



UNITED NATIONS
JORDAN



2020 UN COUNTRY
ANNUAL RESULTS REPORT

JORDAN

April 2021

UNFPA | Khaled Al-Masri

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Acronyms and Abbreviations

AAI	Accelerated Access Initiative	IUCN	International Union for Conservation of Nature
AYSRHR	Adolescent and Youth Sexual and Reproductive Health and Rights	JAF	Jordanian Arms Forces
CBCP	Community-based Child Protection	JILMI	Jordan Integrated Landscape Management Initiative
CCA	Common Country Analysis	JNCW	Jordan National Commission for Women
CfW	Cash for Work	JRF	Jordan River Foundation
CImA	Children Immunization mobile App	LSS	Learning Support Services
CSE	Comprehensive Sexuality Education	MEAs	Multi-lateral Environmental Agreements
CRWSP	Climate Resilient Water Safety Plans	MHC	Mobile Health Clinic
CWD	Children with Disabilities	MoA	Ministry of Agriculture
DAA	Dar Abu Abdallah	MoC	Ministry of Culture
DoS	Department of Statistics	MoE	Ministry of Education
ECD	Early Childhood Development	MoEnv	Ministry of Environment
EDCO	Electricity Distribution Company	MoH	Ministry of Health
FPD	Family Protection Department	MoHESR	Ministry of Higher Education and Scientific Research
GBV	Gender-based Violence	MoJ	Ministry of Justice
GCF	Green Climate Fund	MoL	Ministry of Labour
GEWE	Gender Equality and Women Empowerment	MoLA	Ministry of Local Administration
GfP	Generations for Peace	MoPIC	Ministry of Planning and International Cooperation
GoJ	Government of Jordan	MoPPA	Ministry of Political and Parliamentary Affairs
GRB	Gender-Responsive Budgeting	MoSD	Ministry of Social Development
HDPG	Humanitarian-Development Partners' Group	MoTA	Ministry of Tourism and Antiquities
HPF	Humanitarian Partners Forum	MoTI	Ministry of Trade and Industry
IDRC	International Development Research Center	MoWI	Ministry of Water and Irrigation
IMF	International Monetary Fund	MoY	Ministry of Youth
IMS	Information Management System	NAJMA	National Alliance against Hunger and Malnutrition
ITS	Informal Tented Settlements		

NAF	National Aid Fund	SGBV	Sexual and Gender-based Violence
NCD	Non-Communicable Diseases	SoPs	Standard Operating Procedures
NCFA	National Council for Family Affairs	SRAD	Syrian Refugees Affairs Directorate
NDA	National Designated Authority	SRGBV	School related Gender-based Violence
NERS	National Energy Research Centre	SRHS	Sexual and Reproductive Health and Rights
NFE	Non-Formal Education	SWA	Sanitation and Water for All
NYPS	National Youth, Peace and Security	ToT	Training of Trainers
OHS	Occupational Health and Safety	TVET	Technical, Vocational Education and Training
PHC	Primary Health Care	UNCT	United Nations Country Team
PPE	Personal Protective Equipment	UNSDF	United Nations Sustainable Development Framework
PRS	Palestine Refugees from Syria	UPR	Universal Periodic Review
PSD	Public Security Department	VAC	Violence Against Children
PSEA	Prevention of Sexual Exploitation and Abuse	VAW	Violence Against Women
PVE	Prevent Violent Extremism	VAWC	Violence Against Women and Children
PWD	People with Disabilities	WASH	Water, Sanitation and Hygiene
RAIS	Refugee Assistance and Information System	WPS	Women, Peace and Security
RECP	Resource Efficient and Cleaner Production	YPS	Youth, Peace and Security
RHAS	Royal Health Awareness Society		
SDG	Sustainable Development Goal		

UNESCO

Foreword

On behalf of the United Nations Country Team in Jordan, I am pleased to present the 2020 UN Country Annual Results Report on the progress made during the third year of the United Nations Sustainable Development Framework (UNSDF) 2018-2022. Through this framework, the UN family aims to enhance opportunities, empower people and strengthen institutions with the overarching goal of leaving no one behind. In partnership with the Government of Jordan, civil society and bilateral partners, the UN has been working to accelerate the achievement of the Sustainable Development Goals (SDGs), while supporting the country's priorities under Jordan's 2025 Vision and National Strategy and other national policies.

