



2017 HAJJ & UMRAH

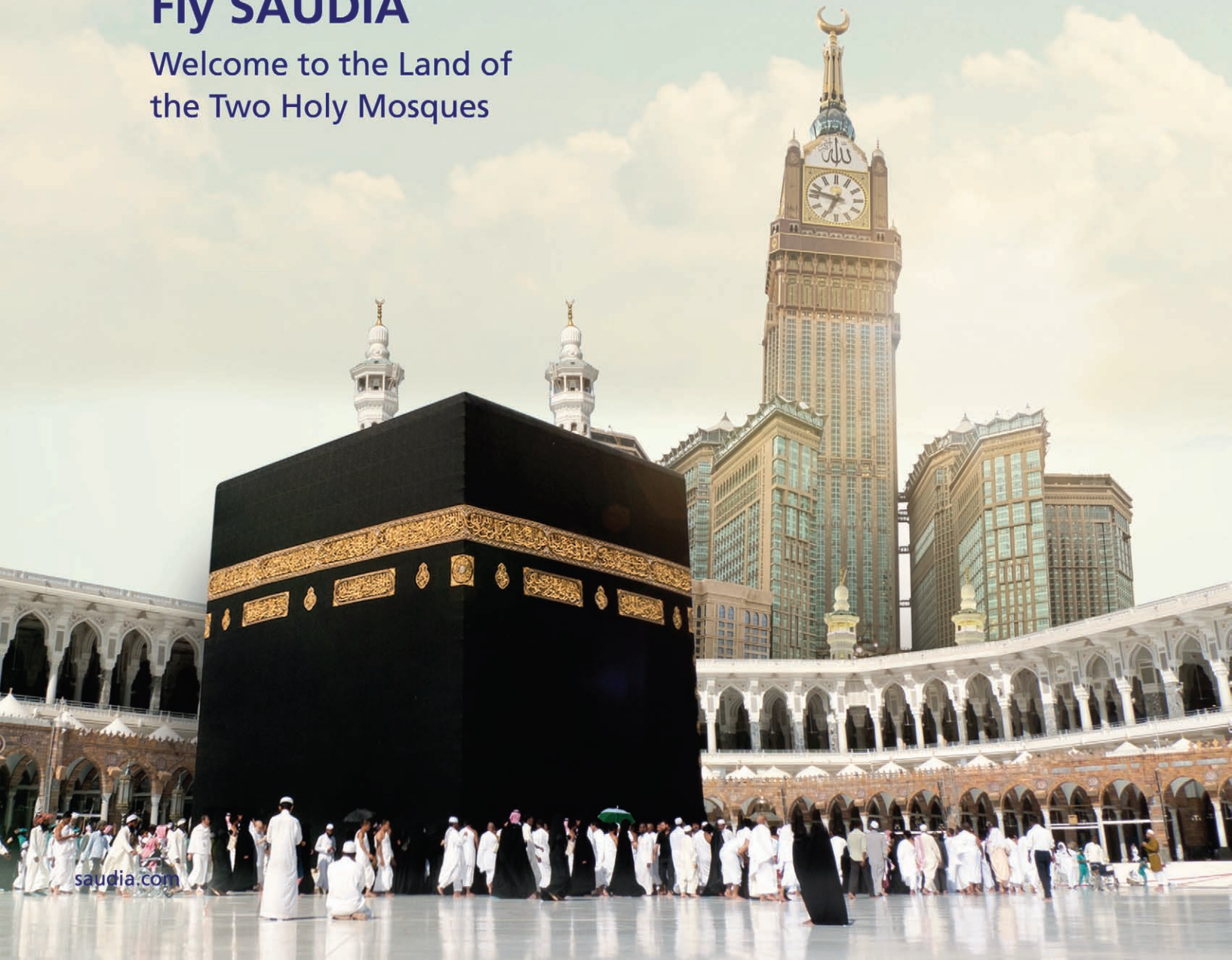
Excellence Awards

THE MONTCALM, MARBLE ARCH
LONDON

7 NOVEMBER 2017

Fly SAUDIA

Welcome to the Land of
the Two Holy Mosques





2017 HAJJ & UMRAH

Excellence Awards

