



UNITED NATIONS  
JORDAN

.....



# 2021 UN Country Annual Results Report JORDAN





## 2021 UN Country Annual Results Report JORDAN

**Photo (right):** King Talal Dam in Tel al-Rumman (Jerash), is the largest dam in Jordan, with a storage capacity of 75 million cubic meters. ©UN Jordan/Abu Ghoush/2021

**Photo (cover):** Engineer Basma Al-Shatti leads an important division in the Jordan Renewable Energy and Energy Efficiency Fund which serves as a connection point between the community and the fund. The fund leads national efforts to optimize and utilize energy consumption by providing the necessary funding to advance and implement sustainable solutions to enhance energy efficiency and increase the use of renewable energy in coordination with local and international institutions and stakeholders. ©UNDP



## Acronyms and Abbreviations

<b>ASE</b>	Amman Stock Exchange	<b>MoA</b>	Ministry of Agriculture
<b>AYSRHR</b>	Adolescent and Youth Sexual and Reproductive Health and Rights	<b>MoDEE</b>	Ministry of Digital Economy and Entrepreneurship
<b>CBAs</b>	Collective Bargaining Agreements	<b>MoE</b>	Ministry of Education
<b>CBOs</b>	Community Based Organizations	<b>MoH</b>	Ministry of Health
<b>CCA</b>	Common Country Analysis	<b>MoLA</b>	Ministry of Local Administration
<b>CF</b>	Cooperation Framework	<b>MoL</b>	Ministry of Labour
<b>CSE</b>	Comprehensive Sexuality Education	<b>MoPIC</b>	Ministry of Planning and International Cooperation
<b>EU</b>	European Union	<b>MoWI</b>	Ministry of Water and Irrigation
<b>GAM</b>	Greater Amman Municipality	<b>NAF</b>	National Aid Fund
<b>GBV</b>	Gender-based Violence	<b>NCFA</b>	National Centre for Family Affairs
<b>GoJ</b>	Government of Jordan	<b>NFE</b>	Non-formal Education
<b>GFP</b>	Generations for Peace	<b>NSW</b>	National Strategy for Women
<b>GMP</b>	Gender Mainstreaming Plan	<b>NUR</b>	National Unified Registry
<b>GRB</b>	Gender-Responsive Budgeting	<b>PPE</b>	Personal Protective Equipment
<b>HCCs</b>	Healthy Community Clinics	<b>PRI</b>	Palestine Refugees from Iraq
<b>HRCRT</b>	Human Rights, Conflict Resolution and Tolerance	<b>PRJ</b>	Palestine Refugees registered in Jordan
<b>IMF</b>	International Monetary Fund	<b>PRS</b>	Palestine Refugees from Syria
<b>ITSs</b>	Informal Tented Settlements	<b>PSD</b>	Public Security Directorate
<b>JAF</b>	Jordanian Armed Forces	<b>RHAS</b>	Royal Health Awareness Society
<b>JNCW</b>	Jordan National Commission for Women	<b>SDGs</b>	Sustainable Development Goals
<b>JP</b>	Joint Programme	<b>SEA</b>	Sexual Exploitation and Abuse
<b>LSS</b>	Learning Support Services	<b>SGBV</b>	Sexual and Gender Based Violence
<b>MIL</b>	Media and Information Learning	<b>SMEs</b>	Small and Medium-sized Enterprises
<b>MIS</b>	Management Information System	<b>SRHR</b>	Sexual and Reproductive Health and Rights

## Acronyms and Abbreviations

<b>SWM</b>	Solid Waste Management	<b>VAC</b>	Violence against Children
<b>UNCT-SWAP</b>	United Nations Country Team System Wide Action Plan	<b>VTCs</b>	Vocational Training Centres
<b>UNCT</b>	United Nations Country Team	<b>WB</b>	World Bank
<b>UNCG</b>	United Nations Communication Group	<b>YPS</b>	Youth, Peace and Security
<b>UNSD</b>	Common Country Analysis		





# Table of Contents

---

<b>Foreword</b>	<b>6</b>
<b>United Nations Country Team in Jordan</b>	<b>7</b>
<b>UNSDF 2018-2022</b>	<b>7</b>
<b>Country Context: Key Development Trends</b>	<b>8</b>
<b>UN Socio-Economic Response to COVID-19</b>	<b>9</b>
<b>Cooperation Framework Priority Areas</b>	<b>14</b>
<b>UN Support to National Development Priorities</b>	<b>15</b>
Strategic Priority 1: Strengthened Institutions	15
Strategic Priority 2: Empowered People	21
Strategic Priority 3: Enhanced Opportunities	27
<b>Partnerships and Financing for the Agenda 2030</b>	<b>33</b>
<b>Working Together: Coherence, Effectiveness, and Efficiency</b>	<b>35</b>
<b>Evaluations and Lessons Learnt</b>	<b>37</b>
<b>Financial Overview</b>	<b>38</b>
<b>Key Development Partners of the UNCT</b>	<b>39</b>
<b>Focus for 2022</b>	<b>40</b>

## Foreword

On behalf of the United Nations Country Team (UNCT) in Jordan, I am pleased to present the 2021 UN Country Results Report which captures the work and achievements of the UNCT and the Government of Jordan and development partners under the United Nations Sustainable Development Framework (UNSDF) 2018-2022 in its fourth year of implementation.

The Results Report highlights activities undertaken in support of national priorities and to accelerate the achievement of the Sustainable Development Goals (SDGs). It also reflects on lessons learned and shares experiences and stories from our beneficiaries which were invaluable in shaping our engagement with the Government of Jordan and partners in developing our next five-year Cooperation Framework.



In 2021, the response to COVID-19 and its multidimensional impact remained an overarching priority and at the core of UNCT's support to Jordan. In addition, the UNCT focused on three top priorities: 1) Building Forward Better with ensuring inclusive, diverse and green economic recovery and growth. 2) Addressing climate change by focusing on water scarcity and food security; and 3) Supporting accountable institutions by strengthening governance and a more transparent, responsive and accountable institutions with human rights at its core.

The "Leave No One Behind" principle was the key driver of UN's approach for inclusion of the needs of the most vulnerable people in national policies, strategies, and responses. For instance, our UN agencies supported the expansion of the National Aid Fund to reach the most vulnerable, promoted gender equality and women's empowerment to combat gender-based violence, advocated for the inclusion of women, youth and persons with disability into the economic and political life of the country, and included all people living in the Kingdom, regardless of their nationality or status (such as migrants and refugees) into the COVID-19 National Vaccination Programme, one of the first country globally to do so. This is all thanks to our constructive engagement with the Government of Jordan and financial support of our donors and development partners.

In 2021, the UN Country Team also embarked in the process of developing its new Cooperation Framework for the years 2023-2027. It started with an independent evaluation of the current UNSDF, and update of the UN Common Country Analysis, and will continue well into 2022 with further elaboration of outputs and activities under its four interlinked agreed joint priorities for the country in the next five years. These priorities aim to help Jordan accelerate its progress in achieving the SDGs by 2030 and meet its global development commitments.

As we move forward, the UN remains as committed as ever to support Jordan's national priorities and the Government's efforts to improve its socio-economic, governance and human rights of its people particularly those living in a vulnerable situation in the Kingdom.

**Ghulam M. Isaczai**

*UN Resident Coordinator a.i. and  
Humanitarian Coordinator*



## United Nations Country Team in Jordan

The United Nations Country Team (UNCT) in Jordan is comprised of 19 Agencies, Funds, and Programmes in addition to the World Bank. The UNCT is chaired by the United Nations Resident and Humanitarian Coordinator (RC/HC). <sup>1</sup>

The work of the UNCT is guided by the United Nations Sustainable Development Framework (UNSDF) 2018–2022, which is the main instrument for strategic planning and implementation of the United Nations development activities in the country. It defines the collective offer of the UN Development System to support the realization of national development priorities whilst furthering progress towards the 2030 Agenda for Sustainable Development.

The fundamental principles of leaving no one behind, human rights, gender equality and women's empowerment, sustainability and economic growth, and accountability are cross-cutting and are integrated in all priority areas, with a special emphasis placed on supporting the most vulnerable and disadvantaged groups.

The work of the UNCT is facilitated by several inter-agency working groups and task forces, which contribute to the effective implementation of the UNSDF 2018–2022 and the COVID-19 Socio-economic Response Plan (SERP), as well as their associated joint workplans. The plans help operationalize the two strategic documents and include all the outputs and the related activities delivered jointly or by individual entities under each document, with a view to maximizing synergies and avoiding duplication.

## The United Nations Sustainable Development Framework 2018–2022

The United Nations Sustainable Development Framework (UNSDF) 2018-2022 was signed by the United Nations and Government of Jordan in December 2017. It set out a strategic framework for the support provided by the UN to Jordan for the period 2018 to 2022, structured under the three strategic priorities:

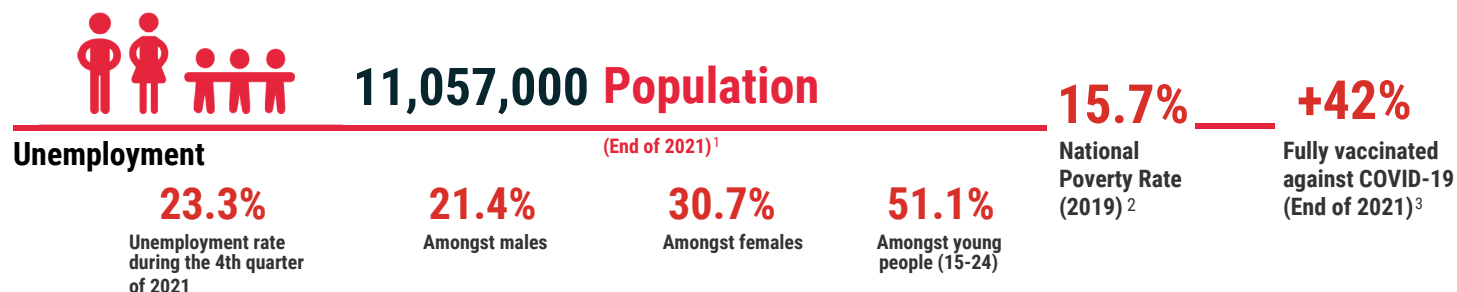
- Strengthened Institutions;
- Empowered People; and
- Enhanced Opportunities.

The UNSDF 2018-2022 is currently at the penultimate year of its implementation, where it sought to align both with the Sustainable Development Goals (SDGs) and with the Government of Jordan's priorities, particularly as outlined in the Jordan Vision 2025 document.

The UNSDF was planned as an integrated approach to its support for Jordan through the "Deliver as One (DaO)" commitment, which is based on one programme; one leadership; operating as one and communicating as one. It stressed the importance of effective partnerships, not just with the GoJ but also civil society, the private sector and other development partners.

The UNSDF also aimed to strengthen the linkages between the UN's humanitarian and development support within an overarching, integrated approach to "leaving no one behind." This report documents the progress that has been made towards the implementation of the UNSDCF in 2021, at the outcome and output levels.

## Country Context: Key Development Trends



**Jordan** is a small, semi-arid, middle-income country. Situated in a strategic location, it has long been known as an island of stability within a volatile region. It has many progressive development policies and strategies and a strong track record on promoting human development. However, over the past decade, regional instability has taken a heavy toll on the Jordanian economy, causing per capita incomes to decline and unemployment to rise sharply.

The pre-existing complex national socioeconomic conditions of Jordan, combined with the large intake of refugees and the outbreak of the COVID-19 pandemic continue to exacerbate the vulnerabilities in Jordan, particularly in the most marginalized segments. The effects of the COVID-19 pandemic have exposed the national infrastructures and facilities to increasing pressure. Hence, the COVID-19 pandemic further aggravated the existing vulnerabilities across all key sectors in Jordan including access to health, livelihood, public services and educational opportunities, particularly for the most vulnerable including refugees, migrant workers, women and people with disabilities.

**Jordan's economy has suffered tremendously** where unemployment reaching an unprecedented 23.3 per cent during the 4th quarter of 2021. It is highest among young people (15-24 years: 51.1 per cent) and women (30.7 per cent).<sup>4</sup> Female labour force participation is among the lowest in the world, at just 14 per cent in 2020, compared to around 54 per cent for men. In 2019, the Government of Jordan announced a new **national poverty rate** of 15.7 per cent.

Despite the challenges, **Jordan began its recovery from the shocks of COVID-19 by reopening its economy and returning to in-person learning in September 2021**. Starting January 2021, the government rolled out a COVID-19 vaccination campaign that was made available to everyone living in the country. **More than 42 per cent of the population is fully vaccinated.**

To resume progress towards its national development objectives, Jordan needs to carry out reforms that would promote more responsive and accountable governance and to accelerate advancement towards Agenda 2030. The government has announced a programme of economic reforms, including improvements to the business environment, developed in partnership with the private sector. The reform agenda has been made more urgent – but also more difficult – by growing pressure on government finances, caused by slow economic growth, low revenue collection and rising public debt, limiting the government's scope to undertake new spending initiatives.

**In June 2021, King Abdullah II announced the creation of a high-level committee tasked with advancing political reform** and in October 2021 "The Royal Committee to Modernize the Political System" recommended measures to promote the participation of young people, strengthen parliamentary oversight and encourage Jordanian political parties to adopt more substantive policy platforms.

**Several gender-related draft laws and constitutional amendments are under the consideration of the Parliament**, which were delivered by the Royal Committee. Once these draft laws are endorsed by the parliament, a new phase in political life is expected in Jordan. It is important to support efforts to guarantee gender is mainstreamed in political parties and activities, women are aware and capable to engage in public and political life and to advocate for enhancing women's representation in leadership positions.

**In August 2021, the government unveiled the economic priorities programme for 2021-2023** that aim to support economic growth and help the country recover from the impact of the COVID-19 pandemic. The priorities of the government's economic programme for 2021-2023 include three pillars and 53 priorities, which focus on enhancing the investment and doing business climate, stepping up competitiveness, stimulating the private sector and supporting priority economic sectors.

<sup>1</sup> Department of Statistics; link.

