



2018 HAJJ & UMRAH *Excellence Awards*

INTERCONTINENTAL PARK LANE
LONDON

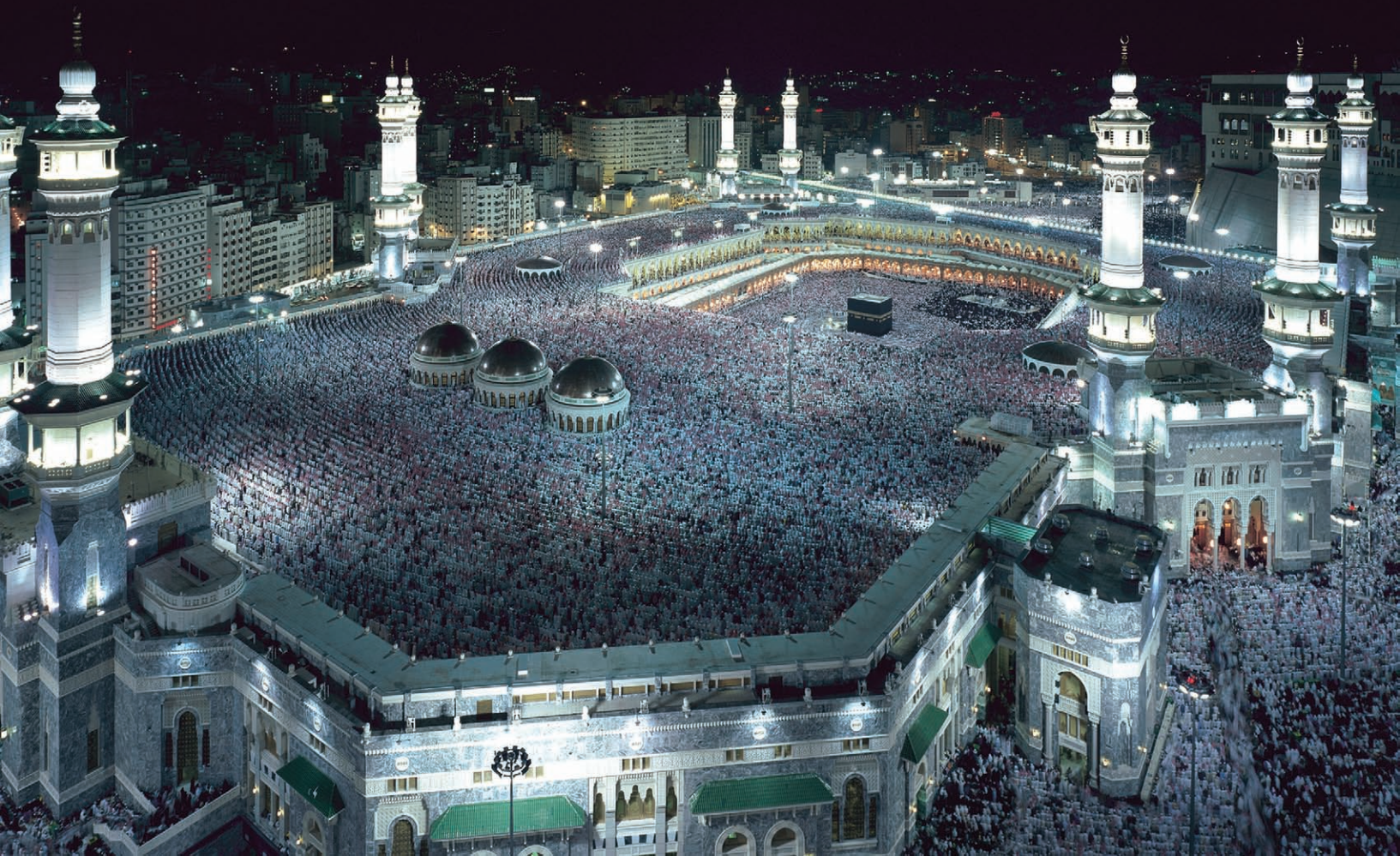
6 NOVEMBER 2018



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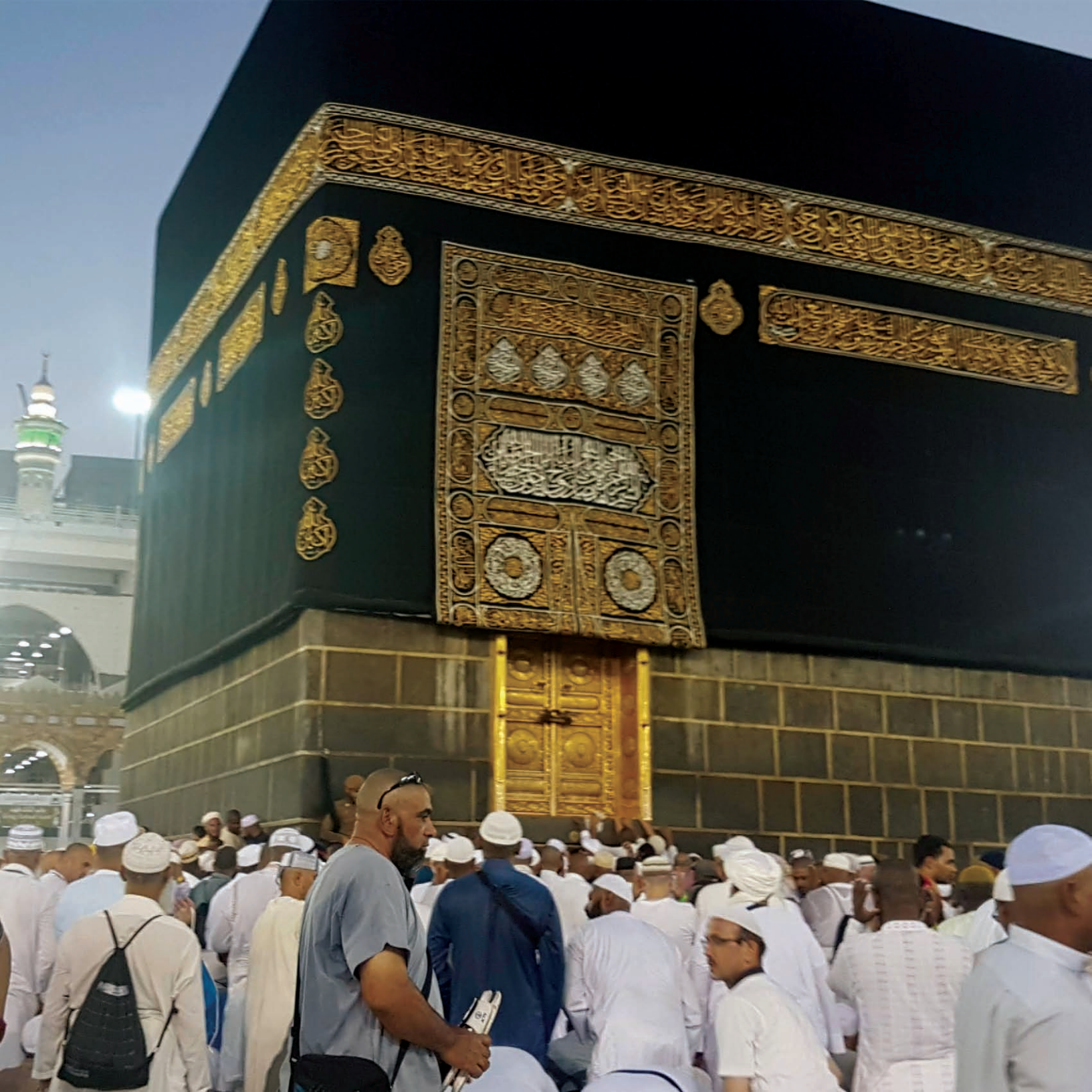
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CLARENCE HOUSE



