



مبادرات محمد بن راشد آل مكتوم العالمية  
Mohammed Bin Rashid  
Al Maktoum Global Initiatives

dubai  
humanitarian  
دبي الإنسانية



# 20 Years of Humanitarian Action

ANNUAL REPORT

2023



**20 years on..**  
Dubai's Heart reaches  
everywhere

**“ We continue to uphold the values of giving in our society. We continue to extend a helping hand to the less fortunate people. We continue to fight poverty, hunger, and ignorance everywhere in our region and the world...**

**And we continue to instill hope for a better tomorrow in our Arab societies. ”**

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**His Highness Sheikh Mohammed bin Rashid Al Maktoum**

Vice President and Prime Minister of UAE and Ruler of Dubai

- World Humanitarian Day 2023



## Message from the Chairman



**His Excellency  
Mohammed Ibrahim  
Al Shaibani**

Chairman of Dubai  
Humanitarian

As we reflect on the accomplishments and challenges of the past year, I am delighted to present to you the 2023 Annual Report of 'Dubai Humanitarian,' formerly known as International Humanitarian City (IHC).

Last year marked a significant milestone as we celebrated the 20th anniversary of the world's largest humanitarian hub and a unique not-for-profit Free Zone Authority. This anniversary not only commemorates our past achievements but also reaffirms our commitment to shaping the future of humanitarian action, welcoming the new decade with dedication and determination.

In addition, 2023 marked the hosting of COP28 in Dubai, during which, Dubai Humanitarian in close cooperation with the UAE Ministry of Foreign Affairs, organized the First Conference of Hosting Countries of the World's Humanitarian Hubs. This represents a pivotal message of the UAE and Dubai Humanitarian towards achieving our vision of building a world safety net. Connecting the world's humanitarian hubs, constituting an intergovernmental network, cooperating altogether for One Humanity. This gathering brought together

esteemed representatives of humanitarian hubs' hosting countries who unequivocally recognized the proactive role of the UAE, specifically Dubai Humanitarian, in enhancing global humanitarian efforts.

Our important role in emergency preparedness and response, especially through initiatives like the Humanitarian Logistics Databank, underscores our commitment to fostering a safer and more resilient world. We eagerly anticipate the collaboration and connectivity from linking these hubs, thereby creating a robust global network that supports the humanitarian efforts of our communities and preserves human dignity worldwide. Furthermore, Dubai Humanitarian and its community promoted in 2023 a change for a "sustainable humanitarian supply chain" with the aim of contributing to carbon emissions reduction and reducing pressure on emergencies caused by Climate Change.

I am also pleased to announce the rebranding of International Humanitarian City to 'Dubai Humanitarian' as we embark on our third decade of service. This strategic evolution reflects Dubai's dedication to advancing humanitarian

endeavours while embracing innovation and adaptability. The name change signifies more than a cosmetic alteration; it underscores Dubai's position and commitment to bridging humanity through the various industry sectors that our Emirate has become known for and, in doing so, improving the lives of less fortunate communities around the world. It symbolizes the unity and connection we foster among diverse members and partners.

This new phase in our journey is proactive, efficient, and innovative. It urges us to create even stronger partnerships toward a shared and hopeful humanitarian vision. We invite you to join us in our new chapter and be inspired to engage in collaborative initiatives that drive positive change worldwide.

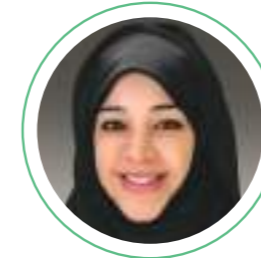
## The Board of Directors



**HE Mohammed Ibrahim  
Al Shaibani**  
Chairman



**HE Ibrahim Mohammed  
Bu Melha**  
Vice Chairman



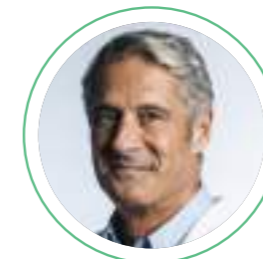
**HE Reem Ebrahim  
Al-Hashimy**  
Minister of State for  
International Cooperation



**HE Abdulla AbdulRahman  
Al Shaibani**



**HE Rashid Balhoul  
AlMheiri**



**Dr. Enrique Steiger**



**Giuseppe Saba**

## Message from the CEO



**Giuseppe Saba**

CEO and Board Member of Dubai Humanitarian

Dear colleagues and friends of the Dubai Humanitarian Community;

It brings me great pleasure to share with you the 2023 Annual Report, marking 20 years of collective efforts in serving those in need from what has grown into the world's largest humanitarian hub. As we look back on the past years, we contemplate the challenges encountered and the milestones achieved, renewing our commitment to advancing together for One Humanity.

Over the past 20 years, I have had the privilege of witnessing the growth and expansion of Dubai Humanitarian from my previous role as a member of the community in my capacity as UNHRD Network Coordinator, and for seven years from my position as CEO. Two positions that enabled me alongside all of you, to drive the community to its current position, and united, we aspire to advance Dubai Humanitarian into a promising future.

In 2023, we responded to large-scale emergencies such as the devastating earthquake in Syria and Türkiye, as well as the floods in Libya, demonstrating our readiness to mobilize resources and aid in times of crisis. Despite

ongoing challenges like the emergency in Gaza and the conflict in Sudan, we responded with agility and compassion to alleviate the suffering and support affected communities.

The escalating impact of climate change amplified the frequency and severity of natural disasters, necessitating a proactive and coordinated response. Recognizing the urgent need for collective action on climate change, we collectively played a pivotal role in paving the road to COP28 during our Members Global Meeting in March 2023. Collaborating with the Ministry of Foreign Affairs, we organized the First Conference of the Countries Hosting the World's Humanitarian Hubs, to collaborate and strengthen humanitarian preparedness and response mechanisms. Our commitment to sustainability was further underscored by initiatives to calculate our carbon footprint and promote a more environmentally conscious supply chain, reflecting our unwavering dedication to building a resilient future for the youth and generations to come.

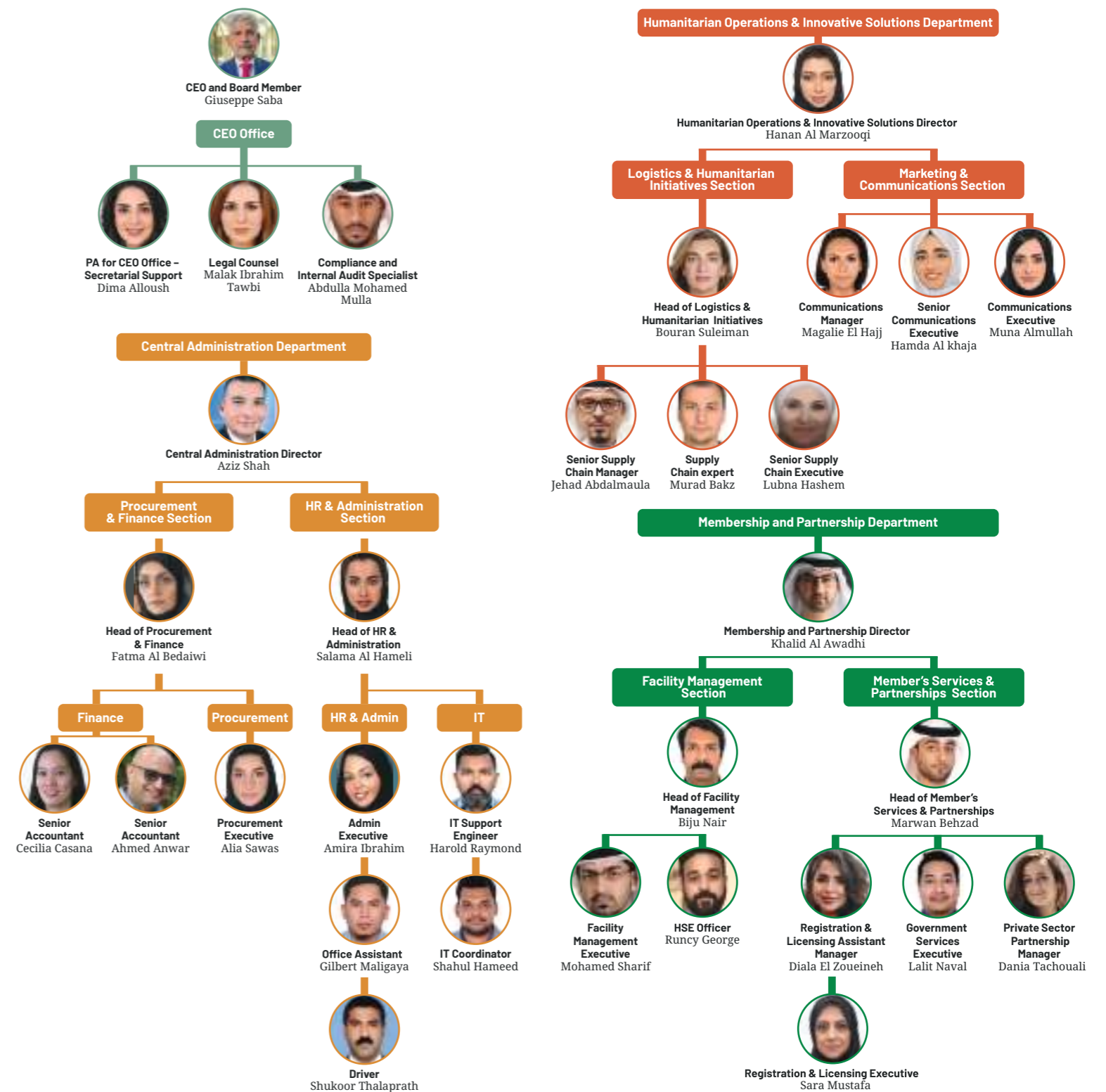
The year 2023 reaffirmed our commitment to collaboration, not only within the humanitarian community but

also with governments, the private sector, academia, and innovators. Together, we strive for excellence and positive change, aiming to create a brighter future for communities worldwide.

I want to express my deepest gratitude to each person within our esteemed community, to all the organizations, my colleagues in the humanitarian sector, and our partners and friends from academia and the private sector for their unwavering support, dedication, and invaluable contributions to our shared cause.

As we move forward, I am confident that Dubai Humanitarian will continue to extend assistance, inspire hope, and uphold dignity in a world facing ongoing challenges.

## The Team





## Our Purpose

Founded in 2003 by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the United Arab Emirates and Ruler of Dubai, Dubai Humanitarian is the world's largest humanitarian hub.

Dubai Humanitarian has an unwavering commitment to positively impact humanity and uphold human dignity. We enable the global humanitarian community, through innovation, collaboration, and connection, to build a more sustainable future for all people.

## Our Vision

The pioneering global humanitarian hub.

## Our Mission

Our mission is to lead an intergovernmental global network of humanitarian hubs in preparedness and response to world crises, while proactively collaborating using innovation, communication and actionable knowledge, to save lives. We support the global humanitarian network, connecting with governments and global partners, to maximize our collective impact in sustainable humanitarianism.

## Our Pillars

### LEAD



Dubai Humanitarian leads the development of an intergovernmental network of humanitarian hubs through a unique approach to collaboration and ecosystem creation.

### CONNECT



Dubai Humanitarian is geographically connected to the heart of global humanitarian action, through its networks and knowledge-sharing initiatives.

### PARTNER



Dubai Humanitarian strongly supports its partners to provide aid and networks for global sustainable humanitarian action. Dubai Humanitarian is aligned to the fundamental principles of the UAE and its humanitarian purpose of collectively helping others.

### INNOVATE



Dubai Humanitarian leads the proactive innovation initiatives of the humanitarian landscape by mobilising resources and activating networks to enable sustainable emergency preparedness and response, for a better environment for people and planet.

# Our Values

## LEADERSHIP



Taking a proactive and resourceful leadership role in creating powerful connections and driving bold thinking that saves more lives.

## EFFICIENCY



Providing systems and structure to international humanitarian organizations, allowing rapid response and coordinated efforts to any situation.