<sup>2</sup> World Bank; link.

<sup>3</sup> Ministry of Health; link.

<sup>4</sup> Unemployment rate during the fourth quarter of 2021, Department of Statistics Press Release; link.

<sup>5</sup> ILO, Gender equality and decent work in Jordan, 2021, p. 3, link.



## UN Socio-Economic Response to COVID-19

**\$441,3m**

UN Jordan allocated funds for response to COVID-19 in 2021

**436,800**

Doses of COVID-19 vaccines received via COVAX in 2021

**50%**

of refugees aged 18 and above living in Jordan received COVID-19 vaccine. (end of 2021)

**90,407**

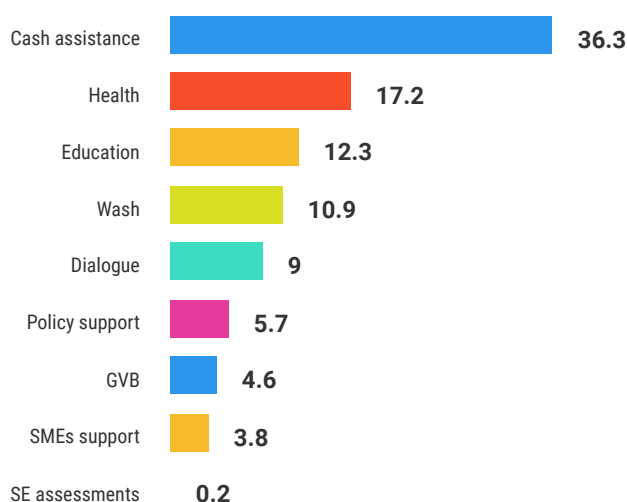
People reached with community based mental health and psychosocial support (end of 2021)

A nurse seen walking at Prince Hamzah Public Hospital, which is one of the central treatment centers for COVID patients in Amman, Jordan.  
©UN Jordan/Abu Ghoush/2021

The outbreak of COVID-19 pandemic in 2020 has compounded the humanitarian and development challenges facing Jordan. The pre-existing complex national socioeconomic conditions of Jordan, combined with the large intake of refugees and the outbreak of the COVID-19 pandemic continue to exacerbate the vulnerabilities in Jordan, particularly in the most marginalized segments. As a result, the UN has had to scale up its response and deliver large scale, coordinated health response as well as adoption and restructuring of existing programmes that address the devastating socioeconomic, humanitarian and human rights aspects of the pandemic.

**The UN was uniquely positioned among development partners to support the government's response.** The UN engaged in a series of rapid assessment of evolving vulnerability, and by July 2020 it launched a Socio-Economic Response Plan for COVID-19 (updated in January 2021) setting out how the UN system would support Jordan through the pandemic and in its efforts to 'Build Forward Better'.

### Main areas of UNCT interventions (%Total Budget)



**WHO** played a vital and authoritative role as a normative agency in the inclusion of all the population in the National Preparedness and Response COVID-19 plan and in the National Deployment and vaccination plan, with a whole of society and whole of government approach.

WHO rapidly mobilized European Union (EU) funds to support Government of Jordan (GoJ) in its COVID-19 response, including capacity building of GoJ capacities, procurement of hospital and laboratory equipment and supplies, including **436,800** COVID-19 vaccines through COVAX<sup>4</sup> facility that supported to provide 2 doses of COVID vaccines to more than 50 per cent of eligible individuals.

The UN provided constant assistance to the Government in its planning and decision-making and procurement of hospital supplies and COVID-19 vaccines. The emergency response was based on humanitarian principles where UN agencies had vast experience.

**UNDP's** Triage Unit initiative provided livelihoods and community engagement to support local entrepreneurs with innovative ideas related to solving post COVID-19 challenges and supported the Government of Jordan to increase patient capacity of public hospitals and to minimize the overload of patients to prevent the spread of COVID-19. Emergency triage stations were established at two public hospitals and one at Al-Omari border triage station for testing.

This increased daily public health system patient capacities by 1,750 in total. 14 public and military hospitals were also provided with the proper personal protective equipment (PPE), furniture, and devices to treat the maximum capacity of patients.

Healthcare workers and volunteers (general practitioners, nurses and paramedics) were also trained, and support provided to 10 Community Based Organizations (CBOs) to mobilize women led community campaigns and initiatives. Through the CBO networks, 80 women were identified and selected to participate in four weeks of service and capacity building activities to enhance their skills and serve the communities' local needs in regard to COVID-19.

### UNCT Allocated Budget for Socio Economic Response



<sup>6</sup> COVID-19 Vaccines Global Access



**UNESCO** provided support to ensure equitable access and continuity of education during COVID-19 and provision of quality technical and vocational education matching the needs of labour market. 166 students, of which 74 Syrians and 92 Jordanians, 92 females and 74 males, enrolled in three disciplines (Business, Creative Media Production and Information Technology) benefitted from adapted blended learning and teaching to follow their courses, also supported by the provision of laptops devices and internet bundles, which also contributed to reduce digital divide among students.

Technical support was provided by UNESCO in the consultative process with the Ministry of Education and education key partners on crisis sensitive planning, in view of supporting the MoE to develop a roadmap based on national priorities to strengthen crisis-sensitive planning and build forward better, including capacity development, the operationalization of a new risk management unit, and the development of crisis and disaster management strategy and plans (at both central and field level).

The Covid-19 pandemic required the full optimization of the Ministry of Education Management Information System (OpenEMIS platform) supported by **UNESCO**, as well as further development to support the MoE in meeting the needs of learners during the pandemic. For instance, DARSAK (the e-learning platform put in place during COVID-19) has been fully linked to OpenEMIS, and this linkage has allowed the MoE to monitor the impact of the Covid-19 pandemic through student and teacher data, allowing for schooling to continue remotely during the pandemic.

The COVID-19 crisis has contributed to the likely increase in people trafficking of vulnerable populations particularly from countries experiencing the fastest and most persistent drops in employment. **UNODC** Jordan contributed to efforts to increase protection through a series of capacity building trainings within the framework of a global UNODC programme, which seeks to enhance the understanding of the definition of trafficking and the identification of victims of trafficking, and therefore prevent, investigate and prosecute cases of human trafficking more effectively.

Subsequently, **UNODC** Jordan Programme Office supported Correction and Rehabilitation Centers Department (CRCDD) with quantities of hygiene supplies and personal protection equipment (PPE) in order to assist the Department's effort to combat against COVID-19.

**UNRWA** continued to maintain its core service provision to Palestinian refugees during the COVID-19 pandemic, especially in relation to primary healthcare, education, sanitation, and social protection services.

Since May 2021, UNRWA has supported the national COVID-19 vaccine rollout exercise with the help of Ministry of Health (MoH), through three hubs operating inside the camps. To date, UNRWA has provided vaccinations to 222,103 people, of which 157,764 (71 per cent) are Palestine refugees.

“ **UNRWA has provided vaccinations to 222,103 people, of them 157,764 are Palestine refugees.** ”

Since the onset of the pandemic, **UNRWA** health centres in Jordan, aligned with the guidelines of MoH and WHO, have been playing a significant role in providing clinical responses: identifying and triaging possible COVID-19 cases, isolating suspected cases, and making early diagnosis. UNRWA provided 629 healthcare workers PPE and hygiene supplies. UNRWA regularly disinfected 213 installations such as health clinics and schools and provided them with hygiene materials. Ten Palestinian refugee camps benefited from continued and increased regular solid waste and/or water supply management services, and UNRWA hired 190 additional sanitation workers. **UNRWA** also provided remote learning to 119,057 school students in the first half of the year using the Self-Learning Platform and Digital Learning Platform. **A total of 18,644 Palestine refugees from Syria were provided with COVID-19 cash assistance** including 9,758 females and 8,886 males; 156 Palestine refugees from Iraq were provided with COVID-19 cash assistance including 80 females and 76 males.

**UNOPS** procured 116,000 items of essential health supplies including consumables and PPE to healthcare workers at the three-targeted hospitals as agreed with the MoH. These hospitals include Jamil Tutanji Hospital in Amman, Ramtha Hospital in Irbid, and Ruweished Hospital in Mafraq. The deliveries took place between March to May 2021.

“ **UNOPS procured 116,000 items of essential health supplies.** ”

**UNHCR** also maintained its core activities throughout the pandemic, and adapted modalities to ensure continued service delivery. UNHCR worked closely with the Ministries of Health and Interior, and the National Centre for Security and Crisis Management, to raise awareness among refugee communities about the national vaccination campaign and mobilize people to get vaccinated.

Joint efforts have included community outreach and communication materials, as well as the establishing of vaccination stations and mobile units in camps and registration centres across the country. As a result, refugee vaccination rates continued to increase. As of December 2021, the COVID-19 vaccination rate for Syrian refugees based in camps was at 76%, and at 50% for Syrian refugees in urban areas. Due to the COVID-19 pandemic, a 3-month emergency cash assistance was also provided to a total of 6,612 unique non-Syrian and 37,195 Syrian families.



*In 2021, **UNHCR** facilitated the employment of eight refugee medical specialists, including some trained as surgeons, anesthesiologists and general doctors in hospitals and clinics across Jordan as United Nations Volunteers. The employment of these health professionals represented a key step to broaden livelihood opportunities for refugees in Jordan.*

*"As a refugee, I know what it feels like to lose your loved ones, your home, and your country. I am fortunate to have this opportunity to provide aid and to be productive. We feel our value in being active members of our communities" says Dr. Waleed who is working in Basma Hospital in Irbid.*

*He sends a message to other refugees, "do not give up, improve yourself, hone talents, and be a productive person in the community."*

Through its COVID-19 child protection interventions, **UNICEF** continued to support children and communities to cope with the direct and indirect impacts of COVID-19, including how to further prevent violence against children and other protection concerns. **UNICEF and its partners** maintained a hybrid approach (remote and face-to-face) to deliver case management, training and awareness raising activities, and enabled peer-to-peer support using social media platforms, in the context of COVID-19.

Tailored Early Childhood Development (ECD) materials in the form of short videos, audios and texts were shared daily with parents, while a dedicated child protection WhatsApp group for COVID-19 response launched in 2020 continued to provide essential daily messages for families in 2021, reaching 15,089 boys, girls, parents, and family members.

**UNICEF**-supported community based mental health and psychosocial support reached 90,407 (58,296 female and 32,111 male) parents, caregivers, boys and girls. To mitigate the child protection impacts of COVID-19, UNICEF also conducted trainings and related interventions on gender-based violence (GBV) and sexual exploitation and abuse (SEA), reaching 2,641 adults (1,661 women and 980 men) including community members and child protection actors, and launched a campaign in partnership with Jordan River Foundation (JRF) on online SEA and cyberbullying. UNICEF's proactive approach to respond to increases in child marriage in refugee camps was critical.

**“ 2,641 adults were reached by UNICEF with trainings and related interventions on GBV and SEA. ”**



1,661 women



980 men

The **UNICEF** Child Protection team, jointly with other UNICEF sections and the Child Protection Sub-Working Group, developed a multisectoral action plan to mitigate child marriage in refugee camps (implemented from July 2021) and launched with **UNHCR** a new taskforce for child marriage in Za'atari Refugee Camp to strengthen coordination.

Through its continuous support, **UNICEF** supported the National Centre for Family Affairs (NCFA) to coordinate national efforts on all child protection matters. For example, efforts to reactivate the national child labour task force proved critical and enabled the functioning of a coordination platform at national level.

**UN-Habitat** programmes continued to address the emerging needs of vulnerable local communities and to support the enhancement of socioeconomic conditions, as well as the safety and resilience of vulnerable communities in the face of the COVID-19 pandemic. As part of the UN COVID-19 Response and Recovery Multi Partner Trust Fund (MPTF), a multi-agency programme between UN-Habitat, ILO, and UNOPS in Ghor Al Safi, a poverty pocket in Jordan, responds to the outbreak of the pandemic and the lockdown by the Government of Jordan.

The project focuses on the rehabilitation of a public space and development of a community centre, which provides vulnerable women and children with the enabling environment and tools to assist women in the community in achieving economic sustainability through capacity-building and training while providing women and children with a safe and inclusive environment.

**UN-Habitat** supported the research of the presence and fate of COVID-19 in the wastewater cycle and the ways in which wastewater results can provide considerable advance notice of infection dynamics in Jordanian communities, which provides necessary early alert to address potential cases.

UN-Habitat worked to improve access to WASH facilities in Souf and Al-Shahid (Husn) camp public spaces, and to increase the awareness of COVID-19 mitigation measures amongst children, as catalysts to strengthen urban resilience as well as the health and safety of those living in the camps.

The UN also worked in close partnership with the World Bank (WB) to enable GoJ to scale up its national social protection programmes to support the large increase in vulnerability caused by the COVID-19 response measures. OCHA, UNDP and the Resident Coordinator Office (RCO) played a key coordinating role.



Faced with escalating expenses during the pandemic, Syrian refugee, Ghada set up a home-based business supported by UNHCR and Blumont. © UNHCR



## Cooperation Framework Priority Areas



● SDG 1    ● SDG 2    ● SDG 3    ● SDG 4    ● SDG 5    ● SDG 6    ● SDG 8    ● SDG 9  
● SDG 10    ● SDG 11    ● SDG 12    ● SDG 13    ● SDG 16    ● SDG 17

### Strengthened Institutions

#### UNSDF Outcome 1:

Institutions in Jordan at national and local levels are more responsive, inclusive, accountable, transparent and resilient.

#### Contributing Agencies:

IOM, UNDP, UNESCO, UNFPA, UN Habitat, UNICEF, UNIDO, UNHCR, UNODC, UNOPS, UNRWA, UN Women, WFP, WHO.

**Results Group Lead:** UNICEF.

### Empowered People

#### UNSDF Outcome 2:

People especially the vulnerable proactively claim their rights and fulfil their responsibilities for improved human security and resilience.

#### Contributing Agencies:

ILO, UNDP, UNESCO, UNFPA, UNHCR, UN Habitat, UNICEF, UNRWA, UN Women, WFP.