"If there is much misunderstanding in the West about the nature of Islam, there is also much ignorance about the debt our own culture and civilisation owe to the Islamic world. It is a failure, which stems, I think, from the straight-jacket of history, which we have inherited. The medieval Islamic world, from central Asia to the shores of the Atlantic, was a world where scholars and men of learning flourished.

But because we have tended to see Islam as the enemy of the West, as an alien culture, society, and system of belief, we have tended to ignore or erase its great relevance to our own history."

His Royal Highness Prince Charles

Yasmin Qureshi MP



HOUSE OF COMMONS



I am delighted once again to be supporting CBHUK as it works towards helping British pilgrims undertaking the Journey of faith (Hajj & Umrah).

Hajj is the 5th and final pillar of Islam and one which all Muslim aspire to complete at least once in their lifetime. It is therefore important that they get best possible service and experience.

I am therefore proud to have co-founded the All-Party Parliamentary Group on Hajj & Umrah which was launched on 7th March 2018 in the Houses of Parliament. It is clear the Hajj & Umrah trade has an appetite to deal with issues within, in particular around Hajj fraud in close cooperation with Trading standards, Police and our Secretariat CBHUK and we commend their efforts to address this issue as well as others which will result in a positive pilgrimage experience.

I commend the efforts of the Kingdom of Saudi Arabia in serving British pilgrims during 1439H and the year on year developments taking place in the holy cities of Makkah & Madinah. The recently launched Haramain Train Service will be a real game changer in how pilgrims travel the pilgrimage routes in Saudi Arabia and will no doubt be a safer and quicker mode of travel for the future.

Finally, I am delighted to be supporting The Hajj Awards 2018 as I have done since its inception back in 2016. This is a great initiative which looks at the positive contributions of excellence within the industry, increases competition amongst its peers which ultimately means British pilgrims receive a better standard of service.

Best wishes to the finalists tonight.

Yasmin Qureshi MP

Shadow Justice Minister

Chair, All-Party-Parliamentary Group on Hajj & Umrah



Message of Support



Saudia is proud to be the Platinum Partner of the Council of British Hajjis UK (CBHUK) for the second year running at the 2018 UK Hajj and Umrah Excellence Awards.

We are delighted to share with you, this year has been our most successful Hajj on record, not only from the UK but for Saudia worldwide.

This is a testament to the efforts and the promise we made last year to the whole Hajj and Umrah community, that Saudia will continue to get better and we have, and we will continue to deliver.

In our bid to reach as many pilgrims and regular passengers as possible, we have new destinations, increased flights and improved our service from the moment you step into the airport and arrive at your destination.

Your safety and comfort is our priority. This is our commitment, from the airline that knows Hajj best. Saudia has been flying Hajjis for over 72 years.

Saudia flies to Jeddah and Riyadh daily from London Heathrow and five times weekly to Jeddah from Manchester. For more information, latest news, updates and promotions, please visit www.saudia.com

Mr Hesham Aldkhail

Country Manager, UK & Ireland
Saudia

CEO's Message



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

It gives me great pleasure to welcome you to The Hajj Awards 2018 where we Celebrate Success and Reward Excellence and to report back on the activities of the last pilgrimage season on 1439H.

There is real value to holding this event as it brings the industry together, an evening to celebrate, network and to do business whilst at the same time competing for that Excellence Award. This year has seen over 10,000 nominations received in over 10 categories and a real determination amongst the tour operators to get the recognition they rightly deserve.

In my view these companies demonstrate the desire and ambition of the “Best” in their categories, and as such are already winners in the eyes of their pilgrims who nominated them and voted for them, good Luck to you all tonight!

Last year's event was a great boost and helped us realise our vision and delivered our brand as a force to be contended with both in the UK and KSA. The sheer determination of our volunteers is what drives CBHUK to continue to innovate and deliver services to British pilgrims in partnership with individuals, organisations and Government bodies.

Our work with the British Consulate in Jeddah was further strengthened this year as we were able to feedback real time information on issues as and when they happened. The joint presence at Hajj also reinforced that partnership working.

Our Health at Hajj programme has taken on a whole new way of working both in raising pre-travel health awareness amongst overseas travellers to Hajj & Umrah through education of preventative health measure and the way this is delivered via our website, social media and at our Hajj & Umrah events.

We continue to work with existing partners like the Muslim Doctors Association and establishing new ones like Public Health England. We have also established links with the Saudi Medical Academy for Volunteers (SMAV) where a pilot health education program was delivered in Makkah during Hajj. More work will be done pre-travel with group volunteer doctors and on the ground in Saudi Arabia.

Throughout this brochure you will see evidence of initiatives CBHUK has deployed in supporting British pilgrims. One such historic achievement has been to establish the All-Party Parliamentary Group on Hajj & Umrah. This is going to be a great opportunity for us and the wider industry to work together to really clear up the issues so ultimately British pilgrims get a positive Hajj & Umrah experience. The APPG has already held 3 meetings since its inception with further meetings planned with stakeholders. It is clear that Hajj Fraud still is a big issue and to tackle this will be one of the APPG's priorities.

CBHUK will be the Community Partner for Leeds University's Dr Sean Mccloughlin's research into Hajj as he sets out to Map the UK Hajj industry, an independent report which through public and trade consultations will be published in 2019.

The UK Hajj & Umrah market is certainly gearing up for the Kingdom of Saudi Arabia's Vision 2030 as new companies enter the Hajj & Umrah market. This will increase competition which will benefit pilgrims in the long run.

Finally I would like to thank all our volunteers, well-wishers, Parliamentarians, and everyone involved in supporting CBHUK. Much thanks and appreciation to all our sponsors and partners for having faith in us to deliver the events.

May Allah bless you all.