## COMMUNITY



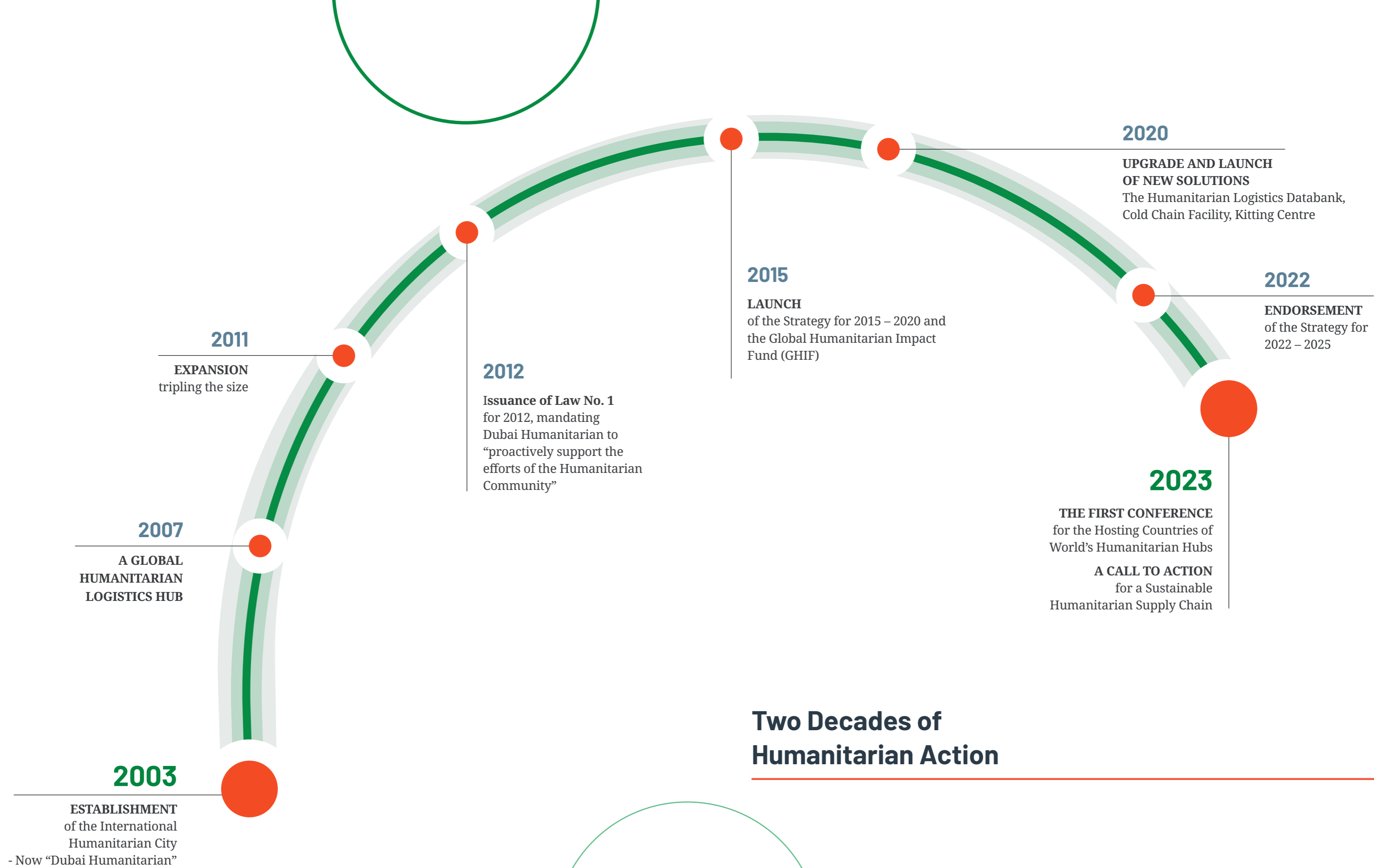
Curating collaboration and facilitating connection with partners to bring together the global humanitarian community.

## INNOVATION



Using technology and innovation to revolutionize systems and processes to create sustainable positive impact for all humanity in need.





## Two Decades of Humanitarian Action

## Dubai Humanitarian

### A Unique Ecosystem and Free Zone Model

Home to more than eighty prominent organizations and companies active in the humanitarian emergency response and development sector, Dubai Humanitarian is the first independent, humanitarian, nonprofit free zone authority.

Bringing together partners within a dedicated free zone has created a humanitarian ecosystem that maximizes the efficiency and effectiveness of international relief

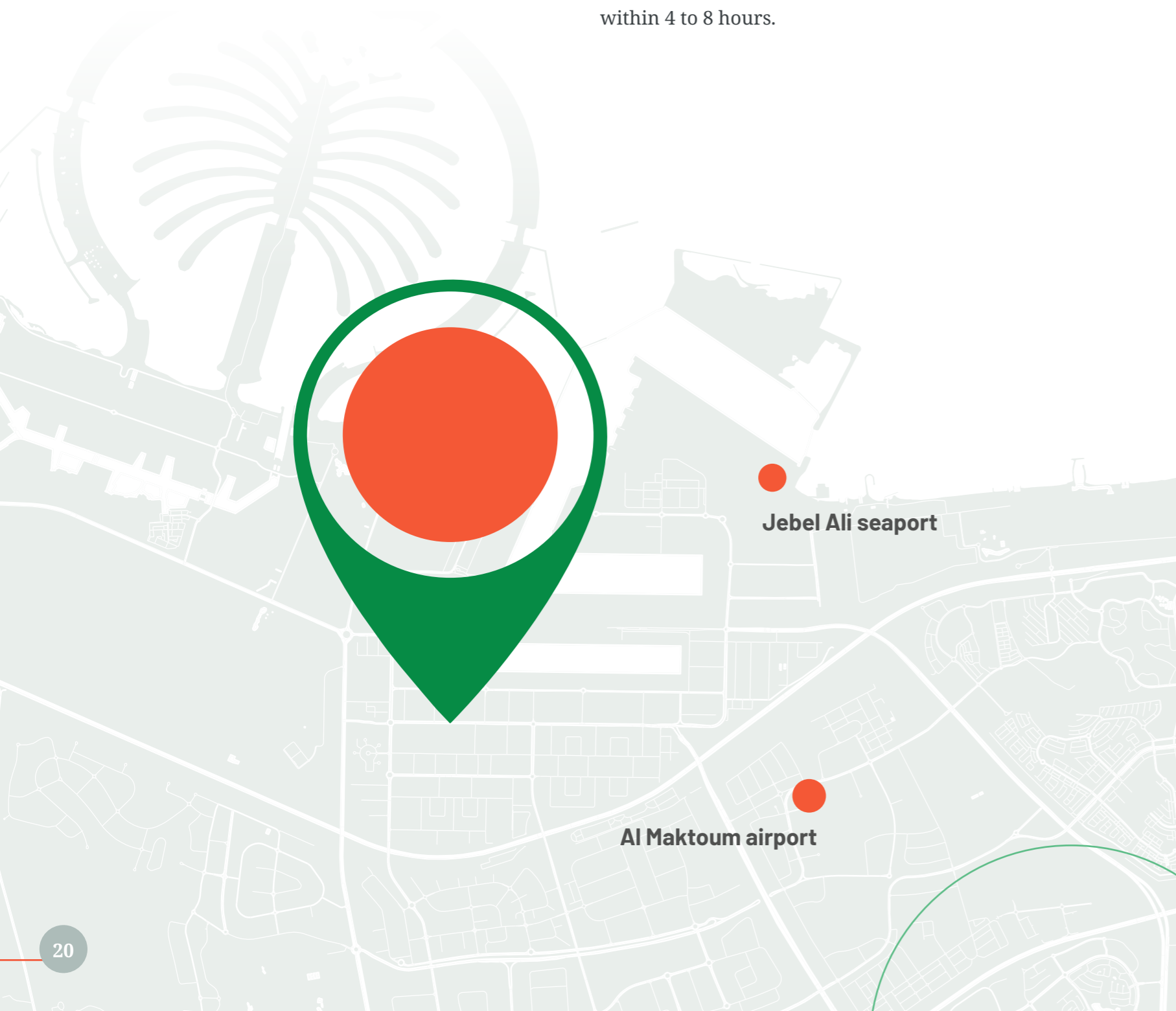
and development. The structure confers numerous benefits to the humanitarian members, including reduced lead time for import and export transactions through Jebel Ali Port, Al Maktoum International Airport, and Dubai World Central Logistics Cluster. Aid shipments bound for disaster zones and humanitarian crises abroad can be moved from sea to air in as little as ten minutes.



## Strategic location

Nestled just a short 10-minute drive from the bustling Jebel Ali seaport and the convenient Al Maktoum airport

It is strategically located at a crossroads between the Middle East, Africa, Europe, and East and South Asia. This prime location allows reaching two-thirds of the populations residing in hazard-prone areas within 4 to 8 hours.





## Our Facilities

Supported by Dubai Government and in line with the vision and principles of the UAE leadership, Dubai Humanitarian supports and coordinates the logistics behind its member organizations' constant stream of missions, ensuring that countries and communities in crisis receive what they need and fast.



Over the past two decades, Dubai Humanitarian has quadrupled from 30,000 sqm to **+140,000 SQM**

-  Warehouses
-  Temperature-controlled storage area
-  Kitting centre
-  Cold chain
-  Permanent humanitarian relief showroom
-  Open Yard
-  Helipad
-  Event and Conference Halls
-  Offices
-  Evacuation Room



## World Humanitarian Hubs

First Conference For Hosting Countries

## THE FIRST CONFERENCE FOR THE HOSTING COUNTRIES OF WORLD'S HUMANITARIAN HUBS

Dubai Humanitarian: Spearheading a Global Safety Net at COP28



## Uniting for Humanity

In line with its vision as “The Pioneering Global Humanitarian Hub,” Dubai Humanitarian takes on a leading role in advancing a global intergovernmental network of sister humanitarian hubs. This strategic initiative aims to boost the collective efforts of the humanitarian community around the world, focusing on emergency preparedness and response, as well as fostering innovation and sustainability in humanitarian actions.

## Harnessing Innovation for Global Impact

Dubai Humanitarian’s pivotal role in this visionary assignment is rooted in its commitment to innovation, exemplified by the Humanitarian Logistics Databank. The ultimate goal is to harness the power of this Databank on a global scale, facilitating seamless information sharing among the 11 humanitarian hubs and building a net zero sustainable humanitarian supply chain, making the humanitarian industry, once again, an example of conviction, ethics, and innovation.





## Solidarity in Action The First Conference

Amidst complex humanitarian issues and urgent queries, the First Conference for Hosting Countries of the World’s Humanitarian Hubs was convened on the margins of COP28 last December. Organized by Dubai Humanitarian in collaboration with the United Arab Emirates’ Ministry of Foreign Affairs (MOFA), the conference brought together representatives from hosting countries including the UAE, Spain, Panama, Malaysia, Cameroon, Italy, and Jordan.

## Joining Forces

“ This First Conference, which is taking place here, features, for the first time, the Relief, Recovery and Peace Day, marking the first official discussion of peace and conflict at any COP, a pivotal moment in the global climate discourse.

It is a fact that climate change has led to such a surge in extreme weather events, intensifying the number and level of humanitarian emergencies and demanding an evolution of the way we all prepare and respond to crises. This shift necessitates timely adjustments within the humanitarian community, demanding collective efforts from international organizations, governments, and leaders across different sectors. This endeavour is not possible without the inclusion of a network, and not just any network: a network of humanitarian hubs and cities that we are here to establish.

Today represents an important step in the right direction. Joining forces and working as that network will result in a more cohesive and effective preparedness as well as an integrated, unified response to emergencies. And working together, we can do so much more than working alone. ”

### HE Reem Al Hashimy

UAE Minister of State for International Cooperation  
COP28, Dubai – UAE  
3 December 2023

During the conference, esteemed leaders highlighted the critical role of climate change in intensifying humanitarian emergencies. HE Reem Al Hashimy, UAE Minister of State for International Cooperation, emphasized the need for timely adjustments and collective efforts, highlighting the significant innovative role of Dubai Humanitarian in establishing a network of humanitarian hubs and cities.

HE Abdulla AbdulRahman Al Shaibani, Member of the Board of Directors of Dubai Humanitarian, underscored the importance of partnership in achieving the goals of the 2030 Agenda for Sustainable Development, emphasizing collaboration among humanitarian organizations, the private sector, academia, and host countries.





## Shaping the Future Cultivating a Sustainable Humanitarian Supply Chain

The conference served as a platform for proactive discussions on supporting the humanitarian community, sharing best practices, and defining common approaches for cost-efficient humanitarian emergency preparedness and response. Delving into the impact of climate change on emergency response, the humanitarian aid supply chain, and the role of technology and digitalization, the conference aimed to shape a more sustainable future for humanitarian action.

Dubai Humanitarian took a pioneering step towards a sustainable future by organizing a landmark conference centered on cultivating a Sustainable Humanitarian Supply Chain. Held alongside COP28, this pivotal event brought together leaders, stakeholders, and experts from diverse sectors to underscore the critical importance of sustainability in humanitarian efforts.



### Key Themes and Takeaways

#### Urgent Action Required

- The conference highlighted the pressing need for immediate action, emphasizing that past promises are inadequate, and tangible measures are imperative now.
- Speakers underscored the humanitarian imperative and the challenge of balancing immediate needs with sustainable practices in humanitarian response efforts.

#### Comprehensive Reevaluation

- Participants recognized that reducing the carbon footprint in humanitarian assistance necessitates a holistic reevaluation of the entire ecosystem, extending beyond logistical considerations.

#### Alignment with Global Commitments

- A unified goal emerged to align the humanitarian supply chain with global commitments such as the Paris Agreement and broader objectives set by the humanitarian community.

#### Crucial Partnerships

- Partnerships across sectors, including the private sector, academia, governments, international organizations, and the UN, were identified as crucial in driving legislative integration, innovation, and the adoption of circular practices.

### Reflections

Giuseppe Saba, CEO of Dubai Humanitarian, emphasized the power of partnership and reflected on the journey that began in March 2023, marking the 20th anniversary of Dubai Humanitarian, culminating in the conference at COP28.

### Panel Discussion Insights

Moderated by Benjamin Safari, Head of Supply Chain Management at UNHCR, the panel featured insights from industry leaders including Simon Missiri, Special Representative of IFRC, Francesca Coccozza, Director of NRS Relief, Raji Hattar, Chief Sustainability Officer at Aramex, and Sherring Thekekkara, the Global Executive Vice President of DP World Logistics. They emphasized collective responsibility and collaboration as key drivers of sustainable change.

