of directors that provide guidance in all pertinent matters and define a clear, ethical and lawful course of action for any situation that might affect our work, whether directly or indirectly.

The board oversees independent and specialized committees in risk management, compliance and audit, which have clear roles and responsibilities in line with RACA's legislation and our own internal regulations. The board also undergoes an annual self-evaluation process as stipulated by its self-evaluation, self-compensation and conflict of interest policies.

### Risk management

Risk management is an essential part of our governance system. We adopt a risk-based approach in all aspects of our work by using advanced tools to manage any risks that may arise. We worked with Refinitiv to develop a joint risk management system tailored to the high-risk work of NGOs, and which allows us to identify, anticipate and mitigate risks before, during and after the delivery of aid.

We have also developed a country assessment tool to evaluate the risks associated with working in more than 70 countries based on five main indicators:

- Transparency International's corruption perception index
- The Financial Action Task Force (FATF) classification
- The Fund for Peace's Fragile States Index

- The Institute for Economics and Peace's Global Terrorism Index
- The European Commission's Global Conflict Risk Index

## Compliance

We recognize the potential for NGOs' funds to be misused, so we have added extra layers of protection by using advanced global risk mitigation systems in cooperation with major international institutions. In 2019, we became the first organization in the Middle East and North Africa (MENA) region to sign a cooperation agreement with Refinitiv Thomson Reuters, a world leader in anti-money laundering and terrorism financing (AML/TF) screening.

The cooperation takes the form of a database of individuals and institutions consolidated

between Qatar Charity and Thomson Reuters' World Check that enables us to identify and isolate individuals and organizations that may pose a risk of money-laundering or terrorist financing quickly and effectively. Our database screens all stakeholders, including partners, donors and beneficiaries, against the UN Security Council's consolidated sanction list, the EU's sanctions list, Qatar's national sanctions list, the US Office of Foreign Assets Control (OFAC) sanctions list, and the beneficiary country's sanction lists.

## Audit

One of the main objectives of audit is to enhance internal control through a specialized committee, department and policy. A quarterly internal audit report is submitted to the board in accordance with our audit policy.

## ISO Certifications

We have received the following ISO certifications:

- ISO/IEC 27001 in information security management
- ISO 31000 in risk management
- ISO 9001 in quality management

## Financial Reporting

We are committed to being open and transparent about where our funds come from and where they go. Our financial reports are available to the public on our website.



**“ Good governance is the most basic form of accountability. As one of the leading INGOs worldwide, not only have we worked to strengthen our own internal systems and processes, but we are helping smaller organizations introduce self regulation into their governance by providing tools, training and guidance. ”**

**Mohamed AlGhamdi,**  
*Chief Governance Officer*

# Networks and partnerships

## The Un Economic And Social Council (Ecosoc)

We were granted consultative status at ECOSOC in 1994, making us one of the first MENA-based NGOs to be invited to contribute to the UN's civil society discussions.

Our status allows us to have a role in formal UN deliberations, participate in events organized by the president of the General Assembly and submit written and oral statements before sessions.

## The International Organization Of Migration (Iom)

Migration issues are both a major catalyst and an undeniable result of crises and disasters, and we have mobilized considerable resources to protect people affected. In 2002, we were the first organization in MENA to become a consulting member of IOM. Our affiliation allows us to collaborate on a broad range of migration issues globally, from emergency and post-conflict assistance to counter-trafficking interventions and assisted voluntary returns.

## The Start Network

We joined the Start Network in 2016. A UK-based initiative made up of 42 international NGOs, it works to address the challenges and shortcomings of the current humanitarian funding system. The network's pool fund is collectively owned and managed by its members, and supported by the governments of the UK, Ireland, the Netherlands and Germany. We have benefited from the fund for relief projects in Somalia and Pakistan.

## The Un Department Of Global Communication (Dgc)

Our association with DGC began in 2018 and constitutes a commitment to disseminate information and raise public awareness about the purposes and activities of the UN and issues of global concern. As a member, we dedicate a portion of our publications and information activities to this end.

## The Core Humanitarian Standards (Chs) Alliance

We have worked hard in recent years to maintain a high degree of accountability to our beneficiaries, and we have begun to explore new approaches to truly center our work around our beneficiaries' needs and dignity. In 2019, we joined the CHS Alliance, a Geneva-based network of more than 150 leading organizations working together to strengthen accountability and put people affected by crises at the heart of humanitarian and development responses.

Our membership has given us the tools to assess our existing mechanisms and scale them up to meet the most rigorous standards. Our beneficiaries now have a say in the assistance they receive, they are provided with feedback and complaints platforms, and their input is considered in all aspects of our responses, from planning and programming to implementation and evaluation.



# Where we work

## Field Offices

Through our 30 field offices, we work closely with communities affected by disasters and crises to assess their needs effectively as the basis for appropriate humanitarian and development interventions.

Our local presence makes our response more coordinated, integrated and timely. It also allows us to communicate directly with our beneficiaries and ensure their participation in our work, making our interventions better targeted and more effective and allowing us to amplify their voices before the international community.

We also align our work with the national development strategies of the countries we work in, and our humanitarian assistance is provided in accordance with national emergency response plans.

## How Do We Select Countries?

We identify countries based on objective and transparent criteria, including the extent of needs, access to beneficiaries, opportunities for partnership and cooperation across sectors, the government's openness to international aid and the legislative environment for NGOs.

We also hold strategic dialogues with inter-

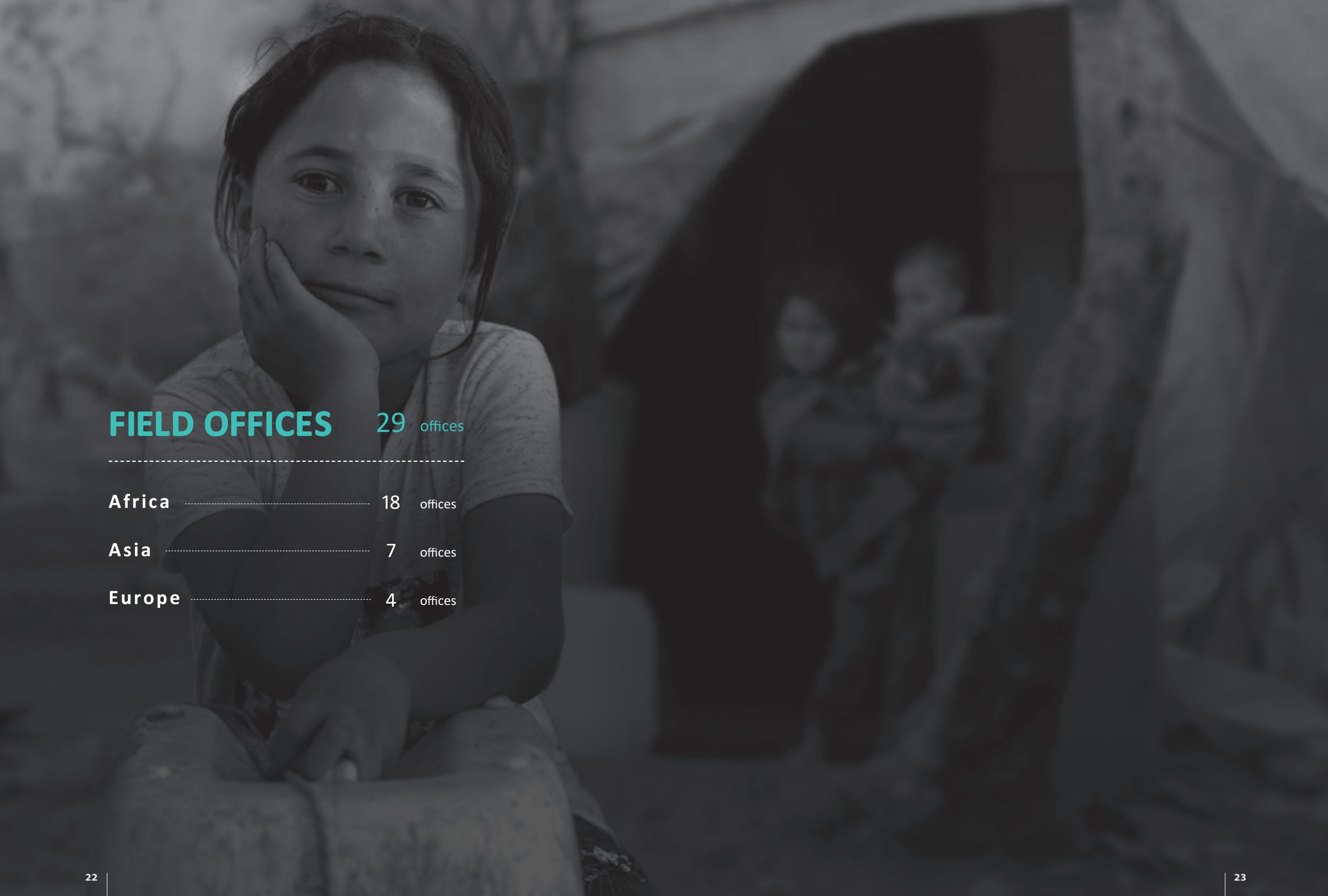
national partners, including the UN Children's Fund (UNICEF), the UN Refugee Agency (UNHCR), the UN Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) and the International Organization for Migration (IOM), to identify priority countries where our contributions will have the most impact on people in need.

## Community Partnerships

We are proud of our long-standing partnerships with governments, UN agencies and large organizations, but we also strive to establish strategic and sustainable partnerships with grassroots organizations and communities. We believe that local communities are the true custodians of their future and should be given the means to cope with adversity and build their resilience.

Affected communities are the most qualified to respond to crises in a timely, effective and culturally appropriate way, but they often lack the expertise and knowledge in disaster preparedness and response.



A black and white photograph of a young girl with long dark hair, resting her chin on her hand and looking thoughtfully at the camera.

## FIELD OFFICES 29 offices

Africa ..... 18 offices

Asia ..... 7 offices

Europe ..... 4 offices



## FIELD OFFICES

### Africa

.....

Comoros Islands	Mauritania
Djibouti	Morocco
The Gambia	Niger
Burkina Faso	Nigeria
Chad	Senegal
Ghana	Somalia
Ivory Coast	Sudan
Kenya	Tanzania
Mali	Tunisia

### COMOROS ISLANDS

We launched our first intervention in the Comoros Islands in 2011 and opened our field office the following year under a headquarters agreement with the government.