In the next pages you will see some of the many results we achieved in 2020; they translate our continued pledge to work in support of the Government and the people of Jordan to improve the lives of all Jordanians and those Jordan seeks to protect, especially the weakest and most vulnerable.

2020 has been an unprecedented year with the onset of the coronavirus pandemic (COVID-19), which affected the lives and livelihoods of billions of people around the globe. In Jordan, like across the world, the virus added to the already existing challenges and impacted every aspect of people's lives, from education and learning to access to basic services, to the labour markets, from the economy to the environment, from the health sector to people's social lives and phyco-social well-being. As usual, the most vulnerable people and those with little means to cope have been hit the hardest. And women have borne the brunt of the pandemic, taking on domestic work during lockdowns, being the largest part of essential frontline workers, leaving jobs to take care of their children or being laid off, and often being victims of increased gender-based violence.

To ease this impact, and to support the Government of Jordan in its response and continue serving the people in Jordan, we at the United Nations mobilized early and comprehensively and pursued a strategy based on three tires: firstly, supporting the Government of Jordan in its response to the immediate health needs; secondly, maintaining and expanding the provision of lifesaving humanitarian assistance to the most vulnerable population; and thirdly, addressing the medium to long term socio-economic consequences of the pandemic.

Of course, responding to the emergency cannot be dissociated from addressing the socio-economic impact of the pandemic.

Since the onset of the crisis, we intensified our support to refugee and other vulnerable populations, while offering expertise and material assistance to support the national response to the Covid-19 emergency. The United Nations have responded robustly. First and foremost, in support to the health sector and the emergency response, but also in support to the education and employment sectors. We have also supported strengthening digital platforms and facilities to ensure people can access services, at a time when restrictions of movements and other response measures did not allow us to conduct a normal life.

While responding to the immediate impact of the pandemic, the United Nations have simultaneously intensified efforts to set the foundations for an inclusive, diverse and green recovery and growth. The recovery from the pandemic must be an opportunity to build a stronger, more inclusive, equitable, resilient and sustainable society with youth and women at the centre.

In this journey, the 2030 Agenda, which is underpinned by human rights, remains as relevant as ever, providing us with the ultimate vision and showing us the way to build forward better for Jordan's future generations.



Anders Pedersen

Resident and Humanitarian Coordinator for Jordan



United Nations Country Team in Jordan

The UNCT's work in Jordan is guided by the UN Reform Agenda which focuses on an empowered and reinvigorated Resident Coordinator and UNCT and on a more coherent, integrated, responsive and accountable UN system. The UNCT aims to support Jordan in achieving its national objectives and to deliver on the 2030 Agenda on Sustainable Development through the implementation of the UNSDF, which is meant to be a tool to bring together the UN Agencies, Funds and Programmes in Jordan in a more coherent and stronger way to "deliver as one".

The UNCT has committed to support the Government of Jordan towards a more sustainable path to development, prosperity, peace and security through focusing on young people, women and the most vulnerable groups and by strengthening the linkages between UN support in both humanitarian and development areas.

The UNCT comprises 19 resident Agencies, including FAO, ILO, IOM, OCHA, UNDP, UNESCO, UNFPA, UN Habitat, UNHCR, UNICEF, UNIDO, UNODC, UNOPS, UNRWA, UN Women, WFP, WHO, World Bank and IMF. It also encompasses 7 non-resident Agencies: ESCWA, IAEA, IFAD, OHCHR, UNDRR, UNEP and UNIC.