Rashid Mogradia

Founder & CEO

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PARLIAMENTARY REVIEW

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THE LARGEST EVER INITIATIVE OF ITS KIND PROMOTING THE MOST
POWERFUL AND INFLUENTIAL MUSLIM MEN & WOMEN
WITHIN BRITAIN AND THE WORLD.

7th May 2018
Hilton Park Lane, London

RASHID MOHAMMED IQBAL MOGRADIA

CEO of CBHUK

Rashid Mohammed Iqbal Mogradia is a British born Muslim of Indian heritage. He is the founder & CEO of CBHUK (the Council of British Hajjis), a national charity which he founded in 2006 and which continues to work at grass roots in the United Kingdom and Saudi Arabia in supporting British Muslims embarking on the pilgrimage to Makkah to perform Hajj & Umrah, an industry worth over £310 million per year. He is the co-founder and secretariat of the All-Party Parliamentary Group on Hajj & Umrah.

Rashid has firsthand experience of working in large populated camps, and understands the logistical challenges faced in serving and treating people who require welfare and medical assistance. He regularly features in the national and international media and is consulted on matters of Hajj & Umrah by Government and National Bodies across the globe.

He pioneered the introduction of community-based health & safety advice and travel vaccination clinics in order to promote a better understanding & minimising health risks when abroad and has worked with major vaccine suppliers to ensure continuous supply of travel vaccines that is both affordable and accessible for travellers to Hajj & Umrah.

His work with CBHUK has led to a shake up within the sector to address issues around Hajj Fraud and working with the Police and the industry to raise standards of service for a positive and memorable life changing experience for pilgrims.



Rashid has firsthand experience of working in large populated camps, and understands the logistical challenges faced in serving and treating people who require welfare and medical assistance.

Under his leadership, CBHUK was recognised as the Best Community Organisation at the British Muslim Awards 2018.

He runs a successful design & print business in his home town of Bolton and has had the pleasure to have served HRH The Prince of Wales with premium printed material for his charities. Rashid is an expert in the field of IT, Branding & Marketing and Business consulting.

A forward thinker always innovating in ways in which he can benefit others.

British Muslim Awards: WINNER



presented by



AL RAYAN BANK

#BritishMuslimAwards



presented by



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Dr Myriam François

hosting the award said

“The Community Organisation Award is about recognising the positive impact being made by organisations that are making a tangible difference and that in itself is a vast accomplishment.

Those achievements which leave a legacy and positive change to carry forward into the future should, therefore, be held in the highest esteem.”

CBHUK won the **Best Community Organisation Award** at the **British Muslim Awards 2018**.

Founder & CEO of CBHUK Mr Rashid Mogradia pictured with Naz Shah MP.



31.01.2018

APPG on Hajj & Umrah



A historic achievement within the UK Hajj & Umrah sector took place on 7th March 2018 with the inaugural meeting in the Houses of Parliament London of the All-Party Parliamentary Group (APPG) on Hajj & Umrah co-founded by Rashid Mogradia and Yasmin Qureshi MP.

CBHUK acts as the Secretariat to the group which looks at issues affecting the industry and on British Muslims embarking on the Journey of Faith.

In attendance was the British Consul General (Jeddah) Mr Barrie Peach and his successor Mr Seif Usher as well as notable members from within the industry, Police and Trading Standards.

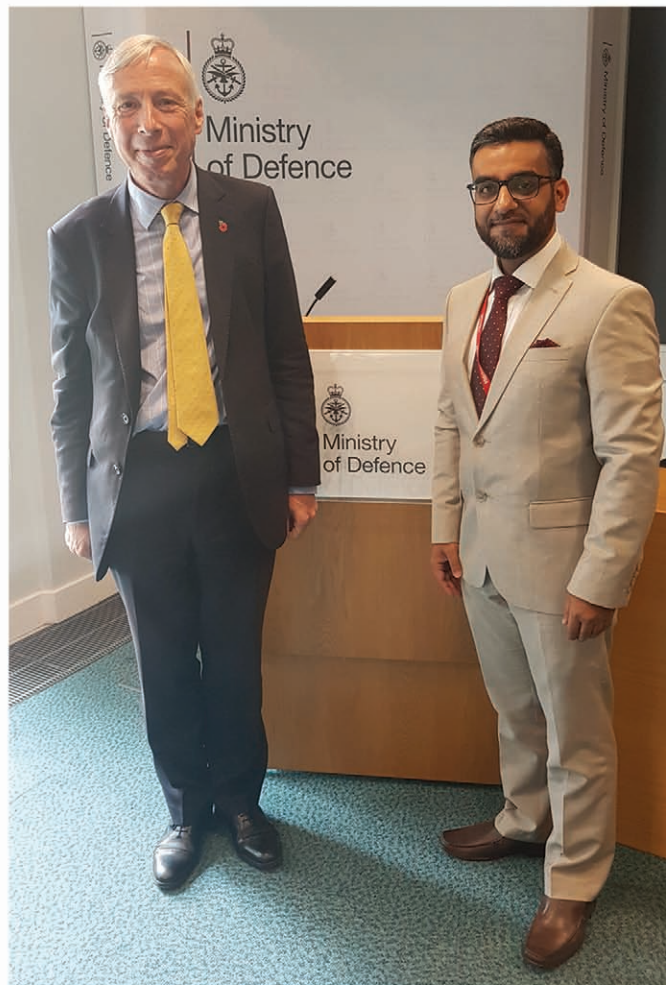


07.03.2018

Network: CBHUK



Leader of the Labour Party Rt Hon Jeremy Corbyn MP at the MCB Leadership Dinner - 20th April 2018.



Our CEO with the Rt Hon Earl Howe, Minister of State for Defence and Deputy Leader of the House of Lords at a MOD Meeting on 4th April 2018.



CBHUK CEO, Rashid Mograda at the Launch of the "Change the Script" campaign with Baroness Uddin, 16th April 2018.

Media



On Saturday 21st April, a coach carrying pilgrims in Saudi Arabia was involved in an accident. Four British people sadly died and 12 others were hurt in a coach crash in Saudi Arabia.

A series of Media interviews with the BBC radio were delivered on 22nd and 29th April.

Full Article:

<http://cbhuk.org/news/general-news/statement-re-cent-road-traffic-accident-affecting-britons-pilgrim-age-22-3-18/>



22.04.2018



Picture taken at their special meeting with HM Consul General Mr Barrie Peach and the consulate team from Jeddah. Our CEO had the honour of speaking at the event and highlighting the work of the APPG on Hajj and Umrah and how the industry can unite and work together in serving British pilgrims.

Earlier in the year he was invited to address the LHO at their AGM. LHO was officially launched at the CBHUK Hajj Debrief in 2016. CBHUK continues to engage with the trade and support them in raising standards which will benefit pilgrims.