In 2020, our main projects involved education in the form of primary and elementary schools, the sponsorship of orphans, income-generating activities and developing the skills of vulnerable families. We also worked in healthcare, water and sanitation, social awareness, housing, agriculture and disaster responses. We spent \$800,000 on such activities in 2020.

### DJIBOUTI

We launched our first intervention in Djibouti in 2015 and opened our field office the following year.

Our office provides humanitarian and development assistance on the basis of cooperation and strategic planning in accordance with Djibouti 2035 development plan. We spent \$1 million on such interventions in 2020, including our participation in the Djibouti Intersectoral COVID-19 Response Plan 2020.

### THE GAMBIA

We opened our office in The Gambia in 2020 to participate effectively in the development of long-term solutions to poverty in a country where a third of the population is dependent on farming, and where the rise of drought and flash floods threatens the survival of nearly one million people. We also envision projects in health targeting particularly maternal and child health.

In 2020, we spent \$170,000 in economic empowerment and water projects.

### BURKINA FASO

We opened our office in Burkina Faso in 2008 under a framework agreement with the government. We had previously implemented education and health projects in the country through partnerships with local NGOs.

We have been dedicated from outset to helping rural communities affected by drought, poverty and disease by implementing relief and health projects and providing drinking water. We also implement programs and projects under the country's national development plan in the fields of education, economic empowerment, health and water and sanitation. We spent \$6.4 millions on interventions in 2020.

## CHAD

We opened our Chad office in 2011 as part of our strategy to expand our presence in sub-Saharan Africa and support relief and humanitarian efforts in the Central African Republic (CAR) through Chad.

We have implemented development and social projects in the areas of water and sanitation, health, education and income generation, and we have provided direct aid to refugees from CAR through partners on Chad's southern borders. We spent \$2.9 million on such activities in 2020.

## GHANA

We have been implementing humanitarian and development projects in Ghana for more than 15 years in cooperation with local partners and we opened our field office in 2017.

Our work in Ghana focused on education and culture, economic empowerment, health, water and sanitation, social welfare and housing, and food security. We spent \$5.5 million on interventions in 2020.

## IVORY COAST

We opened our office in the capital, Abidjan, in 2019. Our office supports a range of government programs focused on construction of health and education facilities, roads and other infrastructure, the provision of clean drinking water and extended electricity supplies to rural and semi-rural areas. We spent \$1.3 million on such initiatives in 2020.

## KENYA

We opened our field office in Kenya in 2013 under a headquarters agreement with the government and registration with the country's NGOs Coordination Board.

We have launched hundreds of programs, projects and activities, mainly in the field of humanitarian relief in camps refugees, internally displaced people (IDPs) and flood victims. We have also carried out education, water and economic empowerment projects for families in need. We spent \$8.4 million on such interventions in 2020.

## MALI

We have contributed to development and humanitarian efforts in Mali since the 1990s and opened an office in Bamako in 2008. Our projects cover education, health, the construction of housing and the drilling of wells, support for poor families and care for orphans and people with disabilities. We also undertake income-generating activities and provide seasonal assistance to people in need.

We work in partnership with local civil society organizations and international partners to alleviate poverty and improve the living conditions of poor and vulnerable groups. We spent \$7.5 million on such interventions in 2020.

## MAURITANIA

We began working in Mauritania in the 1990s through civil society organizations, and opened an office in the capital, Nouakchott, in 2007.

We have implemented a range of development projects in the areas of water and sanitation, health and education, income-generating activities and construction. Our humanitarian interventions have included support for refugees in eastern Mauritania and the provision of drinking water for rural communities affected by drought. We have also organized medical convoys to provide care during emergency situations in urban centers, villages and Bedouin gatherings in the desert. We spent \$1.5 million on such interventions in 2020.

## NIGER

We began our activities in Niger in 2000 by working in partnership with local and regional community organizations to alleviate the suffering of people living in rural areas affected by drought, poverty and disease.

We opened our field office in 2007 as part of our strategy to expand the geographical scope of our work and support Niger in overcoming a cycle of recurring food crises.

We spent \$2 million on development and humanitarian interventions in the country in 2020.

We launched our first project in Nigeria in 2010, and opened our field office in 2020. Our development initiatives in the country cover education and culture, water and sanitation, social care and housing, and food security. Our humanitarian initiatives focus on food and nutrition.

We channel our work through local civil society organizations, and we spent \$14 million on interventions in 2020.

## MOROCCO

Our work in Morocco dates back to the 1990s, and we opened our field office in 2020. Our early focus was helping strengthen the country's social care systems in partnership with the government, particularly for orphans, students with special needs and poor families. We have since expanded our work to include parallel development and humanitarian interventions.

Our development work covers education and culture, economic empowerment, health, water and sanitation, social care and housing, and food security. Our humanitarian efforts focus on food and nutrition during disasters. We spent \$2.4 million on such interventions in 2020.

## SOMALIA

Our interventions in Somalia began in the 1990s with a childcare project for orphans, widows and students, which we implemented via local institutions. We established a representative office in Mogadishu in December 2007, and this became a field office in January 2010. Like other international humanitarian NGOs in the country, our work is governed by the Ministry of Interior and Federal Affairs, which licenses us to carry out activities. We also work with the authorities in Somaliland and Puntland with regard to projects in those areas.

Our development initiatives in Somalia cover education and culture, economic empowerment, health, water and sanitation, social care and housing, food security, and peace and social harmony. Our humanitarian work involves accommodation and non-food items, food and nutrition, water and hygiene promotion, emergency medical services, and education and livelihoods during emergencies. We currently sponsor over 20,000 children in the country. We spent \$18.7 million on such interventions in 2020.

## SUDAN

We began implementing projects in Sudan in the early 1990s in partnership with local organizations. Our Khartoum office, which we opened in 1994, is one of our oldest and most prominent, and Sudan is second only to Palestine in terms of funding. We also have a branch office in Darfur to oversee our projects in the region. We spent \$10.6 million on development and humanitarian interventions in Sudan in 2020.

Our work in Tanzania dates back to the mid-1990s, and has been expanding ever since. We implement development initiatives covering education and culture, water and sanitation, and social housing via local civil society

## TUNISIA

organizations. They in turn work in collaboration with the country's education, social affairs and water ministries and local authorities. An office is being opened in the capital Dodoma. We spent \$2.9 million on interventions in 2020.

We opened our Tunisia office in December 2012 under a headquarters agreement with the government, and since 2013 our development initiatives have covered education, health, economic empowerment, social housing, water and rural roads. We spent \$4.9 million on such interventions in 2020.





## FIELD OFFICES

### Asia

Bangladesh  
Indonesia  
Nepal  
Pakistan  
Palestine  
Sri Lanka  
Yemen

### BANGLADESH

Our Bangladesh office is in central Dhaka, and is one of our largest and most active in Asia. It was officially opened in 1995 under a headquarters agreement with the government. We had begun charitable work in Bangladesh in 1988, when floods struck two-thirds of the country and caused significant loss of life and property.

Currently, our office plays a significant role in development efforts and alleviating the suffering of large segments of the population. Our work covers education and culture, economic empowerment, health, water and sanitation, social care, food security and social housing. We spent \$21 million on such interventions in 2020.

### INDONESIA

We launched our first intervention in Indonesia in the mid-1990s and opened our field office in 2006 under a headquarters agreement with the government. In addition to our main office in Jakarta, we have a sub-office in Aceh that supervises our projects in Sumatra province. We spent \$4.3 million on development and humanitarian interventions in 2020.

### NEPAL

NEPAL: We launched our first project in Nepal in 2014 in cooperation with local associations, and opened our field office in the capital, Kathmandu, in 2017 under an agreement with the government. We spent \$3 million on development and humanitarian interventions in the country in 2020.

### PAKISTAN

We opened our first Pakistan office in 1992, when thousands of Afghan refugees arrived in the country. Our main objective was to care for child victims of Afghanistan's conflict in particular and for refugees more generally. Given the extent of our work in Pakistan, in addition to our main office in the capital, Islamabad, we have branch offices in Rajinpur in Punjab province; Swat in Khyber Pakhtunkhwa, and Tando Mohammad Khan and Mirpur Khas in Sindh.

Our development initiatives cover education and culture, economic empowerment, health, water and sanitation, social care, food security, accommodation and non-food items, and peace and social harmony. Our humanitarian initiatives include accommodation and non-food items, food and nutrition, water and hygiene promotion, emergency medical services, and education and livelihoods during emergencies. We spent \$9.1 million on such interventions in 2020.

## YEMEN

We have worked in Yemen since 1998 and opened our field office in Sana'a in 2011 under a headquarters agreement with the government.

With the deterioration in the security situation in recent years, we have updated our processes and work with a group of partners including the UN Office for the Coordination of Humanitarian Affairs (OCHA), the UN Refugee Agency (UNHCR) and the World Food Programme (WFP).

Our development initiatives cover education and culture, economic empowerment, health, water and sanitation, food security, and social care and housing. Our humanitarian work includes accommodation and non-food items, food and nutrition, water and hygiene promotion, emergency medical services and education during emergencies. We spent \$9.6 million on such interventions in 2020.

## SRI LANKA

We began our humanitarian interventions in Sri Lanka in 1993, working in coordination with local organizations. We opened our field office in Colombo in 2018.

Our development initiatives in Sri Lanka cover education and culture, economic empowerment, health, water and sanitation, social care, food security, accommodation and non-food items, and peace and social harmony. Our humanitarian work includes accommodation and non-food items, food and nutrition, water and hygiene promotion, emergency medical services, and education and livelihoods during emergencies. We spent \$460,000 on such interventions in 2020.

## PALESTINE

We launched some of our earliest initiatives in Palestine, given the living conditions Palestinians have had to endure under Israeli occupation. We opened a field office in the West Bank in 1992, and in the Gaza Strip in 1996.

Our development initiatives cover education and culture, economic empowerment, health, water and sanitation, food security, and social care and housing. Our humanitarian work involves shelter and non-food items, food and nutrition, water and hygiene promotion, emergency medical services, and education and livelihoods during emergencies. We spent \$21.9 million on such interventions in 2020.





## FIELD OFFICES

### Europe

Albania  
Bosnia And Herzegovina  
Kosovo  
Turkey

We have been operating in Albania since 1994 under a headquarters agreement with the government and opened our field office in 2014.

Our humanitarian and development initiatives in the country cover education and culture, economic empowerment, health, water and sanitation, social care, food security, social housing, and non-food items. We spent \$7.4 million on interventions in these areas in 2020.