**Results Group Lead:** UNFPA.

### Enhanced Opportunities

#### UNSDF Outcome 3:

Enhanced opportunities for inclusive engagement of all people living in Jordan within the social, economic, environmental, and political spheres.

#### Contributing Agencies:

ILO, IOM, UNDP, UNESCO, UNFPA, UN Habitat, UNHCR, UNICEF, UNIDO, UN Women, WFP

**Results Group Lead:** UNDP.

## UN Support to National Development Priorities

### Strategic Priority 1. Strengthened Institutions

**UNSDF Outcome 1:** Institutions in Jordan at national and local levels are more responsive, inclusive, accountable, transparent and resilient.

**Contributing Agencies:** IOM, UNDP, UNESCO, UNFPA, UN Habitat, UNHCR, UNICEF, UNIDO, UNODC, UNOPS, UNRWA, UN Women, WFP, WHO.

In 2021, UN Jordan worked with the Government and provided support to the process of introducing new legislations, amendments to legislations, developing new strategies and building capacity of institutions.

WFP supported the development of the National Food Security Strategy led by the Ministry of Agriculture, in close collaboration with FAO and other partners.

Photo: Widad Obeidat, one of the farmers in Irbid, supported by FAO. ©FAO Jordan



## Policy Support

In 2021, UNCT worked with and provided technical support for the Government of Jordan in the process of amending a variety of laws, including: A revision of **the Anti-Trafficking Law** (with IOM assistance and UNODC support) which came into law on publication in the Official Gazette on 2 May 2021.

**UN Women** provided technical support and inputs that were reflected in **the National Strategy for Women (NSW)** and **Mashreq Gender Facility**. Furthermore, UN Women contributed to the Government's **Five-Year Reform Matrix and Social Security Corporation Law** through technical advice and analysis.

The integration process of the NSW and the Government Indicative Executive Program (GIEP) began in 2021 with the objective to develop, amend and identify actions under the GIEP to respond to the NSW. The process engaged more than 100 official institutions that will be supported by a national consultant hired by UN Women to develop, amend and identify actions under the GIEP to respond to the NSW.

The Ministry of Education (MoE) operationalizes key gender equality concepts throughout the Jordanian National Curriculum and is committed to gender inclusive education. Through this commitment, curriculum designers have evidence and concrete means for measuring dynamic gender representations in the educational sector for further action. These result from the 'Guidance Note for Using the Gender Equality Analysis Tool in the Jordan National Curriculum Framework' developed by MoE with the support of UN Women, technical assistance of **UNESCO** and the increased capacities of 118 MOE, National Centre for Curriculum Development (NCCD) and Gender and Curriculum Task Force (GCTF) personnel (88 MOE & NCCD: 45 females and 43 males) and (30 GCTF: 17 females and 13 males).

Jordan is in the process of having more gender equal political space for women to meaningfully participate and benefit from governance systems. The Jordanian Royal Committee to Modernize the Political System (established by King Abdullah II in June 2021) has developed a set of constitutional amendments, a draft elections law and a draft political parties' law which have been adopted by GoJ and are being considered by parliament for endorsement.

These proposals can be summarized as follows:

- Gender-related constitutional amendments, including: (i) **Amending the title of section two of the Constitution** to become "Rights and Responsibilities of Jordanians both males and female" (Al-Urdoniyeen wa Al Urdoniyat); (ii) **Adding paragraph 6.6 which states:** "The State shall guarantee that women are empowered and supported to play an active role in building the society, ensure equal opportunities on the basis of justice and fairness and protect women from all forms of violence and discrimination".
- **The draft Election Law**, which aims to expand the women's quota from 15 (one seat per governorate) to 18 seats (one for each electoral district), and thus guaranteeing at least 18.5 per cent women's representation. The draft law, also, proposes new measures to guarantee the full and effective engagement of women in political parties' lists at the national level (e.g., each national party list shall include at least one woman among the first three and second three candidates, which guarantees at least 22 per cent representation of women in the national list).
- Additionally, in the case a female candidate running on a national party list was rejected or decided to withdraw, or if a female Member of Parliament representing a national party list resigned or was dismissed, the party would be required to replace her with another female candidate.
- The draft Political Parties' Law, which included provisions indicating that 20 per cent of forming members (out of 1,000 members) should be women, and 20 per cent youth (aged 18 to 35). Political parties would be required to guarantee the right of its women and youth members to hold decision-making positions and equal access to financial resources, primarily, during electoral campaigns. The by-law on the state's obligation to financially support political parties would be amended accordingly and should include incentives to encourage the full and effective engagement of women, youth and persons with disabilities.

“

The reported gender-related constitutional amendments, draft elections law, and draft political parties' law were drafted through a strategic partnership between UN Women and the Inter-Ministerial Committee for Women's Empowerment (IMC), whose chair is a member of the Royal Committee.



**UN Women** supported the government in rolling out the recommendations to the Royal Committee through conducting 15 governorate-level consultations, a roundtable discussion for parliamentarians (the Women and Family Affairs Committee and the Legal Committee) and a discussion session for the national training team on elections (established in 2020 to train potential women candidates). These gender responsive reforms address many challenges facing women's political participation documented in knowledge products produced by (or with the support from) UN Women.

**UNICEF** worked with the GoJ on finalizing the draft **Child Rights and Juvenile laws**, which have now been presented for Cabinet approval. UNICEF also developed a costing study and policy brief on alternative care for children in institutions, which was then launched together with the GoJ.

**WFP** signed a technical assistance agreement with the Ministry of Social Development (MoSD) to start working jointly on enhancing the quality, effectiveness and shock-responsiveness of the Ministry's programmes.

**WHO** developed a new Country Cooperation Strategy updated for 2021-2025, in consultation with MoH, to strengthen the health system of Jordan to advance towards Universal Health Coverage targeting to improve the global Sustainable Development Goals (SDGs) with a national perspective.

**UNODC** ensured to streamline its interventions to contribute to the development of studies and strategies that bring attention to vulnerable groups. UNODC, in collaboration with the Justice Center for Legal Aid (JCLA), developed a descriptive study for Juvenile Justice System to contribute to identifying gaps and needs, thus, to promote and enhance the juvenile justice system in Jordan.

With support of **UNESCO** to MoE, an Institutional Capacity Needs Assessment on Inclusion and Diversity in Education in Jordan was conducted, and key recommendations discussed among key stakeholders within the system, providing information for the development of a comprehensive institutional capacity development roadmap supported by UNESCO, UNHCR and UNICEF, together with other partners. Dialogue and consultations were also facilitated by UNESCO on a common definition for inclusion and diversity in education in Jordan, as well as on a list of children and youth most excluded from or within the education system to be officially endorsed through a high-level roundtable early 2022.



*While Jordan has almost achieved its target of universal access to primary education - with 97% of children in school - and maintained gender parity in education since 1979 – progress in school enrolment has not benefited all children equally. **Education for children with disabilities and refugee children requires greater focus and investment.***

*12-year-old Hala, who is currently in Grade 6 in a school in Za'atari Refugee Camp, is partially deaf and has difficulty speaking. She was first diagnosed at school with the help of UNICEF's partner Mercy Corps, which led to an Individual Education Plan being developed for her to monitor learning progress. This included the need to sit for speech therapy sessions Hala must also wear a hearing aid device.*

*Hala is able now to have extra support with her learning and is slowly beginning to improve clarity with her speech and is beginning to learn how to lip-read, so that understanding others is becoming easier. Supported by UNICEF, she attends regular speech and listening sessions with a therapist who practices sound recognition and speech practice over and over.*

## Strengthening Local Institutions

### Improved Performance

With the aim of strengthening the capacity of the GoJ in areas such as local administration, urban development and education, **UN-Habitat** formulated, in collaboration with the Ministry of Local Administration (MoLA), **the first Jordan National Urban Policy (JNUP)**. The policy endeavors to establish an urban framework that includes broad national policies aimed at unifying urban development efforts creating cities (or neighbourhoods) that are environmentally sustainable, economically prosperous, socially inclusive, equitable, resilient, and well connected. Additionally, as part of this process and through a participatory, multi-stakeholder approach, UN-Habitat developed three thematic guides to support the mainstreaming of Transport, Housing and Local Economic Development into National Urban Policies.

**UNESCO** provided technical support and guidance to the Ministry of Education to undertake a mid-term review (MTR) of their **National Education Strategic Plan (ESP)** assessing progress and focusing on the impact of Covid-19, particularly on the most vulnerable children and youth, and conducting a policy dialogue for adjustments of the plan and extension till 2025. Under the leadership of MoE, together with UNESCO, UNICEF, UNHCR, WFP and other stakeholders, there is a renewed commitment to focus on children and youth, the most vulnerable to exclusion from and within the education system, such as Syrian refugees and children with disabilities, and on mainstreaming inclusion and diversity in education in line with the 10 years Inclusive Education Strategy.

**UNESCO** also provided support in the MTR framework for the SDG4 National benchmark exercise to be included in the adjusted ESP plan, as well as for the development of SDG4 Summary Factsheets published by target with MoE's SDG4 National Committee to summarize Jordan first SDG4 voluntary report. As part of the MoE's Education Strategic Plan, UNESCO provided policy advice and technical assistance to the MoE to strengthen the sector partnership and coordination, as the technical advisor of the Policy, Planning and Coordination Committee (PPCC) that brings MoE and partners under one policy dialogue platform for the education sector.

**UNESCO** continued providing technical support to enhance the MoE's EMIS for stronger data collection and analysis aimed at improving planning. UNESCO also supported the strengthening of the MoE's systematic, structured and evidence-based decision making related to preventative and corrective school maintenance through integrating of the School Maintenance Workflow into the MoE's **Educational Management Systems** (WebGIS & OpenEMIS), which will be rolled out in 2022 into 4004 public schools across Jordan. The Statistics Unit of the Ministry also benefitted from

capacity strengthening sessions facilitated by UNESCO on quantitative and qualitative data in view of preparing the statistical yearbook (including data on public, private and UNRWA schools).

The Government of Jordan has strengthened capacities to make public allocations for gender equality and women's empowerment, and report on this as other state functions with a national Gender-Responsive Budgeting (GRB) tool for state budget planning and allocation in Jordan. The success of these accomplishments are the results of the advocacy and capacity building efforts supported by **UN Women**, in partnership with the Jordanian National Commission for Women (JNCW) and the General Budget Department (GBD) under the Ministry of Finance for the application of GRB in national budgeting processes.

With the support of **UN Women**, MoSD and Department of Statistics became the first responsive ministry and governmental institution to **the National Strategy for Women (NSW)** and **the Gender Mainstreaming Plan (GMP)**, through finalizing their internal gender mainstreaming policy. Further progress was made in supporting Jordan National Commission for Women (JNCW) in leading the GMP national team and mainstreaming the national efforts on gender mainstreaming under the NSW and GMP.

As co-chair of Education Sector Working Group (ESWG), **UNICEF** led advocacy efforts to prioritize education, in conjunction with education sector partners and donors. The MoE's **Learning Bridges online learning programme**, developed in partnership with UNICEF, helped almost 500,000 children from Grades 4-9 to learn during school closures. UNICEF supported the MoE to develop a National Diagnostic Assessment (NDA) to be rolled out across 4,000 schools in early 2022 to analyze the extent of learning loss.

**UNICEF** supported the Ministry of Health in developing a **national digital health information reporting system** to aid with capturing disaggregated real-time services delivery data, which is being piloted in 20 primary health centres in two governorates. The system, when scaled up, will be useful for coverage analysis and evidence-based planning, improve governance and accountability. UNICEF also supported strengthening of **the national cold chain capacity**, which will potentially benefit vaccination of **200,000 newborn children**.

#### Learning bridges programme



**500 000 children**  
received help learning during  
school closures by Learning  
Bridges programme



**4 000 schools**  
will participate in NDA in  
2020 to analyze the extent  
of learning loss

**WHO** produced an **Action Plan (2022-2026) for the National Mental Health and Substance Abuse strategy**; launched the National Rehabilitation Strategic Plan 2020-2024.

**UNOPS** furnished and equipped the newly constructed emergency department at Al-Bashir Hospital in Amman.

**WFP** supported the development of **the National Food Security Strategy** led by the Ministry of Agriculture, in close collaboration with **FAO** and other partners. This is the first comprehensive road map for food security in Jordan identifying the national priorities and challenges to food security and promoting the development of a food security governance structure. WFP and the Ministry are focusing on formulating the action plan for the implementation of this Strategy.

**WFP**, also, supported Ministry of Education in developing and implementing **the National School Feeding Strategy** (2021-2025) to enhance effectiveness, sustainability and scalability of the school feeding models.

In 2021, UN agencies worked on supporting **the National Aid Fund (NAF)** to become more efficient, equitable and effective. For example, **UNICEF** supported the digitization of the national social protection sector through innovation and management information systems (MIS).

In addition, **WFP** has provided NAF with **technical assistance** on several significant workstreams, such as data collection and verification of NAF beneficiaries, generating evidence, financial inclusion and enhancing accountability to the affected populations. Concretely, **WFP supported NAF in undertaking more than 350,000 home visits between 2020 and 2022 to verify application data before enrolling beneficiaries, established a call center, set-up and staffed Monitoring and Evaluation unit, opened basic bank or e-wallet accounts and provided over 65,000 financial inclusion sessions for the most vulnerable Jordanians until 2022.**

**WFP, UNICEF and ILO** have been jointly working on building monitoring and evaluation framework for MoSD. **UNOPS** strengthened the capacity of MoSD through the development of a Monitoring and Evaluation-based performance MIS and provision of IT equipment for NAF.

With extreme water shortages in 2021 as a result of one of the driest winters ever recorded in the country, **UNICEF** played a critical role supporting the Ministry of Water and Irrigation to focus on the ground implementation of water management

practices in vulnerable communities and engaging in strategic dialogues with the government and donors to advocate for building resilient systems to secure the human right to water for present and future generations to come. **UNICEF** also signed a contract with the Economist Intelligence Unit to study the economic impact of water scarcity in Jordan. The final report will be available in 2022. **UNOPS** rehabilitated water networks in Hawwarah and Sarih district in Irbid, thus enhancing the community's access to improved quality of, and access to water supply.