In the closing remarks, Simonetta Di Pippo, Director of SEELab at SDA Bocconi & NYUAD visiting professor, and former director of the UN Office for Outer Space Affairs, underscored the challenges posed by climate change and emphasized the importance of commitment and action in fostering sustainability.



## The Humanitarian Logistics Databank

### Enhancing emergency preparedness and response

From Dubai to the World

“ [Dubai Humanitarian] is one of the important icons of the humanitarian work that marks the involvement of the United Arab Emirates in this field which is considered a fundamental pillar of the charitable approach adopted by the state since its establishment. And I confirm the willingness of the UAE to reinforce it to be a leading Global Humanitarian Hub ”

**HE Ambassador Ahmed Al Jarman**

UAE Permanent Representative to the UN in Geneva  
Humanitarian Networks and Partnerships Weeks  
25 April 2023, Geneva

### What it does

- Shared database platform providing information on humanitarian aid stocks

Current coverage includes Dubai Humanitarian hub, Panama hub, the Centro Lógico Regional de Asistencia Humanitaria (CLARH), and Brindisi hub in Italy

### How it works

- Utilizes customs data from international ports, airports, and various entry points

### Why it matters

- Automatically tracks aid movement
- Enables the global humanitarian community to access real-time data on the availability of essential aid items

### What's new

- Innovations in technology-based humanitarian solutions developed in partnership with nybl
- Carbon-emission tracking for more sustainable humanitarian action

### What's next

- Expanding the network to integrate other humanitarian hubs worldwide, fostering global information exchange and coordination
- Integrating with other systems to encompass regional and national stocks

## The Global Humanitarian Fund

The Global Humanitarian Impact Fund for Emergency Preparedness and Response (GHIF) is a major tool by Dubai Humanitarian in favor of humanitarian crisis prevention, readiness, and response.

It is designed to be a funding connector and serves as a reserve allocation pool. The GHIF acts as a swift donor in support of relief operations by Dubai Humanitarian members, especially at the onset of a crisis; It helps Dubai Humanitarian secure the purchase and transportation of aid items rapidly.

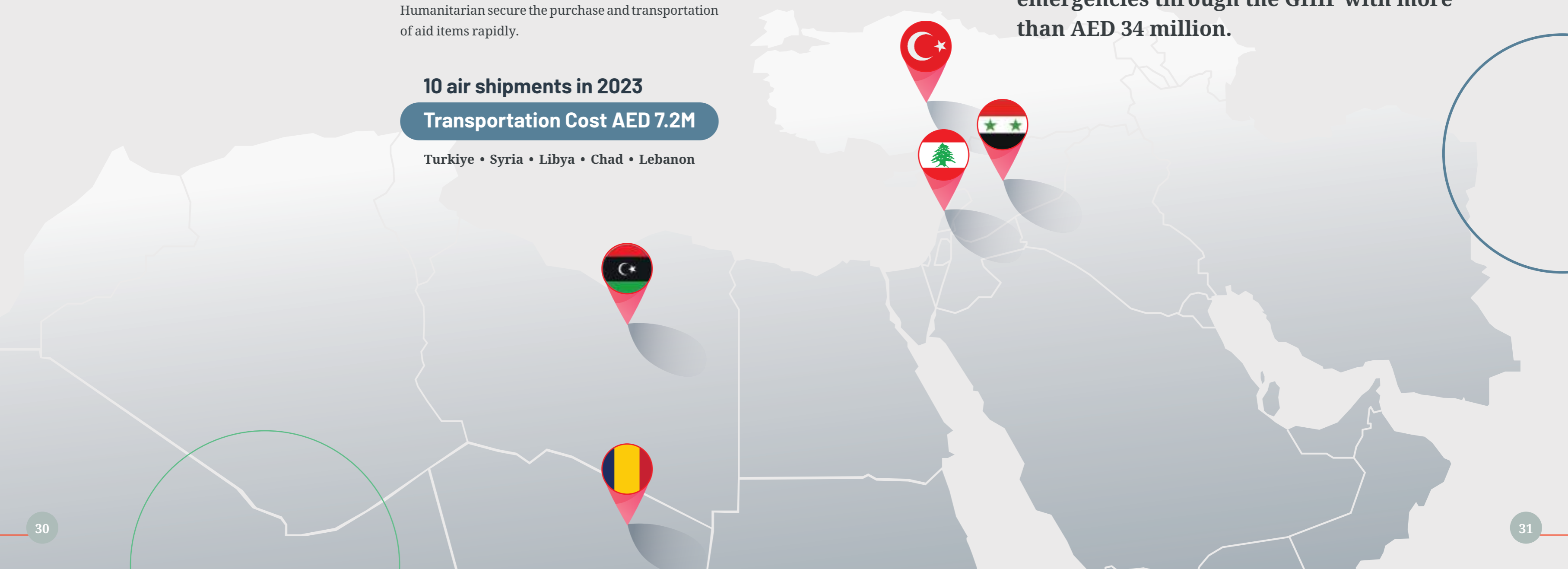
**10 air shipments in 2023**

**Transportation Cost AED 7.2M**

Turkiye • Syria • Libya • Chad • Lebanon

With Dubai Humanitarian being a pioneering global humanitarian hub, the GHIF allows long-term capital growth for more sustainable emergency preparedness and response operations, filling gaps in humanitarian actions and advancing innovation in the humanitarian sector.

**Since 2018, Dubai Humanitarian has supported 24 responses to humanitarian emergencies through the GHIF with more than AED 34 million.**

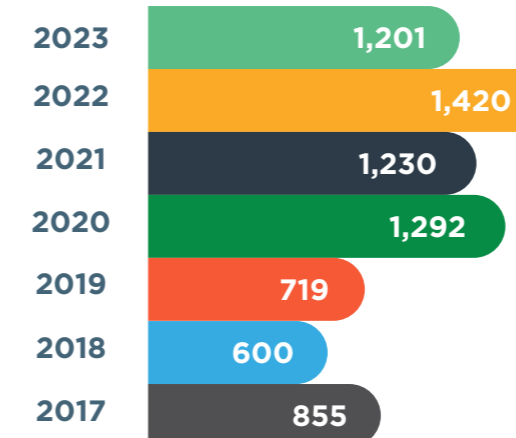




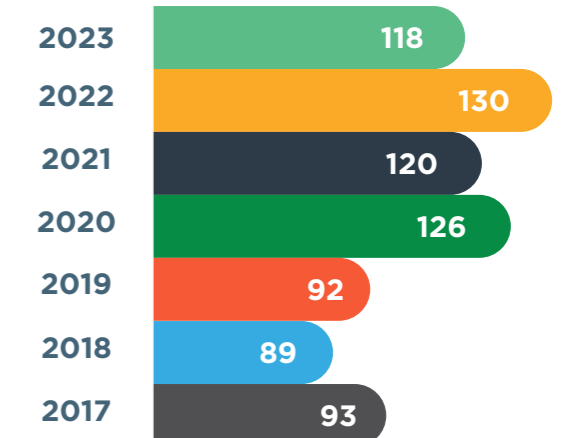
# Relief and Response by the Community



Shipments



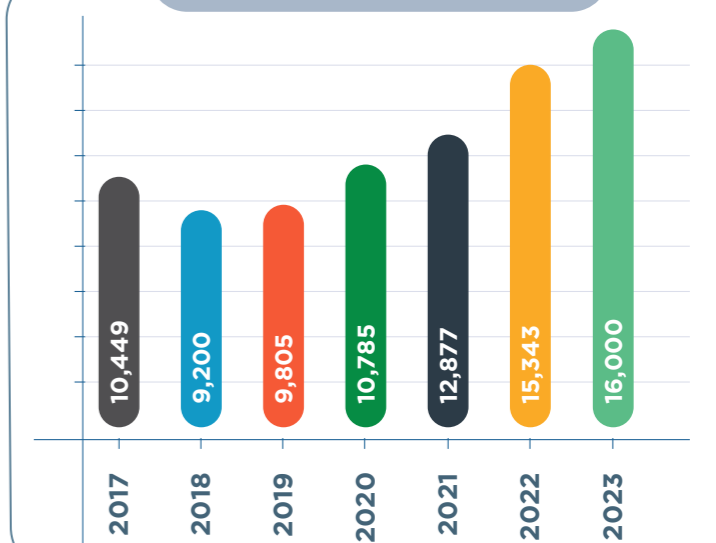
Number of Countries Served



Dispatched Aid (in million USD)