### BOSNIA AND HERZEGOVINA

We have been proactive in helping the Bosnian people overcome their plight since the early 1990s. We opened our first office in the Balkans in Sarajevo in 1994, and branch offices in Tuzla, Zenica, Kladen and Kan later the same year, to provide aid directly and supervise our projects more effectively.

Our work in the country focuses on social care, in particular orphans, poor families and students with special needs. We spent \$3.9 million on humanitarian and development interventions in 2020.

We began our work in Kosovo in early 2000 after our Albania office had received refugees during the Kosovar war. When the conflict ended and the refugees returned we opened an office in Kosovo that operated until the end of 2002. We then worked through a local association until the end of 2013 when the office was reopened.

We have provided support over the years in sectors including health, education, housing and relief, and we spent \$5.3 million on such interventions in 2020.

We opened our Ankara office in December 2015 in response to the deepening crisis in Syria. We had already deployed a relief coordinator to the Turkish-Syrian border 18 months earlier to oversee our interventions and collaborations with other organizations working to alleviate the suffering of displaced Syrians.

We have been at the forefront of the response to the crisis in Syria since it erupted in April 2011, and the office was established to cooperate with the Turkish authorities and improve coordination with other local and international humanitarian organizations. Through our office, we implement food security, shelter, health and education, water and sanitation, economic empowerment and livelihood projects. We spent \$30.7 million on such interventions in 2020.

### ALBANIA

### KOSOVO

### TURKEY



OUR INCOME IN 2020

**\$506 million**

**223,000 DONORS**

#### WHO WERE OUR DONORS?

Private donations represent over 90% of our income. With a community-focused fundraising model met with the utmost accountability towards the donor, we have preserved our position as the most trusted NGOs in the MENA region.

#### A PIONEER IN ISLAMIC SOCIAL FINANCE

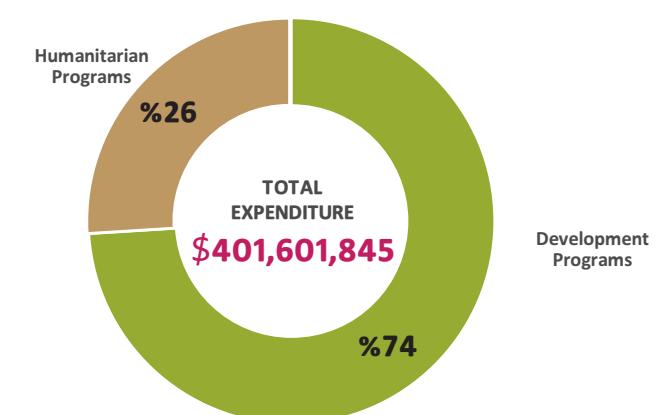
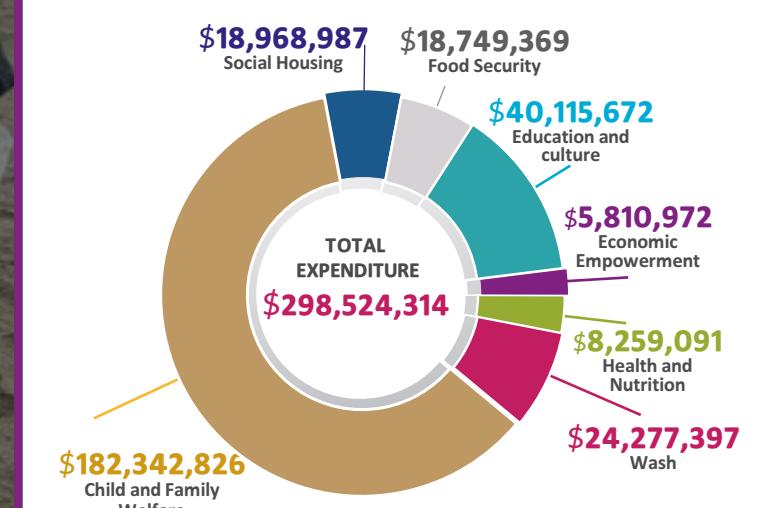
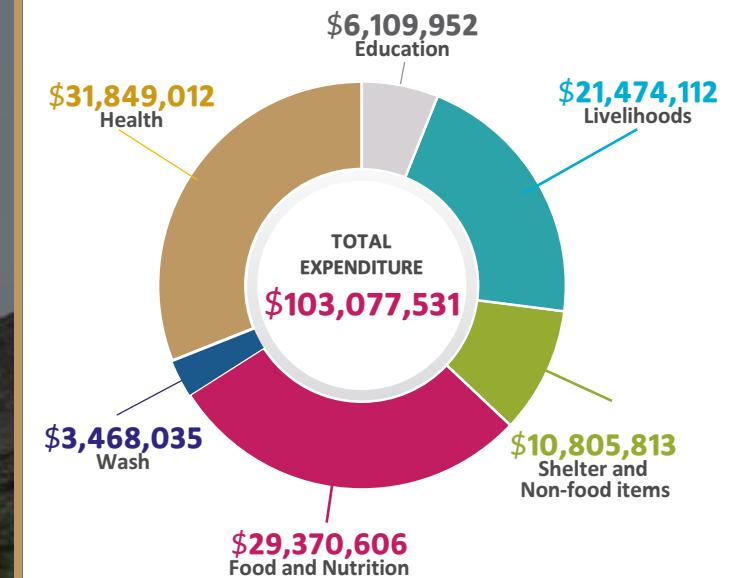
Islamic social finance tools have been essential in the fight against poverty for 1,400 years. Today, with better alignment with the SDGs and better governance and control mechanisms, these tools are projected to open a unique pathway to poverty eradication and social justice.

Since our inception, we have been working with donors to provide Zakat projects and programs which are fully sharia compliant. Our rigorous governance ensures 100% transparency and effective traceability.

## Humanitarian programs

## Development programs

Total



## HUMANITARIAN ASSISTANCE

We respond to disasters  
and crises worldwide

Qatar Charity is often one of the first responders to international emergencies.

Our staff are at the forefront of international aid operations, providing those affected by crises and disasters with shelter, urgent medical assistance, food supplies, livelihoods and comfort. They do not withdraw until communities are well on their path to recovery.



# SYRIA : Conflict and displacement

The conflict in Syria entered its tenth year in 2020, and it has had a devastating impact on the population. More than 6.1 million people have been internally displaced, and another 5.6 million have fled the country. More than 11 million people inside Syria were in need of humanitarian assistance last year. That includes 4.8 million children, many of whom have spent their entire lives in camps without ever sitting in a classroom. On top of the ravages of war, the Covid-19 pandemic has triggered a public health crisis and driven food insecurity to record levels.

Many families in northern Syria live in crowded displacement camps without access to basic services, struggling to survive in dire conditions. Those who have found refuge in neighboring countries, particularly Jordan, Lebanon and Turkey, also live in harsh conditions despite the generosity of their host communities.

The humanitarian needs generated by the Syrian crisis have been huge, and our teams have worked tirelessly in coordination with UN agencies and local and international NGOs to support those struggling most with lifesaving assistance and development interventions.

## 'Al-Sham Deserves' Campaign

In partnership with the Qatar Media Corporation (QMC), we launched the Sham Deserves campaign in 2020 to deliver aid to Syrian IDPs and refugees. The campaign reflected our moral and humanitarian duty to support those affected by some of the largest displacements of the war, in which nearly a million people fled their homes.

QMC organized a live broadcast that raised \$40.9 million from individuals, families, companies and clubs, as well as many in-kind donations.

The first phase of the campaign, from January to March, provided aid to 250,000 people across northern Syria, and in Idlib governorate in particular.



### Shelter & Non-Food Items:

25,000 Tents  
25,000 Heating Materials and Shelters Supplies



### Food Security & Livelihoods:

150,000 Canned Meals for 3 months  
150,000 Cooked Meals  
450,000 Parcels of Bread, with 5,000 parcels daily, for three months.



### Health:

Field Medical Teams (20 Teams with medication)  
Medical Consumables and Ambulance Equipment



### Water, Sanitation and Hygiene (WASH)

75,000 Hygiene Kits (25,000 Kits Monthly)  
500 Toilet Units.  
300,000 Liters of Diesel for Water Plants (100,000 Liters per Month)  
50,000 Drinking Water Tankers  
10,000 Water Tanks with a capacity of 1,000 liters

The second phase, from June to August, consisted of six multi-sector projects valued at \$14 million that reached more than 800,000 people.

We implemented water, sanitation, shelter, health, food security and livelihoods projects. We operated 13 water stations, provided 4,300 reservoirs, and distributed 20,500 shelter kits and 600 tents. We provided 100 equipped school caravans for the benefit of 2,500 students, made water and sanitation facilities available to 600 families and used tanker trucks to deliver enough drinking water for 13,500 families.

We distributed around 31,500 food parcels to 10,500 families, and operated bakeries that benefited 28,750 families. We also provided health assistance, including equipment and consumables for medical laboratories and orthopedic operations that benefited around 438,200 people.

### The Quest Initiative

The Quest Initiative, a collaboration with the Qatar Fund for Development (QFFD), Education Above All, the Sheikh Thani Bin Abdullah Foundation for Humanitarian Services (RAF), Reach Out To Asia (ROTA) and Silatech, aims mainly to ensure that children and young people affected by Syria's crisis are able to acquire the training and skills they need to enter formal education, find decent jobs and become active members of their community.

Quest was launched in 2016 in line with the No Lost Generation initiative, the Syria humanitarian response plan (HRP) and the regional refugee and resilience plan (3RP). It is intended to support nearly 400,000 people in Syria, Jordan, Lebanon, Iraq and Turkey over five years at a cost of more than \$150 million.

As part of the initiative, QFFD supported us in 2020 in launching a project to print and distribute school textbooks in northern Syria.

We have printed textbooks for primary, preparatory and secondary school students in northern Syria at a time when the country's education

sector is facing major challenges, most notably the lack of teaching materials. The absence of textbooks has also meant teachers have struggled to stick to the curriculum.

The initiative aimed to raise the education level of more than a million children in northern Syria by improving facilities and creating an environment conducive to children's return to school.

With the completion of its second phase, we had printed more than nine million textbooks covering all basic subjects for all levels, to the benefit of more than a million male and female students, by the end of the 2019-2020 academic year.

In response to growing demand, we printed and distributed a further 4.1 million textbooks for the 2020-2021 academic year in Idlib governorate and rural western Aleppo in north-west Syria.

