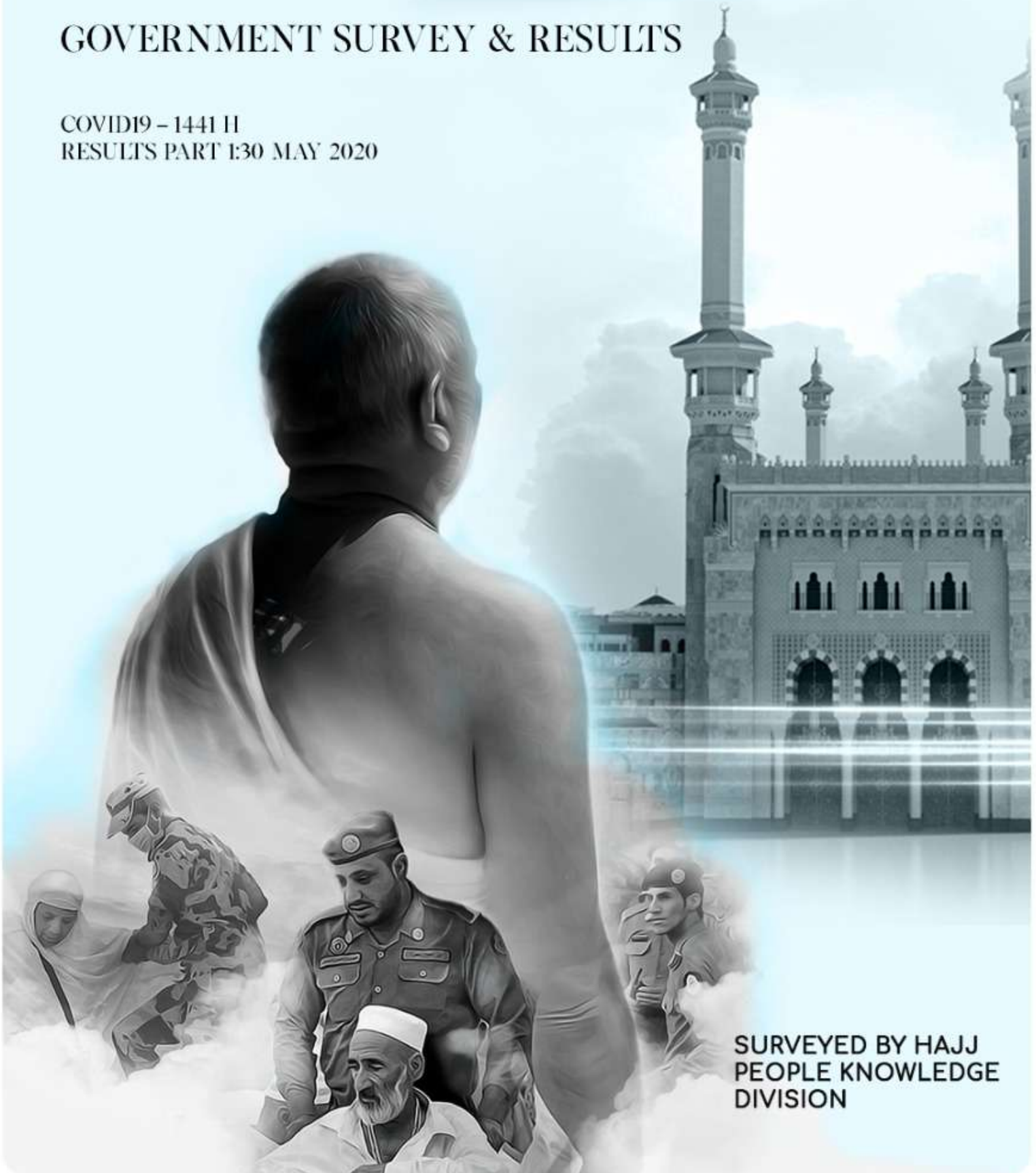


PRINCIPLES IN ORGANISING HAJJ UNDER PANDEMIC CONDITIONS

GOVERNMENT SURVEY & RESULTS

COVID19 – 1441 H
RESULTS PART I:30 MAY 2020



SURVEYED BY HAJJ
PEOPLE KNOWLEDGE
DIVISION

Principles In Organising Hajj Under Pandemic Conditions: Government Survey Results

The blessed continuation of Hajj & Umrah pilgrimages in its normalcy is of paramount importance to the Kingdom of Saudi Arabia and Muslims communities across the globe. “Hajj Under Pandemic Conditions” is a phenomenon that adds an extra layer of complexity towards Hajj Management, creating new challenges and obstacles for industry stakeholders to overcome.