30.04.2018

Community Partnerships



CBHUK was proud to support the Islam Channel Eid Gala Dinner 2018 alongside leading charities and brands.

www.islamchanneleid.com



29.06.2018

Hajj Seminars 2018



Sheikh Yunus Dudhwala delivers Hajj training at the London Muslim Centre.



Hajjis are presented a Certificate of the Hajj Course Completion which covered health, safety and rites of Hajj & Umrah. Pictured with Lord Qurban Hussain.



30.06.2018 - 15.07.2018



Hajjis in Luton were delivered the Hajj Seminar using our newly developed educational app by our recently appointed Chief Education Officer Mr Abdul Akbur and presented Certificates on successful completion of the program which covered Health, Safety & the Rites of Hajj & Umrah.



Lord Qurban pictured with team CBHUK and PC Sajida Zaman at the Luton Hajj Seminar 2018.



Imam Rashid Ali Musa delivers the Northwest Seminar in Bolton. He has supported CBHUK since its inception in 2006.



Naz Shah MP opens the Bradford Hajj Seminar 2018



Shaykh Abdul Khabir interacts with Hajjis at the Bradford Hajj Seminar. He is another supporting figure of CBHUK for many years.



Sheikh Suliman Gani & Abdul Akbur deliver the Luton Hajj Seminar.

Fusion Awards: Finalist



CBHUK were Finalist at the FUSION AWARDS 2018 for the Best Community Group of the Year.

L-R: Amar Hussain, Rashid Mogradia, Yasin Ahmed, Mohammed Iqbal Mogradia, Bilal Dawood
Back: Asad Ansari

 07.07.2018

Live Twitter Q&A #HajiUK



CBHUK actively participated in the LIVE Twitter Q&A session to answer questions from British Nationals planning to perform Hajj

The annual Q&A was organised by @UKinSaudiArabia of which CBHUK has been an active participant since 2013.

Check out #HajiUK on Twitter

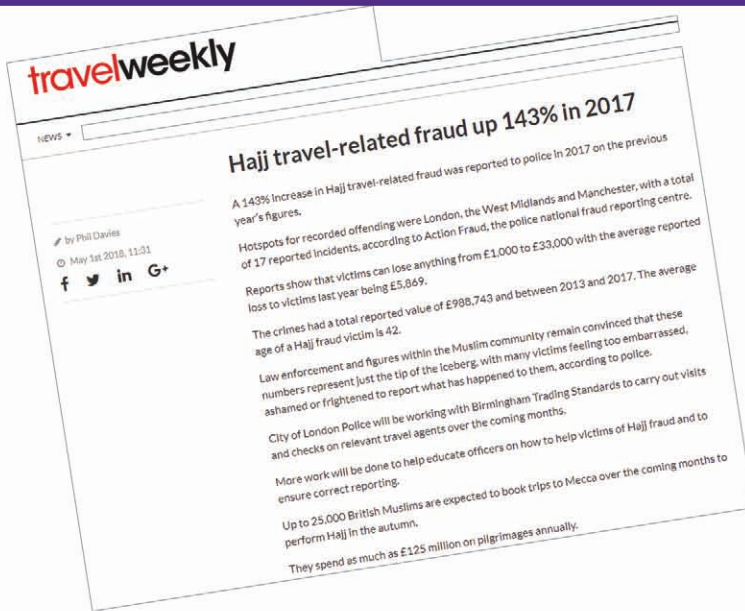
Hajj Fraud



Day of Action at London Heathrow Airport during Hajj 2018.
Pictured with Officers from City of London Police, CBHUK, Licensed Hajj Organisers and Pilgrims.

 12.08.2018

#HajjFraud



143% ↑

According to a report by Action Fraud, 'Between 1 January 2017 and 31 December 2017 there were 17 reports of Hajj-related fraud made to Action Fraud, marking a 143 per cent increase on the previous year's reporting figures. Hotspots for recorded offending were London, the West Midlands and Manchester.'



British Airways ground crew and London Heathrow team pictured with CEO from CBHUK at the day of action at Terminal 5.



Naz Shah MP with PC Sajida Zaman at the Bradford Hajj Seminar 2018. Raising Hajj Fraud Awareness

EqualiTeas



L-R David Crausby MP (Bolton West), Rashid Mogradia (CBHUK) and Leader of Bolton Council Cllr Linda Thomas launch EqualiTeas 2018.



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Register online:
www.cbhuk.org/events/equaliteas/
or Call: **01204 655888**

CBHUK participated in the EqualiTeas 2018 campaign organising an afternoon tea event in Bolton.

Civil participation and raising awareness of the work of CBHUK through local and national initiatives.



01.07.2018

Hajj Awareness: Deloitte



04.07.2018

Hajj 2018



Day of Arafat, 20.08.2018

We were honoured once again to be the only UK Hajj & Umrah charity to be on the ground serving British pilgrims. Thank you to Elsayw Travel who kindly sponsored the trip, May Allah (God) bless them and Camp 38 for their hospitality during the days of Hajj. Thank you to all the volunteers and doctors who helped us on this journey.

Having a ground presence allowed us to work closely with the British Consulate, Tour Operators in serving British pilgrims. From issues affecting Hajj Fraud and Mis-sold packages to preventing a public health outbreak, we utilised our connections and networks to engage with Saudi Ministry of Haj & Umrah and Ministry of Health to assist us in dealing with cases. Commendable efforts all round by the Kingdom of Saudi Arabia.



13.08.2018 - 29.08.2018

Islam Channel at Hajj 2018



Live media interview with Islam Channel from the Fairmont Hotel Makkah ahead of Hajj with our CEO Mr Rashid Mogradia and our Hajj Doctor on Call Dr Imran Zia (Group Doctor for Al Hidaaya Travel).



Our CEO with Mr Mohammed Ali (CEO of Islam Channel)



British Consulate Jeddah



On the ground in Mina with UK tour Operators, Pilgrims and the British Consulate Team led by Deputy consul Mr Kabir Rahman.



19.08.2018



CBHUK CEO with the SMAV team of doctors

CBHUK partnered with the Saudi Medical Academy for Volunteering to deliver a Pre-Hajj Health Seminar to the Elsayy Travel Group at the Safwa Royal Orchid Hotel Makkah with free health checks. This was the 1st event of its kind and plans are underway to work closely with UK doctors ahead of Hajj 2019.



19.08.2018

On the Ground at Hajj



On the ground in Mina with UK tour Operators and Pilgrims creating Health & Safety Awareness and Support.

Team CBHUK pictured with Al Hijaz Tours & Travels Ltd in Camp 38.



22.08.2018



Water bottles were distributed at Hajj this year sponsored by USI Money. These were really useful and the pilgrims thanked us dearly.

British Consulate Jeddah



On the ground in Mina with UK tour Operators, Pilgrims and the British Consulate Team led by Deputy consul Mr Kabir Rahman.