## Accountable Performance

As a result of the advocacy work of **IOM** through the National Migration Working Group (NMWG), the Government of Jordan decided to include all migrants, regardless of status, in the vaccination programme against COVID-19.

The Jordanian security sector and peace operations became more gender-responsive and inclusive of the meaningful participation of women. With support from **UN Women**, both the Jordanian Public Security Directorate (PSD) and Jordanian Armed Forces (JAF) **endorsed their first Gender Mainstreaming Strategy for 2020–2025**, a key strategy and policy of the security sector. The PSD and JAF also approved a Strategic Training Framework for Gender Advisers and GFPs which will be integrated into the curricula of security sector national training centres. These policy changes have occurred due to the joint efforts and strategic partnership of **UN Women** and the national security forces of Jordan. They significantly contribute to delivering on Jordan's international commitments to the Women, Peace and Security agenda and increase the gender-responsiveness of the security sector and peace operations by increasing the deployment of uniformed women in international peace keeping missions by both PSD and JAF.

More broadly, **UNHCR** supported MoPIC by including the Gender Marker within the Jordan Response Plan (JRP) in 2020-2021. Furthermore, by delivering trainings to the Government on Gender with Age Marker, UNHCR contributed to gender-specific capacity building.

**UNHCR's** protection strategy included the provision of technical support and of a comprehensive capacity development programme targeting administrative institutions, besides civil society actors (including academia). Through such kind of initiatives, UNHCR inter alia reached: the Ministry of Interior (i.e. Refugee Affairs Coordination Office, Syrian Refugee Affairs Directorate, Correction and Rehabilitation Centers Department and other offices from the Public Security



Directorate, Civil Status Department, Family, Social and Juvenile Department), line ministries, Parliamentarians, the Jordanian Armed Forces, the General Intelligence Department, the Supreme Judge. The aim was to enhance the capacity of critical stakeholders on international refugee law, **UNHCR's** mandate, with specific focus on the non-refoulment principle, and on the rights and obligations of refugees, and to open channel for consultation with actors who impact on the daily life of refugees through their implementation in practice of relevant laws and policies.

Activities consisted in participation, jointly with relevant institutions, in technical committees and consultations, including with advisory role, as well as in the delivery of trainings, workshops and roundtables, to facilitate trust building with key stakeholders and establish a constructive platform for exchange of good practice, and discussions for advancement in the practices adopted.

As a result of the technical support and capacity development activities provided, administrative institutions adopted a more protection-oriented stance and improved their practices, i.e.: the requirements for issuance of documentation relating to births and all vital incidents were softened by the Civil Status Department; focal points for anti-trafficking activities within refugee camps were appointed and trained in collaboration with UNODC and the Ministry of Justice; due process safeguards were enhanced in cooperation with relevant security entities in regard to proceedings relating to complex cases and cases with protection risks; collaboration was further reinforced with Correction and Rehabilitation Centers Department of the Public Security Directorate in regard to the detained persons of concern (PoCs), also in terms of respect of facilitation of protection visits, especially in respect of the principle of confidentiality.

**UNODC** supported Jordan in the development of a national law on international judicial cooperation. The new law will enable the Jordanian authorities to better deal with requests related to legal assistance, extradition, transfer of proceedings in criminal matters and with cooperation requests for, inter alia, the confiscation of proceeds from criminal activities.

In addition, **UNODC** in partnership with Ministry of Justice, modified the National Referral Mechanisms (NRM) and combined them with the used standard operation procedures (SOPs) to improve the integration of services and protection to refugees and victims of trafficking. The modified NRM/SOPs were endorsed by GoJ in November 2021.

**UNRWA** is collaborating with **ILO** to facilitate a review of the existing legal framework and procedures and identify challenges for participation of Palestine refugees from Syria in the Jordan labour market.

### Promoting Partnerships

With support from the Rapid Finance Facility, **UNDP in partnership with ILO, FAO** and others conducted a series of rapid impact assessments and policy notes focusing on vulnerable households and enterprises, inter alia to assess the impact of COVID-19 on enterprises in Jordan. **UNDP jointly with UN Women** supported the roll out of the Royal Committee's recommendations on women's political participation and empowerment. UN Women and UNDP also facilitated workshops together with the private sector to promote greater participation by women in politics.

**UNIDO**, in partnership with the European Union, the Royal Scientific Society (RSS) and the Jordan Chamber of Industry developed and worked on piloting the resource efficiency and cleaner production methodologies of selected Small and medium-sized enterprises (SMEs) in Jordan.

### Strengthening Humanitarian and Development Management System

As part of the JRP planning process, JORISS (the information system for the Jordan Response Plan) was improved to feature intuitive and user-friendly interface and a series of robust features that streamline the reporting, monitoring and tracking process.

**UN-Habitat** developed spatial profiles for the Greater Amman Municipality and Greater Irbid Municipality, which provided spatially focused cross-sectoral situational analysis of urban settlements hosting displaced populations to allow local stakeholders to get a comprehensive spatial understanding of existing situation as a basis for decision making on long-term urban development strategies and infrastructure investment planning. Within this process, UN-Habitat built the capacities of municipal officials and governmental focal points from different sectors on mainstreaming migration into planning and responding to the impacts of displacement and improving the quality of life for residents in Jordanian cities. Additionally, **UN-Habitat** held a capacity building training for focal points from the Department of Statistics and municipalities on the importance of good data management and the development of urban observatory or data platforms for future use through utilizing the Geographical Information System (GIS) tool.

## Strategic Priority 2. Empowered People

**UNSD Outcome 2:** People especially the vulnerable proactively claim their rights and fulfil their responsibilities for improved human security and resilience.

**Contributing Agencies:** ILO, UNDP, UNESCO, UNFPA, UN Habitat, UNHCR, UNICEF, UNRWA, UN Women, WFP.

**89,000**

Users accessed information about eliminating all forms of violence against women

**44,966 women and men**

Accessed information on gender equality, Women, Peace and Security

**78,688 vulnerable children**

Received messages on child protection and psychosocial support

**7,898 university students**

Participated in reproductive health and health promotion courses

**5,286 out of school children**

Enrolled in non-formal education (NFE) were supported

**500,000 refugees**

Received monthly cash assistance for food

**760,000 refugees registered with UNHCR**

Continued to received multi-sectoral assistance

Refugee girls take part in activities at the Adolescents Girls Empowerment Led Centre, supported by UNFPA in Za'atari camp.  
©UNFPA/Al-Masri

## Improving Access to Information and Knowledge

In 2021, the **UN** continued supporting the creation and development of an enabling environment to enhance individuals' knowledge of rights, as well as their access to information, education, skills, capacities and services. Efforts focused on empowering people to change patterns of behavior and to improve their circumstances and development. Jordan efforts towards youth interventions have continued by the UN to support the youth sector.

Although the female labor force participation rate has experienced a decrease in Jordan, it continues to have one of the globally lowest female labor force participation rates due to persistent obstacles related to social norms, fewer opportunities, cultural obstacles, lack of transport and lack of childcare. Efforts by the UN continued to empower women and increase their employment participation.

Throughout 2021, the UN focused on supporting different interventions in both humanitarian and development contexts providing various platforms for people with focus on women and youth to access information and knowledge, and providing an enabling environment for youth contribution in their community, and voicing out their concerns, demands and aspirations. The UN support is built on empowering people to promote changes in behavior.

Efforts to enhance youth's capacities and raise their awareness on Sexual and Reproductive Health and Rights (SRHR) and Gender Based Violence continued; the UN implemented many initiatives in partnership with national and international organizations.

For example, **UNFPA** expanded its work towards the Comprehensive Sexuality Education (CSE) for young people through collaborating with the Royal Health Awareness Society (RHAS) to enhance community awareness about Adolescent and Youth Sexual and Reproductive Health Rights (AYSRHR) issues to reach 10 public and private universities in Jordan to provide elective reproductive health and health promotion courses. **The course reached 7,898 students during 2021 bringing the total number of students reached (since 2016) to 25,723 students.**

This intervention has enabled youth to adopt healthy lifestyles by promoting CSE from a socio-ecological model realizing that change should be affected through bottom up and top-down approaches.

In 2021, a number of coordination activities were implemented including high-level meetings with government officials and **UNFPA** partner (RHAS) to discuss the CSE policy brief. This led to the second pilot phase that resulted in reaching 20 participating schools (7 schools for boys and 13 schools for girls) which started in September till December along with the academic year of "2021 - 2022", in which counselors provided sessions of the "Developmental Characteristics Manual" for students from Grades 5 to 10.

In 2021, **UNICEF** developed the Bayanati MIS and deployed it in Jordan to support monitoring access to UNICEF services. The system hosts around one million records of individual-level data for beneficiaries reached by UNICEF and its partners (of which over 600,000 are children). MIS allows UNICEF programmes to monitor coverage of vulnerable children and young people (including those living in remote or marginalized communities, individuals with disabilities, children dropped out of school, engaged in child labour, early married, etc. In addition, the system allows access and quality of service at the individual level, and performance of centres and implementing partners. Bayanati was one of the key factors for the success of the **UNICEF** Makani flagship programme's continuation during the COVID-19 crisis.

The importance of the system is that it succeeded in creating connections between programmatic interventions, monitoring & evaluation as well as Information communication technology (ICT) around data, and adopting a gradual improvement approach and building short term actions with the long- term vision. The system was documented as a global best practice.



*In 2021, UNFPA supported The Youth innovation hub which is a virtual platform that was activated in collaboration with MOY to engage young people living in Jordan to share their project ideas around SRHR, Health and COVID-19 in addition to combating pandemics.*



## Enhancing Skills and Capacities

Through MAKANI, UNICEF provided Skills Building training focusing on Life and Digital Skills to vulnerable adolescents and youth in which **over 78,688 vulnerable children (56 per cent girls) with child protection messages and psychosocial support** through the Community Based Child Protection (CBCP) component of the UNICEF flagship programme, Makani: 24 per cent in refugee camps, 72 per cent in host communities and 4 per cent in Informal Tented Settlements (ITS) were supported in 2021.

UNICEF partnered with the Ministry of Labour (MoL) and Rowad Al-Khair to conduct awareness- raising sessions and training on child labour and exploitation. **A total of 2,673 children (600 girls, 2,073 boys), 2,541 adult caregivers and community members (1,357 women, 1,184 men), and 100 (adult) employers and workers from the private sector (64 women, 36 men) received information about child labour and exploitation.** 148 CBOs staff, community committee members, families, government officials and family caregivers were trained extensively on child labour.

In the first half of 2021, Makani programme in host communities and ITSs provided learning support services (LSS) through remote support modalities such as Darsak. In 2021, LSS were provided to **over 51,463 children** and adolescents (54 percent female); 27 per cent of beneficiaries were in refugee camps, 68 per cent in host communities and 5 per cent in ITSs.

UNICEF also provided vulnerable Syrian households, benefiting from Makani services, with tablets with pre-installed learning applications and internet connection. The service enabled children to access the national online learning platform and the Makani services remotely, while ensuring a safe and monitored learning experience. **Altogether, 9,410 tablets have been distributed to vulnerable households,** mostly Syrians in refugee camps and host communities, reaching 24,946 children (52 per cent female).

UNICEF continued to support **5,286 out-of-school children** (46 per cent females) enrolled in NFE both virtually during the closure due to COVID-19, and in person from September 2021 after reopening schools and NFE centers.

UNICEF trained master trainers in March 2021 on instructional design for remote learning, reaching 41 MoE personnel (37 per cent females). This training was cascaded down to 615 NFEAYSRRHR facilitators (47 per cent females) in August 2021 and was led and funded by MoE. Given the increased risks faced



**In 2021, in line with the transition plan agreed with Ministry of Education, UNICEF handed over implementation of the Non-formal Education (NFE) programme to MoE and provided support to ensure a smooth transition.**

by children and youth with the new reliance on distance learning, as well as the increased use of social media and online platforms, UNICEF developed guidelines for Safe online communication with children.

This was then followed by comprehensive training for UNICEF partners, both government and civil society, to raise awareness and scale up efforts to protect children from abuse and exploitation. A month-long cyberbullying prevention campaign was carried out through social media and digital media platforms.

UNESCO supported Syrian refugee and vulnerable Jordanian youth with scholarships to access BTEC-level II-TVET programmes in three training disciplines (Business, Information Technology, and Creative Media Production), as well as on-the- job training opportunities to facilitate access to the labour market. 166 students, of which 74 Syrians and 92 Jordanians, 92 females and 74 males benefitted from those training and learning opportunities.

In 2021, UNFPA Jordan maintained its partnership with RHAS, by supporting adolescent SRHR awareness in 24 Healthy Community Clinics (HCCs). UNFPA Jordan launched the parent AYSRHR Toolkit in partnership with the Ministry of Health. Fourteen HCCs are rolling out the toolkit using a remote approach: 921 female parents received ten sessions via WhatsApp and 371 parents received overthephone one-to-one counseling sessions. Ahead of the launch, in March 2021, 30 healthcare providers from the fourteen HCCs attended a four-day interactive training on the AYSRHR Toolkit. In addition, fourteen participants from five organizations were trained on the toolkit in February 2021 and rolled it out in their centers. An additional 83 volunteers (32 male and 51 female) who received the training, have designed interactive sessions and have carried out awareness sessions for their peers about reproductive health. In addition, AYSRHR sessions were conducted in 24 MoH clinics in addition to 150 one-to-one counseling sessions for parents.

Building on the unceasing efforts by the UN to end child marriage, UNFPA continued its support to the National Council for Family Affairs in monitoring the implementation of the National Action Plan (NAP) Against Child Marriage through information sessions at community level and capacity building of national officers at implementing agencies.

“With the support of UN Women, 44,966 women and men had access to information on gender equality, Women, Peace and Security (WPS), as well as gender norms and beliefs.

**89,000** users across all governorates of Jordan had access to information about eliminating all forms of violence against women, especially political and domestic violence, and strengthening the role of men and youth in combating violence against women. This results from a social media campaign carried out by **UN Women** HeforShe volunteers and JNCW youth in commemoration of the 16 Days of Activism Against Gender-Based Violence.