Our commitment in building a body of knowledge to help contribute towards the rejuvenation and recovery process of Hajj during these testing times begin with understanding and establishing the factual realities that guide government decisions under COVID 19 pandemic conditions.

The data collection process in the form of interviews and surveys began on the 20th of April 2020. We are grateful to our research participants, and we thank you, recognising your commitment and contributions in helping us build a foundational piece of work that will empower decision makers globally.

This survey reports the results of the “WHUC Foundation’s, Principle In Organising Hajj Under Pandemic Conditions - Government Survey. Represented within the results is the feedback from Government Agencies officially responsible for the national pilgrimage affairs of Hajj within their respective countries.

Participants who submitted their feedback outside of the set deadlines have not been included within this report. Your feedback will still be utilised for on going research purposes and for individual review. National responses shall be made available to our partners’ only through a consensual process, as we observe strict a data protection policy.

Perspectives of the participating 25 countries have been logged and analysed; reflective of 890,000 International Hajj Pilgrims, approximately 49% of all international Hajj and 37% of all Hajj.

Detailed within this report are the survey statistics only, amalgamated and presented as universal findings. The commentaries provided have been documented and shall be utilised for capacity building initiatives in tackling the adverse effects of COVID 19 pandemic.

The views reflected by the results in this report are reflective of Government Agencies responsible for 890,000 International Hajj Pilgrims, approximately 49% of all International Hajj Travel.

We express our gratitude to all our staff, colleagues, partners, volunteers, members and affiliates for their contributions, guidance, effort and dedication; facilitating the study to derive valuable insights and on-going research in pandemic Hajj.



Survey Format

The survey was designed to capture unequivocal responses granting only three options, Yes, No or Abstain from answering. The “20 Questions” identify the capacity levels as well as the willingness, readiness, feasibility and contingents on measures that have been identified as critical in organising Hajj groups under COVID19 pandemic conditions during our study.

The questions have been deliberately framed to ascertain the explicit position and perspectives held by Government agencies responsible for Pilgrims. Establishing the global position upon principles that could potentially enhance or hinder the overall Hajj experience under COVID 19 pandemic conditions, deem it feasible or not feasible or what treatments need to be applied to achieve uniformity in “Global Hajj Management Excellence”.

Disclaimer

The WHUC Foundation is a Non-Government and a Non-Representative Organisation, independent of the Saudi Ministry of Hajj and Umrah and the Saudi government.

The WHUC Foundation recognises the sovereignty of the Saudi Ministry of Hajj and Umrah and the Saudi government as the sole authority on regulating the affairs of the Hajj and Umrah Pilgrimages.

The WHUC Foundation holds no authority on the affairs of nation states or policies developed by respective countries in managing their own pilgrims’ preparatory affairs.

The research undertaken by the WHUC Foundation, Hajj People and partners is part of an on-going process that continues to refine the data sets, information, knowledge procured, analysis both factual and conception. We continue to deepen our understanding in Pandemics and Mass Gatherings, regularly updating our reports as working documents.

The results derived are factual, documented and collated inline with Hajj People Knowledge Division’s research quality standards and practices. The data presented are subjective and objective as well as open for interpretation. Entities are wholly responsible for deriving conclusions and implementing devised strategies as a result of the presented study findings.

Hajj People has conducted this research observing ethical research guidelines as well as best practice methods. Hajj pilgrimage is a sensitive subject matter and requires caution, benefactors of this content are requested to observe ethical usage guidelines and ensure statements within this document are not misrepresented or taken out of context.



WHUC Foundation Introduction

The World Hajj and Umrah Care Foundation (WHUC Foundation) is a non-profit organisation, established by Hajj People Company and Board Members as part of their Corporate Social Responsibility Programme. We are dedicated towards the development of a Healthier more vibrant Hajj and Umrah Eco-System.

Working alongside other NGO's, Institutions, both public and private. Intently focused on providing solutions centred on health, safety, security, hygiene, education, social well being and cleanliness.

Our unique ecosystem is developed over the course of 10 Years and present in Europe, Asia, Asia Pacific, Africa and the Middle East.

Our initiatives address our most pressing challenges, creating global opportunities in advancing the Hajj & Umrah sectors contribution towards the Pilgrimage and Pilgrim development.