The textbooks cover basic subjects such as Arabic, English, mathematics, physics and chemistry from grades 1 to 12. The project helped to improve both students' enrollment and teaching standards.

### Healthcare Centers

With QFFD funding, we established four primary healthcare centers in 2020 that have benefited 144,000 people in Idlib governorate. We continue to operate them in coordination with local and international organizations including the health cluster, the World Health Organization (WHO) and UNICEF.

The project works to restore, equip and support health centers with medical personnel and supplies, provide primary health services, organize health awareness campaigns, and promote public health in coordination with WHO's Early Warning, Alert and Response Network (EWARN).

Around 15,000 patients a month, mostly women, children and elderly people, receive services free of charge at the four centers.

## Caring For Syrian Refugees With Cancer In Turkey

We set up two community health centers in the cities of Gaziantep and Antakya in southern Turkey in 2020 to host and care for cancer patients unable to access the treatment they need in northern Syria.

This project aims to reduce the financial, psychological and physical burdens of the disease by providing patients with all the treatments, consultations and translation services they need. The centers are staffed by people with significant experience in the physical and mental wellbeing of cancer patients.

## Medical Assistance In Lebanon

Our relief team in Lebanon delivered urgent support to Syrian families affected by a large fire at a refugee camp in Miniyeh region in the north of the country.

In cooperation with the Islamic Medical Association, we operated a mobile medical clinic equipped with an ambulance and a specialized medical team in the camp, providing, examinations, treatments and medication as necessary.

Lebanon hosts around 1.5 million Syrian refugees, most of whom live in difficult conditions. The Covid-19 pandemic and the catastrophic explosion in Beirut port only served to aggravate their situation.



## OUR PACT WITH OCHA TO BENEFIT CHILDREN AND WOMEN IN SYRIA

We signed a cooperation and partnership agreement with OCHA in Turkey in July 2020 to deliver nutrition services to 24,000 children under five and 11,360 pregnant and breastfeeding women in rural Aleppo, where malnutrition is rife among IDPs.

We provided much needed life-saving services through five rapid response teams, which offer check-ups, follow-up and treatment for people with severe acute malnutrition and moderate acute malnutrition cases. The teams also give advice to care providers, monitor cases among children and women and refer severe cases to treatment centers.

## 100 SCHOOL CARAVANS IN SYRIA

We provided 100 fully equipped school caravans to create a conducive learning environment for displaced children in the cities of Azaz and Al-Bab in Aleppo.

Each caravan has capacity for 28 children, which means they should benefit around 5,600 students a day over two sessions.

Each contains a whiteboard, 14 double tables and 28 chairs for students, and a teacher's desk and chair. They are fitted with a safety device, a fire extinguisher and a first aid kit, and they have been decorated with posters and drawings to encourage learning.

Abdullah Muslim, the education coordinator in our Turkey office, said QC had not only delivered the caravans to schools but also prepared the ground for their installation in consultation with the authorities.

# ROHINGYA CRISIS

2020 marked the third year of displacement for Rohingya refugees following their flight from Myanmar in 2017. Since violence broke out in Rakhine state, more than a million men, women and children have fled across the border into Cox's Bazar in Bangladesh.

In what has become the world's largest refugee camp, the Rohingya rely entirely on humanitarian aid for their survival. Access to basic services, including adequate sanitation, healthcare, livelihoods and education, is extremely limited, and the Covid-19 pandemic has brought new threats in the overcrowded camp. Others live in similar conditions in Malaysia and India.

## Health Assistance

As part of our relief efforts, we sought to alleviate the suffering of Rohingya refugees in 2020 by helping to implement a number of health projects in cooperation with our partners.

## Malaysia

Around 178,000 Rohingya refugees suffer from critical health conditions in Malaysia. In cooperation with QFFD, we undertook six major programs in the country: the establishment of five comprehensive primary health centers, which have benefited 11,600 people; the operation of four mobile clinics to cover peripheral areas, which have benefited 10,000; raising health awareness and education among refugees; the provision of vaccinations for children; the establishment of medical shelters to receive patients who need special follow-up; and a patient referral system.



We have also signed collaboration agreements with three civil society organizations with competence in the medical field to carry out several projects, and refugees have been trained to facilitate healthcare services.

## Bangladesh

We provided healthcare services to 13,000 Rohingya refugees in Bangladesh through our health camp set up in Teknaf.

The camp has doctors, nurses and ambulances, and medicines are provided free of charge. Pregnancy, diabetes, blood pressure, and other basic tests are also available.

## India

Thousands of Rohingya refugees in India suffer from malnutrition and infectious and chronic diseases. Our three medical convoys provided free health services to 2,000 people.



## OTHER CRISES

### Conflict and displacement

#### **"Lebanon In Our Hearts" Campaign**

A devastating explosion tore through the port area of Beirut on 4 August 2020, killing dozens of people, injuring thousands and blowing out windows across the city. The city's hospitals were overwhelmed and in dire need of assistance and support to save lives.

Our field teams in Lebanon began delivering emergency aid to affected people from the day after the explosion in the form of food parcels and ready-to-eat meals. We also provided medical and shelter assistance, and conducted a field survey of the urgent needs of medical staff.

Two planes carrying more than 100 tonnes of food aid were sent to Beirut between 9 and 13 August in cooperation with Qatar Airways.

#### **Aid For Ethiopian Refugees In Sudan**

We delivered urgent humanitarian aid to refugees who had fled the conflict in the Tigray region of Ethiopia to eastern Sudan. In coordination with UNHCR and Sudan's Humanitarian Aid Commission (HAC), we targeted 12,000 people with interventions covering shelter, non-food items, water, sanitation, food, primary health services and nutrition.

#### **Urgent Responses In Iraq And Yemen**

We signed a cooperation agreement with the International Organization for Migration (IOM) in Kuwait to implement urgent response projects in Iraq and Yemen.

The projects in Iraq supported health and protection services in Nineveh city, rebuilt 120 destroyed homes in Mosul and responded to a water crisis in Al Qurnah in Basra. The interventions cost \$600,000 and benefited 107,000 people.

The projects in Yemen improved the quality of maternal and child care at a cost of \$200,000 and to the benefit of 4,000 people, mostly children.



## DISASTERS

### Changes in the global climate aggravate weather hazards and increase the risk of disasters

#### Floods And Earthquake In Pakistan

We distributed relief assistance to 1,370 vulnerable families affected by floods in the Dadu district of Sindh province in close coordination with the local authorities. The families had lost their homes, livestock and crops due to the floodwaters. The aid included 170 tents and 1,200 family hygiene kits to prevent the spread of infectious diseases.

We focused our interventions on the most vulnerable, including orphans, people with special needs, female-headed households and the poorest families.

We also delivered assistance to 245,000 people

affected by a July 2020 earthquake in Jammu and Kashmir. We distributed 200 winterized kits and provided two ambulances, medical equipment and medicines for the Mirpur health department.

#### Floods In Sudan

We provided urgent food and shelter assistance to people affected by the unprecedented flooding that hit Sudan in September 2020.

Our field teams provided food baskets and non-food items including blankets, mosquito nets, mattresses and plastic sheets for tents to 2,000 families.

An aircraft carrying 100 tonnes of food and medical supplies was sent to Khartoum in cooperation with Qatar Airways.



## Winter and Ramadan campaigns

### Winter Campaign

We ran our Warmth and Peace campaign during the winters of 2019/2020 and 2020/2021, reaching about a million IDPs, refugees and other people in need across 19 African, Asian and European countries.

We provided urgent winter aid to refugees and displaced people around the world in Syria, Yemen, Palestine, Jordan, Bangladesh and others. QC provide the essential winter aid needs in five key fields: food, shelter, health, education and non-food items through a number of products needed by the target groups, which are food baskets, winter clothes, blankets, heaters, heating fuel, tents, temporary homes, and other accommodation supplies.

QC provided the necessary medicines and medical supplies during the spread of seasonal diseases to protect the poor, refugees and displaced children, those with chronic diseases and urgent cases, in addition to providing means of prevention and sterilization against the coronavirus. Besides, QC supported the continued education of children and youth in areas of asylum and displacement to ensure that they do not drop out of schools.

QC also focused on countries that suffered crises and exceptional conditions and countries that faced harsh winter in which temperatures reach below zero, in addition to those affected by the coronavirus crisis in asylum, displacement and remote areas. In addition, QC distributed an integrated winter bag for sponsored orphans in Kosovo, Palestine, Nepal, Pakistan, Bosnia, Turkey, Albania, Tunisia, Lebanon and Jordan.

### Ramadan Campaign

QC launched during Ramadan 2020 the campaign "Calm Your Heart by Giving". The campaign was implemented within Qatar and in 30 countries worldwide benefitted nearly 2 million persons. QC targeted poor communities, crisis-stricken areas, and coronavirus-affected people.

The Ramadan campaign included QC main seasonal projects:

- Iftar for the fasting persons: ready-to-eat Iftar meals served everyday during the month of Ramadan
- «food baskets and meals»: food baskets that contain basic food supplies that are sufficient for a family for the whole month of Ramadan
- distribution of zakat al-Fitr: to support families with limited income
- Eid Clothes: dedicate to the children of families with limited income and Orphans



“ 2020 presented us with extraordinary challenges. Ranging from the pandemic and how it affected the delivery of aid to the shrinking space for NGOs, many challenges have impacted our ability to operate, especially in complex emergency contexts like in Yemen and Syria.

**Nawaf AlHammadi,**  
*Chief Global Operations Officer*



## DEVELOPMENT PROGRAMS

We empower communities to eradicate poverty

Qatar Charity addresses community development needs through projects which aim to contribute to the achievement of the UN's Sustainable Development Goals.

Our staff make every possible effort to improve access to housing and basic services such as education, healthcare, energy, water and sanitation. We also provide livelihood support by financing income-generating projects.

We are at the forefront of development solutions that help vulnerable communities become more resilient and ultimately thrive and prosper.



## **Multi-Service Project For Orphans In Indonesia**

We completed a multi-service center for more than 1,100 orphans and poor students in Indonesia.

The project formed part of our initiatives to provide education facilities and opportunities in the country as a contribution toward the Sustainable Development Goal (SDG) of ensuring that all children are able to complete free primary and secondary schooling by 2030.

We built 12 classrooms, each with capacity for around 25 students, health facilities, a dormitory and a mosque.

The center includes a school, a health center, a mosque and sources of water and heating, and is intended to benefit more than 18,000 people.