Throughout 2021, **UNRWA** reached a total of 118,549 students with its The Human Rights, Conflict Resolution and Tolerance (HRCRT) programme. This included awareness raising sessions on cyber bullying with 39,943 students (3,218 females and 36,725 males), and bullying with 23,339 students (17,290 females and 6,049 males), and HRCRT animated videos for 46,430 students (22,983 females, 23,447 males). 73 students (51 females and 22 males) attended a Student Parliament Conference in April 2021. 118,549 students participated in School Parliament elections in October 2021. UNRWA also delivered awareness raising sessions on cyber bullying for 5,887 parents (5,261 females, 626 males), and bullying for 1,603 parents (694 females, 909 males).

Additionally, **UN-Habitat** also strengthened the capacity of the Department of Palestinian Affairs on developing and managing inclusive, gender-sensitive, and quality public spaces, especially in refugee camps.

## Supporting Refugees and Host Communities

In 2021 and despite the consequences of the COVID-19 crisis, the UN accelerated its efforts to provide high quality services to vulnerable people. The services focused on SRH, cash assistance, emergency support, food parcels, seasonal support, protection, registration, health programmes, livelihoods and community-based activities promoting social cohesion for refugees and host communities.

UNHCR closely liaised with the Government of Jordan and partners across the humanitarian and development spectrum to promote the continuation of inclusion of refugees in national systems, such as health and education and further labour market opportunities.

“Multi-sectoral assistance continued to be available to the over 760,000 refugees registered with UNHCR.

To address increasing needs faced by people of concern, in 2021, **UNHCR** delivered monthly cash assistance to vulnerable refugees (on average 33,000 families/monthly). In addition, temporary winterization assistance reached more than 83,000 Syrian and non-Syrian households and COVID-cash over 43,000 households. In doing so, UNHCR spearheaded the gradual shift to mobile money contributing to the financial inclusion of refugees. At the same time, sustained engagement was pursued with the GoJ and key partners to broaden refugee access to the labour market and improve refugee livelihoods.

Twenty-two Community Support Committees (CSCs) supported by UNHCR continued to provide a safe and public space for persons of all nationalities and backgrounds to meet<sup>4</sup> for education and livelihood programmes, information exchange, social events, recreational and cultural activities, and other purposes. These centers directly promote social cohesion between nationals and refugees. They aim at empowering people by providing a forum for meaningful participation in decisions affecting their lives and by supporting community mobilization.

**UNHCR** also worked closely with the Ministry of Interior (MoI), Refugee Affairs Coordination Office (RACO) and Syrian Refugee Affairs Directorate (SRAD) on registration and documentation standards for all people of concern in Jordan.

Among other prominent results, **UNHCR** supported over 400,000 primary health consultations in both Zaatari and Azraq Camps and for refugees out of camps. A total of 15,600 secondary and tertiary health referrals including emergency obstetric were provided to refugees in and out of camps.

“UNHCR supported over 400,000 primary health consultations in Syrian refugee camps.

**UNHCR** continued to make concerted efforts to promote refugee inclusion and discharge its key protection activities and deliver humanitarian assistance to support the resilience of refugees.

Within its commitment to ensure continuity of SRH services in Syrian refugees, **UNFPA** supported 120,098 vulnerable individuals with different SRH and GBV services, and support was provided to sixteen static reproductive health clinics in camps and host communities, increasing availability of integrated SRH and GBV services to marginalized women and girls. Moreover, to respond to the gaps in SRH services in remote areas as a result of COVID-19, more than 188,154 vulnerable women in under-served populations in 7 governorates were reached with integrated SRH services through UNFPA's health clinic intervention (including over 22,826 family planning counseling services).

Through the **UN Women** Oasis programme, 774 Syrian refugee women had enhanced access to protection services. 58 of whom had enhanced access to case management and counseling services, and 38 women had access to in/out referral services (30 Syrian refugee women in camps; eight in host communities). These services were supported with UN Women's remote protection services through phone calls (463) and WhatsApp messages (368) to both refugees and vulnerable Jordanians.<sup>7</sup>

In addition, the 774 Syrian refugee women had access to protection information and interagency messages through UN Women's WhatsApp group; a total of 67 messages were shared in 2021 (33 protection messages, 24 interagency messages, and 10 COVID-19 protection messages).

**UNODC** collaborated with university research teams to launch an updated version of the Children Immunization mobile Application (CImA), incorporating parenting and caregiving under COVID-19 tools. The CImA application is designed to support refugees in Zaatari camp access trustworthy information; and have records of vaccination history for children according to the Jordanian national vaccination guidelines.

In line with SDG 2 Zero Hunger, **WFP** continued to provide monthly humanitarian cash assistance to nearly half a million Syrian and Non-Syrian refugees in camps and host communities. Continuing its response to the pandemic and building on its work in 2020, WFP expanded its support to refugees especially impacted by the COVID-19 pandemic to reach 40,000 refugees. In camps, WFP provided additional in-kind support with welcome meals and food parcels to refugees in quarantine or under-self-isolation. A new targeting model for assisting Syrian refugees in host communities was implemented in July, reflecting increased vulnerabilities to food insecurity of refugees due to the COVID-19 pandemic.

Due to ongoing funding challenges, WFP had to activate a resource driven prioritization plan at the same time, focusing its assistance the most vulnerable refugees.

**UNHCR and WFP** started a new initiative to build the "sustainability agenda", a systemic and joint approach to sustainability for the refugees, by intentionally promoting and building their self-reliance. This is based on refugees' skills and capabilities as well as identifying and advocating for the required enabling environment. Over time, this new approach should reduce their dependence on unconditional humanitarian assistance.

**United Nations Volunteers (UNV)** Programme, through its work with the different UN agencies in Jordan to support their projects, programmes and operations, have contributed efforts to foster Inclusion of Refugees. UNHCR and UNV worked together to deploy 11 refugee UN volunteers in 2021. This helped further demonstrate refugees' direct contributions to the host society by filling crucial labour gaps in the national economy. The initiative also promoted refugee empowerment. 8 of the refugee UNVs were medical doctors, 2 electrical assistants in Azraq and Zaatari camps and one worked for the MOH COVID Call center as community volunteer/hotline operator.

**UNRWA** offered outpatient and reproductive services to 864,548 Palestine refugees (excluding Palestine Refugees from Syria (PRS) and Ex-Gazans), out of which 65 per cent were female patients, through 25 health centers, including services for vulnerable groups, such as infants, older adults, and individuals with underlying chronic conditions. UNRWA provided unrestricted and free-of-charge primary health care access to 15,867 PRS (9,237 females, 6,630 males) through its 25 health centres, four mobile dental clinics and the Jordan Health Aid Society (JHAS) clinic for PRS residents in King Abdullah Park (KAP). UNRWA also inaugurated a new health center in Zuhour, Amman.

As of 31 December 2021, 118,549 girls and boys accessed education at 161 UNRWA Schools. **UNRWA** provided 2,155 students with training across 44 courses at vocational training centers (VTCs) and a teacher's college (FESA: Faculty of Educational Sciences and Arts). VTC students exceeded the national average by 12 per cent (81.56 percent success rate) in the 2020/2021 comprehensive exam results. Employability rate reached 84.9 per cent among VTC graduates despite the pandemic.

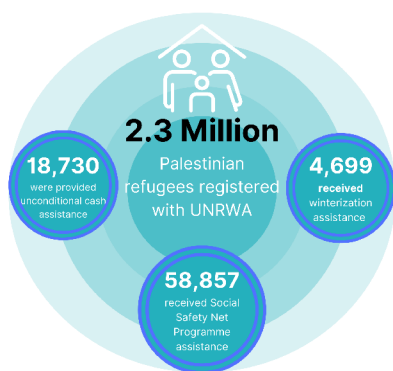
<sup>7</sup> Protection services through WhatsApp and phone calls are anonymous, and thus, the beneficiary data is not disaggregated.



**UNRWA's** eight Microfinance Branches financed 11,900 loans with a total value of USD \$9,448,303 to beneficiaries including microentrepreneurs and informal enterprises. Women made up 56 percent of UNRWA's microfinance clients and youth accounted for 28 percent of UNRWA's microfinance clients. Palestine refugees registered in Jordan (PRJ) received 7,228 loans (61 per cent) with a total value of USD \$6,124,504. UNRWA activated the Short Messaging Service to its clients in September 2021 to remind them of payments and inform them about their financial transactions with the department. Likewise, the digital payment channel launch is at the final stage.

43,029 Palestine refugees benefited from the implementation of Camp Improvement Plans (CIPs) physical and socioeconomic projects, 100 per cent of shelters were connected to optimum levels of water supply services. 42 families benefited from repaired or reconstructed shelters. UNRWA ensured a clean-living environment in 10 camps by collecting and safely disposing of approximately 134,500 tons of waste, disinfecting the camps, and controlling the rodents. This prevented the spread of infectious diseases and other health risks.

Out of 2,334,794 Palestine refugees registered with UNRWA, 58,857 PRJ received Social Safety Net Programme assistance including 32,174 females, 26,683 males, and 8,173 people with disabilities. 18,730 PRS were provided with unconditional cash assistance including 9,807 females, 8,923 males, and 496 people with a disability. 647 PRS families were also provided with one-time cash assistance, and 18,644 PRS were provided with COVID-19 cash assistance including 9,758 females and 8,886 males.



According to the Post-Distribution Monitoring (PDM) conducted in December 2021, 61.4 percent of PRS stated that the COVID-19 cash assistance had moderately helped to improve their living conditions, 67 per cent of PRS confirmed they were able to cover their basic household needs, and 31 per cent confirmed they borrowed money during the COVID-19 crisis.

**UNRWA** also distributed winterization assistance to 4,699 PRS households (1,546 female-headed households and 3,153 male-headed households). 156 Palestine Refugees from Iraq (PRI) were provided with COVID-19 cash assistance including 80 females and 76 males.

An ongoing establishment of a photovoltaic system which, once operational, will cover up to 80 per cent of the Agency's electricity needs, thus reducing the carbon footprint and greenhouse emissions that result from services to Palestine refugees. Other interventions include installing LED lights in most UNRWA facilities, adopting solar energy for central heating, and cooling systems, transitioning gradually to paperless work modality, introducing new courses from 2021 in VTC such as solar energy, proper disposal of 11.9 tons of medical waste generated by the health centers, and using, where possible, environmentally friendly construction materials and machinery. Estimated reduction in the use of electricity due to the use of LED lights to replace the old lamps and for new buildings is 106,000 KWH.



*"I wish our family could reunite one day," Asma, Palestinian refugee from Syria*

*Asma, her husband, and their three children left Syria for Jordan in July 2012. Before the war, the family had a good life in Syria — a home, good health, and children with dreams. "I almost lost my youngest boy because of an airstrike," says Asma.*

*"It was clear that this was not home as we know it anymore." Asma's 70-year-old mother stayed behind. "It is heart-breaking to know that we cannot do anything to support her," says Asma.*

*"I wish our family could reunite one day." A herniated disc has left Asma's husband Mohammed unable to continue his work as a painter. The family is among the 17,000 Palestinian refugees from Syria now in Jordan who are receiving assistance from the United Nations Relief and Works Agency (UNRWA).*

## Strategic Priority 3. Enhanced Opportunities

**UNSDF Outcome 3:** Enhanced opportunities for inclusive engagement of all people living in Jordan within the social, economic, environmental, and political spheres.

**Contributing Agencies:** ILO, IOM, UNDP, UNESCO, UNFPA, UN Habitat, UNHCR, UNICEF, UNIDO, UN Women, WFP.

### 50 SMEs

Received business incubation and acceleration trainings

### 7,000 people

Supported with enhanced access to labour market through skills development

### 1,002 people (786 women)

Provided with training and skills building programmes

### 62,195 work permits

Issued to refugees by the Government of Jordan with UNHCR support in 2021

### 2,102,463 community members

Received awareness about women, peace and security, gender equality, gender-based violence, the role of women in society, peacebuilding, and preventing violent extremism.

### 21,181 female Sexual and Gender Based Violence Survivors

Accessed protection services and safe spaces.

### 340,000 short term jobs opportunities

offered to people through the intensive infrastructure programmes

Maria, 13, a participant in one of UNICEF-supported training of trainers about the Adolescents Kit- resource skills. ©UNICEF/Al-Ja'bari/2021

## Strengthening Political Opportunities

The **UN Women-UNDP** Joint Programme on Women's Political Participation and Representation in Leadership Positions in Jordan has developed two knowledge products, namely a national survey on public perceptions towards women's political participation and a post-elections report. The former identified a baseline for several output indicators of the joint programme, whereas the latter contributed to the prioritization of support for upcoming elections.

## Strengthening Economic and Investment Opportunities

The emphasis of the UN efforts in Jordan under this sector concentrated on provision of trainings, capacity building as well as strengthening economic opportunities with a focus on women and vulnerable Jordanians and refugees.

**IOM**, together with implementing partner Good Neighbours, provided training and in-kind livelihoods assistance to 168 vulnerable females (110 Syrian refugees, 58 Jordanians).

Under its "LevelUp Accelerator Programme", **UNIDO** supported **50 SMEs to receive business incubation** and acceleration trainings (32 women owned/18 men owned).



*In 2021, UNIDO led a partnership with the public and private partners to accelerate entrepreneurship in Jordan.*

*This partnership has launched a business accelerator for 50 Jordanian startups and SMEs with an aim to offer businesses access to resources for scaling up, training opportunities, and a gateway to global markets by giving entrepreneurs the chance to pitch their business plans to "world class venture capitalists and investors".*

**UNDP's** focus remained on women's economic empowerment and job creation for women in non-traditional sectors such as solid waste management (SWM).

Training and skills building programmes were provided to 786 women and 216 men including financial literacy, soft skills, entrepreneurship, marketing and communication, on the job training, as well as grants to support the establishment of micro-businesses. **UNDP**, also, established a social entrepreneurship hub with the aim of supporting entrepreneurs and social enterprises and provided startup funding to 47 entrepreneurs to form their microbusinesses.