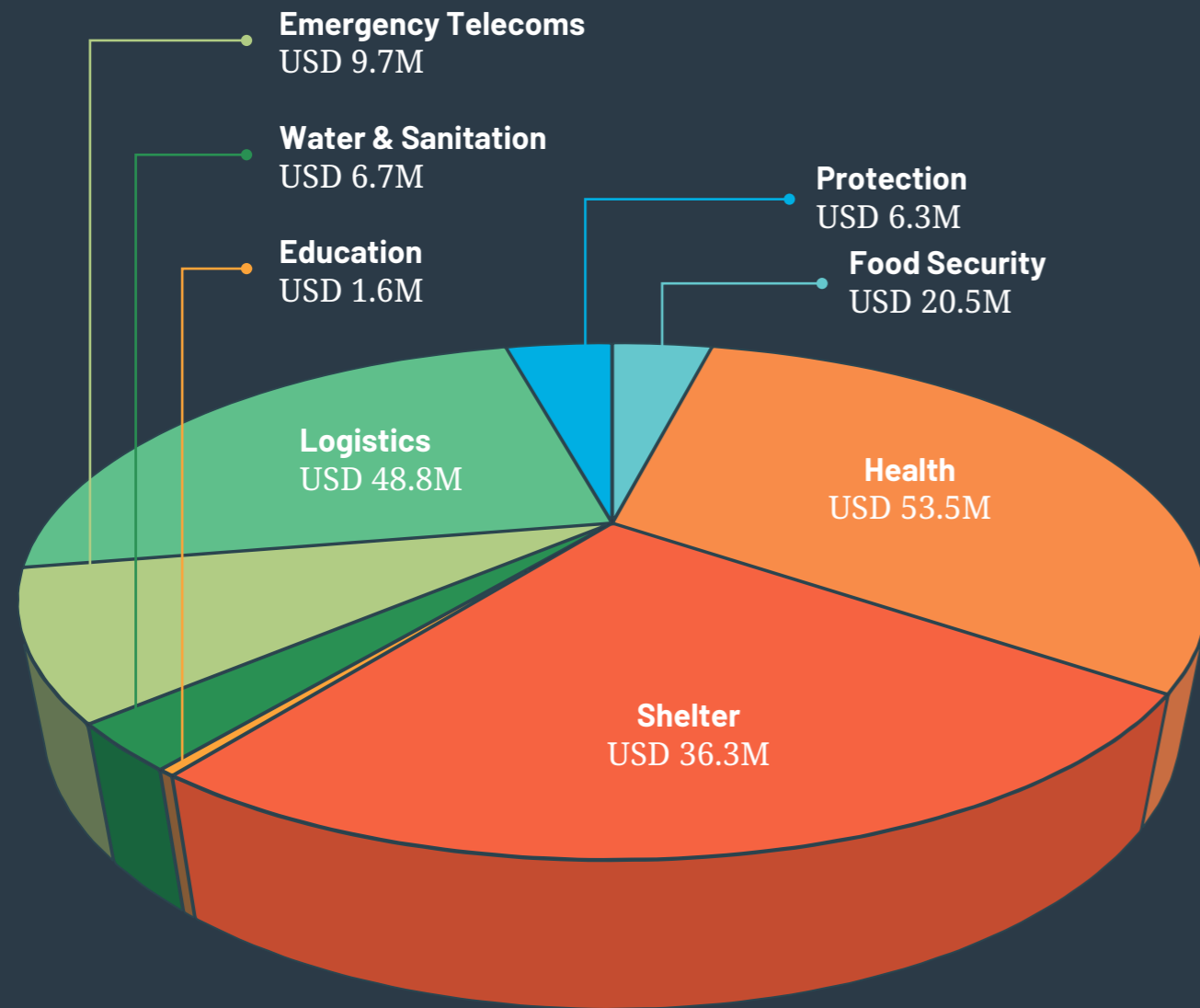


Dispatched Aid in MT



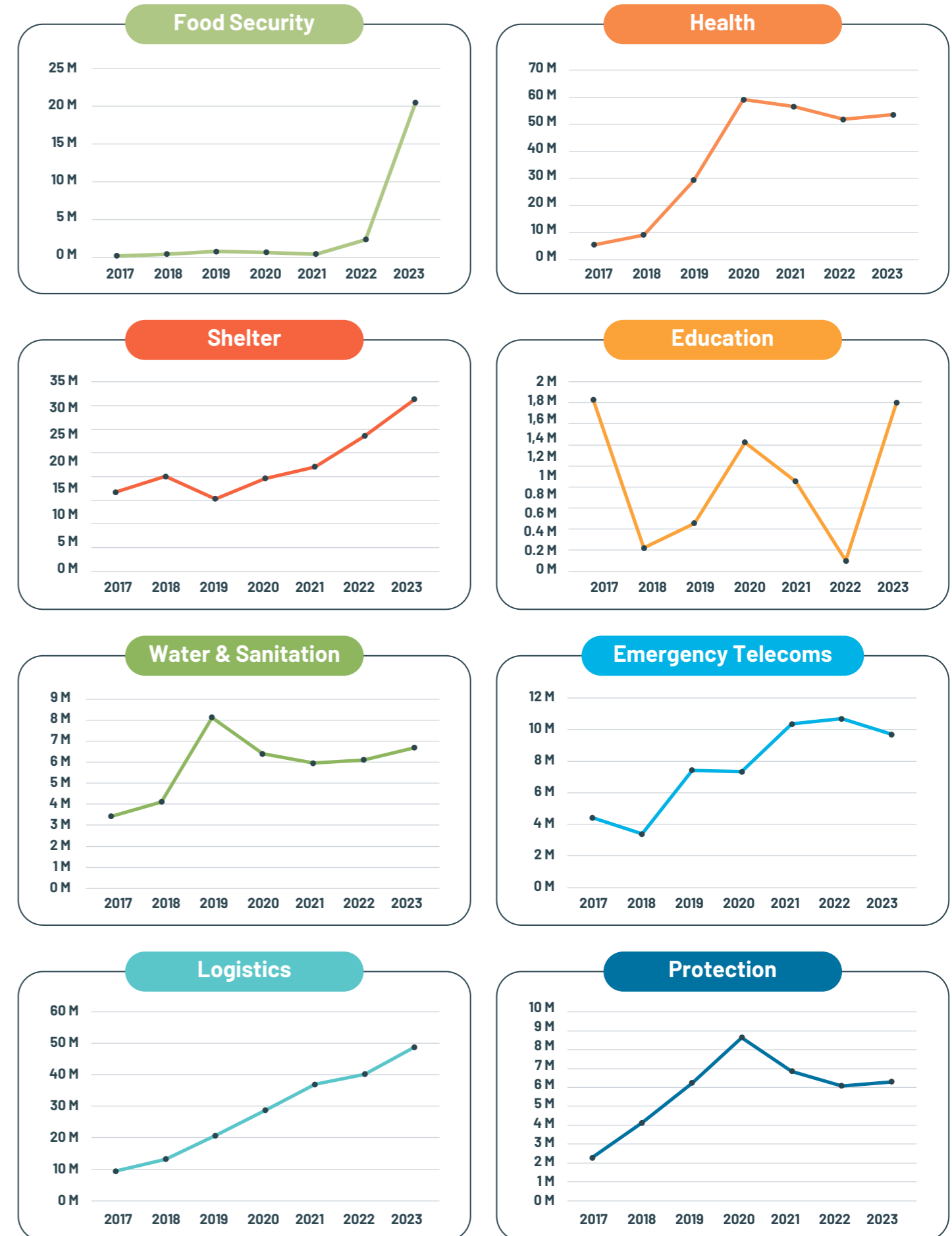
# Available Stocks in 2023

## Value USD 184M



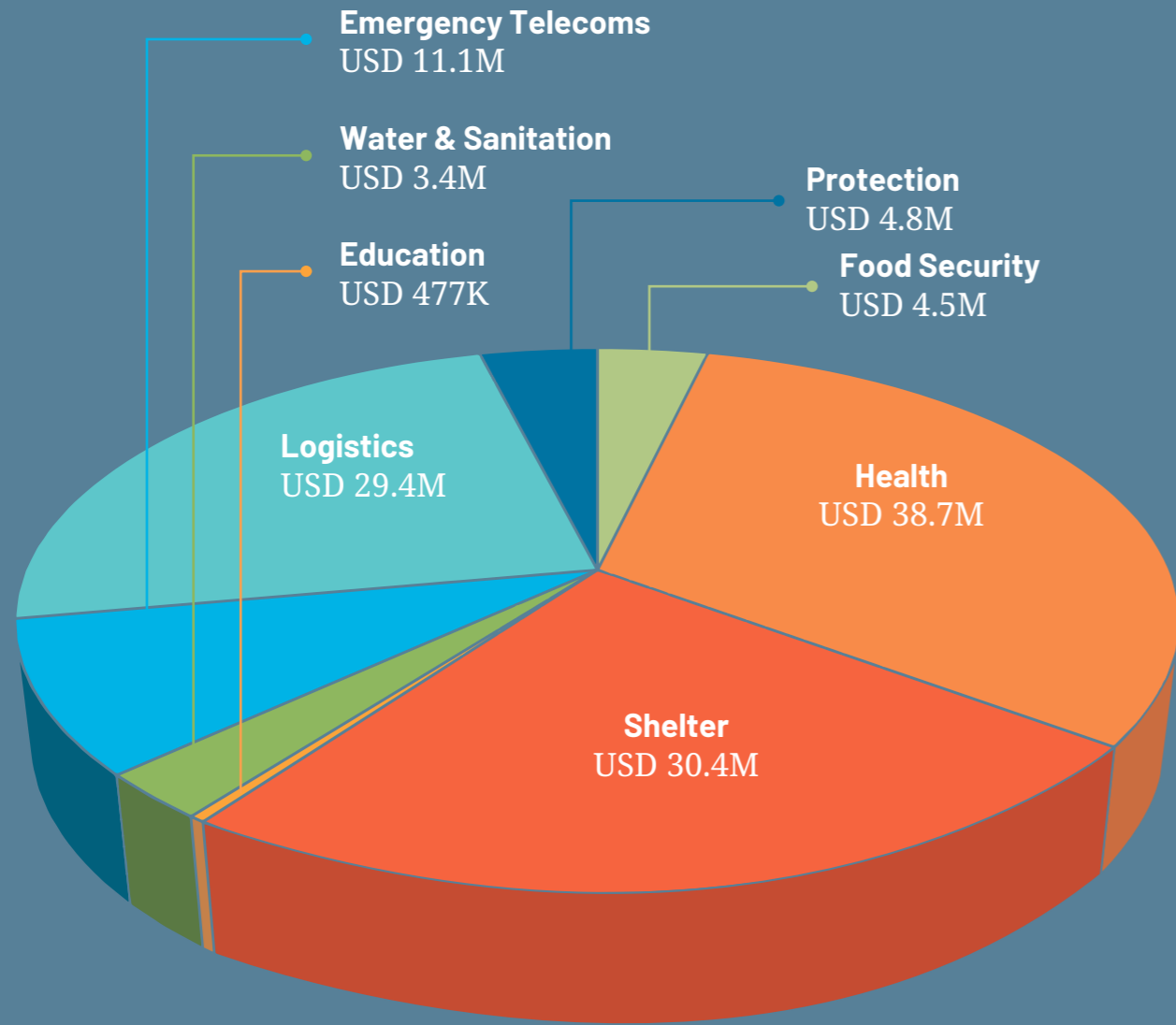
Source: Humanitarian Logistics Databank

# Available stocks throughout the years (in USD)



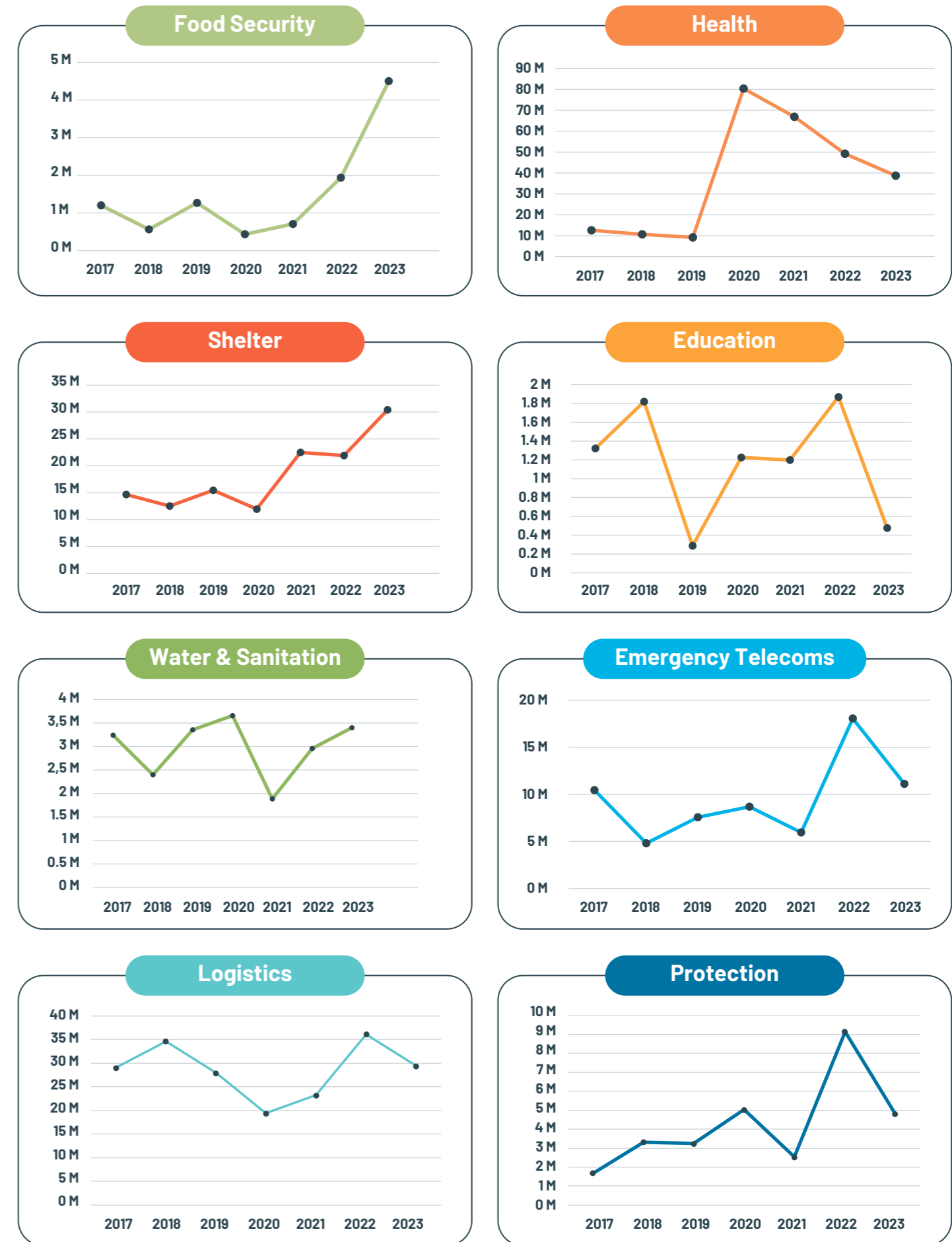
# Dispatched Aid in 2023

## Value USD 123M



Source: Humanitarian Logistics Databank

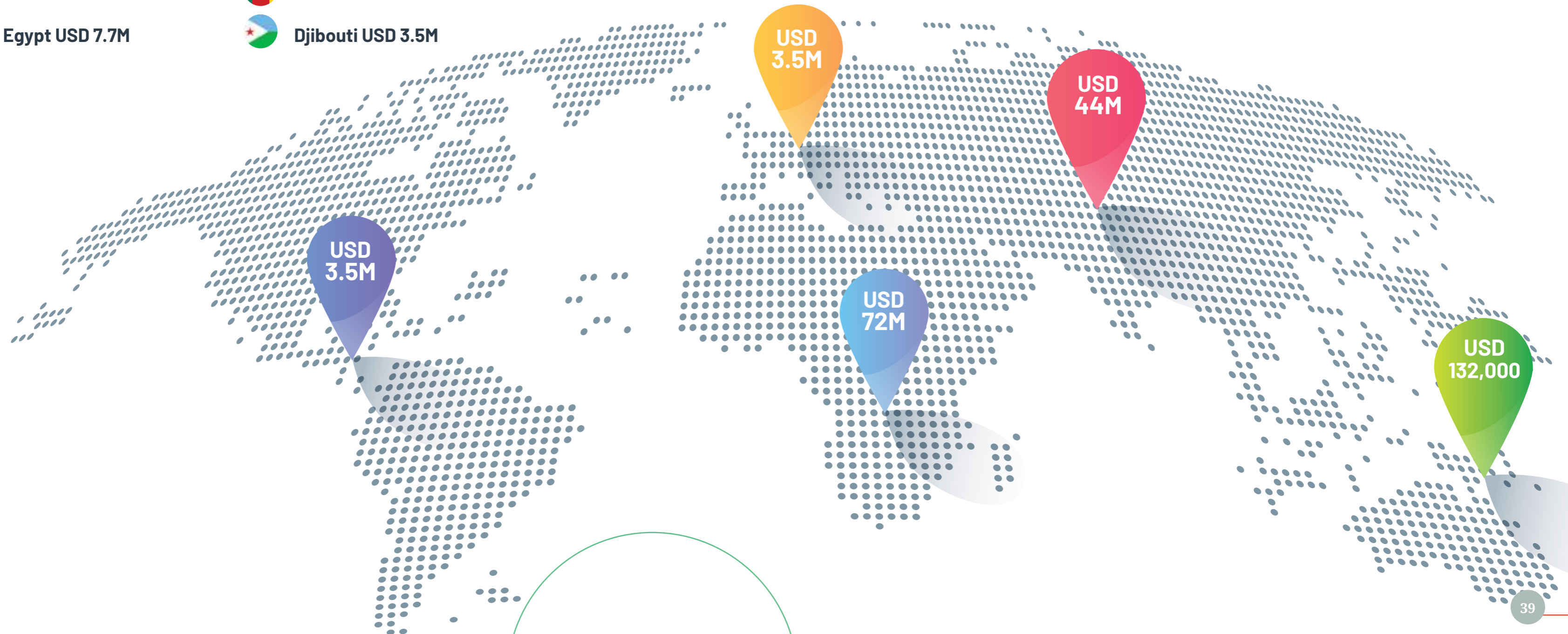
### Dispatches throughout the years (in USD)