19.08.2018



Saudi Gazette

ARAB NEWS

British pilgrims all praise for excellent Haj services September 3, 2018

Saudi Gazette report

JEDDAH — British Consul General and his team recently welcomed a delegation the Council of British Hajjis (CBHUK) at the consulate premises. They discussed issues affecting British pilgrims from mis-sold Haj packages and Hajj fraud to health related and welfare matters.

They lauded efforts by Saudi authorities in providing services to pilgrims and in keeping the Hajj incident-free through enhanced crowd management techniques.

Barrie Peach Consul General said: "I congratulate CBHUK for the important work that they do in supporting the needs of British pilgrims in close cooperation with the consulate".

Rashid Mogradia, leader of the delegation, said: "I would like to thank the consul general for hosting us and the cooperation extended by his team in the run-up to and during Hajj.

Our ability to engage with local partners, volunteers and local government departments has allowed us to strengthen our network to support British pilgrims in cooperation with the consulate. This has ranged from pre-Hajj travel advice to on the ground one to one interventions and sign posting to local services.

In particular we commend and praise the rapid response from the Saudi Ministry of Health in deploying a field team of nurses and doctors to a UK tour group where a case of over 20 members of the group had reported cases of projectile vomiting and diarrhea. Through our network and support from the ministry we were able to prevent a possible public health outbreak".

Prince Islam Elsaywy said: "We were honored to host the CBHUK team in our camps and witnessed first hand the important work they do in supporting British pilgrims in their life defining journey of Hajj. I extend my thanks and appreciation to the British consulate team for visiting us and other licensed Hajj organizers in the European camps during Hajj.

- Council of British Hajjis volunteers will continue to offer assistance to UK citizens until Aug. 28
- Nearly 2.4 million people have attended the Hajj pilgrimage this year

JEDDAH: A team of volunteers from the Council of British Hajjis is working in Saudi Arabia to help and support pilgrims from the UK. In addition to general assistance, they can arrange medical treatment and are offering general health advice.

Rashid Mogradia, the CEO and founder of the council, which is Britain's national Hajj charity, praised the improvements made by Saudi authorities this year.

"It is an absolute honor once again to be here in the Kingdom of Saudi Arabia to serve the guests of Almighty Allah," he said. "There have been some significant developments by the Saudi authorities, from air-conditioned tents in Mina to mobile-phone apps, which all helped pilgrims achieve a positive and memorable Hajj experience."

Mogradia said that there had been no problems among the British pilgrims.

"Despite the heavy sandstorm on Sunday night, the stay in Mina and the day of Arafat have gone smoothly, and as pilgrims continue their rituals over the coming days, I would like to wish Muslims in the UK and across the world Eid Mubarak," he added.

Pakistani-born British MP Yasmin Qureshi, the chairwoman of the All-Party Parliamentary Group on Hajj & Umrah, said that the council is also exploring ways to improve the services offered to pilgrims.

"They will ... be carrying out out field research that will help the cross-party group understand the needs of the pilgrims and any support afforded to British nationals, and how it can be further improved for a memorable Hajj experience. I wish all pilgrims a Hajj Mabroor — an accepted Hajj."

The council's team arrived in Saudi Arabia on Aug. 14 and will remain there until Aug. 28. Representatives from the British Consulate in Jeddah are also visiting camps hosting British citizens to offer assistance.

August 22, 2018

British charity chief praises improved Hajj services

Ministry of Haj & Umrah



Our CEO Mr Rashid Mogradia is pictured with Minister of Haj & Umrah Dr. Mohammad Saleh bin Taher Benteen at the Annual Haj Conference in Jeddah celebrating a successful Hajj Season.



L-R Hamdy Elsayy (Elsawy Travel), Deputy Minister of Hajj & Umrah
Dr Abdulfattah Suliman Mashat, Rashid Mogradia (CBHUK).



Thank you



A heartfelt thank you and appreciation goes out to Elsayy Travel for sponsoring our Hajj Campaign 2018.

Pictured at the South Terminal of King Abdulaziz International Airport, Jeddah.



29.08.2018

Mental Health & Hajj



On 5th September 2018, the Muslim Network Collaboration marked the end of the Hajj (pilgrimage) period with a seminar assessing the impact of the Hajj on mental wellbeing.

While recognising that the spiritual experience of the Hajj provides increased resilience leading to reduced mental morbidity rates, it was also recognised that more can be done, both on the ground and pre-travel, to improve the mental wellbeing of pilgrims and their families across all mass gatherings. Attendees including those from the Metropolitan Police, Foreign Commonwealth Office and the HR Armed Forces, among many others, heard from speakers including CBHUK.