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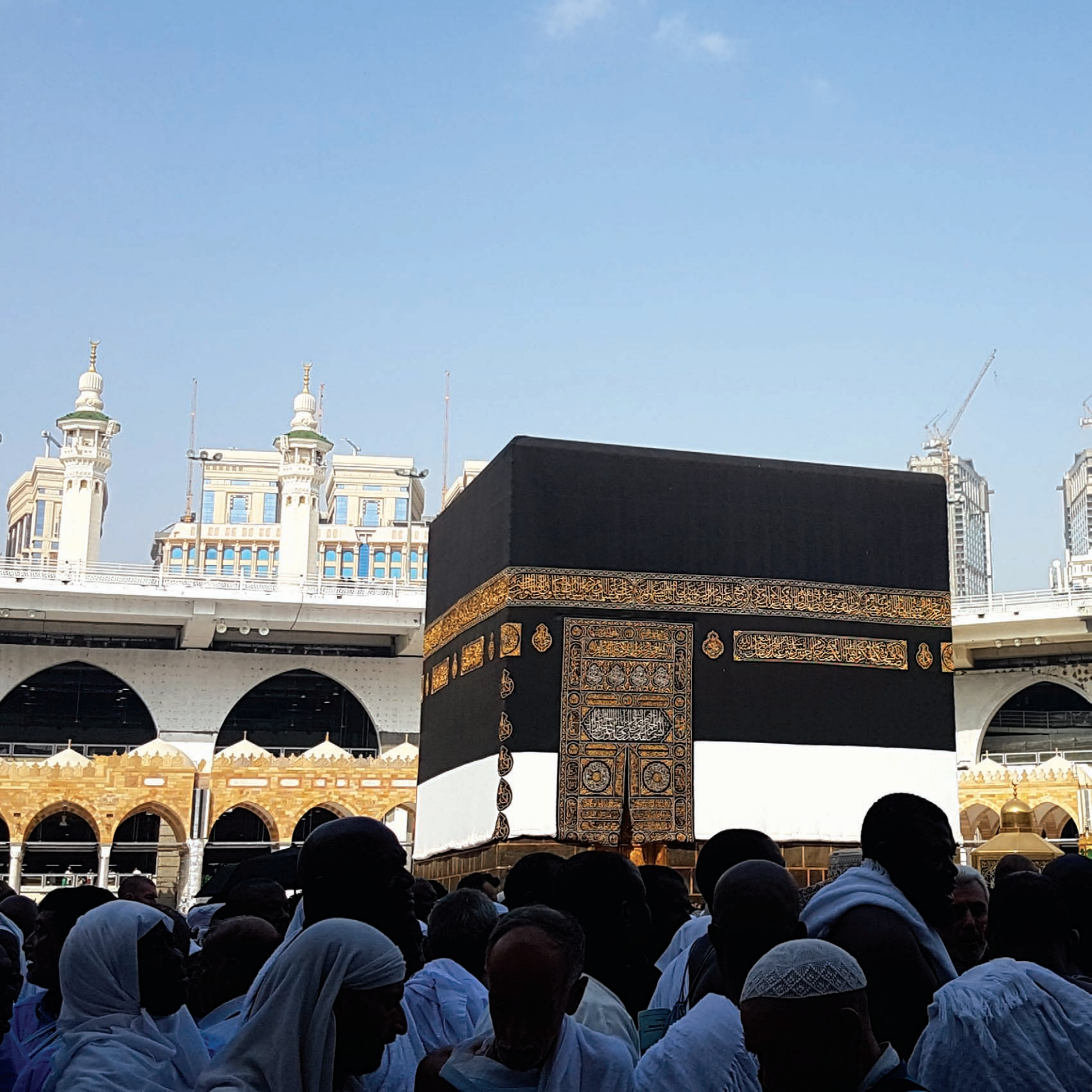


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Welcome

In the name of Allah (God), Most Gracious, Most Merciful.