## Top 10 recipients



## Aid by Region

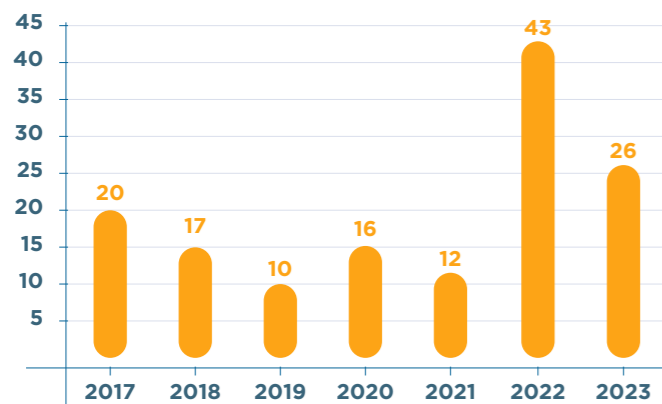




## Our Emergency Response Support

The humanitarian operations by Dubai Humanitarian in 2023 involved various avenues through which airlifts were facilitated. These included the utilization of planes provided by the Dubai Royal Airwing (DAW), generously made available by HH Sheikh Mohammed bin Rashid Al Maktoum. Additionally, humanitarian efforts were carried out aboard flights facilitated by Emirates, as well as through commercial companies, with costs covered by the Global Humanitarian Impact Fund (GHIF). This section offers insight into the diverse collaborations and resources employed to support our humanitarian missions.

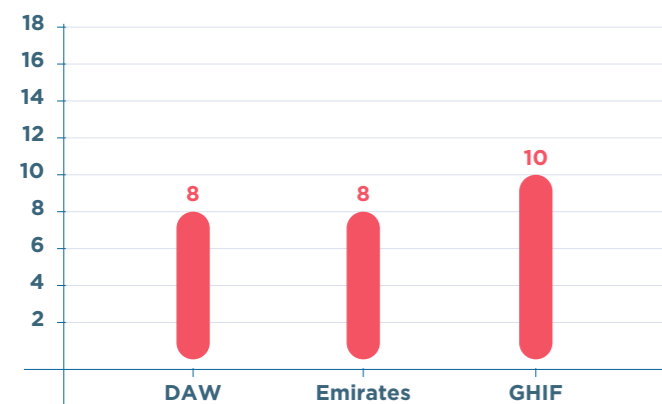
Total number of flights



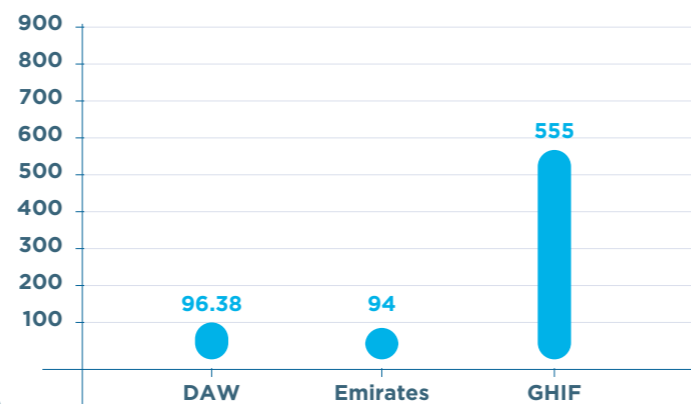
Countries Served



Total number of flights



Aid transported in MT



**Lebanon**  
 1 flights  
 1000 Beneficiaries  
 USD 19300 Contribution Value  
 13 MT

**Gaza**  
 6 flights  
 126827 Beneficiaries  
 USD 492000 Contribution Value  
 54,3 MT

**Turkiye**  
 10 flights  
 130227 Beneficiaries  
 USD 518792 Contribution Value  
 229,6 MT

**Syria**  
 3 flights  
 813000 Beneficiaries  
 USD 516100 Contribution Value  
 99 MT

**Sudan**  
 3 flights  
 833000 Beneficiaries  
 USD 751000 Contribution Value  
 122 MT

**Libya**  
 3 flights  
 673032 Beneficiaries  
 USD 718000 Contribution Value  
 226,5 MT

Numbers of beneficiaries is an estimate



## Our Global Meeting

In commemoration of our 20th anniversary, Dubai Humanitarian convened a pivotal global annual meeting with the members and partners, marking another milestone on the journey towards COP28. The gathering served as a testament to the commitment to uniting the international humanitarian community, fostering stronger connections, and collectively striving to effect positive change.



## Dubai Humanitarian Global Meeting Awards



### Best Awareness Campaign Promoted by UAE Office

International Lions Club



### Best Project or Initiative focused on the SDGs

Eye of The World



### Best Innovative Solution

The Citizens Foundation



### Climate Change and Sustainability

Bring Hope Foundation

# World Humanitarian Day 2023

## #NoMatterWhat



“ We remember the 20th anniversary of the tragic attack on the UN headquarters in Baghdad. This solemn occasion honours the 22 UN staff members who lost their lives, and the numerous aid workers who were injured. At [Dubai Humanitarian], we also mark two decades of giving and proactive support for global humanitarian endeavours. We have evolved into a thriving hub of collaboration that facilitates impactful assistance to communities in dire need. Together, we reaffirm our commitment to compassion and progress, united in the mission to make a lasting difference. ”

**Giuseppe Saba**

CEO and Board Member of Dubai Humanitarian

“ We pay tribute to all those who continue to serve hundreds of millions of people in need around the world, no matter who, no matter where and no matter what. As the United Nations Resident Coordinator for the UAE, I have witnessed the remarkable power of collective action in responding to global crises. Together, we shape a future of hope, resilience, and empathy—a testament to our shared humanity. We express our gratitude to [Dubai Humanitarian] for fostering unity among humanitarians and facilitating the United Nations' global relief efforts from the world's largest humanitarian hub, located in Dubai, UAE. Additionally, we recognize the UAE's generous support for hosting the United Nations at [Dubai Humanitarian] and its unwavering commitment to humanitarian aid and emergency relief worldwide. ”

**Dr. Dena Assaf**

UN Resident Coordinator for the UAE  
World Humanitarian Day 2023



## New Partnership

In 2023, we inked new partnerships with

		
Madarek LLC	HealthBox	AJMS



## Scholarship

Master of International Relations at the University of Wollongong Dubai (UOWD) in cooperation with Dubai Humanitarian offered an annual scholarship to one student in the Master of at the University of Wollongong in Dubai.



The laureate for 2023 is **Nour Ahmad**

## Visits and Events

In 2023, Dubai Humanitarian welcomed over 1200 students and visitors, raising awareness, promoting knowledge, and building bridges across industries.

With over 55 events, we ignited dialogue from Dubai to Geneva and beyond, fostering collaboration, pioneering innovation, and inspiring meaningful, sustainable impacts.



Dr. Eng. Suaad Al Shamsi



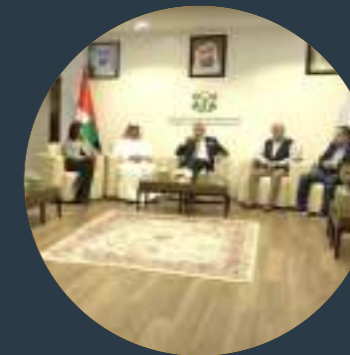
DIHAD



Gitex



UAE National Day



Visit of Rotary Club



Gems School



Anwar Gargash Diplomatic Academy



University of Birmingham



Humanitarian Networks and Partnerships Weeks



# Our Members

## Humanitarian Organizations



## Commercial Companies



## UN Agencies



**Stories**  
from our members





**HAZRAT UMER**  
Resident of Matani



In the challenging landscape of Pakistan's healthcare crisis, diabetes is widespread. Along with its overpopulation and limited medical facilities, unfortunately, Pakistan also has the highest diabetes prevalence in the world.

AIMS Pakistan, a charitable organisation, stands out for its impactful role. The innovative and unique Circle of Care, a one-stop system providing several vital services in a single visit for diabetic patients, makes a big difference. glucometer to check my sugar level at home. I feel better and can work".

Volunteers' dedication and the staff's hard work in hospitals and rural medical camps amplify the charity's reach, delivering essential services to those in need.

The tireless efforts and ongoing support from members and associates within and beyond Pakistan play a crucial role in making AIMS a lifeline for deserving individuals and families.

Hazrat Umer and his family spoke to us in the village of Matani, 35 km away from Sugar Hospital Peshawar.

In his late teens, sitting next to his dad, Hazrat said, "I was diagnosed with diabetes six years ago. I used to be ill most days and unable to get insulin regularly. Sometimes, I used to borrow money from friends or family for my insulin and treatment. We use a home water mud pitcher to store insulin because we cannot afford a fridge. After hearing about "Sugar Hospital," I went there. I was registered and treated by doctors and nurses, and I had my laboratory tests. I now receive insulin and treatment regularly. They also gave me a glucometer to check my sugar level at home. I feel better and can work".

## DIABETES CIRCLE OF CARE



8-year-old Alamgir was born near the capital of Bangladesh. Darkness cast its shadow not only on his vision but also on his life and the lives of his family. He couldn't even navigate within his own home, let alone keep up with his studies; this led to a sense of social isolation and diminished ambition.

His parents were overwhelmed with joy when their child regained sight. He was able to see his loved ones again and could continue his education with contentment and optimism. His mother said, "You have done the impossible; my son can see. Thanks to Allah, and thanks to you for this blessing."

Adding to the difficulty, Alamgir's hardworking boatman father couldn't afford the expenses of his son's treatment. However, hope was rekindled when he heard about Al Basar International Foundation's medical campaign in the city of Dhaka, which treats victims of reversible blindness. Alamgir and his father visited the hospital, where doctors confirmed the presence of cataracts in both of his eyes.

Al Basar International Foundation, along with its partners and supporters, continues to enhance the positive impact of voluntary and humanitarian work by reducing the high rate of reversible blindness worldwide and restoring hope to many who have lost their vision.

Al Basar International Foundation and its teams across Asia and Africa, operating from the charity foundation's hospitals, provide medical services to the poor and needy. 2,148 campaigns have been completed, benefiting 2.4 million people, including Alamgir, who underwent successful eye surgery.





**Aster**  
*volunteers*  
Powered by humanity

In its 7-year journey, Aster Volunteers, the global CSR arm of Aster DM Healthcare, registered through Aster DM Foundation International at the Dubai Humanitarian, has touched the lives of 5 million + people. The organization focuses on healthcare, education, social empowerment, environmental sustainability, and disaster aid in the Middle East, Africa, India & SAARC regions, engaging 75,000+ volunteers. The organization works in strategic partnership with various institutions, adhering to goal number 17 of UNSDG.

**Mobile Medical Services**

The units deliver primary healthcare directly to the doorsteps of the underprivileged. 1,240,828 individuals benefited over the last 7 years through a growing global network of 30+ medical units.

**Treatment Aid**

Aster Volunteers Treatment Aid ensures quality healthcare for the underprivileged by providing subsidized/free procedures and treatments. In 2023, 57,359 people benefitted from \$1.2 million in aid.

**Disaster Aid**

In response to the devastating natural calamities and humanitarian crises in the past in Morocco, Turkiye, Syrian refugee camps, Gaza, Yemen, Somalia, Lebanon, India, and Pakistan, Aster Volunteers mobilized either skilled medical professionals or medical/essentials supplies in collaboration with the Emirates Red Crescent or

partnered NGOs and local authorities, benefited to 316,051 people. Aster Volunteers helped the devastated Kerala flood victims with about \$2.4 million worth of aid, including handing over 255 Aster Homes (2 BHK). Aster Volunteers made a significant impact, reaching 2,047,214 individuals through food distribution, webinars, COVID camps, and free vaccinations during the COVID period and have airlifted \$ 0.5 million worth of medical equipment from UAE to the Kerala Government partnered with Dubai Humanitarian and the Indian Community in the UAE.



In 2023, Bring Hope Humanitarian Foundation successfully implemented initiatives in collaboration with partner organizations, showcasing their commitment to social and environmental causes. In Iraqi Kurdistan, the organization collaborated with JINDA organization to execute the “Women Empowering Women in Conflict Prevention and Response Strategies” program. The program involved training sessions, through which Bring Hope also established a Women’s Council, where the members engaged with stakeholders, authorities, and decision-makers, resulting in 40 targeted actions to address women’s challenges.

Bring Hope also collaborated with the KOKAR Foundation on the “Towards a Green Iraq” initiative. Activities included conducting training sessions with students and teachers in Kirkuk City, distributing educational materials on tree planting, and providing them with seeds from native trees. The project received acclaim, earning Bring Hope the “Dubai Humanitarian Award” for the best climate change and sustainability project in March 2023, highlighting their dedication to environmental conservation.