We are a forward thinking organisation that understands the importance of education as the catalyst for progress and the tool for empowering Pilgrims and Industry to shape a more prosperous, enriched, empowered and enhanced present and future.

COVID 19 Hajj & Umrah Means & Measures Team

Our Special Projects Division seeks to innovate ambitious and scalable solutions to address the challenges that came along with the advent of the COVID19 Pandemic.

The negative impact of COVID 19 on the Hajj & Umrah Sector can be felt across, social, political, commercial, health, educational and religious divides, impacting the entirety of the Hajj & Umrah Eco-System.

Our team of specialists represent a plethora of credible field experience and academic insight. Brought together for their expertise in Hajj & Umrah Management, R&D and Pandemics, the World Hajj and Umrah Care Foundation along within its partners' seeks to produce viable solutions to address the current challenges and to aid in the industries rejuvenation process.

WHUC Management Team

Our executive leadership team overseas all the foundation's efforts. The committee meets regularly to ensure that all of our teams perform efficiently and to facilitate cross-functional connections.

The WHUC Foundation is an integral part of the Hajj People Corporate Social Responsibility Programme with on-going contributions being made regularly by Hajj People Company, Hajj People Board Members, Honorary Members and Volunteers.

Specialist teams are recruited to help meet our goals and to successfully accomplish initiatives incubated by the WHUC Foundation.

Our global policy and advisory leadership team oversees the foundation's work to build strategic relationships with governments, private organisations, philanthropists, media organisations, Hajj and Umrah policy experts and other key partners that are critical to the success of the foundation's mission.

About HAJJ PEOPLE

Celebrating our 10th anniversary this year, Hajj People has created meaningful solutions for over a decade in more than 21 Countries. Our reach, influence, insights and impact has been the source for commercial, social and educational development across multiple sectors, ranging from Aviation to Pilgrim Welfare, from Pilgrim to Government Policy decisions.

Working alongside both private and public sector companies and institutes, Hajj People Divisions have revolutionized entire sectors for the benefits of millions of Pilgrims Worldwide.

Our purpose remains the same, contribute and cultivate quality initiatives that create value, develop a healthier Hajj and Umrah sector for future generations to continue benefiting from.



Principles In Organising Hajj Under Pandemic Conditions

Official Government Survey Results in Percentages - A

Article 1: Pilgrim Quarantine

Q1

Do you agree to Quarantine your Pilgrims for an agreed duration of time prior to Hajj departure and prior to the Pilgrim returning to his home?

YES	NO	ABSTAIN
68%	16%	16%

Article 2: Quota Amendments

Q2

Do you agree to a significant Hajj Quota reduction, whilst maintaining the same if not a higher number of Pilgrim Welfare Staff?

YES	NO	ABSTAIN
72%	12%	16%

Article 3: Budget Adjustments

Q3

Do you agree to amend your Hajj budgets as necessary, remaining inline with the increases in costs to meet help meet stringent Hajj Health and Safety protocol, measures and processes?

YES	NO	ABSTAIN
63%	21%	17%

Article 4: Education & Enlightenment Programmes

Q4

Do you agree to provide your Pilgrims with the necessary education, induction and training prior to departure, covering all aspects of Health & Safety?

YES	NO	ABSTAIN
88%	0%	12%

Principles In Organising Hajj Under Pandemic Conditions

Official Government Survey Results in Percentages - B

Article 5: Health Clearance Certification

Q5 Do you agree to have each Pilgrim tested multiple times under laboratory conditions to establish Health Clearance Certificate for both COVID-19 and a Certified adequate immune system?

YES	NO	ABSTAIN
80%	4%	16%

Article 6: Financial Responsibility

Q6 Do you agree to take financial responsibility for costs incurred in the treatment and repatriation of your Pilgrim in the instance where Medical Treatment as a result of COVID-19 contagion is required?

YES	NO	ABSTAIN
40%	44%	16%

Article 7: Dietary Requirements

Q7 Do you agree to confine all Dietary requirements to be fulfilled at the hotels, accommodation and allocated tents in Mina; with food from catering suppliers that have met the Saudi hygiene and sanitation standards, developed inline addressing non-transmittance procedures of COVID-19?

YES	NO	ABSTAIN
84%	4%	12%

Article 8: Pilgrim Protection Equipment

Q8 Do you agree to enforce Pilgrim Protection Equipment, ensuring all Pilgrims' will strictly adhere towards wearing approved Safety Level Face Masks & Gloves, through out the entirety of the Hajj Journey?