It gives me great pleasure to report on the activities of the last year. With the 20% Hajj quota restored, the UK saw an overall 30% increase in Hajj pilgrims from 19,000 in 2016 to over 25,000 in 2017 and a 33% increase in Umrah pilgrims to just under 100,000. These figures matched the growth reported by hoteliers in Makkah & Madinah and the Airline industry.

Since celebrating our 10th anniversary at the 2016 Parliament Hajj Debrief, we have continued to grow and deliver important services, some examples of our successes include:

- Increased UK coverage of delivering community Travel Advice & Vaccination Clinics
- Hajj & Umrah Seminars including FREE health checks provided by our partners - the Muslim Doctors Association
- Worked with authorities to raise awareness of, and tackle Hajj fraud, featuring on the BBC 1's hit consumer programme "Rip Off Britain".
- Partnered with the National Zakat Foundation to raise awareness of the third pillar of Islam – Zakat, and fulfilling this obligation prior to performing Hajj
- Further developed our health & safety education programme which were delivered at our Hajj & Umrah seminars
- For the first time, trialled a telephone triage service during Hajj where pilgrims could speak to a qualified UK doctor directly. This was particularly well received to those with mobility issues.
- Greater outreach work in the British camps during Hajj

We know there is more to be done. We will therefore continue to advocate on issues to improve services or raise standards.

The UK Hajj & Umrah Excellence Awards however are to shine a light on some of the great and significant work that has been achieved in the last year.

Finally, I would like to thank all our volunteers, well-wishers, donors, Parliamentarians, HH Prince Mohammed Bin Nawaf Bin Abdul Aziz Al Saud and his team at the Royal Embassy of Saudi Arabia - London, for their continued support. A special thanks and appreciation go to our sponsors & partners that helped deliver one of our ambitions to bring Hajj & Umrah stakeholders together and recognise excellence within the industry.

Rashid Mogradia
CEO & Founder





Yasmin Qureshi MP



I am delighted once again to be supporting CBHUK - the Council of British Hajjis, a charity which was founded in my constituency of Bolton South East and which is now delivering services right across the country and in Saudi Arabia serving the British pilgrims as they embark on the Journey of a Lifetime.

Now more than ever, The British Muslim community faces challenges from far right ideologies, and it is heart warming to learn of the many positives the Journey of Hajj & Umrah has on individuals of real life experiences of meeting people from different backgrounds and cultures, embracing this and bringing this back and sharing these experiences in the communities that they live in.

As a community we still have to work hard in tackling Hajj travel fraud. The City of London Police in partnership with CBHUK continue to raise awareness in the community, but it is evident other agencies will have to play its part in order to bring about real changes in the way people book travel packages and how we deal with the fraudsters. Custodial sentences and fines are not enough when victims are left without any monetary recompense.

I am proud to see that the UK Hajj & Umrah Excellence Awards which was launched at the 2016 Hajj Debrief Meeting in Parliament is developing into a celebration of Excellence within the industry. This is a testament to the hard work of UK Hajj & Umrah companies in delivering services to British pilgrims and in exceptional cases going beyond what was promised.

I would like to wish everyone the best of luck at the Awards.

Yasmin Qureshi MP
Bolton South East
Shadow Justice Minister



HOUSE OF COMMONS

COUNCIL OF BRITISH HAJJIS

Supporting you on your journey of a lifetime

مجلس الحج البريطاني



Event sponsored by



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@cbhuk

The background of the slide is composed of various overlapping triangles and polygons in shades of purple, ranging from dark indigo to light lavender. These shapes are arranged in a way that creates a sense of depth and movement, with some shapes appearing to recede into the background while others come forward.