## **Multi-Service Center In Kyrgyzstan**

We inaugurated a multi-service center in the Chuy region of Kyrgyzstan.

It provides integrated community services to marginalized and vulnerable people, including orphans and poor families, to improve their standard of living, public health and other basic services.

## **Multi-Service Center And Charity**

### **Bakery In Somalia**

We inaugurated a multi-service center and a charity bakery in Baidoa in the Bay region in south-west Somalia.

The center, the first of its kind in the region, provides education, social and development services to local people.

The bakery relieves hunger among people affected by drought by providing free bread daily to 2,000 families.

## **AL TALIB COMPLEX BRINGS STABILITY TO RETURNEE FAMILIES IN SOMALIA**

Kismayo, the capital of Jubaland region, is a port city situated 528 kilometers southwest of Mogadishu. The infrastructure of the city, which is home to about 170,000 people, has been severely damaged by conflict that also made some of its residents homeless and triggered internal displacement and cross-border flight to countries such as Kenya and Ethiopia.

Many Somali refugees had lived in camps in Kenya for 25 years, but in May 2016 the Kenyan government decided to close the camps and send them back to their country.

Kismayo was unprepared to receive the returnees, who had to build themselves makeshift shelters using branches and the remnants of clothes and sheeting to protect themselves from the scorching heat of the summer and the bitter cold of the winter. They were forced to restart their lives absolutely from scratch.

Given the returnees' plight, we contacted the Somali authorities to extend a helping hand and in October 2018 we laid the foundation stone for the Al Talib residential complex, a 4,400 square-meter development of 24 housing units. Each unit consists of two bedrooms, a kitchen, a bathroom, a dining room and a yard. The project, which also includes communal spaces, benefits 144 members of the families of orphans we sponsor.

The project not only provides permanent shelter for displaced families. It also supports the efforts of the Somali federal government in finding sustainable solutions to displacement, helps to improve the living conditions and social environment of poor families and promotes education. It forms part of our strategy to meet the basic needs of the most vulnerable people of society in terms of health, education and social care.



### **Medical Checkups For Children In Bangladesh**

We carried out free medical examinations and consultations for more than 2,000 orphans and children from families in most need at three orphanages in Bangladesh.

The checkups included measuring temperature, blood pressure, heartbeat, respiratory rate and other tests. They took place at the Khubaib Bin Adi orphanage in Rangpur district, the Mohammad Ajjaj Al Kubaisi orphanage in Manikganj district and the Hazi Asmat Ali girls center in Kishorganj district.

### **Prosthetic Eye Project In Gaza**

Around 20 people who had lost an eye to injury benefited from this project, which we implemented in coordination with the Ministry of Social Development and organizations

specialized in supporting visually-impaired people in the Gaza Strip. The project not only improved the appearance and self-confidence of the beneficiaries. It also helped to ease the economic burdens on their families.

### **Dialysis Center In Sudan**

We inaugurated the Hussein Abdul Ridha Ismail Ashkanani dialysis center in Sudan to treat patients with kidney disease, particularly vulnerable and low-income people both from Sudan and neighboring countries.

Sudan's dialysis centers are under considerable pressure and unable to provide services to the large number of people waiting for treatment. The new center will help to ease this pressure. It has 30 beds and dialysis machines, two wards, a break room and an office.



### **Health Center Equipment In Gaza**

We supplied six electrocardiograph machines to health centers run by the Ministry of Health in the Gaza Strip.

The project was launched in the early stages of the Covid-19 pandemic to bolster health services at a time when they were struggling to cope with the spread of the virus.

The new machines have improved the health centers' capacity to treat patients, which means fewer have to be transferred to Gaza's overstretched hospitals.

### **Medical Waste Management In Gaza**

We established and now operate a medical waste management system in the Gaza Strip in collaboration with international partners

led by the Japan International Cooperation Agency (JICA), and local partners headed by the Ministry of Local Government, the Ministry of Health and the Environment Authority in Palestine.

The facility in Khan Yunis benefits 500,000 people and is both a public health and rural development initiative. By processing waste more efficiently it helps to reduce costs and protect the local environment. The plant is connected to Gaza's electricity grid but also has solar backup to ensure a continuous energy supply.

## **SUPPORT FOR BLIND PEOPLE IN NIGERIA**

We ran three campaigns to combat blindness in Nigeria by extending assistance for checkups, surgery, medicines and glasses in coordination with the local government and the Ministry of Health.

The initiative forms part of our 2018-2022 strategy to reduce blindness, which in turn is aligned with a plan by the World Health Organization.

The campaigns changed thousands of lives in the states of Sokoto, Kano and Yobe, where more than 3,425 patients were examined and 317 operations performed.

## Student Sponsorship In Somalia

A ceremony was held at Mogadishu University to celebrate the graduation of 90 students we sponsored in the 2019-2020 academic year. Our sponsorship provided the support they needed to complete their education in various disciplines.

Speaking during the ceremony, the university's president, Dr Ibrahim Mohamed Mursal, noted our pivotal role in helping the students overcome their difficulties and continue their education. He also said they were among the top performers on their courses.

## Hall For Female Students In Bosnia And Herzegovina

We established a four-story hall of residence for female students in the heart of Sarajevo, close to the city's four universities.

The building houses 96 women, and provides them with a safe, calm and comfortable environment for study and educational achievement. It is intended for orphaned students and those from low-income families from rural areas.

Accommodation is provided free of charge, and the students also have the opportunity to make friendships with new people from different parts of the country and the world.

## Robots To Advance Education In Palestine

This project aims to improve the quality of education in Palestine by integrating technology into the curriculum. We provided 64 schools in the West Bank with complementary education robot kits to the benefit of 1,040 students and 785 teachers and supervisors.

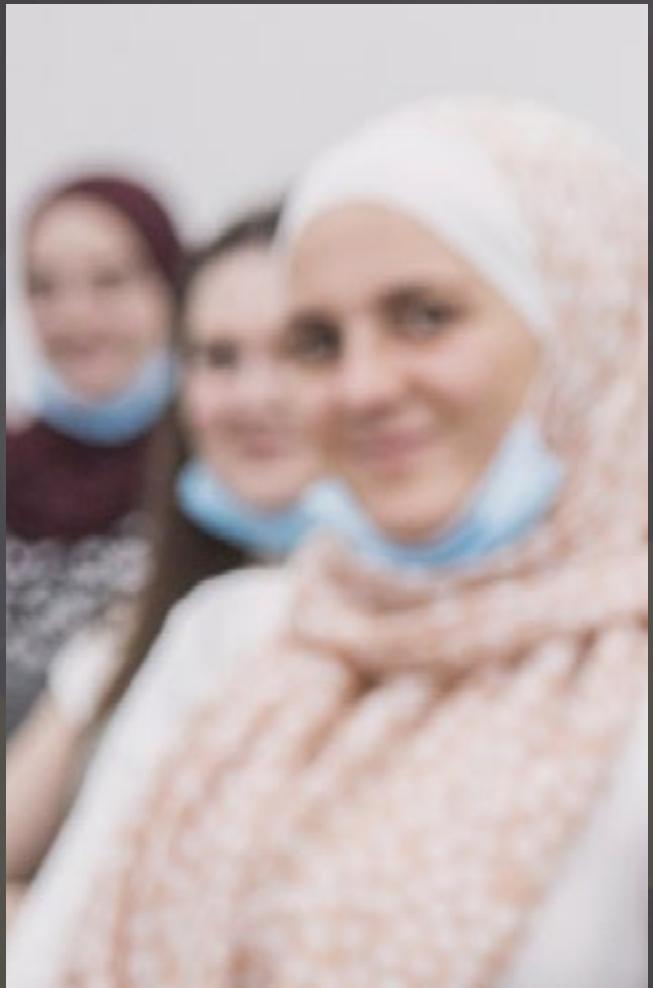
Around 145 teachers and supervisors took part in nine-day training workshops on the robot technology, artificial intelligence, programming and scientific research.

The workshops included lectures on the relationship of such technology to the fourth industrial revolution (4IR), and practical exercises in designing and building robot models using EV3 kits. The sessions also strengthened the role of school administrators in supporting students.

**Having an opportunity to live in the women's dormitory provided by Qatar Charity during my studies means a lot to me and my family.**

*Fahira Delalic, a computer science and engineering student from Travnik in central Bosnia*

This project had eased the financial burden of Fahira's education on her father and enabled her to attend university in the capital.



## IMPROVING FOOD SECURITY IN NORTHERN SYRIA

Wheat is among Syria's most important crops, and contributes to food security in a country in the throes of a decade-long crisis.

Through our regional office in Turkey we implemented a project in partnership with OCHA and WFP to support the wheat value chain in north-west Syria for the second year running. It was the first project of its kind in that part of the country.

The priorities were to renovate silos to store up to 12,000 tons of wheat, build a new mill with a production capacity of 50 tons of flour a day, train the mill and silo staff, purchase more than 1,000 tons of wheat, distribute subsidized bread, and provide farmers with basic inputs to grow wheat and technical support through awareness-raising sessions.

The project improved food security for 24,510 people in Marea and the surrounding areas. It also had indirect benefits for more than 267,000 people in rural northern Aleppo.

We provided 200 agricultural baskets containing fertilizers and pesticides to 200 farmers, each of whom grew one hectare of wheat, and 278,000 liters of diesel to power irrigation pumps.

Osama Rahmoun, a 37-year-old farmer and breadwinner for a family of seven, said: "The farmland is part of my soul. Today, thanks to Qatar Charity's project, the soul has returned to the body, especially at harvest time, which has delighted many farmers." He said the project also meant he was now financially stable and no longer needed to borrow money to meet his family's needs.

Khaled Al-Omar, 46, a displaced head of a household of six, said he had not had enough money to buy bread before the project made it available at an affordable price.

### Water Projects

The WASH sector is one of our main areas of work. We help communities in need secure access to clean water throughout the year to protect them from waterborne diseases. We implemented 10,063 water projects in 23 countries in 2020, to the benefit of nearly three million people.

These included a number of interventions in Pakistan, where we provided water tanks and hand pumps in Sindh and Baluchistan provinces, and installed water coolers in schools and government offices in Tando Muhammad Khan district. The projects were implemented in coordination with the authorities of the different provinces.

We helped to build 110 household latrines in Rakh Kotla, also known as the Bihari Colony, as a result of which the government declared the village free of open defecation, and we installed a 50,000-gallon water plant to provide safe drinking water to 1,400 people in 200 homes in Jhang. We also built seven toilets for people with special

needs, and installed basins in 18 public schools to promote a culture of handwashing among students.

