01 FACTS AND FIGURES
PAGES 10-13

02 SUPPORT UNITS
PAGES 14-17

03 HISTORICAL OVERVIEW
PAGES 18-35
Dear Reader,

We are pleased to share this book dedicated to the 30th anniversary of IOM Turkey.

The book will lead you through historical events and milestones of IOM’s work in the country, share interesting facts and figures and showcase thematic activities that IOM has been implementing since 1991. Through some of our best photographs, you will be taken on a visual journey to meet the communities we have been serving for decades.

IOM opened its first office in Turkey in 1991. IOM’s partnership with the Government of Turkey was formalized in November 2004, when Turkey became an IOM Member State. In 2017, IOM’s Director General signed an amended Host Country Agreement with the Turkish Ministry of Foreign Affairs to reflect IOM’s then-recent UN membership, recognizing the privileges and immunities of IOM sub-offices throughout the country and further strengthening IOM’s relationship with the Government of Turkey.
IOM has assisted Turkey in the development and reform of its migration governance system, supporting the implementation of the Law on Foreigners and International Protection. This included supporting the establishment of a Directorate General for Migration Management (DGMM) under the Ministry of Interior (MoI), and the establishment of the Directorate General for International Labour Force (DGILF) under the Ministry of Family, Labour and Social Services (MoFLSS). IOM has also supported the Ministry of Foreign Affairs’ participation in the negotiation process of the Global Compact for Migration, which it subsequently voted in favour of in 2018. Consequently, in February 2021 the UN Migration Network was activated in Turkey.

IOM provides extensive support, assistance and capacity building to the Government of Turkey for an effective, comprehensive and human rights-based migration management system. IOM Turkey’s migration management and humanitarian programmes take a multi-faceted approach to migration in line with the Government of Turkey’s priorities on thematic areas of counter-trafficking, integrated border management, labour migration and human development, migration, environment and climate change, social cohesion and integration, and assisted voluntary return and reintegration.

We help municipalities refurbish schools, parks, gyms and other infrastructure that play an important role in providing community spaces for everyone to enjoy. We provide vocational and entrepreneurship training, business development, Turkish language classes, help find and renovate housing, and other types of support for both migrant and local Turkish community members.

As part of its whole-of-government approach, IOM contributes to policy coherence across different levels of the government, starting from development and implementation of guidelines and Standard Operational Procedures at the local level to national strategies related to migration management, including the development of the national migration governance framework and policy documents such as the Strategy Document and National Action Plan on Harmonization, and the National Action Plans for Irregular Migration.

During the last decade in particular, we have supported the Government of Turkey in response to both the Syrian and Mediterranean crises. We have assisted over two and a half million refugees and migrants across Turkey with humanitarian aid and have also provided life-saving assistance to displaced persons in northwestern Syria.

On behalf of the management team I would like to express my sincere admiration towards the current and former colleagues at IOM Turkey for their outstanding efforts and generous contributions. I appreciate everything that has been done over the past 30 years. The endless hours you have spent working here and the professionalism you have shown have immensely motivated all of us and had a huge impact on the well-being of the migrants we serve.

We pride ourselves on your hard work and dedication to making every critical project a great success.

We hope you enjoy the contents of this book highlighting our achievements over 30 years, setting a new frontier for the Mission. IOM Turkey’s anniversary coincides with the end of my tenure here, and I wish my successor Mr. Gerard Waite every success in taking IOM Turkey to new heights.

To learn more, please visit turkey.iom.int and follow us on Facebook @IOMTurkey and Twitter @IOMturkey.

Enjoy this journey through time!

Sincerely,
Lado GVILAVA
Chief of Mission, IOM Turkey
Established in 1951, IOM is dedicated to promoting humane and orderly migration for the benefit of all. IOM recognizes that migration is linked to economic, social and cultural development and acts with its partners in the international community to:

- Assist in meeting the growing operational challenges of migration management
- Advance understanding of migration issues
- Encourage social and economic development through migration
- Uphold the human dignity and well-being of migrants
IOM opened its first office in Ankara, Turkey, in 1991, and in 2004 Turkey became a full-fledged member state of IOM.

The mission’s activities started with the resettlement of Iraqi refugees in the aftermath of the Gulf War, and later expanded to migration management, followed by humanitarian and emergency programmes in response to the Van earthquake and the Syrian and Mediterranean crises.

IOM provides technical assistance and directly implements projects in the areas of migrant integration, labour migration and human development, counter-trafficking and smuggling, border management, migrant protection, infrastructure development, migration policy, research, resettlement, emergency case management, shelter and non-food items, camp management and displacement matrix, psychosocial support and others.

IOM Turkey is one of the largest IOM missions in the world, with over 1,200 staff across the country as of June 2021.
FACTS AND FIGURES

1,225
STAFF AT IOM TURKEY

60.41%
39.59%

740
485

STAFF BY GENDER

29%
16%
6%
5%
1%
2%
1%
1%

STAFF BY OFFICES

1. GAZİANTEP: 466
2. ANKARA: 381
3. İSTANBUL: 190
4. ŞANLIURFA: 68
5. HATAY: 61
6. İZMİR: 29
7. EDİRNE: 8
8. ADANA: 9
OFFICIALS
NATIONAL STAFF
TOTAL STAFF

STAFF GROWTH, 2015 — 2021 (MAY)

TOTAL NUMBER OF PROJECTS IOM TURKEY CONDUCTED IN 30 YEARS

353 PROJECTS

59 DIFFERENT NATIONALITIES

30 YEARS
MAP OF ACTIVITIES

- ŞANLIURFA
  - 2014
  - REFUGEE RESPONSE
  - COMMUNITY/MIGRANT CENTRE

- GAZİANTEP
  - 2013
  - REFUGEE RESPONSE
  - CROSS-BORDER
  - COMMUNITY/MIGRANT CENTRE

- HATAY
  - 2014
  - REFUGEE RESPONSE
The IOM Turkey Mission’s structure consists of a range of support units – from logistics to public information – that play a vital role in ensuring projects are carried out according to IOM institutional and donor requirements. These support units provide the foundation for project teams to implement activities in the field successfully, generate additional funding for the mission, and provide visibility so IOM Turkey is prominently featured and positioned in the public eye. For every one project staff there are two support unit staff. This demonstrates the importance of building up an effective support structure so project activities can run smoothly and successfully.
 RESOURCE MANAGEMENT

The Department of Resources Management is responsible for the human, financial and IT resources required by the Mission to carry out its activities efficiently. The department ensures sound financial and human resources management; formulates financial and budgetary proposals and reports for internal and external stakeholders; and coordinates administrative procedures and IT support. It also includes a compliance unit to ensure activities adhere to IOM’s Rules and Regulations.

HUMAN RESOURCES

The HR Unit handles all aspects of staff recruitment and retention. It runs programmes and workshops to address staff welfare including orientation sessions upon recruitment and counseling services. The HR Unit also manages staff evaluations and professional development opportunities through the IOM Staff Development and Learning platforms. IOM Turkey ranks third among all IOM missions in the total number of staff members enrolled in training courses on the ILEARN platform from 2017 until June 2020.

INFORMATION TECHNOLOGY AND MANAGEMENT

The Information Technology & Management Unit plays a critical role in knowledge management. It established and manages the IOM Turkey Portal – an online platform that streamlines essential administrative and management processes for the Mission. The Portal houses all project documents and reports, ensuring timely follow up for all phases of the Project Development Cycle. It has a robust platform for managing supply chain and operations management for the mission’s large-scale cross-border operation in Northwest Syria. Staff mission-wide can manage administrative processes including procurement requests, travel authorizations, and phone billing. The Portal helps improve mission efficiency and accountability.

PROCUREMENT & LOGISTICS

The Procurement and Logistics Unit is one of the largest support units at IOM Turkey. It runs two Logistics hubs located in Ankara and Gaziantep. These hubs service the entire Mission and all sub offices. The Gaziantep hub services IOM’s cross-border programme for Northwest Syria and operates the Burc Warehouse, one of IOM’s largest warehouses globally. More than up to 100 daily workers prepare shipments of aid for implementing partners to distribute in NW Syria. The unit manages agreements with vendors to obtain necessary supplies for programme implementation (i.e. humanitarian aid items, materials for programmes, etc. It also manages 27 facilities country-wide including IOM’s Migrant Health Assessment Centres, warehouses, sub offices, community centres, etc. Under its oversight are the mission’s 12,500+ assets totaling over six million USD in value.