CBHUK ACTIVITY

2017 / 1438H

CBHUK Activity 2017 (1438H)



Hajj Planning with members of the Armed Forces Muslim Association (AFMA) began in early 2017 and led to several meetings including one in Madinah ahead of Hajj, to plan and prepare for any incidents and how we would collectively work together in creating a 'safety net' to help British pilgrims.



ARMED FORCES
MUSLIM ASSOCIATION

Media

When it comes to UK Hajj & Umrah news, CBHUK is the first point of contact for many news media outlets. This year we were featured on the BBC 1's hit TV show Rip-Off Britain with the Civil Aviation Authority (ATOL) and BBC Radio.

We also continue to attract an international audience, stories covered by BBC World News, BuzzFeed, Arab News and Saudi Gazette to name but a few.

Whilst many stories often are related issues affecting pilgrims including fraud, we try and use this opportunity to reflect the positive impact of pilgrimage on a person's life, which often gets hidden under the headlines.





Health & Safety

Mr Imran Zia (Consultant in Emergency Medicine, Whipps Cross Hospital, London), talk about practical health advice.

Mr Zia wrote several health articles which were shared online during Hajj 1438H and a video on Youtube.

A Religious Guide

Our events cover both a religious walk-through on performing Hajj delivered by a religious scholar as well Practical health & safety advice by travel experts and doctors.

A Model of the Kaaba was created to show pilgrims how to perform the rites of Hajj & Umrah as well as how to wear the Ihram.





National Zakat Foundation

We have successfully partnered with the National Zakat Foundation (NZF) to support each other's activities and to raise awareness in giving Zakat prior to performing pilgrimage.

Pilgrims who attended the Hajj & Umrah seminars were given talks by qualified scholars from NZF as well as literature and information.

During 2017/18 (1439H), we will be hosting a regular Travel Advice & Vaccination Clinic at NZF H.Q in Whitechapel, London.



Muslim Doctors Association

We partnered with Muslim Doctors Association to offer pilgrims a FREE pre-Hajj health check ups.

Doctors from MDA were able to identify a number of key areas where pilgrims had overlooked in their preparations and advise accordingly. This ranged from women's health issues (delaying the menses) to wearing-in adequate footwear and managing existing illnesses. Further work is planned for 2018.

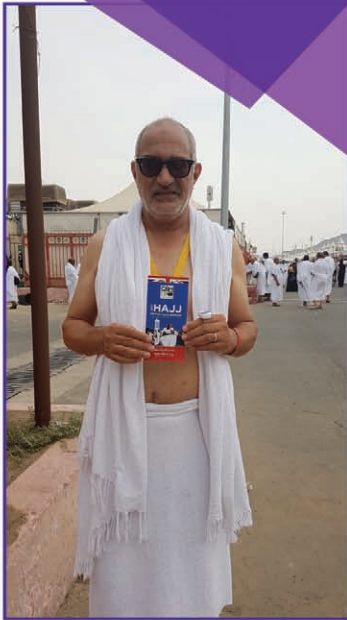


Hajj & Umrah Seminars

With Hajj falling in the middle of summer, pilgrims would have to contend with the scorching heat in Saudi Arabia. Temperatures would hit 45 degrees+ during the daytime. For this reason a special focus was on delivering practical health and safety advice.

Our doctors drilled home the message of keeping hydrated at all times.

Events were very well attended at key locations across the UK covering Greater Manchester, West Yorkshire, Luton, & London.



Health & Safety Promotion During Hajj 2017

On the ground camp-2-camp visits in Mina.
Pictured with British pilgrims from different groups.





Guiding lost Pilgrims



British Consulate Team

Kabir Rahman (Deputy British Consulate General) with his team in the British Camps during Hajj 2017. Pictured with Prince Islam El-Sawy (Elsawy Travel), Rashid Mogradia (CBHUK) and Mahfooz Arif (Arif Hajj & Umrah Services).



Helping Hajjis

FREE Shoe bags were distributed to pilgrims at Hajj. A simple gesture was greatly appreciated by many. Thank you to our sponsors AMT Lawyers.