Securing funding from the European Commission Erasmus+ program in 2022, Bring Hope launched two projects in Sweden in 2023: HistoryBox and COREcoles. The former aimed at promoting the integration of refugees and migrants through history education, while the latter focused on supporting the psycho-emotional resilience of children aged 6 to 12.

Throughout the year, Bring Hope Iraq conducted nine distributions in collaboration with donor organizations, addressing diverse community needs, including recreational, educational, clothing, hygiene, and food items. Additionally, the ‘Stuff the Bus with Hope’ campaign, in collaboration with STS Group, engaged Dubai school children in collecting supplies for those in need, showcasing the organization’s continuous efforts to make a positive impact.





#### CCCL'S TRIUMPH OVER FINANCIAL CHALLENGES

A Year in Review" The Children's Cancer Center of Lebanon (CCCL), a beacon of hope NGO, covers standard treatment costs for children with cancer for around 50% of cases in Lebanon, regardless of any background and parents' ability to pay. CCCL has navigated a challenging year amid economic difficulties and the troubled regional environment. As a vital component of Lebanon's socio and eco-system, CCCL faced financial constraints, exacerbated by the country's economic crisis and the broader regional instability. However, in a remarkable display of resilience, CCCL organized a groundbreaking telethon in collaboration with a prominent TV channel. This telethon, a pivotal moment in CCCL's history, was a response to a deficit of \$4 million that threatened the center's operations. With unwavering determination, CCCL leveraged its resources, network, and the support of dedicated board members and generous donors.

The telethon, moderated by the esteemed Mr. Marcel Ghanem, featured survivors, patients, oncologists, influencers, parents, and staff on stage, creating an emotional and impactful narrative. The live four-hour-long episode succeeded in bridging the financial gap, with the largest donation reaching an impressive \$1 million. The telethon not only showcased the center's commitment to its mission but also highlighted the unity and generosity of the community. It was a momentous occasion that underscored the importance of collective action in overcoming challenges.



In the tumultuous year of 2023, the world faced unprecedented natural and man-made disasters, underscoring the critical need for efficient humanitarian aid and logistics. Amidst the chaos, DHL Global's Humanitarian Logistics Competence Center emerged as a beacon of hope, showcasing our commitment to global resilience and disaster response.

Natural calamities, including earthquakes, hurricanes, and wildfires, wreaked havoc across continents, displacing communities and straining relief efforts. Concurrently, man-made disasters added to the complexities, demanding a swift and coordinated response. DHL, with our renowned DHL Global Humanitarian Logistics Competence Center and Disaster Response Teams, played a pivotal role in supporting affected regions.

DHL became the nerve center for orchestrating relief operations. Leveraging our expertise in logistics, DHL worked in tandem with international organizations and governments to streamline the supply chain, ensuring timely aid delivery to the most affected areas.

Our commitment went beyond borders, transcending challenges posed by the diverse nature of the crises.

Whether it was transporting life-saving medical supplies, providing logistical support for search and rescue missions, or facilitating the distribution of food and shelter materials, DHL's teams worked tirelessly to alleviate the suffering of those affected. The competence center's strategic coordination and rapid response capabilities proved invaluable in navigating the complexities of 2023's disasters. As the world grappled with adversity, DHL Humanitarian Logistics exemplified the power of effective collaboration and logistics expertise in mitigating the impact of disasters. Our unwavering dedication to humanitarian causes stands as a testament to the resilience of global partnerships in the face of adversity.





Founded in 2016, Eye of the World embarked on a mission to eradicate preventable blindness and foster self-reliance in eye care across the globe. Committed to the belief that everyone has the right to see the beauty of life, we stand as the guardians of a fundamental right – the right to sight.

Our vision is that the efforts of combating Blindness services provided by NGOs reach new heights of quality. That's why our highly qualified medical team, driven by a profound sense of humanitarian duty, dedicates substantial time and expertise to bring about transformative change. Since we started, the beneficiaries of our services have exceeded one million individuals.

We offer a range of services, including establishing hospitals and medical centers, organizing eye surgical camps, providing eyeglasses and medications, performing complex surgeries, and conducting routine check-ups. Working as a technical partner to humanitarian organizations, the Eye of the World Team pioneers eye surgical camps such as cataracts in underserved regions worldwide. It's not just about enhancing vision; it's about restoring sight while upholding the dignity of everyone.

Beyond the fieldwork, we invest in sustainability by training local doctors and medical professionals in ophthalmology, fostering self-reliance, and advancing eye treatments in underserved areas.

In alignment with the Sustainable Development Goals, Eye of the World Team envisions a future where our efforts' impact continues, communities become self-sufficient in healthcare, and the beauty of the world is seen by all, leaving no one in the shadows of preventable blindness.



### TOGETHER FOR ALL, TOGETHER FOR A MORE HUMANE FUTURE

FAMBRAS, in collaboration with the Mohammed bin Rashid Al Maktoum Charitable and Humanitarian Foundation, has implemented the "Together for All" initiative. The event took place on December 10, 2023, in Brasília, the federal capital of Brazil. It benefitted one of the largest and poorest neighborhoods in Latin America, Sol Nascente and Pôr do Sol, with a population of 360,000. The event was attended by local government authorities, federal government representatives, and other officials from the presidency and various governmental institutions. A series of charitable activities targeting the most vulnerable groups were conducted inside a Brazilian government school. Health played a pivotal role in this event, with comprehensive eye examinations conducted for all 1,000 elementary school students, revealing that 27% of the students (270 students) needed eyeglasses, and many had severe vision impairment.

Additionally, thousands of free medical examinations were provided, including blood pressure, diabetes, cholesterol, and viral

hepatitis tests, along with eye examinations, nutritional guidance, breast cancer prevention counseling, and free vaccinations. Several tons of essential food baskets and meat were distributed, along with citizen services such as haircuts and skincare.

Simultaneously, joy filled the streets as children and teenagers participated in cultural and entertainment activities like balloon sculpting and face painting. Inflatable games, cultural performances, popcorn, and cotton candy added to the array of activities and services. Gifts were distributed to all the attending children.

The happiness was evident in the streets, and the event will forever remain in the memory of the residents of this impoverished neighborhood. The communities not only received material assistance but also experienced solidarity that transcends the boundaries of humanity. Finally, kindness is a way to spread love to those in dire need, and "Together for All" is evidence that when we unite, we can look forward to a better future.





**ABDULLA - AN EYE HERO**

My name is Abdullah. I am in class 4 at Doha Government Primary School in Barisal, Bangladesh. My dream is to become a doctor, but I also have a deep love for planting trees. Trees are incredible—they give us life.

My favorite subject in school is Bangla. It's my mother tongue, and the words flow effortlessly from my heart. Through Bangla, I can truly express myself, my thoughts, and my dreams.

One day at school, my entire world was transformed. I heard whispers from my teachers about the School Champions Training Program supported by The Fred Hollows Foundation and the Noor Dubai Foundation. It was a unique program about eye health that piqued my curiosity. Why the fascination with eyes? The answer is simple—our eyes are windows to the soul, the source of our vision and connection to the world.

I was excited to join the training program. I learned how to test vision with the E Chart. I also discovered how to assess the vision of my classmates and detect if anyone had a hidden problem with their eyes due to uncorrected refractive error.

As I sat there, absorbing every piece of knowledge, my dream of becoming a doctor was formed. I want to become an eye doctor, a guardian of sight. Eyes are the essence of our existence. They are our companions in this journey called life.

But what I cherish most is the memory of teaching my classmates how to test their eye vision using the E chart. The joy I felt as we stood 20 feet away from the chart, each of us taking turns covering one eye with a hand and then the other, is indescribable. I realized the power of knowledge and the potential to make a difference in the lives of others.



**RESCUE AND SUPPORT OPERATIONS**

**In Turkiye and Syria:** Rapid intervention was made after the devastating earthquake to rescue and treat more than 1,300 domestic and farm animals by providing veterinary treatments and some fodder and to assist in recovery efforts by restoring some barns for the local community and supporting livelihoods.

**In Libya:** The terrifying flood in the Derna region in northeastern Libya caused many losses, so we contributed to the rescue operations of farm animals and livestock and provided treatment, vaccines, and fodder for livestock owners in cooperation with “The Libyan Wildlife Trust” and “Al-Hayat Organization for the Protection of Wildlife and Marine Organism.”

**In Morocco:** Rescue operations were supported, and assistance was provided to farm and transport animals in the mountainous region affected by the earthquake that struck southern Morocco. The local community was supported through the “SPANA Organization,” which focused on rescue and disaster preparedness activities.

**In Lebanon:** In continuation of the “Levant Operation for Bird Rescue” (LOBR) project, we, with our partner, the Lebanese Association for Migratory Birds, followed up rescue and

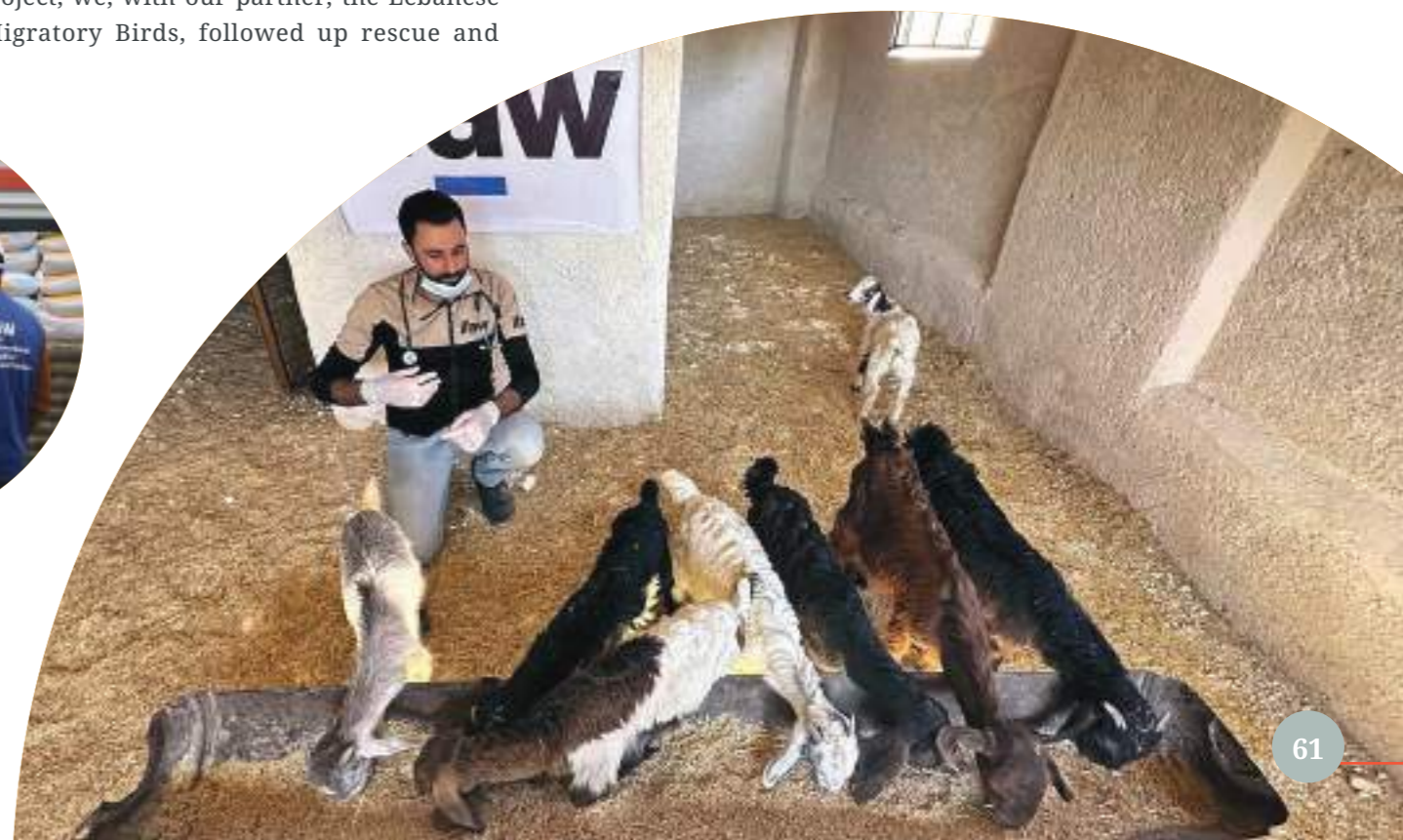
rehabilitation operations for birds injured due to discrimination and illegal hunting activities. After full recovery, 15 birds were successfully released into the wild. Awareness campaigns for all components of the local community (schools, hunters, and law enforcers) were also delivered.

**ORGANIZING AND SUPPORTING INTERNATIONAL POLICIES**

Participating in the 28th Climate Change CoP at Expo City, Dubai, by organizing events, activities, and dialogues to highlight the role of nature in finding solutions to combat climate change and protect residents in areas exposed to the effects of this phenomenon.