YES	NO	ABSTAIN
88%	0%	12%

Principles In Organising Hajj Under Pandemic Conditions

Official Government Survey Results in Percentages - C

Article 9: Hygiene Practices

Q9

Do you agree to enforce strict Hygiene practices ensuring responsible littering, coughing, sneezing, spitting, including personal hygiene?

YES	NO	ABSTAIN
88%	0%	12%

Article 10: Pilgrim Selection Process & Restrictions

Q10

Do you agree to introduce a Hajj 2020 qualifier mechanism as well as necessary screening and filtering, including, age restriction below 60 years of age, health patients suffering from respiratory ailments, asthma, high or low blood pressure, cancer, autoimmune syndrome, diabetes, persons suffering from physical and mental disorders?

YES	NO	ABSTAIN
80%	8%	12%

Article 11: Fatality & Burial Contingencies

Q11

Do you agree to bury the dead afflicted by COVID-19 in accordance with the rules and regulations stated by the Saudi Ministry of Health?

YES	NO	ABSTAIN
83%	4%	12%

Article 12: Travel Restrictions

Q12

Do you agree to participate in a Hajj 2020 with restrictions of travel to Madinah and Jeddah City Centres?

YES	NO	ABSTAIN
76%	16%	8%

Principles In Organising Hajj Under Pandemic Conditions

Official Government Survey Results in Percentages - D

Article 13: Fard Hajj

Q13

Do you agree to participate in a Hajj 2020 observing only the Fard's of Hajj if required?

YES	NO	ABSTAIN
70%	17%	13%

Article 14: PR & Media Communication

Q14

Do you agree to disseminate all relevant and necessary information in relation to COVID-19 to your Population and Pilgrims, educating them of all necessary procedures and creating the necessary awareness of the risk posed by COVID-19 and the measures required to be taken to protect, preserve, prevent and treat?

YES	NO	ABSTAIN
84%	4%	12%

Article 15: Crises Management Protocols

Q15

Do you agree to develop a complete set Health & Safety and Crisis Management processes and procedures as well as conducting a Pre-Hajj Pilot test with your staff and Pilgrims?

YES	NO	ABSTAIN
88%	0%	12%

Article 16: Health & Safety Prevent Strategy

Q16

Do you agree to adopt an International Agreed Standard of infection prevention and control strategy pre, post and during Hajj 2020?

YES	NO	ABSTAIN
88%	0%	12%



Principles In Organising Hajj Under Pandemic Conditions

Official Government Survey Results in Percentages - E

Article 17: Hajj Health Technology

Q17 Do you agree to integrate technology solutions to help monitor, track and report your Pilgrims Health and Wellbeing status?

YES	NO	ABSTAIN
88%	0%	12%

Article 18: Strengthening Immune System

Q18 Do you agree to integrate an Immune System programme focused on optimising Diet, Exercise, Stress Management, Sleeping activities from two months before Hajj 2020?

YES	NO	ABSTAIN
80%	12%	8%

Article 19: Duration of Stay

Q19 Do you agree to participate in a Hajj with reduced duration of stay within the Kingdom of Saudi Arabia?

YES	NO	ABSTAIN
88%	0%	12%

Article 20: Disclaimer --- Legal Liability

Q20 Do you agree to bind your Pilgrims to a legal agreement, a disclaimer waiving legal rights to sue, the Tour Operator, Organiser and Saudi Government for any adverse events experienced by the Pilgrim?

YES	NO	ABSTAIN
67%	17%	17%

HAJJ ON THE HEARTS AND MIND OF EVERY INTENDING PILGRIM

SAUDI OFFICE

HAJJ PEOPLE LTD
111 SAUDI BUSINESS CENTRE
AL MADINA AL MUNAWARAH ROAD
AL SHARAFEYAH, JEDDAH 22234

+966(0) 595 88 9 988 (WA)
+966(0) 56 77 88 123

MOHSIN@WHUC.ORG

UK OFFICE

HAJJ PEOPLE LTD
6 ESTATE WAY, LEYTON
LONDON, E10 7JW
UNITED KINGDOM

+44(0) 73 8880 8881
+44(0) 75 8871 8613

INFO@HAJJPEOPLE.COM

DUBAI OFFICE

HAJJ PEOPLE LTD
803 ASPECT TOWER
DOWN TOWN, BUSINESS BAY
DUBAI, UNITED ARAB EMIRATES

+971(0) 504 229 809
+971(0) 44 25 94 28

HUSSAIN@HAJJPEOPLE.COM