### Wash Project With Unicef In Pakistan

We worked with UNICEF to provide WASH services in the Shorkot area of Punjab province that benefited around 270,000 people. The project was implemented in 98 villages and 350 schools in coordination with Pakistan's education and health ministries.

We carried out a range of educational and awareness-raising activities on hygiene skills and knowledge, including the training of 1,050 teachers. We also formed WASH clubs in each school to improve their health and hygiene conditions, and ran communication campaigns to change behavior that targeted homes, schools and communities and reached more than 150,000 people.



## A GENDER-SENSITIVE APPROACH TO WASH

Women and girls are the first victims of the global water crisis. The inclusion of a gender-based approach in our WASH interventions is a direct response to how they are particularly held back by poor access to water and sanitation.

People around the world spend about 350 million hours a day collecting safe water from their nearest sources. This responsibility is usually borne by women and girls, putting them at a great safety risk and taking up precious time that could be spent at school, work or home. By ensuring clean water is available nearby, women will have more time to dedicate to income-generating activities and girls will miss fewer days at school.

### Sanitation and hygiene

In communities without proper access to latrines, women and girls often find themselves "prisoners of daylight". Many will only use toilets during the day because they are acutely aware that night trips may involve harassment and sexual abuse and may even put their lives in danger.

This forced continence, which is widely observed in refugee settlements around the world, can also lead to serious diseases and psychological trauma.

We have completed more than 50,000 water projects over the past three decades. Upon completion, we establish a local management committee to guarantee their sustainability. Women form part of these committees and play a key role because they are more knowledgeable about water resources, quality, storage methods and domestic management.

### Menstrual Hygiene Management

Menstruation can be a life-altering time for girls in some communities. About 10% in developing countries miss school during their periods because they lack education on menstrual hygiene and schools do not have proper equipment and services.

We ran a menstrual hygiene project in Pakistan, working with 40 schools to deliver guidance and distribute kits for girls and their female family members. The intervention reached 4,000 female students across the country.

The project evaluation found that more than 95% of the girls stopped missing school while menstruating, and beneficiaries felt more empowered and more equal to their male classmates in accessing education.



## Global Covid-19 response

**Expenditure: \$24,373,606**

**Beneficiaries: 866,590**

**Countries: 60**

Qatar Charity worked in coordination with the country's Ministry of Foreign Affairs to provide medical aid through embassies in 60 countries in 2020. The assistance included medical and protective equipment for hospitals, health centers and health workers.

The support falls within our global humanitarian efforts to help communities in need, coping with conflict or dealing with disasters.





## SUPPORTING THE GLOBAL RESPONSE TO COVID-19

Kosovo \* Pakistan \* Kyrgystan \* Chad \*  
Somaliland \* Malaysia \* Nigeria \* Morocco  
\* Libya \* Malaysia \* Mongolia \* Senegal  
\* Tajikistan \* Albania \* Kenya \* Venezuela \*  
Eswatini \* Croatia \* the Bahamas \* Ecuador \*  
Haiti \* Paraguay \* San Marino \* Liberia \* Mexico  
\* Montenegro \* Cameroon \* Nicaragua \* Bolivia  
\* Peru \* Costa Rica \* Cuba \* Romania \* Armenia  
\* the Dominican Republic \* CAR \* South Africa \*  
Jordan \* Lebanon \* Palestine \* Yemen \* Syria \*  
Sudan.

### ALBANIA

We supported the government's efforts to curb the spread of the coronavirus, including through the provision of a number of modern and high-quality medical devices for the Mother Theresa University Hospital Center.

### KOSOVO

We provided medical aid worth \$300,000 to the Ministry of Health, including 6,500 coronavirus test kits, six ventilators and 500 protective baskets that included sterilization materials, hand sanitizer, washing detergent, floor cleaner, gloves and masks. We also provided urgent food and health assistance to more than 20,000 people from poor families.

### SYRIA

We were one of the first organizations invited by WHO to be an active member of its working group on combatting Covid-19 in Syria. We trained hundreds of health workers in the north-west of the country on how to protect themselves, and provided services for people infected. We also provided masks and personal protective equipment (PPE) in Idlib, and materials for health facilities and teams in Jarablus, Al-Bab, Azaz, Marea, Al-Rae and Afrin.

We established 14 community-based isolation units in northern Syria in cooperation with OCHA to the benefit of 2,800 people living in camps, and we allocated \$1 million to support UNICEF in its efforts to improve the country's preparedness and response levels.

### YEMEN

We supported the Ministry of Health by providing sanitizers, disinfection and cleaning materials, protective materials, masks, oxygen cylinders, ventilators, autoclaves, microscopes and sterilization sprinklers in Sana'a. We also delivered three blood transfusion devices to Hajjah, Ibb and Sana'a governorates, and 500 coronavirus test kits. Our interventions benefited 150,000 people.

## PAKISTAN

We equipped 400 caravans for quarantine services and medical checkups in the south-east of the country. With a capacity of 3,600 people, they were deployed to examine and if necessary isolate people arriving across the border. We also signed a \$1 million agreement with UNICEF to provide life-saving WASH services for Syrian refugees.

We distributed 4,000 hygiene kits to government quarantine centers and other health facilities across the country, and delivered aid to those affected by the 2019 earthquake and heavy snowfall in Pakistan-administered Kashmir. We provided assistance in all provinces of the country in cooperation with the local authorities and in coordination with the State Disaster Management Authority and Provincial Disaster Management Authorities.

## LEBANON

We worked to secure food aid and cleaning and sterilization materials for Lebanese, Syrian and Palestinian families in need in Bekaa, Arsal and El-Kharroub. The project benefited 1,696 families directly and 8,480 people indirectly.

We also signed a \$1.5 million agreement with UNHCR to provide emergency cash assistance to Syrian refugees in response to humanitarian needs created by the pandemic.

## PALESTINE

Our office in the Gaza Strip implemented a project to provide medicines and protective equipment for quarantine centers and hospitals in cooperation with the Ministry of Health.

We also distributed food parcels to nearly 11,000 Palestinians stuck in their homes because of the pandemic.

## KYRGYZSTAN

We signed a cooperation agreement with the Qatari embassy in Kyrgyzstan and the Ministry of Health to provide 420 oxygen concentrators.

## SUDAN

We cooperated with the Sudanese diaspora in Qatar to send a plane with seven tons of medical aid to Sudan. The shipment of PPE and materials for medical staff working on the Covid frontline included 100,000 surgical masks, 200,000 pairs of gloves, 30,000 protective suits, 5,000 face shields and 5,000 pairs of medical shoes.

## HEROES AGAINST CORONA

We cooperated with UNICEF to launch an awareness-raising campaign on social media for children and their families to enhance their protection and curb the spread of Covid-19.

Under an Arabic slogan that translates as «Heroes against Corona», we published illustrated brochures and pamphlets on our website and social media accounts to encourage children and adolescents to adhere to preventive and precautionary measures. The campaign also includes materials aimed at parents.

The brochures and pamphlets are based on scientific information and associated guidelines validated by UNICEF, and were produced by a specialized team.

They include easy-to-understand messages, graphics and colors designed to be attractive to children and their families and culturally appropriate to the Gulf and Arab environment.



## CHILD SPONSORSHIP

### Improving the wellbeing of children in need

Qatar Charity's sponsorship program focuses on improving the wellbeing of the most vulnerable children. Decades of experience have told us that the most effective way to help a child is to strengthen its whole community.

We aim to equip children with vital life and job skills to break the cycle of poverty.

We currently sponsor over **189,000**  
children in **40** countries



## SPONSORSHIP SUPERVISION

We have worked since our inception to strengthen social care systems in the countries in which we operate. This work is aligned with our original mission to provide assistance to the most vulnerable groups, improve social care and alleviate the financial burden on governments of doing so.

Qatar Charity was initially established as a community-led initiative to provide child sponsorship to children orphaned by conflicts and disasters in countries neighboring Qatar. We have since expanded into other fields, but we consistently spend more on social care than any other sector.

We were sponsoring more than 180,000 children as of the end of 2020.

We have also established centers to care for the children we sponsor in some countries, which include facilities such as schools, playgrounds and medical units. We opened our first centers in Bangladesh in 1994. Since then, hundreds of thousands of children and their communities have benefited from our child welfare projects

We also try to improve the living conditions of the sponsored children's families by offering them opportunities to take part in income-generating projects.

## INTEGRATED CARE FOR CHILDREN

We strive to ensure that the children we sponsor receive integrated care, including health, education and cultural support. We also work to develop their skills and capabilities to enable them to be active members of their communities.

### To this end we provide:

- Monthly financial support throughout the sponsorship period
- Community projects that cover education, health, sport and entertainment, such as lectures, training workshops and leadership education.
- Seasonal projects and campaigns, such as Eid clothing, Zakat al-Fitr and winter aid
- Economic empowerment projects for widows, single mothers and children when they come out of sponsorship
- Sponsorship of university studies
- Occasional support to cover the cost of purchases such as a laptop, glasses, a bicycle or a school bag, and to pay for psychological support and home repairs



# Child sponsorship stories

## MEHRAN KHAN

Mehran Khan, who was orphaned at the age of 10, is busy in his office, attending to customers who have come to talk to him about electricity issues. Mehran works as power line superintendent with Pakistan's Water and Power Development Authority. He is responsible for ensuring that electricity reaches each and every home in his jurisdiction.

His father Muhammad Javed passed away while working on a power line 11 years ago. According to Mehran, it was very difficult for him and his family to grasp the reality of life without his father. "I, my siblings and my mother suffered the difficulties of every bereaved family. It was not easy to attend school, buy clothes for the harsh winters and manage other things," he said.

Mehran and his younger sister were enrolled into our orphan care and welfare program after one of our teams visited them. This improved their living conditions and enabled them to continue their education with relative ease. "When we received the support, we were very happy because we had no problem in buying clothes, school materials and good beds," Mehran said.

With our support, he completed his secondary education and a three-year electrical engineering course, after which he secured a job in the department where his father had worked and died serving local people. "It is a matter of satisfaction that I am part of the department that brings light into their houses when it is dark," Mehran said. When asked about his experience with us, he replied: "It is my home and my family. I am what I am today because of the much-needed support that came from my Kafeel (donor who is sponsoring the child). I will remain grateful to Qatar Charity for all that it does for children."