**TRAINING EVENTS**

Organizing training workshops in Sudan and the UAE for cadres from the environment, municipalities, and customs to confront illegal wildlife trade and reduce their smuggling, and training in the Kingdom of Saudi Arabia to assess the needs of wildlife law enforcement and strengthen partnerships and cooperation between those agencies to tackle illegal trade in big cat species in and across the region.





In Kazakhstan, winter weather can be extremely harsh, with temperatures plummeting to -40 C at night. This presents a challenge for all people, but especially for some of the most vulnerable groups: homeless, lonely older people, people with disabilities, and single-parent households.

“I am all alone in this world,” one 81-year-old woman told a Red Crescent team. “I’m grateful to the RC volunteers for bringing me soup, buns, and pilaf. “

Whenever the cold becomes extreme, the RC of Kazakhstan is ready to support people in need thanks to a system initiated by the IFRC that allows them to mobilize resources as soon as a severe cold wave is predicted.

#### GETTING AHEAD OF THE COLD WAVES

Through the activation of the Simplified Early Action Protocol (EAP) for Cold Waves, the Red Crescent is receiving 68,000 Swiss francs from the IFRC to be used over the next three months to fund anticipatory actions supporting 2,000 people in the worst-affected regions and reach a further 80,000 with awareness-raising activities.

“This simplified early action protocol allows us to support people surviving extreme cold in the most difficult conditions and to do it quickly,” said Lena Kistaubayeva, director of the Emergency Situations Department at the RC of Kazakhstan.

#### HOT MEALS, CLOTHES, AND BLANKETS

Throughout the winter, RC teams have been helping homeless people reach warm shelters and providing them with hot meals and basic items such as winter clothes, shoes, and blankets. Volunteers are also providing First Aid at warm-up shelters.



#### INDUS HOSPITAL & HEALTH NETWORK A Legacy of Free Healthcare Excellence

With an unwavering commitment to humanity, Indus Health Network (IHHN) continues to be a guiding light, offering critical healthcare services free of cost to the underprivileged. IHHN is proudly treating over 6 million patients annually and performing 14,000+ surgeries across its owned hospitals, leveraging specialized staff and cutting-edge technology.

Within the realm of childhood cancer, the Pediatric Oncology Emergency Room (ER) at IHHN boasts 11,000+ consultations in pediatric oncology ER, registering 1,200+ children for treatment, and conducting 21,000+ daycare chemotherapy sessions.

IHHN’s Physical Rehabilitation services have provided 4,600+ prosthetic and orthotic devices and conducted 66,700+ physical therapy sessions.

The Primary Care Program, at the core of IHHN’s mission, provides accessible and holistic healthcare to over 2.1 million individuals. Screening 165,000+ patients for mental health and conducting 394,000+ community engagement sessions, the program tackles healthcare inequities through an integrated and multi-sectoral approach.



Maternal, Neonatal, and Child Health Services of IHHN have served 2.7 million mothers and children, immunizing 293,000+ women and children, emphasizing preventive care through community engagement.

International accreditations underscore IHHN’s commitment to excellence, with the clinical laboratory receiving accreditation from the College of American Pathologists and the Indus Hospital Blood Centre achieving AABB accreditation.

Fostering collaborative ventures, IHHN has partnered with institutions like St. Jude Children’s Research Hospital, Thar Foundation, and the National University Hospital, Singapore.

In every achievement, partnership, and expansion, IHHN remains a beacon of hope and healing for humanity. Together, we celebrate a legacy of compassion, resilience, and the tireless pursuit of a healthier, happier world.







LIFE for Relief and Development is a reputable organization with an outstanding reputation. It achieved a 4-star rating on Charity Navigator in the USA with a perfect score of 100%. The organization has also attained the platinum level on GuideStar. Recognized by Ninja Ranking, it holds a position among the top 9 humanitarian organizations in the United States, the top 9 organizations combating hunger globally, and the top 9 organizations assisting in the Gaza Crisis in support of Palestine.

In 2023, LIFE successfully aided innocent civilians in Gaza by providing thousands of individuals and families with meals, food baskets, and hygiene kits. Globally, we shipped \$21 million worth of vital supplies, including medical equipment, educational materials, food, and furniture. We fed 1,334,800 people in one month alone, constructed 117 water wells, and sponsored over 13,000 orphans.

Looking forward to 2024, we are setting our sights even higher. We intend to continue our initiatives in Gaza, sending truckloads of aid monthly as well as many relief and development programs in 35 countries worldwide. This year, we affirm our commitment to ensuring that every human being has a fulfilled right to a home, food, shelter, water, medical care, and education.

LIFE plans to play a key role in helping solve the major issues our world is facing, including global poverty, hunger, conflict, and increasing natural disasters. LIFE wants to be a beacon of light in the places that need it the most; as its slogan goes, "Where there is LIFE, there is Hope."



**In 2023, Noor Company embarked on a transformative journey filled with challenges, innovations, and profound impacts on communities. At the heart of our mission lies a simple yet powerful vision**

To provide effective humanitarian and developmental solutions through cutting-edge technologies. We introduced custom-built water testing kits, which, in different versions, in collaboration with the Ministry of Health, the World Health Organization, and UNICEF, became a beacon of hope. These kits not only optimized resource use but also fostered a sense of shared responsibility for the importance of drinking clean water among communities and governments.

In addressing public health, we tackled the menace of mosquitoes with advanced machinery and pesticides, significantly reducing mosquito-borne diseases and improving school attendance. During times of displacement, our hygiene kits, specially designed for women and children, provided essential items, offering dignity and normalcy to those most in need. Each initiative, from water testing kits to hygiene packs, was a story of resilience, collaboration, and hope. As 2023 concludes, we acknowledge the pivotal role of Dubai Humanitarian (previously IHC) in enhancing our efforts enabling better access, coordination, and supply of solutions.





### PROJECT MAJI VIRTUAL REALITY EXPERIENCE

Project Maji is a non-profit safe water enterprise working to provide sustainable access to safe water to remote rural communities in Ghana, Kenya, and Uganda. We design, develop, deploy, and maintain solar-powered water solutions. To date, we have deployed over 250 solar-powered solutions across communities, serving over 300,000 people.

Our cutting-edge Virtual Reality experience follows the transformation journey of Dagbe, a 13-year-old Ghanaian girl.

This immersive experience unveils the positive changes brought about by sustainable water access, all made possible by Project Maji. Beyond a simulation, this experience stands out as a unique, interactive tool, offering participants a clear window into the harsh reality of global water scarcity.

Within 4 minutes, the Virtual Reality Experience takes the form of an engaging exploration. Participants actively navigate through the challenges millions face, experiencing firsthand the impact of Project Maji's sustainable water solutions on Dagbe's life.

Originally developed for and showcased at COP 28, the Project Maji Virtual Reality Experience is a valuable educational resource. The clarity and simplicity of the narrative ensure that users comprehend the gravity of the global water crisis, prompting them to take action. Project Maji invites users to step into the shoes of those affected by water scarcity, inspiring empathy and understanding.

In the realm of rural water initiatives, this Virtual Reality Experience is unparalleled, providing a unique lens into the importance of sustainable solutions. With each moment spent immersed in this educational tool, Project Maji aims to cultivate a future where safe water access is a basic right and users are empowered to advocate for change.



In 2014, our story began with a dream and \$200. Witnessing the impact of war on people's lives, a group of young people led by Dr. Shadi Zaza felt compelled to offer help. With unwavering determination, he and others were like-minded. Leaders in the United States had a dream driven by a humanitarian spirit and founded Rahma Worldwide as a non-profit organization. What started as a small team has blossomed into one of the fastest-growing humanitarian institutions in the world. With a committed team of over 2,000 employees and volunteers, we work tirelessly to fulfill the needs of underprivileged communities across the globe.

Guided by the principle of leaving no one behind, we relentlessly pursue projects that alleviate suffering and generate lasting impact, preserving the dignity of individuals and fostering positive change. Since our humble beginnings, we've reached over 18 countries through social and development programs, impacting the lives of over 11 million beneficiaries. Our work encompasses diverse sectors, ranging from emergency response for displaced individuals affected by conflicts and disasters to long-term programs in education, healthcare, vocational training, orphan sponsorship, environment, and women's empowerment in the Middle East, Africa, and Asia.

Rahma Worldwide is more than just an organization; it's an embodied idea. We strive to inspire and build bridges of compassion and unity across the globe, drawing strength from the teachings of compassion and humanity. Our journey is a testament to the power of dreams, fueled by unwavering dedication and a commitment to making a positive difference in the world.





RKGroup is a multinational corporation with headquarters in the United Arab Emirates. It offers end-to-end supply chain services in Asia, Africa, and Europe and a wide range of engineering services. Since its launch in 2013, RKGroup has supplied various goods and kits to UN agencies and INGOs, reaching more than 43 million beneficiaries; it has also implemented engineering projects that served 5 million beneficiaries.

In the year 2023, the earthquake that struck Syria and Turkiye dominated the global humanitarian scenario, requiring the activation of emergency response. Our diversifying work of supply chains and engineering projects helped us meet the challenge. An immediate reaction and a 24/7 emergency procedure made the supplies department outstretched, starting with dedicated office work, erection of tents, and delivery of emergency kits.

Meanwhile, our engineering department alerted all cadres and machinery to remove the rubble and remnants of the destruction caused by the earthquake. A massive rebuilding effort is still trudging along a year later. While the wreckage of the quake has largely been removed and many roads and buildings rebuilt, large areas of rubble remain awaiting removal, and hundreds of thousands of people remain in shelters.

We at RKGroup are constantly working to improve our performance and continue to improve the lives of the most vulnerable people and those affected by disasters or crises.



The Red Pencil is an international humanitarian organization bringing the healing power of creative arts therapy (drawing, music, movement, and dance) to children, adults, families, and communities who have been through overwhelming and traumatic life circumstances, such as natural disasters, forced displacement, human trafficking, life-threatening disease, violence, and abuse, for which they may have no words. The process of creative arts therapy allows our beneficiaries to express the unspeakable, experience release and relief, find new resources, gain self-confidence, and feel empowered to move on toward a more hopeful and happier life.

At The Red Pencil, we are dedicated to the resilience and long-term recovery of the most vulnerable from all walks of life, allowing them to grow and become healthy and happy human beings for tomorrow. Founded in Singapore in 2011, The Red Pencil extends its creative arts therapy interventions globally through its operational offices established in 5 countries, including UAE, where it was officially licensed as a not-for-profit organization in 2018. In 2023, The Red Pencil's mission spread across a series of countries, including Belgium, Romania, Turkiye, and Singapore, enabling hundreds of participants to envision a future of change and self-empowerment through creative arts therapy.

In 2023, we supported, among others, victims of the earthquake in Turkiye by training volunteer psychologists in the use of arts-based tools. We also worked with hospitalized children in Lebanon, with art therapy interventions to support them and their families and with training for their caregivers.





**ROOM TO READ IS MAKING ROOM FOR A MORE EQUITABLE, RESILIENT FUTURE IN VIETNAM**

At Room to Read, we know that to address the mounting challenges of climate change, we need climate justice education — education that includes lessons on the science of climate change as well as its social ramifications around gender equity. When more girls are equipped with knowledge about the gendered consequences of climate change and gain the skills to take action in their lives and communities, entire countries can benefit from improved life outcomes.

With this in mind, our Vietnam team recently introduced climate-focused content to our girls’ education curriculum, initiating lessons on climate justice at two secondary schools in regions of the Mekong Delta most threatened by saltwater intrusion. Implemented in partnership with the Vinh Long Provincial Department of Education and Training, Room to Read’s climate content aims to engage more than 250 students of all genders over the next two years in discussions on the intersections between climate change and gender inequality. These discussions have supported other life skills lessons, bolstering students’ confidence in thinking critically and making difficult decisions about potential climate change mitigation and adaptation strategies.



Transforming Lives & Global Cleft Care For 25 Years



**HOW SMILE TRAIN HELPED ONE FAMILY MOVE FROM SHOCK TO SMILES**

For Nagla and Mohamed, life was perfect. They were the proud parents of three healthy girls and made just enough to provide them all with good educations and a stable life. Then Nagla discovered she was pregnant again.

The news was a shock but a happy one, and when Mohamed learned the baby would be a boy, he wanted to shout his joy for all to hear.

Mohamed felt bad; his family’s faces in the sterile, overbright waiting room made clear he was not alone. As the minutes fell away, his terror ticked up. No one spoke so as not to tempt the evil eye—time slogged on. Minutes came to feel like hours. The family stopped even looking at one another. Then, a doctor’s head poked out. “Where is the father of this child?” Mohamed ran to him. “Your son was born with a cleft, but it can be treated nowadays.” Mohamed opened his mouth to respond, but no words would come. “It’s going to be okay,” he said. “It can be cured.” Now, the words came. Mohamed thanked the doctor and prayed that his child would be healed. He gave his family the update, then added a special request for his father: “Please tell Nagla about the baby’s condition. I can’t tell her myself.” I was so confused, really stressed, and couldn’t figure out what to do,” he later recalled.

Once out of the OR, Nagla was excited to meet her baby finally and asked the staff to bring him to her. Her mother came in holding him,

and even in her post-surgical haze, she noticed something odd about how close to her chest she held him. Then her father-in-law entered and told her the news. She asked her mother to keep holding her baby. At that moment, she couldn’t bear to. Once home, she and Mohamed sat down to discuss what to do. Mohamed was still in shock but couldn’t handle seeing Nagla looking so upset, and his son needed him. He put on his bravest face and promised he would do his best to find little Mustafa the help he needed.