**UNESCO** and **ILO** collaborated to provide enhanced livelihoods opportunities for heritage conservation and maintenance skills to vulnerable Jordanian and Syrian refugees involved in the small-scale heritage conservation works at the sites of Petra (85 in Ma'an), Rihaab (118 in Mafraq), Um Qais (253 in Irbid) and Um es-Surab (210 in Mafraq).

**WFP's** project with the National Alliance against Hunger and Malnutrition (NAJMAH) improved participants' access to economic opportunities during the COVID-19 pandemic, and continued in 2021. Participants received training in market-driven professions; over 60 percent of them were matched with jobs in retail, hospitality, health, education and handicrafts sectors for sustainable livelihoods.

Under the Human Capital Development project, in partnership with the national NGO Dar Abu Abdullah (DAA), **WFP** provided foundational and technical training to participants who were linked with formal employers in the retail sector. Participants who successfully established home-based businesses in the agriculture, food processing and handicraft sectors were linked to the local markets.

**ILO** programming and interventions helped in training 100 women in sports, of whom more than 80 per cent were successfully employed in gyms under decent working conditions. **ILO** also **enhanced access to labour market through skills development for 7000 individuals, recognition of prior learning for 10,000 individuals and entrepreneurship support for 200 individuals**. Moreover, ILO worked towards improving working conditions in the sectors with high women's employment such as garments and education.

**ILO's intensive infrastructure programmes offered 340,000 short term jobs opportunities.**



In addition, the Labour Market Information Analysis Unit was established through **ILO** efforts that was supported by GIZ and MoL. ILO worked with Social Security Corporation (SSC) to subsidize costs of childcare provision to enable women to remain in the labour market, and also supported social dialogue for Collective Bargaining Agreements (CBAs) at sector level. This has resulted in 2 sectoral CBAs in 2021 (garments) and 44 firm level agreements were reached.

**“ In 2021, a total of 62,195 work permits (56,693 males and 5,502 females) were issued to refugees by the Government of Jordan with UNHCR support, the highest number since 2016. ”**

**UNHCR** supported 109 Syrian refugees to access accredited vocational training, including 69 female (31 Syrians and 38 Jordanians) and 40 male (9 Syrians and 31 Jordanians). An additional 122 were supported with specific training to increase employability and entrepreneurship skills, of whom 46 were females (16 Syrians and 30 Jordanians) and 76 males (19 Syrians and 57 Jordanians). Key in supporting and promoting female employment, UNHCR and its partner Jordan River Foundation reached 70 home-based businesses (HBBs) with core training in the following areas: business law, HBB operations, product development and creative design, digital/traditional marketing methods, accounting for non-accountants.

## Strengthening Social Opportunities

The UN in Jordan remained committed to encourage creative, cultural and community development opportunities through raising awareness, increasing access and promoting social cohesion. Greater emphasis was placed on interventions supporting women, girls and youth.

**UN Women** contributed to increased access to educational and life skills opportunities through UN Women's Oasis programme centers in refugee camps and host-communities for 1,422 vulnerable children, youth and women. Of the 1,422, a total of 1,064 children (520 girls; 544 boys) between the age of 6-12 years old benefitted from life skills and innovation education in Azraq and Za'atari camps. 321 women (289 Jordanian; 32 Syrian) aged between 18 and 24 years have enhanced knowledge in online marketing, financial management, health care, and health and nutrition through the online education opportunities provided through the Kolibri platform.

The platform, which is under the Second Chance Education (SCE) project, had been integrated with UN Women's Oasis model that is delivered in partnership between UN Women and the Arab Women's Organization (AWO). Furthermore, 37 women from Azraq and Za'atari benefitted from literacy classes as part of the **UN Women** Oasis programme.

Another 500 youth (230 females; 270 males) have increased capacities to meaningfully engage as agents of change against discriminatory stereotypes and behaviors surrounding women and girls through the newly launched phase 4 of the HeForShe Arabic movement. This comes as a result of UN Women's broadened partnership with youth networks, including under the national 2250 Youth Coalition, and with the youth and adolescent led HeforShe movement. Of the 500 youths, 100 have also enhanced capacities in the areas of gender equality, women's rights, and advocacy.



*Discussing gender equality in Jordan can lead to difficult conversations, as Balqees Shahin, a volunteer for the UN Women gender equality campaign HeforShe, has discovered.*

*"online games can help young people to address gender issues," said Balqees, who led the development of RiseUp app in partnership with **UN Women** online to discuss different topics related to gender equality.*

*"Growing up in a family that supports women was a significant asset to my ambition of becoming a gender equality advocate in Jordan".*

Under UN Women's the Jordanian National Action Plan for the implementation of the UN Security Council resolution 1325 on Women, Peace and Security 1325 programme (JONAP 1325), 4,335 women and youth have acquired the needed skills to safely and confidentially detect and address early signs of radicalization and violent extremism. This included 440 girls and boys who have actively raised awareness on human rights, gender equality and non-violence in Madaba and Balqa public schools. With the support of Generations for Peace (GFP) and Madrasati, the women and youth at public schools, youth centers and communities raised their awareness on prevention of violent extremism and violent extremism, and gender equality and women's empowerment (GEWE) through seminars, community initiatives and online sessions conducted by **UN Women** in 2021.

**“2,102,463 community members raised their awareness about women, peace and security, gender equality, gender-based violence, the role of women in society, peacebuilding, and preventing violent extremism.”**

This results from activities conducted as part of the 16 Days of Activism Against Gender-Based Violence campaign and awareness raising of the adaptation of JONAP 1325 through social media by UN Women in partnership with GFP.

With respect to **UN Women's** humanitarian and resilience building services, **1,652 vulnerable Jordanians** (797 Jordanian women and one Yemeni woman) and Syrian refugee women (774 Syrian refugee women in camps and 80 Syrian refugee women in host communities) had increased access to comprehensive humanitarian and resilience building services and livelihood support through the UN Women Oasis programme. 277 of the beneficiaries (17 per cent) were women with disabilities or women with a person(s) with disabilities in their household, representing 4 per cent increase in the disability inclusion of UN Women's Oasis programme since 2020. Out of the total 1,652 women, 221 women (83 Jordanian women in host communities; 138 Syrian women in camps) and an additional 470 Jordanian women of the age 25 years and above have enhanced knowledge in online marketing, financial management, health care, and health and nutrition.

**“During 2021, 21,181 female Sexual and Gender Based Violence (SGBV) survivors had access to protection services and safe spaces.”**

1,938 of the SGBV survivors received psychosocial and legal support services run by Jordanian Women's Union (JWU) with support of UN Women in Baq'a, Deirallah, Madaba, Salt and Zarqa. Among them, a total of 307 SGBV survivors had safe and confidential access to non-stigmatizing comprehensive support services through the Hotline program. Furthermore, 338 women had access to quality shelter services and hygiene supplies.

Building on **UNVs** mandate to integrate volunteerism strategically and meaningfully into the implementation and delivery of UN agencies' mandates, UNV in Jordan worked with agencies to promote inclusion of Persons with Disabilities (PWD) and to identify opportunities where volunteers add specific and unique value to development programmes. Two UN Volunteers were deployed with UNICEF Youth and Adolescent Development Programme, and UNDP RBAS to support PwD by providing strategic direction to assess, develop and implement a regional approach framing UNDP offer.

**UNDP** built capacities of women on the 5Rs (Reduce, Reuse, Repair, Rot, Recycle) in SWM, as well as on business creation, market demands to improve their technical and entrepreneurial skills. Women CBOs in the targeted areas were provided with a training in designing, implementing, and monitoring gender responsive projects using SWM.



©UNDP/ Sumaya Agha

*UNDP supports Syrian refugees and host communities in Jordan, including a project with the government to improve waste management in Jordan and create sustainable livelihoods.*

Operational financial support was also provided to the CBOs to enhance their services and outreach to women and enable them to be agents of change and a generator for business growth in the area. **UNDP's** work on social cohesion created local channels of communications within municipalities through social media platforms, and grants for COVID-19 awareness sessions and IT knowledge, e-learning trainings for mothers and teachers were included. **UNDP** worked with **220 beneficiaries** (50 per cent Iraqi and 50 per cent Jordanians) facilitating their participation in 10 urban revitalization initiatives in downtown Amman. UNDP developed a curriculum for training community policing officers, at the Jordan Public Security Directorate, to enhance trust and confidence development of community focused policing service that listens and formulates joint solutions to community's concerns on crime and disorder and quality of life issues.

**UN-Habitat** engaged community members in Ghor Al Safi in multi-stakeholder dialogue about public space development through consultation sessions. Community representatives in Souf and Al-Shahid Palestinian Refugee Camps meaningfully participated, through consultations and surveys, to improve the quality of public spaces in the camps and some **300 children** increased their awareness of COVID-19 sanitation practices by using dramatic arts and urban agriculture.

In May 2021, **UNESCO** and the Ministry of Culture, joined forces in launching a series of videos on Media and Information Learning (MIL) and tackling disinformation. The videos work to empower youth to counter harmful side-effects of media, digital media and social networks. The videos also aim to address inappropriate and harmful media content, mainly including false news, rumors, hate speech and extremist and violent content. The videos were published through the Ministry's platform dedicated to MIL "Thekatna- Our trust" and through UNESCO and the Ministry's social media channels. The videos reached by more than 5000 views. 21 young journalists aged between 22-30 years old benefited from a podcast training (12 females, 9 males), and were equipped with editorial and technical skills needed to produce their own episodes. 5 podcast episodes produced by the 21 beneficiaries to raise awareness on misinformation, published on various podcast applications, and shared on social media platforms for outreach purposes. The podcast reached around 2,000 listeners.

In 2021, **UNFPA** continued to support the Jordan Youth Peace and Security (YPS) 2250 National Coalition by co-chairing the Secretariat with GFP. The vision of the national YPS 2250 Coalition is to have an effective role in building and amplifying the momentum generated by Jordan's past and present leadership in actualizing the UNSCR 2250 agenda on

YPS, while ensuring meaningful youth participation and engagement are at the heart of these efforts.

During 2021, UNFPA with its partner GFP worked with the YPS on developing a module and training materials on the principles of civic engagement and youth participation in the decision-making process of YPS. This module serves as a national resource/module on training on UNSCR 2250. It was evident that the YPS programme was promoted among youth where over 1,187 applications were received to join the programme, including 596 males and 591 females.

Through the YPS programme, community needs were mapped and the youth identified 6 community initiatives -covering the North, South and Centre regions- to respond to their needs with a focus on youth civic participation, raising awareness and understanding of the YPS agenda in Jordan and UNSCR 2250.

**UNFPA** continued its support in building the capacities of young people as "peer educators" and raising their awareness about SRHR in an interactive, "youth-friendly", participatory and engaging manner through the Y-PEER network that was supported since 2008. In 2021, UNFPA supported 76 youth Y-PEER Network members as a youth-led network on SRHR issues. At present, the national network, which is part of the global network, includes 120 active youth members and is present in most Jordanian governorates, host communities and refugee camps.

In 2021, **UNFPA** maintained its support to 15 SHABABNA Youth Network in 10 universities by providing awareness raising sessions about Youth SRHR, more than 3,500 young people were reached. 60 youth members of "Shababna Youth Network" have received a 'Training of Trainers' aimed at building their capacities and skills for future peer education sessions on Y-SRHR. Moreover, 10 interactive initiatives were implemented with the cooperation of the network members in 10 universities to educate their peers about reproductive health, reproductive health patterns, healthy life, chronic and permanent diseases. Through these initiatives, approximately 3,500 students from different majors were reached.

Building on the partnership with the Royal Health Awareness Society, **UNFPA** facilitated the provision of support by RHAS to the Jordanian universities through signing Memorandum of Understanding (MOUs) between RHAS and the universities. This agreement would ensure providing health promotions and reproductive health courses with nursing colleges, training core teams from participating universities on interactive learning by RHAS, in addition to recruiting young volunteers to be part of the youth mentoring network of "SHABABNA".



## Strengthening Sustainable Environment Opportunities

In 2021, UN continued exerting efforts to contribute to improving and promoting sustainable environment through providing support, primarily to vulnerable communities.

**UN-Habitat** held a 5-day training aimed to train communities in Amman to collect and use rainwater for agricultural purposes, provide water for domestic uses, and assist in minimizing the impact of flashfloods on the drainage system. 43 women and 10 men participated, of whom 41 were Jordanians, 10 were Syrian, and 2 other nationalities. The CityRAP participatory planning process was carried out, targeting local communities, Syrian refugees, local initiatives and NGOs, private sector, GAM, as well as a number of other official stakeholders in the area of Downtown Amman. In total, 81 participants were included in different sessions, 46 were female (56.8 per cent) and 35 were male (43.2 per cent) from both Jordanian and Syrian nationalities.

**WFP** completed a six-month pilot project with Decapolis, a local NGO start-up that focuses on food safety and quality traceability and aims to help food producers in providing premium goods whose end-to-end supply and production chains comply with strict quality control standards. Decapolis successfully supported **100** smallholder farmers to verify, track and trace their produce. The ultimate objective was to increase revenue for the farmers, reduce waste, eliminate pesticide residue and create direct sales channels between smallholder farmers and large retailers.

**UNEP** provided technical support to the Ministry of Environment on the State of Environment Report (SoER) and its associated dashboard, in addition to building institutional capacities. A guidance document for Developing the State of Environment Report was developed for the use of the Ministry as well as an implementation plan for the SoER and an internal project manual based on EU experience. UNEP in collaboration with IMPACT, ACTED and the Ministry of Environment completed a Circular Economy (CE) assessment within the Humanitarian Sector in Jordan, under the framework of the 2020-2022 Jordan Response Plan (JRP). The Economic Empowerment (food security/livelihoods), Water Sanitation and Hygiene (WASH) and the Public Services sectors were identified as priority sectors to apply the circularity within this context. Gaps and limitations, identified through key-informants interviews, were considered to obstruct the integration of Circular Economy activities under the JRP. Two toolkits were designed as an outcome of this project; a self-assessment toolkit allowing quick access to the initiative and another toolkit to support implementing partners in addressing circularity in their operations and programmes.