## OVERCOMING DISABILITY

Noor overcame her physical disability to continue her education and received a university degree in media studies. When she found the way to work in her field of academic specialization blocked, she also overcame unemployment and decided to apply her talents in graphic design for arts and crafts.

She is one of the children we have been sponsoring in the Gaza Strip since 2005, and she is a model of relentless determination.

"After I failed to find work in my field of academic specialty, I decided to learn another skill. I do not surrender to my disability," she said. "Now I work at the IRADA center, which is part of the Islamic University in Gaza and offers care and rehabilitation programs for people with special needs."

"The nature of my work in the training is to create electronic decorations and pictures and print them onto cups and clothes to meet the needs of the center's customers."

Noor took the opportunity to learn about a different field of work, discovering more about her abilities and herself and broadening her experience. "In craftsmanship, it is a real pleasure to see the final look of the product and the way it attracts the consumer," she said.



## PARTNERSHIPS AND RECOGNITION

Qatar Charity built new partnerships and strengthened existing ones in 2020, and won new recognition for its work from governments, UN agencies and international NGOs.



## **On Endorsement For Anti-Extremism Project In Sudan**

The UN Office on Drugs and Crime (UNODC) included our Sport for Peace and Development in Darfur initiative, which we launched with QFFD and the International Centre for Sport Security (ICSS), as a successful model for countering radicalization in its technical guide on preventing extremism through sport.

The guide was launched at an online event attended by more than 250 government representatives and experts from all over the world. It considered our initiative, which targeted IDPs and their host communities, as a case study on how sport can be used to encourage social integration, peacebuilding and reconciliation.

UNODC's guide, which was developed in consultation with international experts and other UN entities including UNESCO, recognizes the importance of promoting the wellbeing of children and youth and provides comprehensive

guidance on how to use sport and sport-based programs effectively to prevent violent extremism.

It states: "Field activities, which were primarily implemented in the city of El Fasher, North Darfur, comprised multiple sport and cultural initiatives, advocacy campaigns and training workshops on sport for development and peace, with the main aim of building participants' capacity to design and manage sustainable projects in that domain ... To build trust and confidentiality with youth and their families, a local committee comprising 80 community leaders from Darfur was established to support the creation of a physical and cultural safe space where youth could meet and interact without any obstacles."

The guide also notes that 50 youth leaders from displaced communities received training on project development, conflict resolution, strategic planning, sport tournament organization and the prevention of violent extremism.



## UNICEF SELECTS QATAR CHARITY AS AN IMPLEMENTING PARTNER IN PAKISTAN

We signed a cooperation and partnership agreement with UNICEF to implement urgent relief interventions in Punjab province.

The agreement is another step in our efforts to establish a leadership position in the international humanitarian community. It is also recognition of the role we have played in reducing disaster risk and responding to emergencies in Pakistan.

Under the \$1 million pact, which will run until December 2023, we will implement relief interventions in Punjab within 24 hours of UNICEF approving the declaration of a state of emergency in the province.

### The Orphan Care Excellence Award

We won the 2020 orphan care excellence award (Kafel), given by the Regional CSR Network in cooperation with other regional and international

organizations and bodies. The award was presented at the third World Conference on Orphan Care, which was held remotely and attended by senior international humanitarian experts and advisors.

We are honored to have received the award for our role in supporting comprehensive orphan care services in the social, health, education and entertainment fields.

We sponsor more than 175,000 orphans across three continents through Rofaqa, an international humanitarian initiative that cares for and rehabilitates orphans and runs programs to ensure they are able to lead dignified lives.



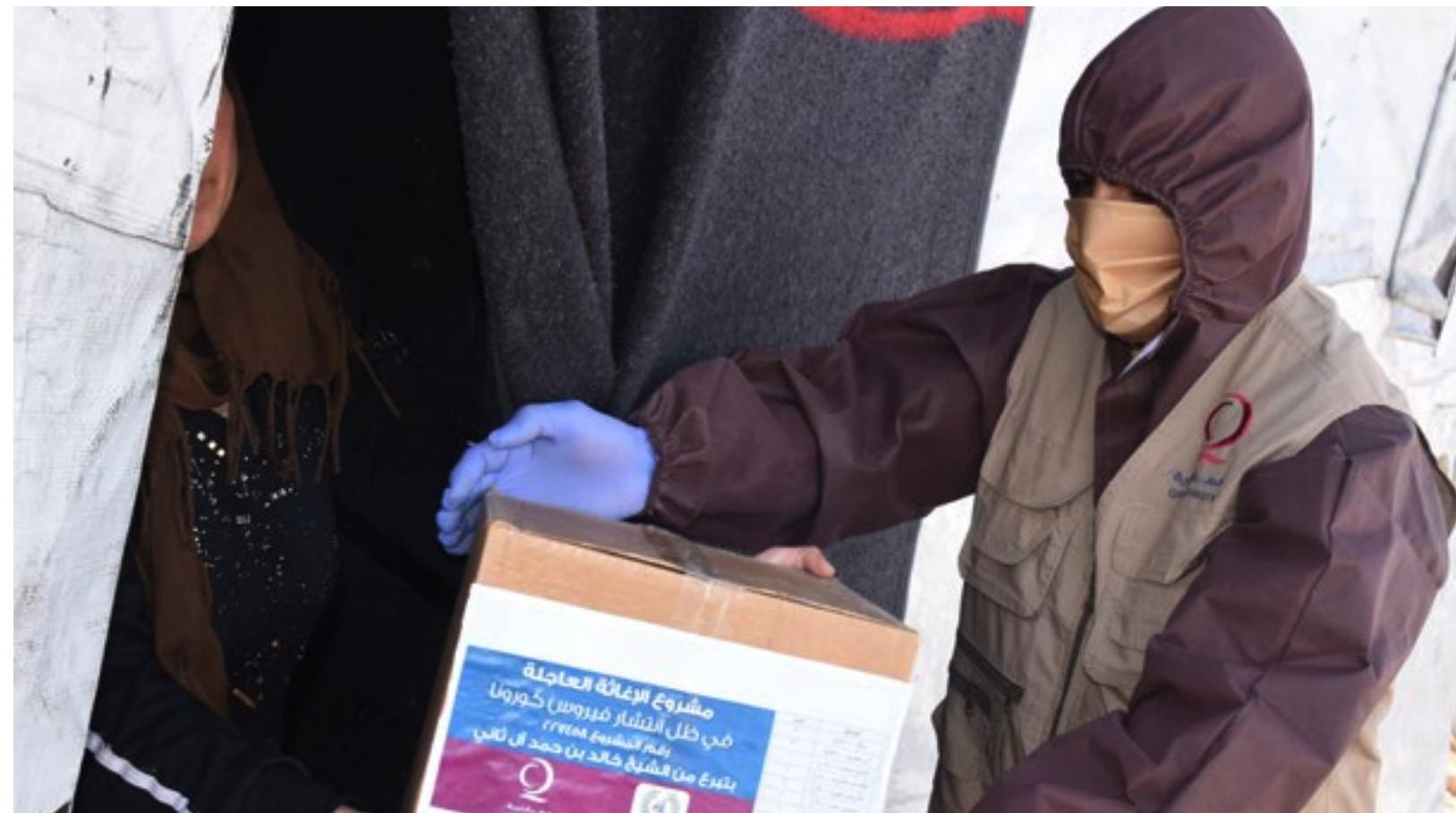


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## FINANCIAL TRACKING SERVICE BY UN OCHA

FTS is a centralized source of curated, continuously updated, fully downloadable data and information on humanitarian funding flows where government donors, UN agencies, NGOs and humanitarian actors exchange data exchange and information for a better coordinated humanitarian action. The FTS is managed by the United Nations Office for the Coordination of Humanitarian Affairs.

In 2020, we ranked first NGO in humanitarian aid contribution to Somalia and ranked second in Yemen, Myanmar and Palestine



## PACT WITH SOMALIA'S MINISTRY OF ENERGY

We signed a cooperation and partnership agreement with the Ministry of Energy and Water Resources in Mogadishu to continue our efforts to support people affected by recurrent drought and floods.

Under the deal, we will support the ministry's efforts to achieve sustainable development in Somalia's energy and water sector in coordination and cooperation with other government and international bodies.

The agreement includes drilling deep and surface wells and ponds, repairing deep wells, installing solar-powered water pumps and training technical personnel in renewable energy and water technology.

The agreement comes as the government begins to make a gradual transition from humanitarian responses to sustainable development projects intended to bring water and energy services to all citizens.



## THREE-YEAR MoU WITH INDONESIAN GOVERNMENT

We signed a three-year memorandum of understanding with the Indonesian government to implement projects in five development areas at a cost of \$30 million.

The MoU will benefit 27 cities across eight provinces, and covers education, cultural, sponsorship and social welfare projects and seasonal interventions such as Iftar and Zakat Al-Fitr.

It also includes infrastructure projects such as the building of mosques and multi-service education centers, water and sanitation initiatives, productive skills development for marginalized people in need and disaster relief.