Mohamed left his town and took to the streets of Giza to find a doctor who could treat his son. He wandered into Kids Hospital, where he met Dr. Mamdouh Aboul Hassan. Greeted the family warmly and explained that thanks to Kids Hospital’s partnership with Smile Train, Mustafa would receive the world-class, comprehensive cleft care he needed, all for free Mohamed, Nagla, and their whole family were overjoyed; their prayers had been answered. They handed their baby over to a doctor they trusted, and about an hour later, they saw their first glimpse at a swollen, stitched-up, miraculous smile they would never forget.

**“Thanks to God, for today I am not worried about my son, and I will show him to everyone,” said Mohamed.**





In 2023, Soroptimist International Gulf Dubai held awareness activities and funded projects to educate, empower, and enable women around the world. This year's main project was to bolster food security and improve women's livelihoods in a rural community in Uganda. The Dubai chapter provided the community with two 100-kilo, solar-powered food dehydrator units. These have provided women and youth with a critical means to avoid food waste from spoilage and to sell various food products at the local market.

In addition, we supported a project in Kenya to support female victims of female genital mutilation (FGM) in a remote Masai community. A local shelter was provided the means to rehabilitate a condemned latrine block to give girls a private, hygienic, and safe toilet. This keeps girls safe from being assaulted when seeking a place to defecate in the open and gives them back their dignity. More is needed to provide acceptable living conditions for girls subjected to or fleeing FGM. This year, we launched a partnership between the Soroptimist International Africa Federation and the United Nations Health4Life Fund to contribute the voice of women and funding from the worldwide Soroptimist network to the global campaign to eliminate cervical cancer.

Today, one woman dies needlessly every two minutes from cervical cancer. Soroptimists are proud to contribute to country goals to reach the WHO elimination targets of 90% of girls vaccinated against HPV, 70% of women screened, and 90% of women diagnosed getting access to treatment.



The Sparkle Foundation's success in 2023 would not have been possible without the contributions and support from our growing community, shaping our journey in the UK, UAE, and Malawi.

From volunteer trips to Malawi to remote and in-person volunteering in the UK and UAE, fundraising events (such as Sparkle Sevens, Sparkle UK Ball, and Sparkle Gala by EMIR), and training opportunities, 2023 was nothing short of inspiring!

In 2023 at Sparkle:

- 414 students enrolled in the Sparkle education programme, with 80 graduating to secondary school
- 9219 clinic visits were facilitated at the Sparkle Clinic
- 125 community members were supported through the Women Group and Youth Group programmes
- 98,780 meals served to Sparkle children and staff members across both sites (Zomba main site and Mulunguzi ECD)
- 554 players engaged in Football and Netball matches with the wider community through our Sports programmes

2024 is due to be a transformative year for The Sparkle Foundation in Malawi, with the opening of our third and fourth sites, as well as the extension of the Mulunguzi ECD centre and launch of the Sparkle Farm. The continuation and development of our Sparkle operations are even more important, as the harsh reality in Malawi includes a predicted 4.4 million people (22% of the total Malawian population) face starvation by March 2024, compounded by the long-term consequences of Cyclone Freddy and the 44% devaluation of the Kwacha.

Thanks to the ongoing support of our Sparkle family and the ever-growing movement of changemakers, we are so excited to take Sparkle from strength to strength and change more lives.





The Citizens Foundation (TCF) is a professionally managed non-profit organization that builds and operates formal schools in the urban slums and rural areas of Pakistan. It is a platform for positive change aiming to address Pakistan's learning crisis. It was founded as a non-profit organisation in 1995 by a group of friends with a vision to drive positive change through quality education. Today, with 286,000 students enrolled in 1,921 school units led by its 14,000 female faculty members, TCF is recognised by The Economist as 'perhaps the largest network of independently run schools in the world.'

Through TCF's Early Years Model, based on global best practices, TCF is developing essential 21st-century skills and the joy of learning in every student.

TCF is building digital-age skills in its students through the cutting-edge Digital Literacy Programme. This programme gives students access to a contemporary curriculum and modern digital technologies, fuels their interest in Computer Science, and educates them about digital citizenship.

Beyond developing its innovative education model, TCF also enables its alumni to access higher education opportunities and collaborates with the State to improve outcomes in the public sector. The organisation seeks to uplift communities by empowering them with literacy, life skills, and vocational competencies, particularly focusing on women. In 2021, the Library of Congress recognized the TCF Adult Literacy Programme as Best Practice Honoree.

By sharing with other stakeholders the programmes, experiences, and capabilities it has developed over the last 28 years, TCF aims to improve outcomes across Pakistan's education landscape.



A crucial factor in quickly getting supplies into disaster areas is having them available for transport in the event of an emergency. This is why, in the aftermath of two devastating earthquakes that struck Syria and Türkiye in February 2023, UNICEF mobilized pre-positioned life-saving supplies in-country and from Global Supply Hubs for children and families affected by the tragedy.

UNICEF's Dubai supply hub was at the centre of the earthquake response. Due to favourable geographic proximity, Dubai Humanitarian has been a key location for pre-positioning and dispatching UNICEF's emergency supplies, where 3,000 m<sup>2</sup> of warehouses serve as a humanitarian hub. Inside, thousands of pallets hold items such as water and sanitation kits, hygiene supplies, high-performance tents, tarpaulins, blankets, jerry cans, and much more – the essentials needed to survive in the aftermath of a disaster such as an earthquake.

UNICEF's initial focus was ensuring people could access safe drinking water and sanitation services. In Dubai, warehouse staff worked around the clock to ensure supplies were packed as quickly as possible and loaded onto trucks bound for the airport, where they would be boarded on a charter flight to Damascus. Within 18 days of the earthquakes, UNICEF delivered 258 metric tons of vital supplies from Dubai to Syria and Türkiye.

Besides Copenhagen (home to the world's largest humanitarian warehouse) and Dubai, UNICEF has three other Global Supply Hubs in Brindisi, Guangzhou, and Panama City. These hubs remain at the heart of efforts to get urgently needed supplies to children and families as quickly as possible.





In 2023, the UN World Food Programme (WFP) intensified its efforts to provide critical support to a rising number of crisis and conflict-driven emergencies and operations around the world.

The generous contributions from the GCC government partners amounted to more than USD 52 million. These in-kind and financial contributions from the UAE, the Kingdom of Saudi Arabia, Kuwait, and Qatar, supported ongoing WFP operations and provided life-saving humanitarian assistance in 17 countries, including Afghanistan, Bangladesh, El Salvador, Guinea, Honduras, Kenya, Niger, Pakistan, Palestine, Somalia, South Sudan, Sri-Lanka, Sudan, Syria, Tanzania, Turkiye, and Yemen.

Global emergencies and operations received prompt and vital support from the UNHRD Dubai hub through a total of 404 shipments of aid and relief cargo that got dispatched to 77 countries on behalf of WFP and 31 humanitarian partners. The shipments included logistics, food security, nutrition, emergency shelter, health, protection, wash, camp management, staff supplies, and emergency telecom equipment, valued at more than USD 48.4 million.

WFP FITTEST specialists were deployed to 39 countries while the Emergency Telecommunications Cluster (ETC) coordinated emergency responses in 12 countries. The cluster's work connected 9,195 humanitarian users from 360 organizations.

During 2023, WFP's Fleet Centre enabled WFP personnel to deliver vital humanitarian aid by preparing and dispatching 532 light vehicles from Dubai, including 54 armoured vehicles, and by delivering an 'Advance driver training' programme to 868 WFP and other UN organisations personnel. Additionally, a digital solution called "Fuel App" to track and account for the fuel was rolled out by Dubai-based WFP Fleet Centre staff in 65 WFP offices.

Furthermore, WFP Regional Aviation Safety Office based in the UAE facilitated regional humanitarian aviation operations by conducting more than 5 air operator base risk evaluations and 20 field evaluations for more than 1,500 attendees. Moreover, RASO trained more than 8,000 learners globally through 15 computer-based trainings, ensuring the safety and efficiency of humanitarian air operations.



An estimated 363 million people needed humanitarian assistance in 2023, more than any other point in human history. The vast majority were at risk from disease outbreaks and lack of access to essential medicines. Driven by conflict, fragile health systems, natural disasters, climate change-related events, and outbreaks of infectious disease, more and more people continue to face threats to human health.

Responding to acute health emergencies, the World Health Organization's logistics hub, based within Dubai Humanitarian, completed a record 35 charter flights in 2023, delivering more supplies to more people more quickly than ever before.

Beginning with the catastrophic earthquake in Turkiye /Syria, continuing with outbreaks of cholera, the Yemen response, the conflict in Sudan, the earthquake in Afghanistan, the Libya Flood, and most recently, the humanitarian crisis in Gaza, the scale and number of health emergencies increased at an alarming rate. Delivering over 2,000 metric tons of trauma and emergency surgery supplies, essential medicines, and health equipment to over 80 countries, the WHO logistics hub served as a lifeline for many member states and their health systems.

As health emergencies increased around the world, WHO needed assistance to cope with the surging demands for health supplies. Dubai Humanitarian, WFP/UNHRD, and ECHO provided critical support by coordinating emergency air operations to enable WHO to deliver trauma supplies in response to natural disasters and conflicts while simultaneously providing life-saving medicines to countries such as Gaza, Yemen, Afghanistan, and Syria. These partnerships, coupled with the tremendous support and generosity of the Government of the United Arab Emirates, the Government of Dubai, the Dubai Humanitarian, and WFP/UNHRD, remain a vital part of WHO's health emergency response.





World Vision is a global humanitarian organization dedicated to tackling the root causes of poverty and injustice to improve the well-being of children and their communities. With operations in 100 countries and 35,000 staff, World Vision works with communities, governments, and partners to address issues such as hunger, healthcare, education, and economic development. The organization's mission is grounded in the belief that every child deserves a life free from poverty and full of opportunities. World Vision emphasizes long-term sustainable development, aiming to create lasting change by empowering communities to become self-reliant and resilient.

Facing humanitarian emergencies, World Vision responds swiftly and comprehensively, deploying trained staff, pre-positioning supplies, and collaborating with local communities. Immediate relief efforts include food, water, shelter, healthcare, and protection. Beyond relief, World Vision prioritizes long-term recovery, emphasizing community participation and resilience-building.

Dubai Humanitarian has been home to World Vision for two decades. Leveraging its unique location and fostering relationships with humanitarian partners, World Vision has collaborated with Dubai Humanitarian members, including WFP/UNHRD Dubai, to address diverse humanitarian crises. The collaboration includes pre-positioning stock and dispatch, which is crucial for swift and impactful assistance. Dubai Humanitarian is also home to World

Vision's deployed humanitarian emergency teams.

The Dubai Hub stands out for its efficiency in responding to diverse humanitarian crises, as well as the leadership and support extended by Dubai Humanitarian. This support encompasses financial contributions and coordination with the UAE government and partners, significantly enhancing the efficiency and impact of our response efforts.

Throughout 2020 to the present, collaboration with Dubai Humanitarian has positioned World Vision at the forefront of addressing critical crises, including the Afghanistan Crisis, the Afghanistan Earthquake, the Ukraine Response, and the Ethiopia Tigray Response. During the COVID-19 pandemic, Dubai Humanitarian, alongside partners UNHRD Dubai, WHO, and WFP, played a commendable role in helping to facilitate World Vision's response to communities worldwide, including the Central African Republic, Lebanon, Georgia, Solomon Islands, Mauritania, South Sudan, Uganda, and Zambia.

World Vision and Dubai Humanitarian's partnership goes beyond immediate disaster response efforts. Each year, World Vision and other Dubai Humanitarian members participate in strategic workshops and coordination meetings arranged by Dubai Humanitarian to intensify efforts and cultivate a disaster preparedness culture.



In the dynamic tapestry of YallaGive's 2023 journey, we proudly illuminated the path of compassion, unity, and impactful giving. Serving as the official fundraising partner of the renowned Dubai Marathon marked a significant milestone for us, as we collaborated seamlessly with the organizations registered in Dubai Humanitarian (IHC previously) to channel the energy of the running community into a force for good.

Together, we demonstrated that the spirit of philanthropy can thrive in the heartbeat of athletic endeavors. The funds raised during this prestigious event transcended mere numbers; they symbolized a collective commitment to making a positive difference in the lives of those in need. Our commitment to transformative giving reached new heights during the holy month of Ramadan with our "30 Days of Giving" campaign. Our fundraisers and donors rallied with unprecedented generosity, exemplifying the true spirit of Ramadan. In response to global crises, the UAE community once again showcased its benevolence. In collaboration with YallaGive, they raised millions to support emergency relief efforts in Turkiye, Syria, and Gaza. The outpouring of support reflected the resilience and compassion embedded in our community's ethos. As we reflect on 2023, YallaGive stands proud, not merely as a platform but as a conduit for positive change.

The stories of kindness, solidarity, and impactful giving woven throughout the year reinforce our belief that, together, we can create a ripple effect of goodness that extends far beyond our immediate reach. The journey continues, and we look forward to charting new territories of compassion in the years ahead.