MORE THAN 12,500 ASSETS
OVER 6ML$  
27 FACILITIES 
WITH 32,000M² OF OCCUPANCY

SCAN THE QR CODE 
TO WATCH A VIDEO
ON IOM’S COMMODITY TRACKING SYSTEM

MORE THAN 
12,500 
ASSETS
OVER 6ML$

SCAN THE QR CODE 
TO WATCH A VIDEO
ON IOM’S COMMODITY TRACKING SYSTEM

AMONG ALL IOM MISSIONS 
IN THE TOTAL NUMBER OF 
ENROLLED IN TRAINING COURSES ON THE ILEARN PLATFORM

HUMAN RESOURCE

3

PROJECT MANAGEMENT

IOM OPERATION

WAREHOUSE & LOGISTICS

DISTRIBUTIONS

PUBLIC INFORMATION

PROJECT DEVELOPMENT

PROCUREMENT
FINANCE
The Mission’s Finance Unit is responsible for managing all project and operating budgets. It ensures compliance with IOM and donor policies and takes part in internal and external audits. The finance unit manages the Mission’s budget of over 200 million USD.

PROJECT DEVELOPMENT AND REPORTING
The Project Development & Reporting Unit manages the mission’s large project portfolio. With an ongoing portfolio of over 50 active projects and over 200 million USD in funding, the PDR Unit is responsible for resource mobilization through developing project proposals and reports, mission strategy documents, and liaising with donors and the private sector. The distribution of IOM Turkey’s funding by programme is highlighted below.

MONITORING AND EVALUATION UNIT
The MEAL Unit aims to promote programme quality by monitoring performance. It measures programme outcomes and impact, ensures accountability to beneficiaries and facilitates institutional learning. The M&E team conducts monitoring and evaluation activities across all thematic areas and projects. Through interviews, focus groups discussions, surveys and feedback mechanisms, the unit provides staff, partners, and beneficiaries with the opportunity to share their experiences and perspectives on IOM’s programming.

PUBLIC INFORMATION
The PI Unit develops and maintains a variety of communications products and platforms that serve to raise IOM Turkey’s visibility and accomplish project goals. It creates print and digital content that is featured on the Mission’s website, Facebook, Twitter, Instagram, and YouTube accounts. The PI Unit shares migration-related data and trends to inform the media and public in an effort to create a more positive narrative on migration.

40,000+ TOTAL FOLLOWERS ON OUR SOCIAL MEDIA PLATFORMS

IOM TURKEY - ACTIVE PROJECT PORTFOLIO BY MANAGEMENT STRUCTURE

RESETTLEMENT & MOVEMENT MANAGEMENT
MIGRATION MANAGEMENT
REFUGEE RESPONSE
CROSS BORDER

30,000+ ISSUES HAVE BEEN RECEIVED AND HANDLED BY THE UNIT VIA THE ACCOUNTABILITY TO AFFECTED POPULATIONS (APP) MECHANISMS IN A 12-MONTH PERIOD
4,100+ INDIVIDUALS WERE INTERVIEWED (INCLUDING BENEFICIARIES OF COMMUNITY CENTRE SERVICES, EMERGENCY CASE MANAGEMENT RESIDENCE AND MHPSS ACTIVITIES)

TOTAL NUMBER OF PRODUCTS CREATED FROM 2018 TO AUGUST 2021

242 ONLINE GRAPHICS
149 OTHER VISIBILITY
46 FIELD VISIBILITY
70 VIDEOS
47 INFOSHEET
233 NEWSLETTER

200+ MILLION USD TOTAL BUDGET

ON OUR SOCIAL MEDIA PLATFORMS

= 1,000 FOLLOWERS

SCAN THE QR CODE TO REACH IOM TURKEY WEBSITE

@IOMTurkey
IOM’s work in Turkey dates back to the 1960s and 1980s (before it opened its first office in 1991). During those times, IOM helped the country to manage migration flows caused by various conflicts and assist refugees who were forced to flee their countries.
ICEM (the Intergovernmental Committee for European Migration – IOM’s name from 1952 to 1980) assists a small group of Russian refugees to resettle from Turkey to Brazil. They fled from Russia to Turkey after the Russian Revolution.
Afghan refugees arrive in Turkey from Pakistan in 1983 aboard a flight chartered by ICM (the Intergovernmental Committee for Migration – IOM’s name from 1980 to 1989). They are welcomed at the airport by relatives and supporters.
Afghan refugees arrive in Turkey from Pakistan in 1983 aboard a flight chartered by ICM (the Intergovernmental Committee for Migration – IOM’s name from 1980 to 1989). They are welcomed at the airport by relatives and supporters.
Syrian refugee children attend class at one of the schools for which IOM provides transportation services. It allows children from remote areas to get to school. Providing access to education for migrant children remains one of the focuses of IOM’s work.
In 1987, Turkey along with countries of Latin America and Eastern Europe, as well as Kenya, were targeted in the project “German Teachers Program” (GTP). This project was funded by the German Ministry of Foreign Affairs and managed by Renata Held, currently IOM Regional Director for the IOM Regional Office for South-Eastern Europe, Eastern Europe and Central Asia. At that time, Germany had a surplus of teachers, while many other countries had a shortage. Through IOM, Germany recruited interested teachers for the program and sent them to the above-mentioned countries, including Turkey. The teachers were given a local contract, and from project funds IOM covered their expenses, including cultural orientation, travel and insurance, as well as a stipend to offset teacher salary differences between Germany and the other countries. Through this programme, about 200 teachers came to Adana, İzmir, Sivas, İstanbul and Ankara to work in local schools. After piloting this project for some three years, IOM handed it over to the German school administrative service in Cologne (a branch of the “Bundesverwaltungsamt”). This was at a time when IOM specialized mostly in migrant transport.
IOM Turkey started its emergency response programme in the aftermath of the devastating earthquake in Van province. In December 2011, IOM provided 2,500 camp beds and 5,000 blankets to the survivors, in cooperation with the Turkish Red Crescent.
The UN Network on Migration was established to strengthen social cohesion and migration management in Turkey. IOM, as the coordinator of the initiative, will support DGMM and public institutions to integrate the Global Compact for Migration objectives into their work.
1991
- Opening of IOM’s office in Ankara, Turkey.

1992
- The start of the first resettlement programme of Iraqis in the aftermath of the Gulf war.

1993
- Family reunification to Netherlands (around 5,000 people assisted)

1995
- 16 November. The government of Turkey and IOM signed a bilateral agreement on the legal status, privileges and immunities of IOM and its offices.

1996
- The start of the evacuation programme to transport Iraqi refugees from northern Iraq to the United States. In just over three months, 6,000 people are resettled to the United States.

1999-2000
- IOM organizes the Humanitarian Evacuation Programme airlifting some 80,000 Kosovar refugees from the former Yugoslav Republic of Macedonia to over 30 host countries, including Turkey. By the second half of 1999, IOM began returning Kosovar refugees home.

2000
- Launch of the awareness-raising campaign “Have you seen my Mother?” as part of the first thematic project in the field of counter-trafficking.

2004
- Turkey signs the host country agreement, becoming a full-fledged member state of IOM.

2005
- Turkey launches the counter-trafficking 157 helpline supported by IOM.

2006
- The first steps were taken to create the Directorate General for Migration Management (DGMM) with IOM’s support.

2008
- The first steps were taken to create the Directorate General for Migration Management (DGMM) with IOM’s support.

2009
- Turkey signs the host country agreement, becoming a full-fledged member state of IOM.

2004-2006
- Launch of the awareness-raising campaign “Have you seen my Mother?” as part of the first thematic project in the field of counter-trafficking.
2010
- The first steps were taken by Turkey to draft a law on foreigners and international protection.

2011
- The start of humanitarian work in the aftermath of the Van Earthquake. IOM signed an agreement with the Turkish Red Crescent to carry out emergency response.
- Signing of a global agreement between IOM and Turkish Airlines.

2012
- The start of the first Syrian crisis emergency response programme.

2013
- The start of the first Syrian crisis response programme.
- Signing of an agreement with TAV to provide transit services for migrants and refugees starting in February 2014.
- The law on foreigners and international protection is adopted with the support of IOM.
- The establishment of the Directorate General of Migration Management.
- Global Forum on Migration & Development with the participation of the IOM Director General took place in Istanbul.

2014
- First security council resolution passes allowing the UN to run cross-border operations into North West Syria. (Resolution 2163)

2015
- 2015 – The beginning of IOM Turkey’s partnership with the Turkish Coast Guard to save migrants lives in the Mediterranean Sea.
- Signing of the EU-Turkey agreement on selection missions for beneficiaries of Resettlement projects in coordination with DGMM & UNHCR.
- The World Humanitarian Summit with the participation of the IOM Director General took place in Istanbul.
- Adjustment of national counter-trafficking policies and procedures in line with the Council of Europe Convention on Action against Trafficking.

2016
- Signing of the EU-Turkey agreement on selection missions for beneficiaries of Resettlement projects in coordination with DGMM & UNHCR.
- The World Humanitarian Summit with the participation of the IOM Director General took place in Istanbul.
- Adjustment of national counter-trafficking policies and procedures in line with the Council of Europe Convention on Action against Trafficking.

2017
- Signing the Memorandum of Understanding with the EU to implement a 20-million Euro project on search and rescue boats procurement.
- Launch of the First Regional Refugee and Resilience Plan (3RP).