MUSLIM NETWORK HEALTH COLLABORATION

MENTAL HEALTH AND HAJJ

& SEMINAR
WED 5TH SEPT 12PM
WELLINGTON HOUSE
ROOM 3.10 & 3.11

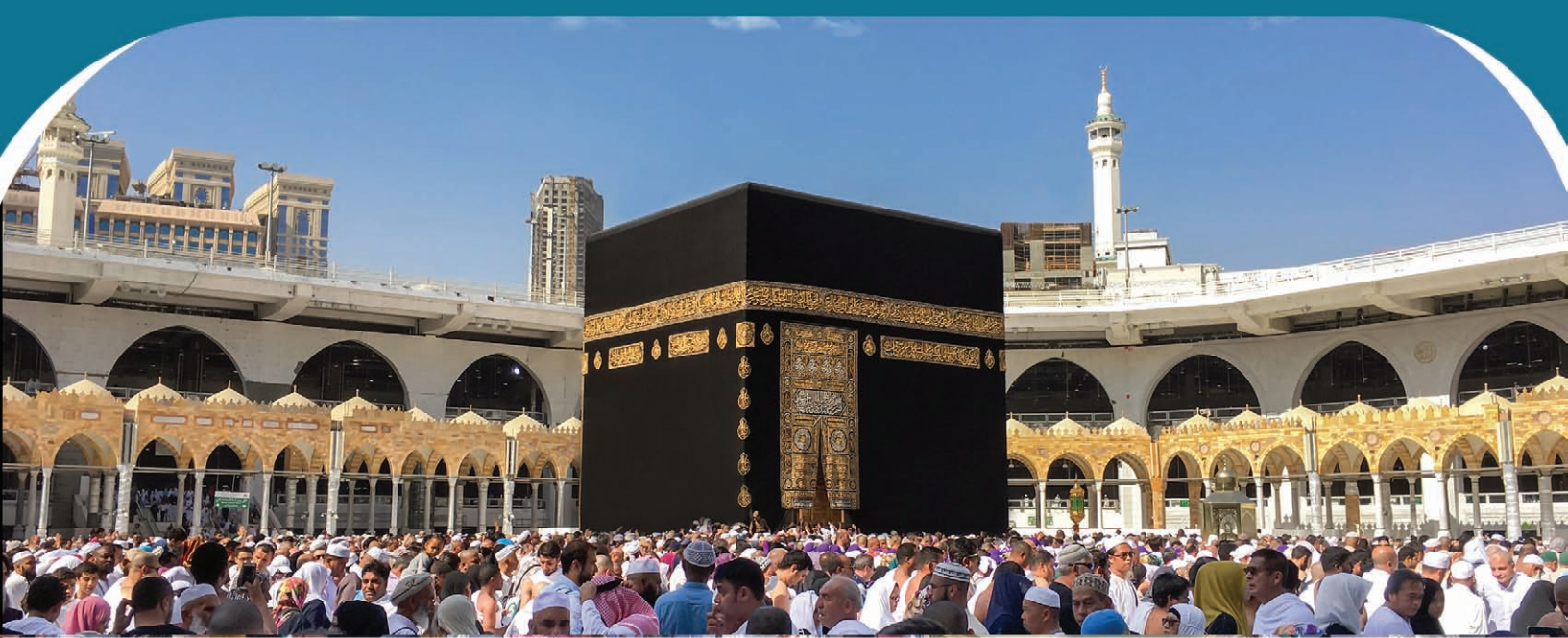


- Hajj and mental health
- Mental health prevention in mass gatherings
- Provider and policy insights

Places are limited



 05.09.2018



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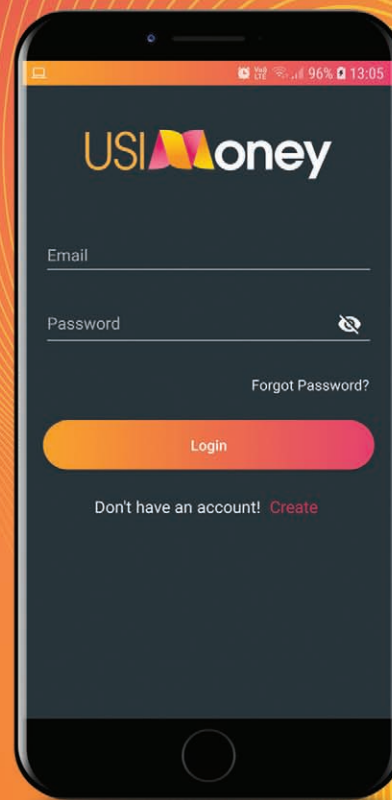
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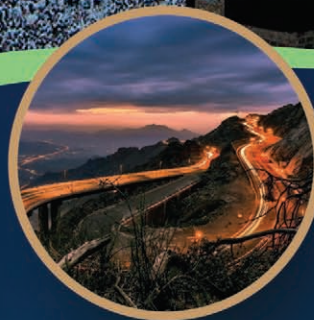


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2018 HAJJ & UMRAH *Excellence Awards*

THE AWARDS

The Hajj Awards 2018

Celebrating Success, Rewarding Excellence!

The UK Hajj & Umrah Excellence Awards launched at the CBHUK Hajj Parliament Debrief in 2016 recognises the contribution from within the Hajj & Umrah industry in providing services to British Pilgrims.

2017 was a groundbreaker in delivering a first unique black-tie dinner in the UK to celebrate success and reward excellence.

The 2018 Excellence Awards is set to build on this attracting nominations from the UK Hajj & Umrah industry as well as global brands all competing for the 'Best Awards for Excellence' in their sector.

With over 10,000 Public Nominations and hundreds of Trade Nominations from the UK and Saudi Arabia it illustrates the level of interest and desire for recognition and increased competition amongst the service providers. The Hajj Awards 2018 is a prestigious event for the industry and we aim to break all records.

To all the Judges, and those individuals who have asked to remain anonymous (you know who you are) that have supported us with critique, guidance and steer to make sure the event is a great success, a heartfelt thank you!

Finally, to our sponsors and partners for allowing us to realise our vision and without whom this event would not be possible - Thank you!

Good Luck to all the Finalists!

The Hajj Awards Team



The Rt Hon Baroness Uddin



I am delighted to be supporting CBHUK and the Hajj Awards 2018

It is important to recognise and celebrate success and recognise as ways in which to encourage organisations and individuals to maintain higher standards with a view to providing the best customer experiences. This Award may indeed be a benchmark of excellence for improvement of service to Hajj and Umrah customers

The Industry, as a collective, must also take full responsibilities to ensure that families and individuals undertaking this important journey, understand and are made aware of health and safety given that tragedies sadly do occur.

I am honoured to be a part of All Party Group on Hajj and Umrah and look forward to collaborating with Trade, Community organisations alongside Government institutions for the betterment of Pilgrim welfare.

I commend CBHUK and their sterling efforts on the ground in supporting British Pilgrims and their commitments to influencing highest industry wide standards.

Manzila Uddin

Member of the House of Lords

Vice-Chair, All-Party-Parliamentary Group on Hajj & Umrah



The Judges



RASHID MOHAMMED I. MOGRADIA

Convener of Judges

Rashid is the founder & CEO of CBHUK - a national award-winning charity he founded in 2006 and which continues to work at grass roots in the United Kingdom and Saudi Arabia in supporting British Muslims embarking on the pilgrimage to Makkah to perform Hajj & Umrah. He co-founded the All-Party Parliamentary Group on Hajj & Umrah and was listed as a 'Trailblazer' in the 2018 Muslim Power 100 List.



BARONESS UDDIN

Baroness Uddin is a life peer and community activist of Bangladeshi descent, being the first Muslim and second Asian woman to sit in the Parliament of the United Kingdom.

In 2009 she was included on the Guardian's Muslim Women Power List for Britain. Uddin is the vice-Chair of the All-Party Parliamentary Group on Hajj & Umrah.



YASMIN QURESHI MP

Yasmin Qureshi is the Member of Parliament (MP) for Bolton South East in the May 2010 general election, and re-elected in 2015 and 2017.

She is currently the Shadow Minister for Justice since October 2016, and the founder and chair of the All-Party Parliamentary Group on Hajj & Umrah.



SIR IQBAL SACRANIE OBE

Sir Iqbal Sacranie is the former Secretary General of the Muslim Council of Britain and has been actively involved in voluntary capacity with community and charitable activities for the last four decades in the UK and overseas.

His main interest has been to ensure that faith and ethnic communities are treated fairly, equally and given due recognition of their contribution to the society.

The Judges



MOHAMMED ALI HARRATH

As a multi-media mogul, Mohamed Ali holds a formidable career that has seen him become one of Britain's most influential figures.

Chief Executive Officer of Islam Channel TV, Mohamed Ali oversees the operation of Islam Channel Urdu, France Islam, Teebah Foundation, The Dawah Project and is the chairman of the Global Peace and Unity Festival.



NADEEM QURESHI

Nadeem is the founder and CEO of Usoft Solutions and the founder of USI Money a fintech payment services provider based in the UK.