To help addressing Climate Change in Jordan, UNEP supported the Government of Jordan through a Green Climate Fund (GCF) Readiness project aiming to strengthen the National Designated Authority of Jordan to deliver on GCF Investment Framework. The project was finalized in early 2021 including 5 main outcomes.

"WFP supported 100 smallholder farmers to verify, track and trace their produce".  
©WFP/ Mohammad Batah

## Partnerships and Financing for the 2030 Agenda

**UNDP, UNICEF and UN Women's** Joint Programme "Accelerating Jordan's Progress towards SDGs by Establishing Building Blocks of an Integrated National Financing Framework" with a focus on climate change and gender equality. The joint programme aims to strengthen linkages between planning, budgeting and financing for climate, which is a key priority for Jordan with a potential to have a transformative impact on all other SDGs. The JP also aims to establish key building blocks for an integrated, gender responsive SDG financing framework.

The JP is working with the largest investment vehicles in Jordan, such as the Social Security Investment Fund (SSIF) and supporting the Government's PPP Unit in aligning existing investments and investment pipelines to national SDG priorities leveraging cooperation with international financial institutions and development partners. **UN Women** with UNDP are developing and rolling out a Training of Trainers (TOT) on aligning business and investment practices with the SDGs as well as providing an overview of the SDG Impact Practice Standards and the Women Empowerment Principles. As a result, the capacities of 6 trainers (50% women and 50% men), have been increased on gender smart impact measurement and management and will be able to share and cascade their knowledge with the national eco-system in Jordan.

**UNIDO** forged successful partnerships with the private sector and the Jordan Chamber of Industry on promoting a more resource efficient manufacturing sector in Jordan. Moreover, UNIDO strengthened the dialogue with the EU on green growth through supporting a more circular economy in the country, funds were leveraged within the framework of the EU supported Switch Med programme from the Jordanian Renewable Energy and Energy Efficiency Fund (JREEEF) to provide further financial assistance to SMEs.

During 2021, **UNFPA** invested in an innovative partnership to advance SDG 5 with ZAIN mobile phone company and advanced a new collaboration for girl empowerment with the Islamic Development bank. Together with Zain, three training courses entitled "ME and My mobile" were conducted for 45 vulnerable women and girls including refugees. The overall aim of the courses was to bridge the gender digital divide during COVID-19 pandemic where it was essential to access online services and opportunities.

**UNICEF** continued to partner with and support NCFA to lead on all violence against children and child protection issues at national level. Through this partnership, and with the support of ILO and other partners, UNICEF supported NCFA in reactivating the National Child Labour Task Force to improve coordination and actions to tackle child labour across the country, thereby bolstering actions to achieve SDG indicator 8.7.

**UNICEF** engagement and advocacy with the Government also resulted in the Government's commitment to become a global pathfinding country to end violence against children (VAC). This is a major step forward for ending VAC in Jordan, and UNICEF will support the Government to develop a multi-year action plan in that regard, thereby taking additional concrete steps to meet SDG targets, including under SDG 16.

**UNICEF** also continued to engage with Government entities to advocate for the adoption of the Child Rights Law and Juvenile Laws, which aim to improve the legal framework for the protection of children in Jordan and align with international standards.

**UNICEF** Social protection and Policy programming is supported by a strong partnership approach at all levels. In the area of technical assistance and system strengthening, UNICEF Social Policy is collaborating and providing technical and financial support to several line ministries and government agencies.

**UNICEF** has also supported the integration of the National Aid Fund Management Information System (NAF MIS) with the national unified registry (NUR), in collaboration with NAF and the Ministry of Digital Economy and Entrepreneurship (MoDEE), with the aim of establishing an integrated institutional structure to support real-time verification of administrative data and support safety net programming and implementation at the national level. UNICEF provided financial and technical assistance to the development and additional stages of the NUR, and integration with NAF MIS. Twenty six entities have been integrated with NUR so far, enabling access and verification of data to support safety net programming and implementation at the national level.

**UN Women** Oasis Model was adapted and scaled up under challenging circumstances to further promote resilience and empowerment of women and girls in multi-sectoral service centers (economic empowerment, gender-based violence response, education). The Oasis Model, which was highlighted as a UN Women corporate good practice underlining its significant contribution to the transformative impact on the lives of women and girls, adopts a holistic and sustainable approach that promotes national ownership, normative change, UN coordination and the localization agenda.

In 2021, the Oasis model was scaled up to 22 centres, four in refugee camps (with two more in the pipeline) and 18 in host communities in full partnership with Ministry of Social Development, reaching 30,000 beneficiaries. With the COVID-19 pandemic, the Oasis model successfully adapted through the provision of seamless support to beneficiaries, including cash assistance, timely dissemination of reliable and accurate health information and remote GBV services.

**UN Women** continued to partner with **WFP** on the blockchain and OneCard platform technology, ensuring continued cash support.

**WHO** supported the construction of a multipurpose playground at a centre for children with disabilities, to strengthen community mental health and disability services for vulnerable populations contributing to comprehensive and integrated mental health and social care services at community level, as a key to help social cohesion and promote inclusive communities.

WHO supported in procuring 20 per cent of national Routine Immunization vaccine requirement (A total of 2, 373, 220 RI vaccines doses procured) to cover vulnerable populations.

## 20 % of national Routine Immunization vaccine requirement procured by WHO 2,373,220 RI vaccines

In partnership with UNHCR and ILO, UN Women provided services to transition from cash-for-work to work permit employment through awareness-raising, capacity-building, and job fairs.

To strengthen the model's GBV pillar, a joint impact assessment was conducted with **UNFPA**, and a joint programme is being developed to strengthen national capacities and systems.

Through the 'Inter-regional cooperation for the implementation of the New Urban Agenda', **UN-Habitat** will be building the capacities of selected countries and cities in the implementation, monitoring and reporting of the New Urban Agenda (NUA) and urban-related SDGs with strengthened inter-regional cooperation and knowledge sharing. Accordingly, UN-Habitat, in cooperation with Greater Amman Municipality, is developing the Voluntary Local Review (VLR) of the city of Amman, which will be the first VLR within the region and will advance the implementation of the 2030 Agenda.



*"After learning the safety measures from an engineer and getting equipped with protective devices, I know exactly how to deal with electricity without harming myself. After gaining the skills, I was able to repair small damages inside our home. For the past three years, we have been using an electric heater without the rubber cord. It was dangerous, but no one knew how to fix it. However, once I gained the skills through training at the Oasis, I put cords around the wire and now it is safer for my family and children", **Amal Mohammad Zyoud**, a 35-year-old mother of four, who joined the Oasis Centre in the hopes of providing a better education for her children.*

©UNWOMEN/ Ye Ji LEE



## Working Together: Coherence, Effectiveness, and Efficiency

Over the course of 2021, the UN Country Team has strengthened its cooperation through multiple initiatives that have enabled UN agencies to work in a more coherent and coordinated manner in support of the SDGs, including:

- The UN Communications Group, led by the RC's office, integrated agencies' communications efforts for a range of joint campaigns.
- FAO, WFP, UNDP and UNIDO assisted the Ministry of Agriculture in developing its National Food Security Strategy and FAO and WFP also jointly supported the national consultations leading to the Global Food Summit in September 2021.
- UNDP, UNIDO and FAO have collaborated to strengthen the resilience of rural vulnerable women impacted by COVID-19. UNICEF, WFP and the World Bank worked together to provide technical assistance to the National Aid Fund.
- UN-Habitat, ILO and UNOPS have partnered on a joint programme funded by the UN COVID-19 Response and Recovery Multi Partner Trust Fund (MPTF).
- UN-Habitat and ESCWA have collaborated to localize SDGs and develop the first Voluntary Local Review for Amman.
- The UNCT published a number of joint background and policy papers, such as in the context of the Food Summit and implementation of the National Food Strategy on "Healthy Diets for all in Jordan", on opportunities for engagement by all stakeholders with UN Human Rights Mechanisms and an infographic showing human rights recommendations addressed to Jordan, which the United Nations in Jordan assesses as relevant in dealing with the pandemic and for building forward better.
- A joint UNDP, UN Office of the High Commissioner for Human Rights (OHCHR) and UN Development Coordination Office (DCO) publication on "UN good practices: How the universal periodic review process supports sustainable development" includes Jordan among 18 examples from across the UN system.

### UN Cooperation Framework

In 2021, the UNCT started the process of developing the new cycle of the UN Cooperation Framework (2023-2027). The first step was the undertaking of an independent external evaluation of the ongoing UNSDF in June-September 2021 followed by a light update of the Common Country Analysis (CCA) which reflected the most recent national and regional developments that had taken place in the course of 2021.

### Business Operations

UNCT worked in 2021 to increase efficiencies, embrace innovation and improve quality through joint working arrangements not only across programming objectives, but for also in our business operations. The Business Operations Strategy (BOS) platform provides the mechanism for the UN to realize efficiency gains and quality enhancements to support UN goals and objectives. Across the UN in Jordan, collaboration is underway in five common service areas: Administration; Finance; Human Resources; ICT and Procurement. UNCT developed a consolidated harmonized approach to cash transfers (HACT) micro-assessment and financial assurance activities shared drive for all UN IPs.

UN agencies shared Joint Long-term Agreements (LTA) for ICT, security, hotel accommodation, travel, drinking water and translation services resulting in reduction of staff processing time and improvement of contracting efficiencies. In addition, UN agencies increased quality of services through joint procurement activities which also resulted in cost savings and improved purchasing power. Moreover, agencies established a UN Roster resulting in reduction of staff time and duplication of efforts.

For 2022, the UN in Jordan has prioritized 25 common service activities. The majority of services are a continuation of existing provision, with three services to be modified and three to be scaled up. Since BOS inception and implementation from 2018 to date, around \$1.7M was gained as cost avoidance by opportunities and CSL from sharing LTAs.

## Gender Equality

The UN's approach to gender is reported to have improved. UNFPA and UN Women have been working more closely together on ending violence against women and girls, including through a joint UNFPA/ESCWA initiative to support the Department of Statistics in a survey to estimate the costs of violence against women in Jordan, which is due to report in the first quarter of 2022.

Moreover, as part of the UNCT-SWAP (System Wide Action Plan) Gender Equality Scorecard Annual Progress Assessment, the UNCT submitted its UNCT-SWAP Annual Report. The report, which was prepared through the inter-agency gender task team, showed that 2021 collective efforts have led to new critical milestones, in particular in joint communications and advocacy for gender equality.

## Human Rights

During the reporting period, UNCT produced two background documents to inform national strategies relevant to Human Rights:

- United Nations Human Rights Mechanisms- Jordan's Engagement, which outlines past and forthcoming opportunities for engagement by all stakeholders in Jordan with these three human rights mechanisms to implement human rights treaty obligations in Jordan- realizing human rights for all, Jordanians and non-Jordanians alike.
- Recommendations that facilitate a human rights-based implementation of the 2030 Agenda, which shows recommendations addressed to Jordan by the UN Human Rights Mechanisms, the Universal Periodic Review, the Special Procedures mandate holders and the Treaty Bodies prior to the pandemic, which the United Nations in Jordan assesses as relevant in dealing with the pandemic and for building forward better.

Also, for the occasion of Human Rights Day on 10 December 2021, on the 73rd anniversary of the Declaration of Human Rights, the UN Jordan took part in the Human Rights Bazaar 2021. The Bazaar brought together 20+ local and international organizations, where they showcased their work on protecting human rights in Jordan.

The Human Rights Advisor for the RCHC participated as a main speaker in several national forums on the status of human rights in Jordan, and the Kingdom's commitments to human rights mechanisms and way forward. This included the "National Governmental Conference for Decreasing Inequalities & Enhancing Human Rights in Jordan" and "Universal Periodic Review of Human Rights: Essential Reviews and Steps into the Future Forum".

UN Volunteers during their participation in the UN Day 2021 activities, that focused on the UN and national initiative to address climate change in Jordan ©UN Jordan/ Abu Ghoush/ 2021

## Joint Advocacy

In supporting the UNCT on implementing the UNSDF and its priorities, the UN Communication Group (UNCG) effectively coordinated related interagency strategic communication and advocacy activities. The UNCG successfully implemented multiple joint events, activities and campaigns.

### Joint advocacy initiatives included:

- 1 **"UN Talks"**, both virtual and in-person, were organized under the UN Socio-economic Framework in Response to COVID-19. The **"UN Talks"** aimed to promote awareness on the UN's support to the Government of Jordan in the COVID-19 response and recovery efforts, while leveraging programming, policy and convening assets towards long-term sustainable development goals. Under this initiative, the UN organized four UN Talks which brought together the UN, the Government of Jordan, IFIs and national partners.
- 2 **Mapping Digital Opportunities for the UN in Jordan:** the UNCT conducted an analysis to identify, prioritize and outline digital opportunities for external communications and tackling misinformation, to improve the UN's collaboration and engagement with external partners and audience.
- 3 **COVID-19 and vaccine acceptance campaigns:** the UNCG supported UNICEF and WHO nation-wide campaign "Elak o Feed" in support of national authorities to promote vaccinations and address reluctance vis-à-vis the vaccine.
- 4 **The two-way communication plan to tackle misinformation on COVID-19 Vaccine:**
  - UNHCR, UN WOMEN, UNFPA and UNDP funded the recruitment of 10 UNVs to expand the capacity of the Ministry of Health COVID-19 hotline.
  - 200 focal points and partners representing UNHCR, UNRWA, FAO, UN WOMEN, UNFPA and IOM, were trained by UNICEF and the Royal Health Awareness Society and provided technical information about the vaccine, behavioral change and communication skills.
  - Unified Questions and Answers developed to be used by all agencies to respond to queries on the vaccine on their social media accounts.
- 5 **16 Days of Activism annual campaign:** the UNCT jointly supported the annual campaign and organized a series of events which brought together the UN Country Team with the Jordanian public, national partners, the private sector and the international community.