2018-2019
- IOM Turkey’s Migration Health Assessment Centre (MHAC) in Istanbul becomes licensed by the Ministry of Health.

2019
- Launch of the humanitarian response programme and sub office in Edirne to assist migrants crossing the Turkey-Greece border.

2019-2020
- Signing of a global agreement between IOM and Turkish Airlines.

2020
- Launch of the humanitarian response programme and sub office in Edirne to assist migrants crossing the Turkey-Greece border.
OVERVIEW OF PROGRAMMES
MIGRATION MANAGEMENT

RESETTLEMENT & MOVEMENT MANAGEMENT
REFUGEE RESPONSE

CROSS BORDER
Resettlement of Iraqi refugees to Guam, 1992.

“... The flight to Guam was long, and the passengers had never flown. So the crew had to understand many issues, including the complications for the passengers with using the toilets. I started a briefing with the flight crew standing nearby. As I spoke, one of the flight attendants started sobbing, getting louder and louder. I stopped the briefing and asked her if I had said something incorrect, and apologized. At that moment, she burst into tears and asked me if I recognized her. She explained that I had interviewed her at the Latina refugee camp in Italy and assisted her to migrate to the US. It was before I started working with IOM. I smiled, understanding who she was. It’s amazing that even in the middle of an emergency operation, you can meet people who you’ve helped before, and now they are helping other people too in some way,” recalls Enrico Ponziani, current IOM Manila Administrative Center Director, who coordinated the resettlement of Iraqis in Turkey in 1992.
NUMBER OF BENEFICIARIES OF RESETTLEMENT AND MOVEMENT MANAGEMENT PROGRAMMES

115,053 BENEFICIARIES
RESETTLED TO 31 COUNTRIES

= 1,000 BENEFICIARIES
Being persecuted, Iraqis were forcibly expelled from their villages. Some villages were burnt or otherwise destroyed. Many Iraqis fled into the mountains into the middle of nowhere in both Iraq and Turkey and lived there in the most appalling conditions. IOM’s job was to provide assistance and to return them, mostly via truck, to their villages when the situation permitted.

Being prosecuted, Iraqis were forcibly expelled from their villages - some villages were burnt or otherwise destroyed. Many Iraqis fled into the mountains into the middle of nowhere in both countries and lived there in the most appalling conditions. IOM’s job was to provide assistance and to return them, mostly via truck, to their villages when the situation permitted.
Kosovar refugees\(^1\) evacuated to Turkey disembark at Corlu Airport, 1999

\(^{1}\) References to Kosovo shall be understood to be in the context of United Nations Security Council resolution 1244 (1999)
To provide efficient and prompt assistance to IOM’s beneficiaries, IOM concluded a cooperation agreement with Turkish Airlines in 2011, followed by a cooperation agreement with TAV Airports Holding in 2013. These partnerships have significantly increased the capacity of IOM to assist large number of migrants and ensure adequate transit services.
IOM Turkey Chief of Mission Lado Gvilava and Ambassador of Canada to Turkey John Holmes with a Syrian family at Ankara Esenboğa Airport before their departure to Canada. IOM, in collaboration with the Canadian and Turkish governments, relocated 25,000 Syrian refugees from Jordan, Lebanon and Turkey to Canada under the resettlement programme.
A Syrian migrant receives medical attention at IOM’s Migration Assessment Centre in Istanbul, where migrants and refugees resettling to third countries receive medical check-up services.
IOM is committed to the principle that humane and orderly migration benefits migrants and society. Following that principle, IOM Turkey Migrant Health Division carries out migration health assessments for migrants and refugees resettling to third countries in order to minimize the potential public health threat posed by human mobility. Additionally, Migration Health Division immunizes refugees against vaccine-preventable diseases, provides presumptive treatment, and supports positive health-seeking behaviours through health education and counseling that aim to empower beneficiaries to take preventative and curative actions to improve their health.
IOM staff assisting Syrian migrants in the waiting area of IOM’s Migration Health Assessment Centre in Istanbul in 2016
An information session for migrants at IOM’s Migration Health Assessment Centre in Istanbul, where migrants and refugees resettling to third countries receive medical check-up services.
Ahmet Erdem, Deputy Minister of Labour and Social Security, met with IOM Director General Antonio Vitorino in Geneva, Switzerland, to discuss collaboration on migration management issues in Turkey, 2019.

[Left to right: IOM Turkey CoM Lado Gvilava, IOM Director General Antonio Vitorino, IOM Senior Regional Advisor for Europe and Central Asia Manfred Profazi, DG of General Directorate for International Labour Force Sadettin Akyıl, Deputy Minister of Labour and Social Security Ahmet Erdem]
NUMBER OF BENEFICIARIES OF MIGRATION MANAGEMENT PROGRAMMES

COUNTER MIGRANT SMUGGLING
3 GOVERNMENT INSTITUTIONS
5,833 PARTICIPANTS SINCE 2014

INTEGRATED BORDER MANAGEMENT
11 GOVERNMENT INSTITUTIONS
2,497 PARTICIPANTS SINCE 2014

LABOUR MIGRATION AND HUMAN DEVELOPMENT
4,545 PARTICIPANTS OF CAPACITY BUILDING TRAININGS

MIGRANT PROTECTION AND ASSISTANCE
400 OVER

5,833 BENEFICIARIES ASSISTED IN CT PROGRAMME 2004 - 2020

11,809 BENEFICIARIES ASSISTED IN AVRR PROGRAMME 2009 - 2020
Since 2005, IOM Turkey has partnered with Turkish institutions and governments to build capacity in migration management, admission policy, border management, asylum, trafficking, readmission, return, integration and secure data collection. Recognizing the key role of cooperation in migration management, IOM Turkey launched its first Steering Committee meeting for a European co-funded project to support Turkey’s efforts in managing migration in December 2017. Since then, members of the committee have committed to a range of collaborations and activities to further contribute to the migration management system in Turkey, including projects on border management, migration and displacement monitoring, counter trafficking, labour market integration and management.
(Left to right) Former IOM Director General William Lacy Swing and H.E. Ambassador Mehmet Samsar, Director General for Consular Affairs of Turkey’s MFA, during bilateral consultations on IOM-Turkey cooperation in Geneva, Switzerland, March 2018
After the establishment of the Directorate General of Migration Management in April 2013, the first Director-General Atilla Toros and his entourage paid a courtesy visit to IOM Turkey Chief of Mission Meera Sethi in the Ankara office.
Counter-trafficking training of trainers for counter-trafficking officials from around the country organized with the participation of the Director-General of DGMM Abdullah Ayaz and IOM Turkey Chief of Mission Lado Gvilava, April 2019
Director-General of DGMM Dr. Savaş Ünlü, and IOM Turkey Chief of Mission Lado Gvilava discussing IOM Turkey programmes and activities in the Ankara office, April 2019
IOM Turkey Chief of Mission Lado Gvilava, Director General of DGMM Atilla Toros, and Deputy Director DGMM Abdullah Ayaz discuss migration management issues in the IOM Ankara office in 2017.
Search and rescue vessels commissioned by IOM and built by Damen for the Turkish Coast Guard command. These vessels are helping curb irregular migration and save the lives of migrants stranded in the Aegean Sea. A total of 15 state-of-the-art vessels have been handed over to TCG since 2017.
COUNTER MIGRANT SMUGGLING

IOM is a steadfast partner to the Government of Turkey in combating migrant smuggling and advocating for safe and legal options for migrants to rebuild their lives.

IOM cooperates with the Government of Turkey to enhance the country’s capacity to disrupt, investigate and prosecute migrant smugglers and identify and meet the needs of vulnerable smuggled migrants.

IOM Turkey supports the Directorate General of Migration Management (DGMM), the Turkish Coast Guard and the Turkish National Police to ensure human rights are upheld in migration procedures in the country, specifically in Removal Centres.
An IOM Turkey project manager gives a presentation during the Mixed Migration & Migrants Rights Training in Antalya to train Turkish Coast Guard personnel on such issues as mixed migration, international migration law, countering human trafficking and migrant smuggling, January 2020.
IOM Turkey’s Emergency Coordinator, Heads of Procurement and Public Information units, the Turkish Coast Guard commanders and Damen representatives after the handover of four search and rescue vessels, July 2020
IOM Turkey provided passport verification and examination devices to border crossing points (BCPs) in order to support improvement of the technical capacity of border officials.
With Turkey increasingly becoming both a destination and transit country for migrants and refugees, it is crucial to address complex and multifaceted border management challenges effectively and keep borders not only open but secured and controlled. Since 2014, IOM Turkey’s border management projects have aimed to further develop legal, institutional and managerial structures and build necessary capacities to support the Government of Turkey in the area of border management.