Post Hajj 2017 Update, Potcullis House, London
L-R - Rushanara Ali MP, Yasmin Qureshi MP and Rashid Mogradia

Parliamentary Support

We have a long established links and support from the British Parliament from both House of Commons & Lords.

This helps ensure the concerns of British pilgrims are heard by policy makers and Government.

In November 2017 CBHUK will be 1 one of over 4,500 organisations participating in the UK Parliament Week. This is an annual festival that engages people from across the UK with Parliament, explores what it means to them and empowers them to get involved.



Meeting with the British Consulate General ahead of Hajj 2017 (Jeddah, KSA)
L-R Faisal Ali, Prince Islam EL-Sawy (EL-Sawy Travel), Sheikh Abdullah Bin Aziz (Bin Aziz Holdings),
Rashid Mogradia (CBHUK), Barrie Peach (British Consul General, British Embassy), Kabir Rahman (Deputy Consul General),
& Nadeem Qureshi (USI Money).



Our CEO, Mr Rashid Mogradia thanks Prince Mohammed Bin Nawaf Bin Abdul Aziz Al Saud for his continued support to the British Muslim community & the CBHUK Hajj Mission 2017 during the Saudi National Day Celebrations at the Royal Embassy of Saudi Arabia, London. (Sept 2017)

Infographics



8 million
web hits
cbhuk.org
(2016)



10,000 

targetted email &
social media reach
(March 2017)



125,000

number of British pilgrims reached via
our networks in the community
& via Hajj & Umrah tour operators

25,000

British Hajj Pilgrims
(Sept 2017)



100,000

British Umrah Pilgrims
(1438H)



SR 1.4bn

UK Hajj & Umrah Market Value
from Tour Packages Only

£160 million

spent on Umrah pilgrimage
packages by British pilgrims



£150 million

spent on Hajj pilgrimage
packages by British pilgrims



The background of the image is an abstract composition of various shades of purple and magenta. It features overlapping, semi-transparent geometric shapes, primarily triangles and polygons, which create a sense of depth and movement. The colors range from deep, dark purples to lighter, almost white, tints. The overall effect is modern and dynamic.

THE HAJJ & UMRAH EXCELLENCE AWARDS

About the UK HUEA Awards

The UK Hajj & Umrah Excellence Awards (UK HUEA Awards) was launched at the CBHUK Annual Hajj Parliament Debrief in 2016 in an attempt to bring about a positive message and recognising the contribution from within the Hajj & Umrah industry in providing services to British Pilgrims.

It was a way in which the community rewarded Excellence in order to motivate and create competition from within the sector to go beyond their promises and deliver for the pilgrims.