A formidable figure and entrepreneur, Nadeem is a key figure within the Hajj & Umrah industry as well as the tech world with over 20 years experience.



KRISTIANE BACKER

In 2012 Kristiane Backer published her best-selling memoir 'From MTV to Mecca' in the UK. After performing the Hajj 2018 in Saudi Arabia, Kristiane Backer was the only female keynote speaker during the Hajj Closing Ceremony in Jeddah which was broadcast live on TV around the Muslim world and she was selected to address the Emir of Mecca during a Hajj press conference. A video of Kristiane produced in Mecca at the Holy Mosque, the Haram Sharif, went viral and received over 13m clicks.



RABIA BHATTI

Rabia Bhatti is an International Government Consultant specialising in strategy, engagement and communications.

Rabia is also a Governor for the Buckinghamshire College Group, Panel Member of the Buckinghamshire Grants Panel and a Regional Board Member for 'Remembering Srebrenica' Formerly one of the youngest elected female politicians in the UK, Rabia is a regular contributor on both TV and Press media.

Award Categories

Best Airline Carrier: Hajj

This awards recognizes excellence in the service and operations during the season of Hajj, when airlines in particular are at their busiest. The best airline Hajj also recognises the consistency and growth that the carrier has achieved in serving British Pilgrims.

Best Airline Carrier: Umrah

This awards recognizes excellence in the service and operations during the season of Umrah. Best Airline Umrah award highlights the consistency in service that the carrier has achieved in serving British Pilgrims.

Best Hotel: Makkah

This unique honourable award recognises the exceptional experience which pilgrims receive in fulfilling their religious duties in the Holy city of Makkah. Best Hotel Makkah is not only about rewarding 5 star hotel, but also to highlights the highest standard in customer services, catering and facilities that pilgrims receive.

Best Hotel: Madinah

This award recognises the exceptional experience which pilgrims receive during their stay in the beautiful city of the Prophet in Madinah Al Munawara. Excellence in standards, customer services, catering and exceptional facilities that is reflective of the Madinah Hospitality.

Best Saudi Mobile Telecoms Co.

This category which has been voted by both the public and trade is to reward operational excellence during Hajj to ensure that UK pilgrims amongst the millions of pilgrims from around the world who are able to keep in communication locally and intentionally with loved ones back home.

Best Hajj Tour Operator (Trade)

The best Hajj Operator as voted by the trade. This award is special in two ways as it brings the industry fraternity and recognises from one of their own. Secondly a company who has excelled and has established good standing within the UK operators.

Best Umrah Tour Operator (Trade)

The best Umrah Operator as voted by the trade. Being the best means staying the best over and over again. This award acknowledges exactly that ... "for industry and by the industry".

Best Umrah Tour Operator (Public)

This award is a public recognition and endorsement of excellence in Pilgrims Umrah experience. The traffic from the UK and globally for Umrah is expected to rise faster and quicker than Hajj and maintaining high standards in a demanding market is testament to the hard work this Umrah Operator has established.

Best Hajj Tour Operator (Public)

This next award is probably the highest accolade that a UK Hajj Tour Operator can receive from the UK public. This award is a shining example of how a regulated company in the UK and from the Ministry of Hajj is leading in services and UK pilgrim customer experience, satisfaction and exceeding pilgrim expectations. It also demonstrate a track record and potential for growth.

Best Airline Consolidator

This awards recognizes excellence in the service and operations during the season of Hajj, when airlines in particular are at their busiest. The best airline Hajj also recognises the consistency and growth that the carrier has achieved in serving British Pilgrims.

Award Categories

Best Airline Consolidator

This award recognises the professional conduct to the trade by consolidators and customer service to organisers.

Innovation in Hajj & Umrah Award

A unique award to showcase innovation in Hajj and Umrah related services to better industry standards.

Technology in Hajj & Umrah Award

Technology has been highlighted as one of the biggest areas of change to pilgrims and external agents globally. We are seeing a rise in technical excellence to solve historical practices in today digital era, and one which should be embraced to enhance the pilgrim experience.

Public Sector Award

This award recognises the hard work which Public sector agencies and government bodies maintain to keep us protected and safe.

Trailblazer Awards

The Trailblazer Award goes to companies who have demonstrated the ability to innovate and adapt to market changes and has potential for growth.

Special Recognition Award

This awards recognises the contribution and service delivered to pilgrims at the highest standard and year on year improvement that can be measured.