Bordering Syria, Iraq, Iran, Azerbaijan, Armenia, Georgia, Bulgaria and Greece, Turkey with the support of IOM focuses on regional cross-border programmes to increase cooperation with neighbouring countries; improve its administrative, technical and operational capacities; and find the most effective and appropriate border management systems and solutions.
IOM Turkey convenes a workshop for Turkish customs officers to discuss strategic and technical opportunities in terms of risk analysis relevant to API/PNR.
IOM Turkey provided Training of Trainers (ToT) on detector dog handling and detection of illicit goods to Ministry of Trade staff who will act as trainers after the completion of the training.
IOM staff processing the application of a Syrian migrant for reunification with her family in Germany.
The IOM Family Assistance Programme (FAP) is funded by the German Federal Foreign Office to facilitate the reunification of vulnerable migrants who are compelled to leave their country with a family member with protected status in Germany. The Programme started in 2016 with the opening of centres in Turkey, Lebanon and Iraq, where Syrian and Iraqi nationals could apply for family reunification visas. Following its initial success, the programme has now been expanded to support migrants of various nationalities across ten countries.

In Turkey, the programme’s centre is in Istanbul. In five years about 50,000 beneficiaries have received assistance in person and more than 250,000 applicants have received phone consultations.
Opening of the Family Assistance Programme in Gaziantep with the participation of Fatma Şahin, the Mayor of Gaziantep, and Eleonora Servino, IOM FAP Coordinator, 20 September 2016
Migrants in the Family Assistance Programme office in Gaziantep receiving consultation on the family reunification programme application process
Let's Grow This Business – SME Support Programme Orientation Event.
IOM supports labour migration management in Turkey by promoting the development of a comprehensive and human rights-based labour migration management system. IOM partners with the Ministry of Labour and Social Security to assess Turkey’s foreign labour needs, counter irregular labour migration, advocate for the rights and registered employment of migrant workers, and build the capacity of national stakeholders.

Since 2015, IOM has provided more than 3,500 beneficiaries with training and job opportunities. IOM’s LHD team implements projects in several areas, including an entrepreneurship programme for small and medium enterprises, in-kind and cash grants, trainings and workshops, job placement, research and data management, and scoping missions.
A beneficiary of the Job Placement Programme, which was implemented in consultation and partnership with key stakeholders such as the Turkish Employment Agency (İŞKUR), the Chamber of Industry and Commerce, the Syrian Economic Forum and local Turkish companies.
A beneficiary of the Job Placement Programme, which was designed to strengthen the skills and qualifications of foreign and national job seekers by supporting their employment in specific sectors in Turkey that have labour absorption capacity.
IOM staff help rescued migrants in a life vessel. Along the coastline, IOM mobile teams provide migrants with blankets and dry clothes and interpretation assistance, psychosocial support, counselling on legal rights, and recreational activities with children.
In November 2015, IOM Turkey responded to the growing need for humanitarian support along the Aegean coast with mobile teams working alongside the Turkish Coast Guard. The mobile teams provide interpretation assistance, food and non-food items, psychosocial support including counselling on legal rights and available services and also identify and refer vulnerable migrants with specific needs. In 2020, 11,262 migrants and refugees received assistance due to IOM’s mobile teams. To further support the Turkish Coast Guard, IOM Turkey funded and procured 15 life-saving vessels, which have been deployed in the Mediterranean Sea, staffed by the Turkish Coast guard.
Migrants rescued in the Aegean Sea by the Turkish Coast Guard are assisted by IOM with dry clothes and food baskets.
IOM staff distributing dry clothes to migrants stranded near the Turkey–Greece border
IOM Team member walks with three unaccompanied minors.
During crisis situations or complex migration flows, it is particularly important to identify the specific needs of vulnerable migrants in order to provide them with assistance and protection. Within the scope of its migrant assistance activities, IOM Turkey provides technical guidance on voluntary return and reintegration (AVRR), counter-trafficking activities, and general assistance for stranded and vulnerable migrants, including unaccompanied minors, based on fundamental human rights.

Since 2004, IOM Turkey’s Counter-Trafficking team has been working to prevent trafficking in persons and protect victims while offering options for safe and sustainable reintegration and/or return to their home countries. In close cooperation with the Turkish government and civil society institutions, the team has assisted the majority of 2,555 identified victims of human trafficking.
The Turkish football team Galatasaray supported IOM’s awareness-raising campaign promoting the 157 Helpline in October 2009.
IOM staff surveying migrants in Konya through its Flow Monitoring Surveys.
In 2017, the Directorate General of Migration Management (DGMM) and IOM Turkey signed a memorandum of understanding to launch the Migrant Presence Monitoring Programme (MPM) to provide evidence-based findings for effective projects, programmes and sustainable structures to support migrants in the future.

MPM consists of three modules: Migrant Presence Overviews, Base Line Assessments of Migrant and Refugee Presence, and Flow Monitoring Surveys.

The first module is implemented through a desk review of data issued by migration authorities in Turkey and Europe on the migration flows of migrants and refugees. The other two modules are implemented through field operations in 32 provinces and Istanbul. This covers about 80% of the total migrant and refugee population in Turkey.

Since 2016, the Migrant Presence Monitoring team has conducted 39,000 individual interviews with migrants and refugees and assisted 24,000 communities by reaching 37,000 key informants.
IOM staff surveying migrants from Afghanistan in Izmir with the purpose of profiling their movement stories and demographic data as part of the Migrant Presence Monitoring programme
IOM staff assessing the health literacy of Syrians in Izmir for a report within the Migrant Presence Monitoring Programme (MPM) launched by IOM and DGMM in 2017
IOM Turkey’s Mobile Psycho-social Support Teams invite Syrian and Turkish people to have breakfast together during Ramadan in the Belen district of Hatay, August 2018.
NUMBER OF BENEFICIARIES OF REFUGEE RESPONSE PROGRAMMES

2,678,192* BENEFICIARIES ASSISTED IN TOTAL SINCE 2014

*These figures represent the total number of beneficiaries assisted as of March 2021.
REFUGEE RESPONSE

Since March 2012, IOM Turkey has collaborated with UN agencies, NGOs and government partners in providing humanitarian assistance, including basic health and social services, to migrants, refugees and the host community to enable them to live a better and more stable life. According to the Directorate General of Migration Management, there are currently more than 3.6 million Syrians under Temporary Protection in Turkey who fled their country because of the ongoing conflict, and 360,000 refugees and asylum seekers of various nationalities.

IOM’s Refugee Response programmes, in addition to meeting the needs of the most vulnerable, are fostering greater social cohesion among migrants, refugees, and host communities through strong collaborations with municipalities in 17 provinces.
In Şanlıurfa, two young girls participated in the “Voice of Women” activity organized by the IOM Turkey Psychosocial Mobile Team (PMT). They are performing on “Erbane”, a traditional instrument that they have recently learned.
IOM’s Psychosocial Mobile Teams (PMTs) work in strategic locations, focusing on remote and rural areas where large migrant and refugee communities with particularly vulnerable individuals and families reside. Mental Health and Psychosocial Support (MHPSS) activities for adults and children are tailored to the needs of refugees, migrants and host community members and incorporate their ideas as well. MHPSS activities range from formal private and group sessions, cooking activities with migrant, refugee and host community members, excursions to cultural sites and sports, to Turkish language courses and reading and drawing lessons for children.
A professional pantomime performer with the Duvara Karşı Theatre Group entertains Syrian children in a tent settlement in Torbalı district on National Sovereignty and Children’s Day in Turkey.
A member of IOM’s Psychosocial Mobile Team on duty at INSAN Community Centre conducting activities with Syrian refugees with special needs
Turkish and Syrian women participate in a folk dance activity at the Adana Municipal Migrant Centre for Harmonization as part of a Culture Day celebration.
MUNICIPAL MIGRANT & COMMUNITY CENTRES

IOM’s Municipal Migrant and Community Centres in Adana, Şanlıurfa, Ankara, Mersin, Gaziantep and Kilis aim to connect migrants and refugees with support and services through referral and counselling. The six centres provide informal and formal education, legal counselling, psychosocial support, skills and language training for adults, vocational guidance and social services. They also host social activities to bring the community together.
Children enjoy themselves at an open day activity organized by IOM at Ensar Community Centre, where members of migrant, refugee, and host communities can attend language courses, art, sports, music and other creative activities.
A group of young Turkish and Syrian girls play with building blocks at İskenderun Youth Centre.
A beneficiary receives an e-voucher card, which comes pre-loaded with money that she can use to buy essentials at selected marketplaces in town.
IOM uses cash-based interventions (CBI) to provide assistance and services to the most vulnerable migrants and host community members. Using chargeable cards and pre-arranged vendors, the most vulnerable migrants in Turkey can purchase items to meet their basic needs and support themselves and their families. The CBI programme also formally involves local Turkish businesses in this activity.
IOM Turkey responds to a crisis caused by heavy rains in some areas of Adana. A total of 700 households, both Turkish and Syrian, received cash assistance based on the size of the families.
IOM Turkey responds to a crisis caused by heavy rains in some areas of Adana and Mersin. A total of 988 households, both Turkish and Syrian, received cash assistance based on the size of the families.
An IOM colleague speaks to a Syrian refugee child on the way to school.
The cost of school transportation is often a barrier to education for migrant, refugee and host country children. IOM School Transportation Programme helps thousands of Syrian children to attend schools across different provinces in Turkey.