## Evaluations and Lessons Learnt

In 2021, an independent evaluation of the UNSDF for Jordan 2018-2022 was conducted to assess the extent to which the UNSDF triggered transformative changes towards a more coherent UN system, stronger collective approaches by UN entities active in Jordan and a more strategic positioning of the UN family in the country.

The evaluation found that the UNSDF was broadly aligned with the Sustainable Development Goals and key government strategy documents, notably Vision 2025. The evaluation noted that the UNSDF has brought together the UN's humanitarian and development programming within a common strategic framework; created more dialogue between humanitarian and development actors, in accordance with the 'Nexus' principle, helping to place a number of key initiatives on a more sustainable footing. It stated that the UNSDF has facilitated a large number of joint initiatives across agencies (though it has not led to an increase in joint programming).

The evaluation specified that the UN has been a strong advocate for the "leave no one behind" principle with a strong focus on reaching the most marginalized and vulnerable groups, and it has a strong commitment to gender equality and that the UN has pursued women's economic empowerment, tackling violence against women and girls, promoting women's political participation and facilitating female labour participation.

However, the evaluation indicated that there were also some clear limitations to the UNSDF as a strategic framework; It did not address some of the key challenges that had been identified in the CCA analysis, such as climate change and the impending water crisis. It contained little on the UN's role in addressing Jordan's long-running economic challenges.

### Some of the key lessons to be drawn from the evaluation are as follows:

- The UN needs to focus by having a small number of shared objectives and strategic priorities that are important to the various parties, both within and outside the UN, and can help bring them together.
- The UN needs to produce world class analysis, convene alliances, coordinate funding and drive implementation if it aims to exercise strategic leadership.
- There is need to engage Ministry of Planning and International Cooperation (MoPIC) early on and throughout the process at both senior and working levels.
- Partnerships (particularly with the IMF and WB) are essential so that the UN can engage in the economic growth debate.
- The nexus requires more political commitment to make progress and even then, may depend on incremental changes rather than an overall blueprint for change.
- Successful change on Business Operations and Common premises is likely to be gradual.

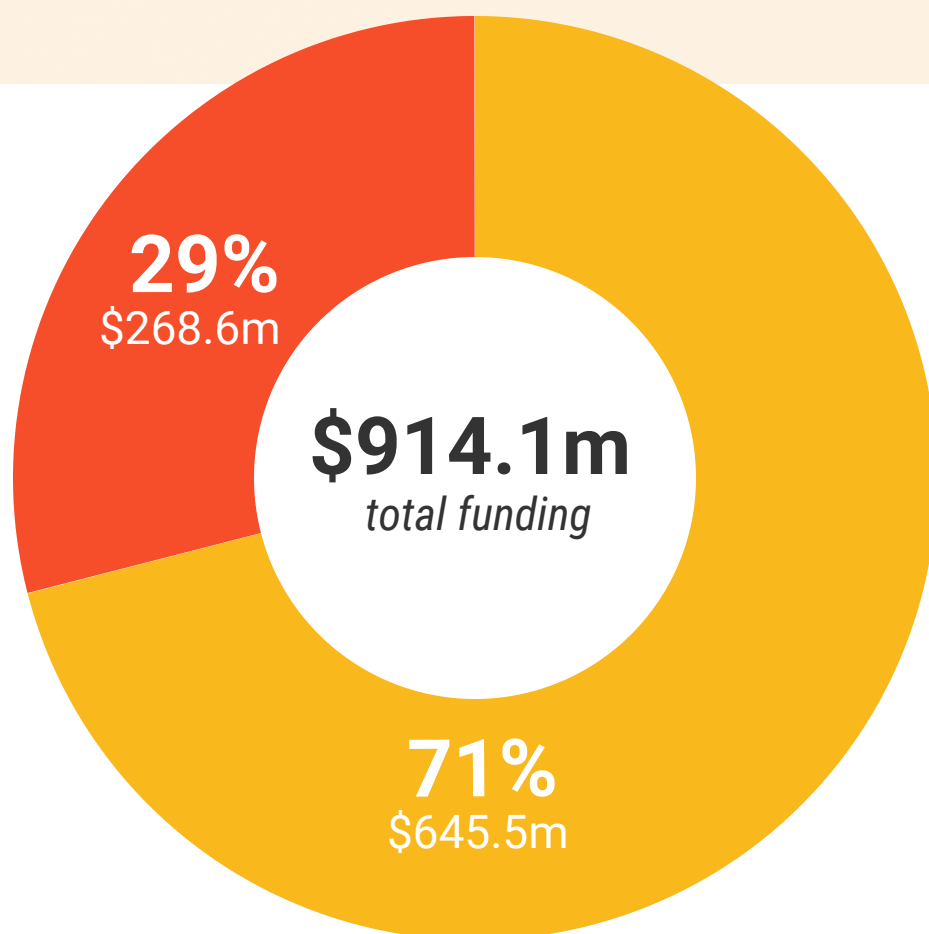


## Financial Overview

# Humanitarian vs Development

## Funding in Jordan in 2021<sup>8</sup>

\*Figures are represented in Millions USD



- Humanitarian Expenditures
- Development Expenditures

<sup>8</sup> While this figure does include UNRWA's funding as a UNCT member, UNRWA is not a signatory to the UNSDF.

## Key Development Partners

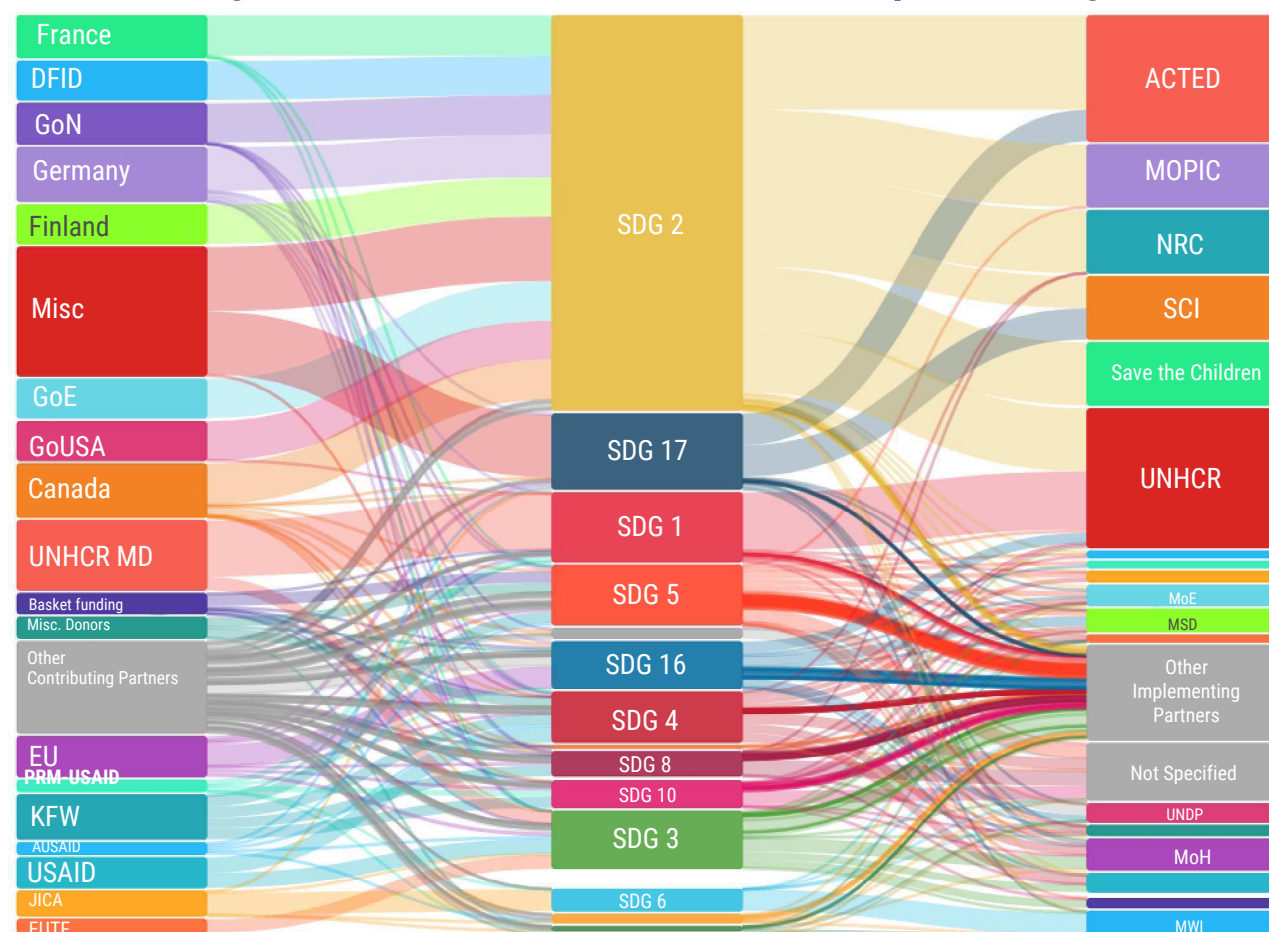
The UN in Jordan works in close partnership with all stakeholders to achieve results that will support the government to continue serving the people in Jordan, and to enable all people to live in an inclusive, equal, green and resilient society and enjoy a more prosperous and sustainable economy.

The key partners of UNCT Jordan in the implementation of the UNSDF are the Government of Jordan including the line ministries, local government, Civil Society Organizations, Development Partners, the Private Sector as well as National and International NGOs. Those partnerships were instrumental in supporting the implementation of the UNSDF in 2021 and Agenda 2030.

The UN has played a constructive role through engagement and leadership in coordination forums, such as the Humanitarian-Development Partners' Group (HDPG), the main development partners' coordination forum chaired by the RC and World Bank, the Humanitarian Partners Forum (HPF), the primary strategic coordination forum for humanitarian partners, the Partners to the SDGs in Jordan and the revitalized a joint working group on Accountable Institutions and Human Rights, where all EU member states, the UN and members of International NGOs are represented.

### Contributing Partners

### Implementing Partners



Source: UNINFO

## Focus for 2022

In 2022, the UN in Jordan will continue to focus on developing its new Cooperation Framework (CF) 2023-2027 and bring the current UNSDF cycle to a close. The UNCT is holding extensive consultations with all partners including government counterparts, civil society organizations, the private sector and development partners in the development process of the new Cooperation Framework. It will be accompanied by a joint Resource Mobilization and Partnerships Strategy and a comprehensive communication strategy to highlight the four main priorities and their associated programmatic activities:

- **Enhanced opportunities for inclusive, gender-responsive green growth in Jordan;**
- **Enhanced access to quality social services protection, and self-reliance opportunities for all people living in vulnerable situations in the country;**
- **Enhanced national capacity to address responsible, equitable access to and consumption of water, food, and energy;**
- **Strengthened accountability, transparency and participation.**

Mohammad Kashou', 20, Jordanian, attends a woodworking workshop held at Turquoise Mountain in Amman - Jordan, 2021.

©UNICEF/Bsaiso



**Moreover, the UN and Government of Jordan will work together to establish a governance structure** which includes a joint steering committee and results groups to oversee implementation of the of CF and ensure accountability through a robust monitoring and reporting mechanism.

**The UN continued providing technical assistance to the Government in the preparation of Voluntary National Reviews (VNRs) and Voluntary Local Reviews (VLRs)** on the implementation of the 2030 Agenda for Sustainable Development and Sustainable Development Goals (SDGs) and will support its presentation at the High-Level Political Forum organized under the UN Economic and Social Council in New York in July 2022.

**In 2022, the Operations Management Team (OMT) will also continue implementing initiatives to harmonize business practices and establish common services.** The UNCT will continue carrying out and expanding its 25 prioritized common services activities as part of its Business Operation Strategy (BOS). Successful implementation of the BOS in Jordan will include harmonization of relevant administrative processes to reduce duplication of staffing efforts, improve service quality and cost avoidance in several areas.

**The UN will continue to work with its partners to strengthen the link between its humanitarian and development activities** by expanding and facilitating refugees and host communities access to basic and social services towards their self-reliance. Jordan is an excellent example of how government and donors' partnership can make a difference in the lives of refugees. The Jordan Compact has represented a unique arrangement of how the international community can support a country hosting large-scale refugees through blended humanitarian and development assistance. The integration of refugees in the education and health system has been a trailblazer. The UN is exploring the linkages between humanitarian and development assistance to build other examples, learning from the good practice in the education and health sectors.

**In 2022, the UN will cooperate with the World Bank and key development donors to strengthen humanitarian and development coordination** through a review of the current coordination structures to bring in needed improvement. The UN will continue advocating with GoJ to think beyond short-term funding towards finding long-term, sustainable financing to support solutions to poverty, exclusion, and marginalization. Towards this end, the UN will initiate discussion and dialogue with development partners and the government around the utilization of the Indicative National Financing Framework (INFF) for costing and mobilization of financing for the achievement of the SDGs.

**The UN is taking steps to strengthen partnership with private sector, individual companies or business associations,** to strengthen joint SDGs advocacy, public-private dialogue, joint regulation, and efforts to build or strengthen public institutions and administrative capacity in order to bridge governance gaps, improve the enabling environment, and support more systemic change at either the local, national or global level.

**The UN supports civil society to address common operational challenges,** strengthening advocacy on SDGs and SG's common agenda; as knowledge partners, implementing partners and advocates, which includes technical assistance and networking, knowledge and experience sharing, capacity development, data- and evidence-based advocacy and for empowering partnerships with public institutions, local authorities and academic institutions.

**In essence, the UN advocates that in an unstable and volatile region, Jordan remains the beacon of stability.** We need to ensure that it remains stable through fostering social, economic and political inclusion, social cohesion, reinforcing national systems and supporting the needed reforms. And the 2030 Agenda provides the direction towards sustainable development, through an inclusive, green, resilience and equal society.

## Agencies contributing to the 2021 results of the UNSDF 2018-2022





UNITED NATIONS  
JORDAN



# 2021 UN Country Annual Results Report JORDAN

[www.jordan.un.org](http://www.jordan.un.org)



@UnitedNationsJO