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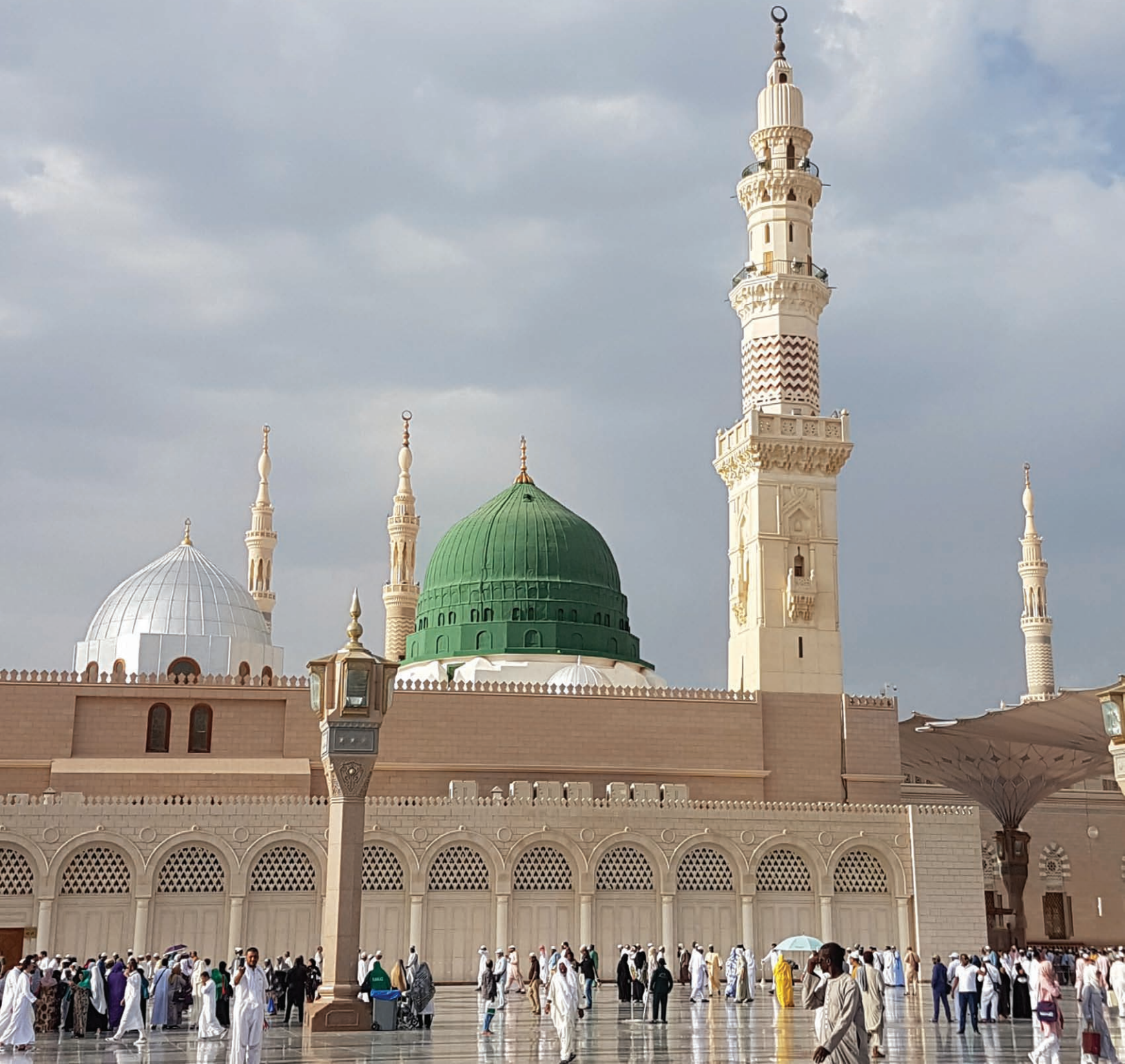
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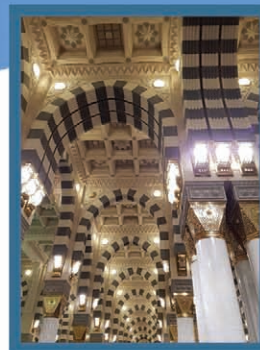
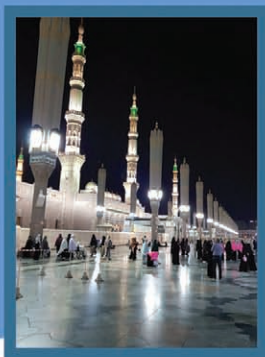
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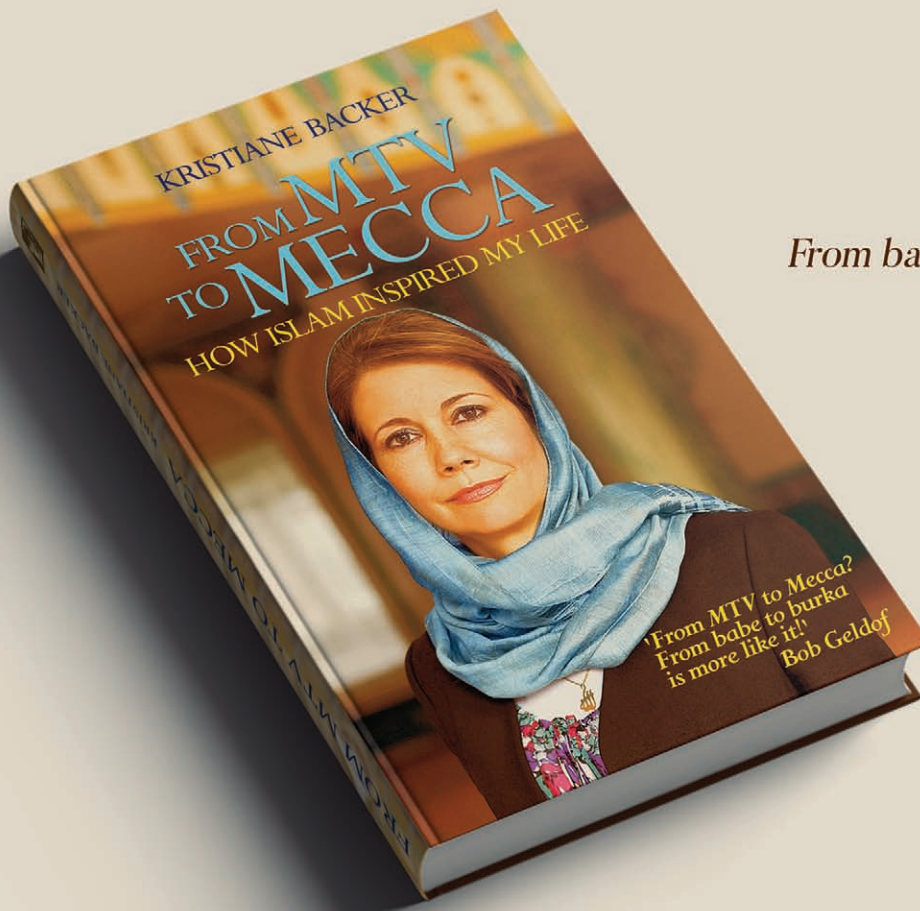
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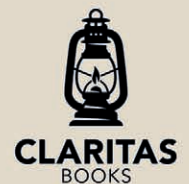
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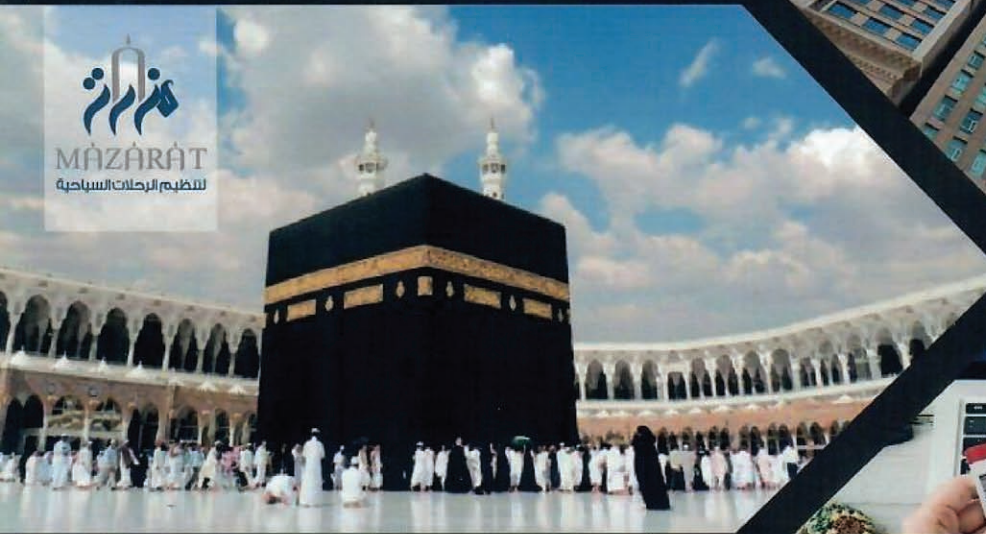
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