From 2014 to 2019, the IOM Turkey School Transportation Programme provided daily transportation to 39,520 students from the migrant, refugee and host communities.
Children boarding one of many buses that IOM operates as part of its program to provide school transportation to Syrian refugee children.
Ziad Ali, a Syrian child with special needs, sits in a school bus provided by IOM’s School Transportation Programme in Antalya.
In Viranşehir, Sanliurfa, the IOM Community Stabilization team and Viranşehir Sub-governorship rehabilitated and opened a park for host and migrant communities.
IOM’s Community Stabilization (CS) Programme aims to help local authorities adapt to large numbers of displaced people arriving in their community. The programme helps build the resilience and self-reliance of migrant, refugee and host community members. The CS team works to foster social cohesion by expanding the capacity of vital public services, such as schools and gyms, and public spaces like parks.
In Viransehir, Sanliurfa, the IOM Community Stabilization team and Viranşehir Sub-governorship rehabilitated and opened a park for host and migrant communities.
Syrian and Turkish gym users work out together in a building rehabilitated and equipped by IOM in Harran, Şanlıurfa.
IOM staff members conducting shelter assessments of the shelters of Syrian refugees and host community members.
IOM’s Shelter Programme aims to respond to the shelter needs of the migrant, refugee and host communities in Turkey. It not only helps improve accommodation facilities by insulating walls, replacing doors and windows, repainting, upgrading water and infrastructure (WASH), etc., but it also works with local landlords to establish binding contracts with a stable rental period at fixed rates for the migrant, refugee and host communities. They can also train and assist in the construction of their shelters as a cash-for-work activity that provides employment opportunities.
Ali, a Syrian refugee settled in Turkey, was living in a rental home, which burned down in an electrical fire.
Children look through the window of their burnt house while IOM’s shelter engineers assess the building and plan for repairs.
Turkish and Syrian women work together to prepare capsicums before dehydrating them in a solar dryer. The solar dryer project is one of IOM’s agricultural initiatives in the southeastern province of Şanlıurfa that provide income opportunities for vulnerable families.
The IOM Livelihoods Programme aims to connect the skillset of migrants to gaps in the Turkish labour market. Under livelihood solutions, IOM helps through various components such as Small Business Start-ups, Enterprise Development Fund, Entrepreneurship and Innovation Training, Community Farming, and Job Placement.
Dara, an interior designer from Syria, works on a new design at her home in Gaziantep. Her project was made possible through a grant from IOM’s Entrepreneurship Programme. The programme helps Turkish and Syrian entrepreneurs turn their creative business ideas into reality.
Sixty-three-year-old Duran harvests honey from his beehives in Islahiye district. IOM’s agriculture project provides training for Syrians and helps them find employment opportunities in the agriculture sector.
Zaid, a child with hearing problems, gets a piggyback ride from his mother. As part of individualized assistance for special cases, IOM provided Zaid with his first hearing aid. His family recently arrived in southeastern Turkey from Syria.
Building on existing field operations, the Emergency Case Management Programme supports individuals and families with specific, complex or multiple assistance needs that are not addressed through existing services. Examples include funding medical supplies and treatment, transportation, accommodation, food and non-food items, and other targeted needs.
This Syrian family suffered a bomb explosion and fled Syria in search of medical treatment for one of their daughters who was severely burned in the incident. The girl received necessary medical treatment within IOM Turkey’s Emergency Case Management Programme.
Five-year-old Emal sits with her father, who brought his wife and two daughters to Turkey fleeing the conflict in Syria. When settling in Turkey, the family received IOM support for school transportation for their older daughter, and transportation to Ankara for Emal to have cleft-lip surgery.
IOM is working with local authorities to ensure that vulnerable populations are not left behind during the pandemic.
IOM’s Basic Needs Assistance Programme aims to respond to needs caused by the COVID-19 pandemic by providing hygiene sets, food baskets, and other vital non-food items to the most vulnerable migrant and host community members identified by IOM field teams. The programme is implemented in cooperation with local authorities and municipalities.
With Yüreğir District Government, Social Assistance and Solidarity Foundation, and Adana Metropolitan Municipality Migration Affairs, IOM responded to flash floods in Adana to support 65 Syrian, Iraqi and Turkish families in the hard-hit community with family and non-food item kits.
Food and hygiene kits donated by IOM Turkey are distributed to seasonal workers in Akdeniz district in Mersin Province.
An aerial view of one of ten new camps established by IOM in northwest Syria. The camps will provide shelter to approximately 25,000 internally displaced persons (IDPs).
NUMBER OF BENEFICIARIES OF CROSS BORDER PROGRAMME

600,000 BENEFICIARIES ASSISTED AVERAGE PER YEAR SINCE 2014

*IOM provides humanitarian services and coordinates relief assistance to vulnerable populations in northwest Syria from its office and Burç Warehouse located in Gaziantep.
Since the beginning of the conflict in Syria, 6.5 million Syrians have been displaced, of whom more than 2.7 million are in northwest Syria (NWS), representing 64 per cent of the population living in NWS.

In 2014 IOM Turkey started its first Cross-Border Programme with a focus on the procurement, storage, shipment and distribution of life-saving humanitarian relief items. Since that time, IOM’s Cross-Border operations have grown to include humanitarian activities in seven different sectors, including shelter, WASH, CCCM, NFI, protection, food security, and early livelihood and recovery.

In Turkey, IOM has an extensive logistics system to ensure proper management of emergency stocks through updated inventory and utilizing IOM’s warehouse and supply-chain management systems. IOM also works with implementing partners in NWS to ensure that standards and protocols are followed during the implementation of all its activities.
A child with special needs attends a psychosocial session in Aleppo intended to encourage him to interact with other children. People with special needs are the most vulnerable population among IDPs, as they require both physical and psychological assistance due to the effects of conflict.
PROTECTION

IOM provides non-specialised and specialised protection services across NW Syria to support persons at risk of violence or exploitation with integrated, specialized protection and Mental Health and Psychosocial Support (MHPSS) prevention and response services. Protection services are available in a dedicated community centre and IOM’s three reception centres and 11 planned camps, with mobile teams further delivering services in hard to reach, critically underserved areas.

All project sites offer psychosocial support, including psychotherapy; gender-based violence and child protection prevention and response activities; protection monitoring; and legal assistance on civil status documentation and housing, land and property issues. IOM Turkey also provides individual in-kind protection assistance, including the procurement of assistive devices such as wheelchairs for persons with disabilities.
Children at an IOM supported reception centre in Aleppo attend a class on the importance of water. The centre provides education and psychosocial support sessions as part of its services to internally displaced persons (IDPs).
A worker for an implementing partner gives an awareness session for women through an IOM protection project in Syria.
Two brothers drinking water at a IOM-supported camp in northwest Syria. IOM provides water-trucking to more than 30 sites, ensuring that IDPs can access safe drinking water.
IOM responds to deteriorating living conditions (overcrowding, cleanliness and hygiene issues) in informal IDP sites in NWS by providing WASH services. IOM provides safe water through communal distribution points, water-trucking and improved sanitation through the rehabilitation and construction of latrines, maintenance and regular desludging, solid waste management, WASH NFI distributions, and hygiene promotion awareness sessions in informal IDP sites.

IOM mitigates the risk of flooding in vulnerable sites by upgrading the WASH infrastructure with new or rehabilitated culverts, roads, drainage systems and more.
An implementing partner delivers water to IDPs as a part of the WASH programme in Idleb, Syria.
A man washes his arms as a part of ablution before praying in Aleppo. IOM continues to provide WASH services to both formal and informal sites in Aleppo and Idleb.
Implementing partners ship insulation materials destined for internally displaced persons (IDPs) in Idleb, Syria. Thousands of IDPs live in tents that are unsuitable for harsh winter weather conditions and require additional insulation during this period.
With over 40 per cent of shelters in NWS still emergency-based more than ten years into the Syria Crisis, IOM works to support mid-term shelter solutions by rehabilitating and repairing existing housing/shelter while taking Housing, Land and Property (HLP) concerns into consideration. The repair and rehabilitation of shelter units both increases the shelter capacity in NWS and improves the dignity of IDPs seeking shelter in unfinished or damaged buildings. In 2020, IOM established 10 new planned camps to provide safe and dignified shelter to 25,000 IDPs. The camps offer multi-sectoral services under CCCM, NFI, protection, WASH, education and health.
A displaced Syrian gets settled into his recently rehabilitated home through an IOM project after he lost his previous home due to the conflict.
Humanitarian aid workers install ground insulation for a tent belonging to an IDP in Idleb, Syria. The tent insulation services provide IDPs shelter with better protection against harsh weather conditions.
An IDP in Idleb, Syria, carries an NFI kit provided by humanitarian aid workers to his family. IOM through its partners distributes NFI kits, winter clothes, mattresses, kitchen tools, and other necessities to vulnerable populations in NWS.
IOM is one of the largest providers of shelter and NFI assistance in northwest Syria, reaching around 520,000 individuals in 2020 through emergency response and winterization distributions of NFIs and cash. IOM contributed over 30 per cent of the total S/NFI response in Idleb and Aleppo through its two pipelines: the Rapid Response Mechanism, which provides targeted emergency assistance to displaced populations, and the Single Source Procurement pipeline, which supports eight of the largest INGOs by procuring at scale in Turkey and transporting the items into Syria through the UN Transshipment Hub.