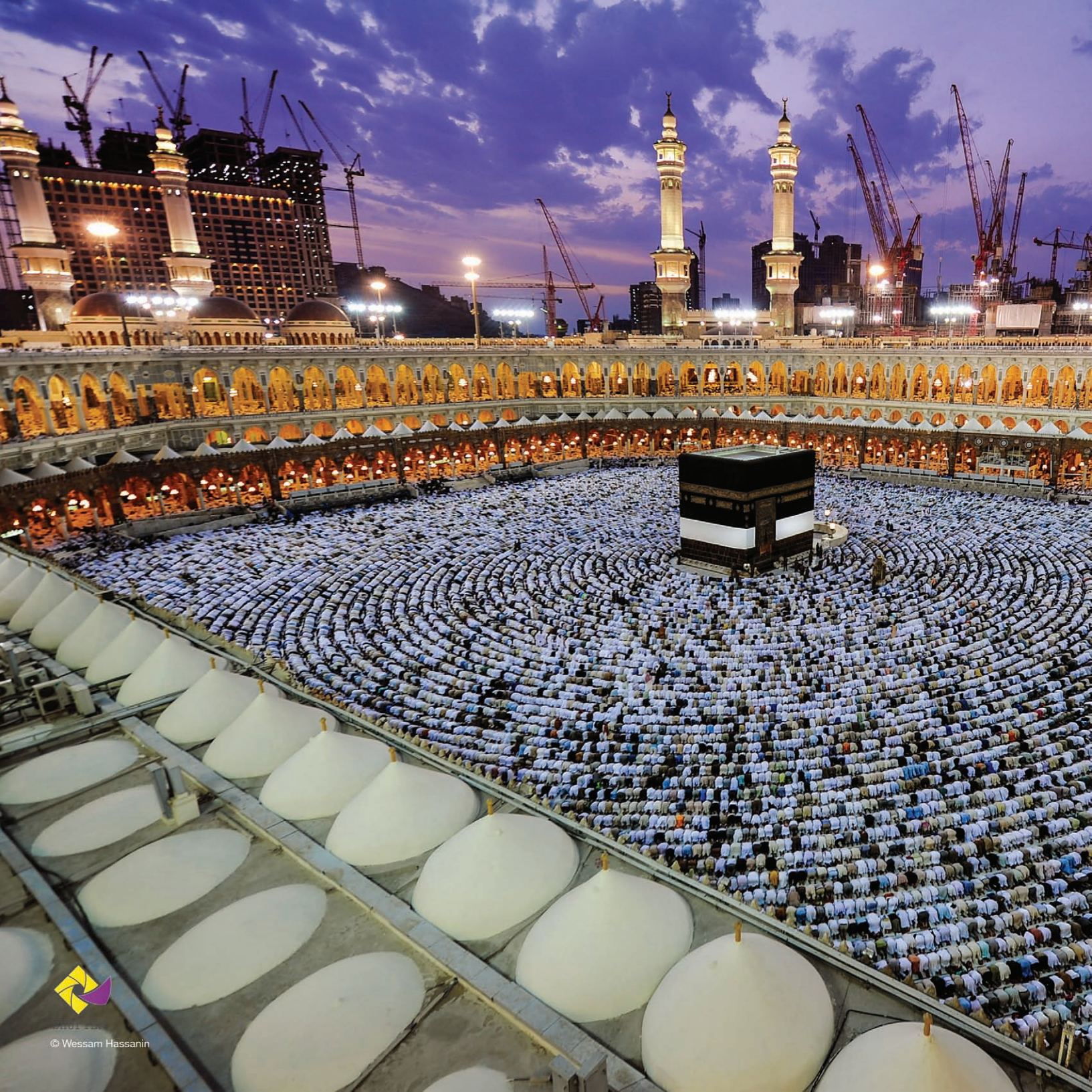
The 2017 UK Hajj & Umrah Excellence Awards is set to encompass a much wider recognition of Excellence from Airlines to Hoteliers and from Saudi Hajj & Umrah related service providers to local UK Hajj & Umrah Tour Operators. We have also enhanced our nominations process to encompass feedback from pilgrims & trade along with an appointment of independent judging panel.

Participants to our events include: Members of Parliament and the House of Lords, Royal Embassy of Saudi Arabia (London), Foreign & Commonwealth Office, Public Health England / Department of Health, the Police, Trading Standards, Saudi Hajj & Umrah service providers, UK Hajj & Umrah Tour Operators, Academics and those involved in Hajj & Umrah planning.



Award Categories

- Best Airline: Hajj
- Best Airline: Umrah
- Best Airline Consolidator
- Best Hotel: Makkah
- Best Hotel: Madinah
- Best Saudi Umrah Operator
- Best Mutawwif (Guide)
- Best Saudi Mobile Telecoms Provider
- Best UK Trade Operator: Hajj
- Best UK Trade Operator: Umrah
- Best UK Public Operator: Hajj
- Best UK Public Operator: Umrah



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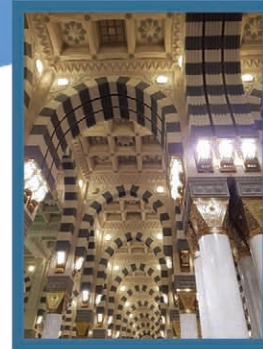




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