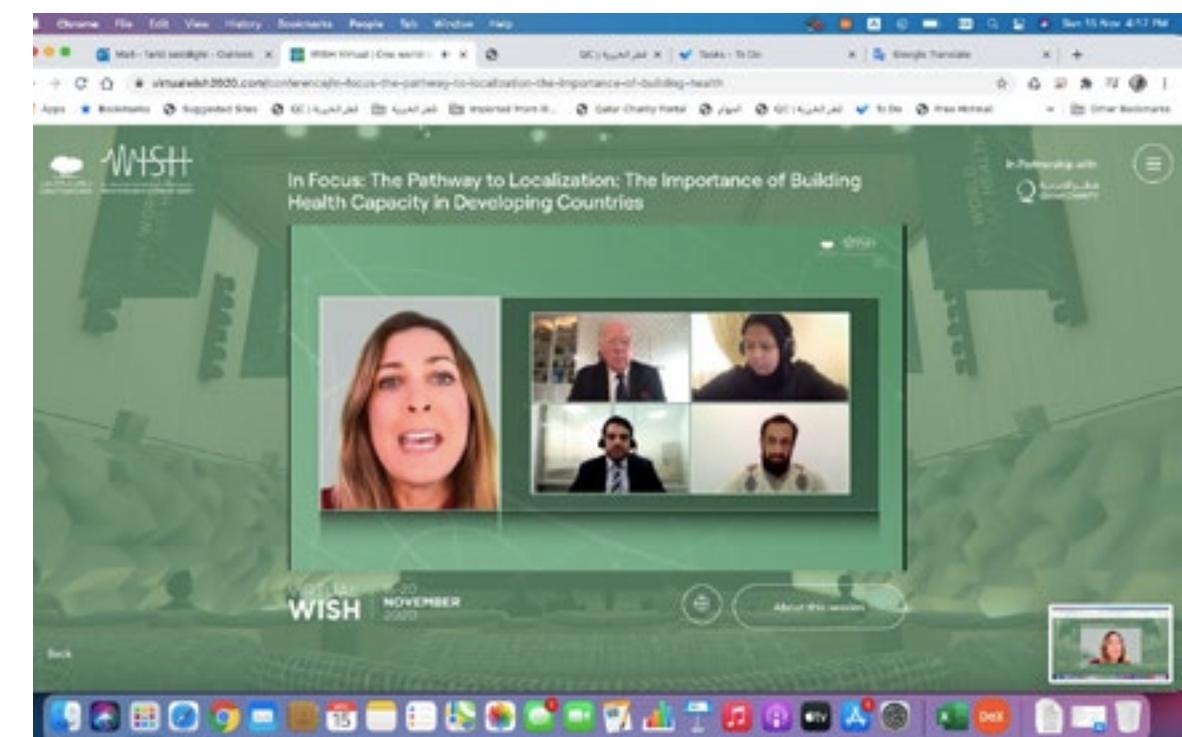
## BUILDING RESILIENCE IN FRAGILE COUNTRIES

We cooperated with QFFD to organize an event on "Building Resilience in Fragile Countries to Covid-19 and Beyond" on the sidelines of the 2020 High-level Political Forum on Sustainable Development, which was held in New York.

The event was also attended by the representatives of the Qatar Red Crescent Society, the Start Network, OCHA and the Bill & Melinda Gates Foundation. The participants agreed on the need to use knowledge-sharing tools to address future crises, especially those involving fragile societies unable to cope with epidemic shocks and sudden risks.

## ANNUAL FORUM FOR QC FIELD OFFICES

We held our annual forum for our field offices remotely in cooperation with Qatar's RACA. The forum was attended by a large number of its officials, experts, and Qatar Charity field offices' directors and staff in 34 countries. Experts from the National Anti-Money Laundering and Terrorism Financing Committee also participated. The forum aims to improve coordination between our headquarters and field offices, develop staff capacities and strengthen the role of the field offices in coordinating at the local, national and international level.



### **Panel Discussion On Building Health Capacity In Developing Countries**

We took part in the World Innovation Summit for Health (WISH), a global initiative of the Qatar Foundation. We participated in a panel discussion on localization and the importance of building health capacity in developing countries, and in the Innovators of Tomorrow initiative. We also had a pavilion at the virtual exhibition held on the sidelines of the conference.

Four senior experts from leading organizations participated in the panel discussion. The main objectives were to strengthen action toward localization and

recognize the importance of supporting local communities in being the decision-makers and leaders of solutions for their healthcare systems.

Good practices and innovative approaches in the field were also shared, and common challenges and opportunities to link national healthcare strategies with broader global localization frameworks were identified.

Our virtual pavilion exhibited our experience and projects in the field of health, and provided information on our other areas of work, our partnerships with UN agencies and other international organizations and our efforts to help curb the spread of Covid-19.



## AMBASSADORS AND UN OFFICIALS

The British ambassador to Qatar, Jonathan Wilks, said during his visit to our headquarters: "I was impressed with Qatar Charity's wide range of activities across the world and their use of technology to monitor and control income and expenditure."

He also noted that we had built a solid foundation for lasting partnerships with UK-based entities such as the Start Network and its member organizations, and Refinitiv, the largest provider of risk management solutions with whom we jointly developed a comprehensive governance system fully adapted to the work of international NGOs.

The US chargé d'affaires in Qatar, Greta Holtz, was received by our CEO, Yousef bin Ahmed Al Kuwari, at our headquarters, where views on issues of common interest were exchanged.

Kuwari also presented our work and our strategic objectives of providing a dignified life for vulnerable children and their families, alleviating the suffering of people affected by crises, supporting inclusive and sustainable development and enhancing social cohesion and social development in Qatar.

Holtz said: "I was honored to visit QC and learn more about its work with vulnerable communities around the world. Whether partnering with UN agencies, or a wide range of US NGOs, the work QC does throughout the region and beyond is saving lives and providing assistance to those who need it most. QC's positive impact, especially in education and vocational programs, will reverberate for generations to come. The US embassy in Doha looks forward to exploring opportunities to collaborate with QC on achieving our common goals."

Philip Lazarini, the commissioner general of the UN Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) met our CEO Al Kuwari and our chair, Sheikh Hamad bin Nasser Al Thani, during a visit to our headquarters.

They discussed topics of common interest and opportunities for collaboration. These included the possibility of developing joint capacity-building programs, and the prospect of a strategic partnership for advocacy.



We cooperated with QFFD, UNHCR and the Internal Displacement Monitoring Center (IDMC) to organize an exhibition that portrayed the suffering, challenges and hopes of millions of refugees worldwide through Arabic calligraphy.

The exhibition formed part of the two-day Doha Forum held in December 2019, and we launched a virtual version in 2020.

Designed by Sabah Al Arbili, a prominent figure in Arabic calligraphy, the exhibition featured 21 pieces of art ranging from classic to more experimental and expressionist styles.



Arabic calligraphy is known for its unique ability to magnify the significance of the written word. It is the quintessential art form of Islamic civilization, and has traditionally been used to give prominence to texts and publications.

The exhibition was based on three international legal texts on the rights of refugees and IDPs, using Arabic calligraphy and its unique characteristics for the first time to encourage empathy, highlight the need for change and draw attention to the global refugee crisis from a different perspective. It combined the beauty of the calligraphy and our advocacy on behalf of refugees and IDPs.



“

With this exhibition, Arabic calligraphy, through its beauty and unique ability to elevate the significance of the written word, is helping convey the essence of the international obligation to provide protection to those forced to flee their homes.”

”

**Filippo Grandi**  
UN High Commissioner for refugees, UNHCR



## LOOKING AHEAD 2021-2025

### DIGNITY FOR ALL

Protecting children and their families

Assistance to populations affected by conflict or disasters

Promoting inclusive and sustainable development

Promoting social cohesion

Providing sustainable social welfare systems for vulnerable segments

Providing quality education to fight poverty

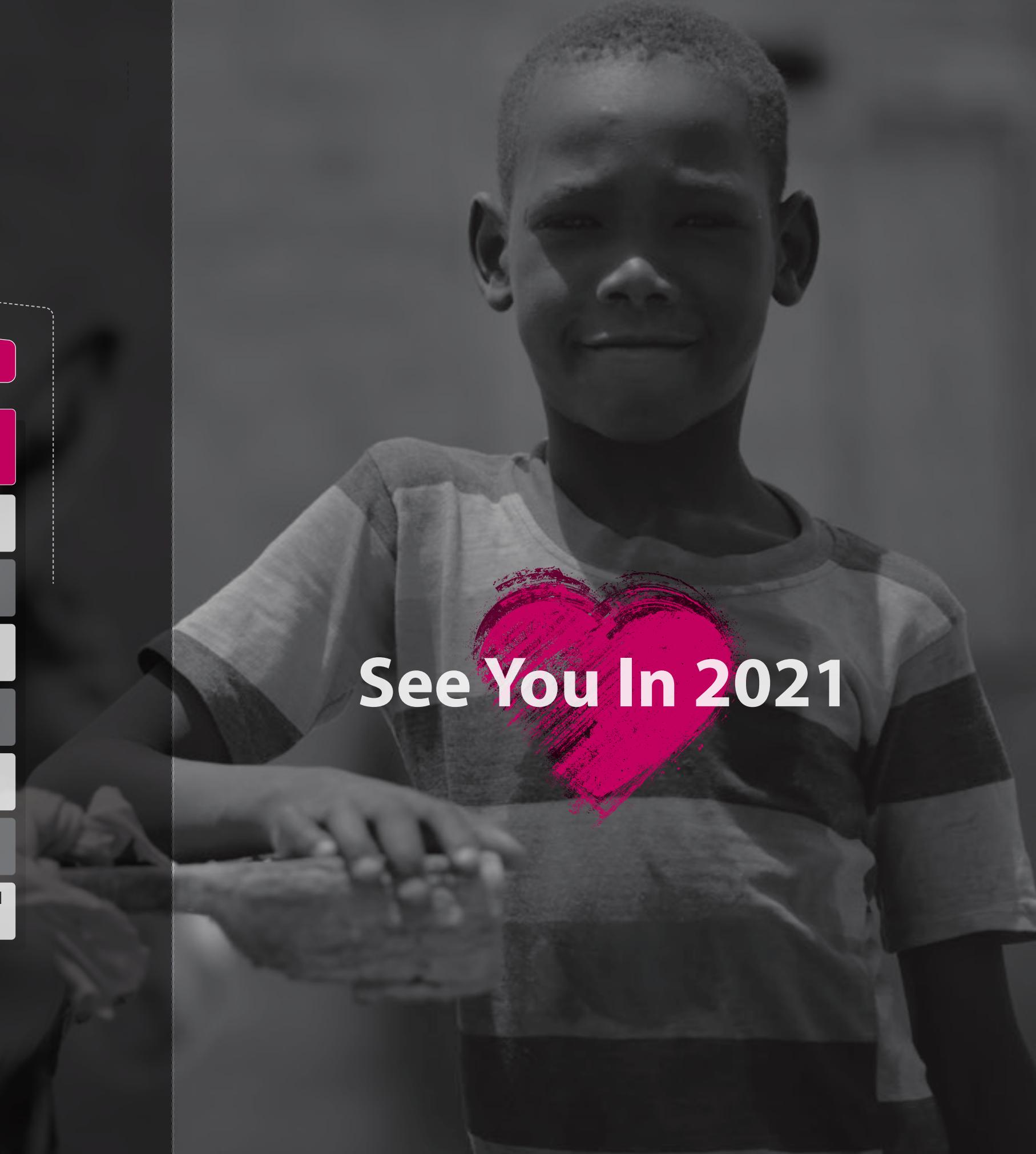
Providing public services and facilities in remote areas to fight multidimensional poverty

Providing economic empowerment opportunities for rural communities

Promoting crisis and climate-resilient food security

Providing humanitarian assistance to victims of disasters and conflicts

Enhancing disaster preparedness to mitigate the impact of disasters and create resilient communities



See You In 2021