IOM is also the United Nations agency providing the largest amount of cash assistance in northwest Syria. In 2020 IOM launched its cash-based interventions in the region, both for emergency and winterisation needs. This has not only ensured families have dignified access to life-saving items, but also boosted local markets and economies, still reeling from effects of COVID-19 and a decade of conflict.
A truck transports NFI items to an IOM-supported reception centre in December 2019. The centre provides these items to newly displaced people as a part of its services to them.
A family walks with their children while they carry hygiene kits distributed at an IOM planned camp in Idleb.
An IDP in Darkosh (Idleb) carries a food basket home to his family. This is his third monthly food basket he has received as part of IOM’s regular support for displaced households.
To improve the food security status and reduce negative coping mechanisms of food-insecure people in northwest Syria, IOM supports newly displaced households and/or crisis affected vulnerable people with emergency food assistance and regular food assistance.

Based on beneficiaries’ preferences and market functionality, the activities can be implemented through Cash and Voucher Assistance (CVA) and/or in-kind modalities. IOM works with implementing partners to expand the capacity and geographic coverage for both the rapid and regular food responses aiming to continue the timely delivery of assistance for food-insecure people.
An IDP receives food assistance in a planned camp (Idleb) as part of IOM’s emergency response mechanism for newly displaced households.
Implementing partners verify the ID and humanitarian assistance card of beneficiaries during distribution.
A displaced Syrian woman uses her new sewing machine provided by IOM. She received the equipment as part of a livelihood programme designed to support individuals in starting a small business to create income-generating opportunities.
EARLY RECOVERY AND LIVELIHOODS

To enhance the resilience of recovery efforts, IOM promotes initiatives focusing on economic recovery, improved community infrastructure, fostering integration, social cohesion, and community engagement.

These activities should alleviate factors that cause displacement by addressing the underlying structural, social, and economic inhibitors of long-term development. IOM’s transition and recovery programming has been established to support the transition away from humanitarian assistance to income-generating activities and self-reliance.

IOM works with implementing partners to expand context-specific, market-oriented, sustainable livelihood and skills training activities.
Humanitarian workers visit a beneficiary’s business shop in northwest Syria after he received a grant through IOM’s SME programme. The grant allowed him to continue working as a bicycle mechanic.
An IDP working in his newly established smithery workshop in Afrin district after receiving a cash grant through IOM’s business development programme.
Trainees during an exercise session at a Proposal Development and Reporting training in Gaziantep.
To improve the quality and effectiveness of the humanitarian response in northwest Syria, IOM provides comprehensive capacity-development support for local and international NGOs. Due to the remote management operating modality, IOM aims to improve NGOs’ internal structures through a capacity development framework.

It was launched in coordination with the relevant clusters and stakeholders to conduct specialized trainings, improve access to operational tools and guidance documents, strengthen systems of accountability and quality assurance, adopt humanitarian principles and standardized operating procedures, and improve institutional capacity of partners. The increased capacity of our partners will have a direct and positive impact on the beneficiaries we serve.
IOM staff present on proposal development and reporting during a training in Gaziantep
IOM Project Development and Reporting Assistant during the session on Narrative Reporting and Risk Analysis in Gaziantep
An aerial view of one of ten new camps established by IOM in northwest Syria. The camps will provide shelter to approximately 25,000 internally displaced persons (IDPs).
IOM CCCM has responded to the needs of IDPs through the establishment and management of three reception centres (RCs) and 11 planned camps (PCs) in NWS. In addition to implementing regular camp maintenance activities and camp infrastructure upgrades, IOM has been coordinating multi-sectoral service delivery in all PCs and RCs, implementing capacity building for field staff, and supporting the affected community by strengthening community governance.

IOM CCCM also supports informal and self-settled sites by establishing community committees and implementing site risk mitigation activities such as training the community on fire safety and first aid, and providing small cash grants to improve the living condition of the sites. Additionally, IOM CCCM collects data and provides assessments on IDP sites and movements to strengthen the sectoral referral and coordination of beneficiaries’ needs.
Fatima, a displaced child, has lunch at a IOM-supported camp in Idleb in November 2019. This camp provides shelter for around 4,200 displaced people.
A man and his mother sit in front of their new family tent in a recently constructed IOM camp that accommodates 217 families.
Mr. Jeffrey Labovitz, the Director of the Department of Operations and Emergency, IOM HQ, visits the IOM Burç Warehouse which stores in-kind distributions before they are transhipped into NWS.
At over 16,000m², IOM Turkey’s warehouse in Gaziantep is the centre of IOM’s cross-border logistics operation for northwest Syria. IOM uses one of the most advanced commodity tracking systems to ensure all items can be tracked from receipt to distribution. The warehouse operation is pioneering improvements in the quality and timeliness of essential large-scale supplies during times of crisis. It also serves as the staff capacity building facility for IOM and the wider humanitarian community in the area.
IOM Turkey’s warehouse covers the area of 16,200 square meters and employs 100 staff members. The team’s responsibilities are to safely receive, store and dispatch the stocks, conduct quality control, and appropriately assemble the kits.
In addition to regular day-to-day warehouse activities such as storing and processing inbound and outbound humanitarian items, other activities such as quality control and kitting are conducted at the warehouse. Additionally, the IOM Burç warehouse team conduct trainings and workshops, training staff on best warehousing and logistics practices.
A mobile X-ray scanning machine was installed at the Cilvegözü / Bab Al-Hawa Border Crossing Point to strengthen and enhance the humanitarian transshipment capacity at the Turkish-Syrian Border.

IOM Turkey launched the Commodity Tracking System (CTS) to ensure effective monitoring and transparency during cross-border transshipments and distributions. During the loading stage, each kit receives a QR code that is scanned into CTS as they are loaded into the trucks. Kits are scanned again as they are transported from IOM trucks onto IP trucks at the transshipment zone, which is usually located at the border. Once the kits cross the border, the kits are offloaded at a warehouse in Syria, where they are scanned again to notify IOM staff about the items’ location. During the distribution process, IPs in Syria verify the identity of beneficiaries and hand over the kits, scanning QR codes again to confirm delivery.
Enrico Ponziani, the Manila Administrative Center Director, visits the transshipment hub in Reyhanlı, Hatay district, in December 2019.
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OUR PARTNERS

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• Belen Sub-governorate
• Çeşme Sub-governorate
• Dikili Sub-governorate
• Directorates of Organized Industrial Zone
• Directorates of Public Library
• Emergency Call Center Directorate
• General Directorate of PTT
• Hatay Governorate
• Iskenderun Sub-governorate
• Konak Sub-governorate
• Republic of Turkey Ministry of Agriculture and Forestry
• Republic of Turkey Ministry of Customs and Trade
• Republic of Turkey Ministry of Customs and Trade - General Directorate of Customs Enforcement
• Republic of Turkey Ministry of Environment and Urbanization
• Republic of Turkey Ministry of Environment and Urbanization - Land Registry and Cadastre Directorate
• Republic of Turkey Ministry of Family and Social Services
• Republic of Turkey Ministry of Foreign Affairs
• Republic of Turkey Ministry of Forestry and Water Affairs
• Republic of Turkey Ministry of Health
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• Republic of Turkey Ministry of Industry and Technology - Southeastern Anatolia Project Regional Development Administration
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• Republic of Turkey Ministry of Interior – General Directorate of Provincial Administration
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• Republic of Turkey Ministry of Interior - Population and Citizenship Affairs
• Republic of Turkey Ministry of Interior - Turkish Coast Guard
• Republic of Turkey Ministry of Interior - Directorates of Disaster and Emergency Management Presidency (AFAD)
• Republic of Turkey Ministry of Justice
• Republic of Turkey Ministry of Labour and Social Security
• Republic of Turkey Ministry of National Education
• Republic of Turkey Ministry of Science, Industry and Technology
• Republic of Turkey Ministry of Transport and Infrastructure
• Republic of Turkey Ministry of Treasury and Finance - Central Finance and Contracts Unit (CFCU)
• Republic of Turkey Ministry of Youth and Sports
• Republic of Turkey Social Security Institution
• Reyhani Sub-governorate
• Şanlıurfa Governorate
• Şanlıurfa Museum Directorate
• Şanlıurfa State Turkish Folk Music Choir Directorate.
• Şanlıurfa Sub-governorates
• Turkish Coast Guard
• Turkish Red Crescent
• Turkish Standards Institution (TSE)
• Turkish Employment Agency

UNIVERSITIES

• Adana Cukurova University
• Ankara University
• Başkent University
• Gaziantep University
• Hacettepe University
• Harran University
• Hasan Kalyoncu University
• Hatay Mustafa Kemal University
• Middle East Technical University
• Yaşar University
• Yeditepe University

MUNICIPALITIES

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• Ankara Metropolitan Municipality
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• Çeşme Municipality
• Dikili Municipality
• Gaziantep Metropolitan Municipality
• Hatay Antakya Municipality
• İstanbul Sultangazi Municipality
• İstanbul Sultangazi Municipality
• İzmir Buca Municipality
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• İzmir Çiğli Municipality
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• Mersin Metropolitan Municipality
• Şanlıurfa District Municipalities
• Şanlıurfa Metropolitan Municipality
• Union of Municipalities of Turkey
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ASSOCIATIONS

• Agricultural Sales Cooperatives Union Presidency
• Ankara Bar Association
• Chamber of Agriculture
• Chamber of Commerce and Industry
• Commodity Exchange
• Gaziantep Chamber of Industry (GSO)
• Union of Turkish Bar Association

NON-GOVERNMENTAL ORGANIZATIONS

• AAR Japan
• Association for Solidarity with Asylum Seekers and Migrants (ASAM)
• Bonyan Organization
• CARE
• CONCERN
• Danish Refugee Council (DRC)
• Doctors of the World/Médecins du Monde - Turkey
• German Corporation for International Cooperation GmbH (GIZ)
• GOAL
• Ihsan Relief and Development
• Kudra Organization
• Maram Relief and Development
• Pozitive Living Association
• Rahma Relief Foundation
• Refugee Rights Turkey
• Refugee Support Centre (MÜDEM)
• Relief International
• Saed Charity Organization
• Şanlıurfa Culture and Art Foundation (ŞURKAV)
• Şanlıurfa Environmental Protection Foundation (ŞURÇEV)
• Social Assistance and Solidarity Foundation
• Syria Relief
• U.S. Office of Foreign Disaster Assistance (OFDA)
• The Union of Medical Care and Relief Organizations (UOSSM)
• Violet Organization
• Watan
• Welthungerhilfe (WHH) - German for World Hunger Aid
• Yeryüzü Doktorları
• Y-PEER
UN AGENCIES

- The Food and Agriculture Organization of the United Nations (FAO)
- International Labour Organization (ILO)
- The mission of the Office for the Coordination of Humanitarian Affairs (OCHA)
- The United Nations Development Programme (UNDP)
- The United Nations Fund for Population Activities (UNFPA)
- The United Nations High Commissioner for Refugees (UNHCR)
- United Nations International Children’s Emergency Fund (UNICEF)
- United Nations Migration Network (UNMN)
- UNWOMEN
- United Nations World Food Programme (WFP)
- World Health Organization (WHO)

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- Turkcell
- Turkish Airlines
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30 YEARS

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• BAŞKESENEŞ Şükran
• BASMAJİ Eman
• BASMAJİ Omar
• BATIRAY Ahmet
• BATMAZ NACAK Zeynep
• BAYDAR Mirel
• BAYINDIR Maide
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• BAYRAM Ozan
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• BAYSAL Şerifettin
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• BAYTAR Sibel
• BEDIKOĞLU Sahani
• BEKEM Neşe
• BEKTAS Alper
• BEKTAŞ Kadir Soner
• BENLİ Büşra Nur
• BERKTAS Berk Burak
• BERRAK Eser
• BEZİRÇER Dania
• BİÇMEN Kerem

• BİLİR Beyza Sedef
• BİRI Boshra
• BİTAR Abdul Aziz
• BOLER Nilay
• BÖLÜCÜ Ecem
• BOROVALİ Melis Ayşe
• BOUBES Burak
• BOYACI Irina
• BOYRAZ Murat
• BOZACİ Semra
• BOZKURT Burcu
• BOZKURT Sevkan
• BOZTAŞ Çagla
• BOZTAŞ Öznur
• BUDAK Mahmut
• BUĞU Mehmet
• BULUT Elif
• BÜYÜKGÜLLÜ Yunus
• BÜYÜKKAPANCI Hayri
• BÜYÜKYAVUZ Cihan

C
• CAN Ömer Uğur
• CAN VAN DOORNMALEN Ebru
• CANBİLEK Seda Elif
• CANBULAT Cevat
• CANDIR Gizem
• CANGOZ Anara
• CANKAYA Cemile Funda
• CARCAR Cemil
• CATAL Abdullah
• CELEBCIGIL Alina
• CENGİZ Fatoş
• CEYHUNLU Muhammed Abdulselam
• CHEDID Khalil Odim
• COSAR Bilge
• CROMPTON Burcin
• CİNPOLAT Seydi

Ç
• ÇAKIR AVCI Belma
• ÇAKIR Koray
• ÇAKMAKÇI Ladin
• ÇALIK Aybegüm
• ÇALIŞ Serkan
• ÇALIŞKAN Eren
• ÇEKİÇ Belgiz
• ÇELİK Emre
• ÇELİK Mehmet Murat
• ÇELİK Türkân
• ÇELİKBAŞ Hevin Deniz
• ÇERÇİ Burak
• ÇERİKAN Selen
• ÇETİN Huseyn Can

D
• ÇETİN Ismail
• ÇEVİK Ayse Cankiz
• ÇEVİK Burcin
• ÇEVİK Sami
• ÇİCEK Zeki
• ÇİFTÇİ Mehmet
• ÇİĞIL Yasir
• CİNGİTAŞ Aytek
• ÇİNKILIÇ Mustafa Ersan
• ÇİTFİÇİ Bekir
• ÇOLAK Halil İbrahim
• ÇOMERTPAY Emrah
• ÇUBUKCU Orhan Salih
• ÇUHADAR Can

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• DEMİRKAYA Yalın
• DEMİR KIRAN Merve Aslıhan
• DEMİROK Murat
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• DUNDAR Habibe
• DURAKER YILDIZ Ürün
• DURAN Vedat
• DURMUŞ Özlem
• DURNA Ünal
LIST OF STAFF

E

• DUSCOVA Fedora
• EKICI Ekin
• EKICI Melisa
• EL ALI Omer
• EL ARRES Salma
• EL KAROUBI Adil
• EL SAYED Asmaa
• ELABBAS Muhammed
• ELBAS Yavuz
• ELBERRİ Ali
• ELHURİ Sümayye
• ELKATIB Abdullah
• ELKATIB Zaha
• ELMUNAVIR Kemal
• ELZOBI Muhammet Vecdi
• EMRALI Selma
• ER Muhammet
• ERBAŞ Oya
• ERCAN Senay
• ERCİN Jülide
• ERDEM Emine Gülgin
• ERDIM Oguz
• ERDOĞAN Ersin
• ERDOĞAN Fahreddin
• ERDOĞAN Güzide
• ERDOĞAN Zana
• EREN İrfan Selim
• ERGİN İrmak
• ERKAN Alper Fatih
• ERKEN Şükrân
• ERKİÇ Metin
• EROĞLU Ekin
• EROL Kadir
• ERSAN Leyla Meltem
• ERSOY Erhan
• ERSOZ Cengiz
• ERTAMAN Kaan
• ERTAŞ Nebihe Merve
• ERTÜRLÜ Süleyman
• ERTÜRK Gülseren
• ERYİĞİT Ayşegül
• ESEN Hachi
• EVCIİL Ömer
• EVGİ Melihat
• EZZI Aws

F

• FARHOUD Aida
• FATHALLAH Mustafa
• FİDAN Gamze
• FIRAT Ahmet
• FIRAT Vedat

G

• GANDUR Hakan
• GAZAL Rama
• GELBAL Basak Bilgesu
• GENÇ Adem
• GENÇ AKÇAKAYA Pınar
• GHIBEH Lina
• GIÇAY YİĞİT Misra
• GIĞİN Hasan
• GÖÇMEZ Abdullah
• GOK Samet
• GOKALP Aman
• GÖKÇE Mustafa Onur
• GOKCE YILMAZ Begum Gozde
• GÖKSÜ Sena
• GOYNUKLÜ Ceren
• GUCUS TIDIM Sezen Ekın
• GUL Fatma
• GÜL Perihan
• GÜL Zekeriya
• GÜLBOL Tülin
• GÜLDÜREN Halil
• GULER Ayhan
• GULER Emrah
• GÜLER Muhammed Çağrı
• GULERYUZ Huseyin
• GülLÜK Saime
• GÜLSEREN Mustafa
• GÜMÜŞBAŞ Ahmet
• GUMUSTEKIN Yıldız
• GUNAYDIN Svetlana
• GÜNER Melis
• Güneş Rezan
• GÜNGÖRDÜK Hatice
• GURSEL Seher
• GÜRSEL Zeynep
• GUVEN KOCAMAN Nazlı

• HALİLLİ Mehrali
• HAMİ Medya
• HAMİT Meldem
• HAMMAMI Esra
• HANBALOUZ Hayat
• HASAN Dalshad
• HASKAYA Semye
• HAYDARI Abbas
• HAYYOO Mohammad Nadhim Daoud
• HAZZORI Muhammet
• HERGÜNER Bora
• HIDE Bülent
• HİJJAZI Ahmad
• HİRA Sarper
• HORTOGLU Emre
• HOS Alim
• HUMUR Ghassan Hussein Humur
• HURI Tarik
• İBEÇOĞLU Aysegül
• İBİS Dicle
• İBİS Hayfa
• İBNOUELGHAZI Jihad
• İBRAHİM Mustafa
• İBRAHİMFAVZI Ferah
• İÇMELİ Onur Emre
• İĞDE YUYUCU Dilem
• İLHAN İlhami Arda
• İLYAS İbrahim Emre
• İNAN Hanım Gul
• İNANÇ Ramazan
• İNCE Eylem Ceren
• İNICİ Sumeyre
• İPEKCI Suleyman
• İSGORUR Pınar
• İŞIK Yunus
• İSİKER Tevfik
• İSMAIL Ahmad
• İVGİN Emre
• İyyo Süleyman
• İZCİ Sinan
• İZİBELLİ Onur
• JABOULIE Talal
• JAMO Mohamed
• JAMOUS Abdulhadi
• JILATİ Nour
• KALAY Gökçe Ela
• KALKAN Kenan
• KAN Ruyisen
• KANER FESLİGİL Aybike
• KAPLAN GÜL Ayşe
• KARA Abdullah Muhammed
LIST OF STAFF

- KARAAYAK Ozan
- KARABULUT Sedat
- KARACA Gurkan
- KARACA Rüya
- KARAÇAYLI Emre
- KARADAĞ ÜNAL Merve
- KARAHAN Barışkan Engin
- KARAKAŞ Erol
- KARAKECILI Gulistan
- KARAL Erdem
- KARAOĞLU Selen
- KARAVELIOĞLU Tuna
- KARAYALÇIN Ayfer
- KARAYIGIT Betul
- KARLI Aslı
- KASAP Alper
- KASAPHASAN Halit
- KATTAN Ahmad
- KAVAKLIOĞLU Reyyan
- KAYA Celil
- KAYA Cem Savaş
- KAYA Halit
- KAYA Halit
- KAYA Mehmet
- KAYA Muhammed Mesud
- KAYA Nil
- KAYA Rüya
- KAYATURAN Semah
- KAYI Esra
- KAZAZ Asım
- KEÇECİOĞLU Uğur
- KESEN Tuba
- KESKIN Fidan
- KESKIN Osman
- KESTANLIOĞLU İsmail Uğur
- KHABIR Abdulkanım
- KHASHFA Ahmad Omar
- KHWAIS Ruba
- KILANI Mohamad Nasouh
- KILAVUZ Melis
- KILIÇ Çağdaş Gürkan
- KILIÇ HATİPOĞLU Elif
- KILIÇ MACİT Ayşegül
- KILIÇARSLAN Neslihan
- KILINÇ Emre
- KIPRI Suheda
- KIRLANGIÇ Büşra
- KIZILDENIZ Tefide
- KOBA NARİN Melike Dilara
- KOCA Efe
- KOCAK Ahmet
- KÖKSAL Melis
- KOLSUZ Pelin
- KOPLATADZE Erekle
- KOPLATADZE Erekle
- KÖPRÜ Ketrin
- KORKMAZ YARIM Makbule
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LIST OF STAFF

• ÖZDEN Erdem
• OZEN Cihangir
• OZER Rojda
• OZKAN Burak
• OZKILIC Gani Sercan
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Ö
• ÖNCEL Ömer
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• ÖZKAN MEtehan
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P
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• PEHLİVANLI Kemal
• PEKER Alena
• PEKMEZLİ Samet
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S
• SABA Ufuk
• SABBAGH Baraah
• SABEHA Mustafa Adnan Ali
• SABIRLI Sibel
• SABQAT Sadaf
• SADIKOĞLU Mehmet
• SAĞLAM Anastasia
• SAĞLAM Figen
• SAHIN Betul
• SAKA Ayse Irem
• SALEH Nur Sindeeri Narmin
• SANLI Emre
• SANLISES Huseyin
• SARAÇ Ahmet
• SARAL Sumeyye
• SARIGÜL Erhan
• SARISALTIK Çiğdem
• SARITAŞ Erhan
• SARRAJ Yaman
• SATMAN Arina
• SAWAS Suha
• SAYAR Aylin
• SAYAR Helin
• SAYGINER Hakan
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• SEÇER Emre
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Ş
• ŞAHİN Jiyan
• ŞAHİN Mehmet
• ŞAHİNBAŞ Cüneyt
• ŞEN Ali
• ŞENADIM Pınar
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• ŞENOĞLU Esin Hanım
• ŞENOL Ece
• ŞENTÜRK Gonca
• ŞENTÜRK Tuncay
• ŞIMŞEK Aysen
• ŞIMŞEK Cebrail
• ŞIMŞEK Gürkan

T
• TAKMAZ Hazal
• TALEB Alaaddin
• TANRIVERDİ Sumeyye
• TARHAN Arda
• TAŞÇI Gürhan
• TAŞOĞULLARI Melike
• TEMEL Sabri
• TEZCAN Ömer

• TİMURTAŞ İbrahim Halil
• TIRYAKI Unal
• TOKGOZ Mehmet Emre
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• TOPAKIAN Hrantik Dikran
• TOPRAK Aysun
• TOPRAK Duygu
• TOPTANİŞ Senay
• TORUN Zeynep Meltem
• TUL Mehmet
• TUNÇ Mustafa Kürtat
• TURAN Muhammet
• TÜRERER Levent
• TURKALP Pelin
• TÜRKAN Siyami
• TÜRKMEN Zeynep
• TURSUN Hasan Turgay
• TUTKAL Ezgi
• TUTUNCUOĞLU Dilara

U
• UBEYD Mohamed
• UÇAR Yusuf
• UCKARDESLER Gokberk
• ULUDAĞ Ramazan Oğuzkaan
• UMUROĞLU Gamze İrem
• ÜNAL Özgür
• UNSAL Omer Murat
LIST OF STAFF

• USGUL Yagmur
• ÜSTÜndağ Fatma
• UZUN Şirin
• UZUNBOY Anıl

V
• VARGUN Filiz
• VAROL Pelin
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• VURGUN Muzaffer

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• WAEZ Zaina
• WAFAEI Adnan

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• YAĞAN Bağşak
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30 YEARS

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• YAVUZ Onur
• YAVUZ Selin
• YAVUZOĞLU Ömer
• YAZIGI Majd
• YERGÜN Levent
• YEŞİLÇAY Okan
• YEŞİLGÜL İbrahim Halil
• YEŞİLIRMAK Arda Can
• YİĞİT Sezai
• YILDIRIM Alperen
• YILDIRIM Resul
• YILDIRIZ Ali Murat
• YILDIRIZ Aylin
• YILDIRIZ Fatih
• YILDIRIZ Resul
• YILDIRIZ Yusuf
• YILMAZ Burak
• YILMAZ Canan
• YILMAZ Ertuğrul
• YILMAZ Filiz
• YILMAZ Ramazan

• YILMAZ Tayfun
• YILMAZ URAL Gizem
• YILMAZER Satılmış Efe
• YOLCU Ercan
• YOLCU Mehmet
• YUCEL Sinan
• YÜKSEK Cafer
• YÜKSEK Alize Seray
• YÜKSEK DURSUN Pınar
• YÜKSEK Enver Kubilay
• YÜKSEK Oğuz
• YÜKSELYILMAZ Tuğçe
• YULU Erdal
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• Emrah Özesen, IOM — Page 31, 32, 33, 52, 53, 55, 74, 75, 77, 85, 94, 95, 101, 117, 124
• Emrah Yorulmaz, AA — Page 18, 19
• Evren Atalay, AA — Page 84
• Evrim Aydın, AA — Page 89
• Fatema Alnvaz, IOM — Page 121
• IOM — Page 20, 21, 22, 23, 24, 25, 26, 27, 30, 40, 41, 44, 45, 46, 47, 48, 49, 50, 51, 56, 57, 60, 61, 62, 63, 64, 70, 71, 76, 77, 78, 79, 80, 81, 86, 87, 88, 90, 91, 92, 93, 126, 132, 133, 135, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175
• İsmihan Özcüven, AA — Page 6
• Lanna Walsh, IOM — Page 100
• Mehmet Sadıkoglu, IOM — Page 104, 109, 113, 114, 115, 116, 120
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