Priority Areas of Focus:



Photo credits: UN Women / Zaid Awamleh

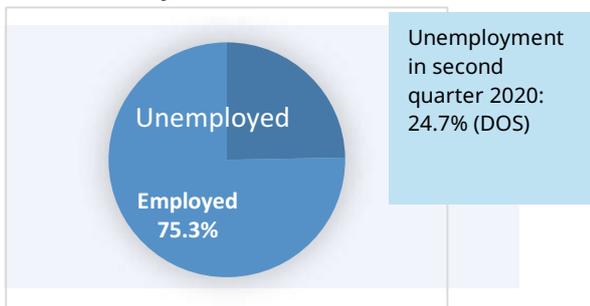
Within these priorities, four inter-related principles (1) leave no one behind; (2) human rights, gender equality and women's empowerment; (3) sustainability and resilience; and (4) accountability.

Participating UN Agencies:



Hundreds of thousands of people were pushed below the poverty line⁷. In 2019, it was estimated that 1 million Jordanians lived under the poverty line and one in five children were multi-dimensionally poor. Approximately 300,000 Jordanians lived just above the poverty line and could only remain there because they received support from the government (Cash support, food assistance, etc.)⁸. It is estimated that the number of Jordanians living below the poverty line almost doubled in the first three months of COVID-19 (from 15.4% to 26%). Temporary emergency support from the government was able to alleviate almost a third of the increase after the initial spike in poverty.

Though the government has taken measures to decrease the impacts of COVID-19 on informal workers, constituting 47% of the country's labor work force, through emergency pensions from social security funds, the funds alleviated some of the burdens facing vulnerable families since they reached only a fraction of informal workers.



Unemployment rate, which was already high at 19.1% in 2019, rose to a historic rate of 24.7%⁹ in the fourth quarter of 2020 while the labor force participation rate decreased by 0.7% during the same period.

Disproportionally, women unemployment rose from 24.3% in the first quarter of 2020 to 32.8% in the fourth quarter. The large gender gap in labour force and unemployment rates constrain Jordan's economic potential, distorts the distribution of income and undermines inclusive growth. Youth unemployment remained high at

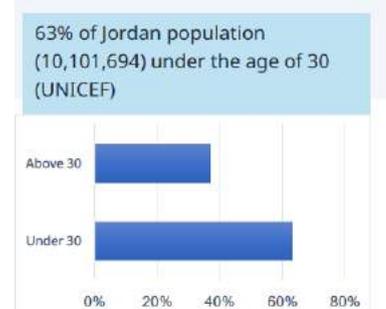
⁷ <https://www.jordantimes.com/news/local/pandemic-pushes-poverty-rates-jordan-%E2%80%94-study>

⁸ Government of Jordan "Jordan Emergency Cash Transfer Project Rapid Social Assessment" 28 June 2020

62.1% for 15-19-year old and 47.9% for 20-24-year-old.

Until the COVID-19 crisis, learning outcomes had been improving, although significant inequalities remained. However, school closures, impacting 2.37 million children and adolescents¹⁰, have brought the risk of increased learning inequality and drop out, particularly for the poorest children, those living in informal tented settlements, refugees and those with disabilities. Barriers to education, such as child labour, particularly for boys, and early marriage, particularly for girls have increased as the situation of the most vulnerable families have worsened. In addition to decreased learning and training opportunities, well-being of children and youth has become an increased concern during the pandemic.

Considerable progress has been seen in child protection over the last years in



establishment of a legislative framework, access to services and changing of behavior. However, the added stress that the COVID-19 pandemic put on society and, especially the most vulnerable, reversed some of these gains. The number of incidents reported to the Family Protection Department (FPD) increased by 33% during the lockdown, and 66% of women reported that they feared physical and psychological violence. As per a study conducted by UNICEF, two-thirds of the households reported that they had difficulty in dealing with children at home during and after the lockdown, whereas only one-third of the parents reported that they were less tolerant towards their children.

COVID-19 had a significant negative impact on UN's programming and operations

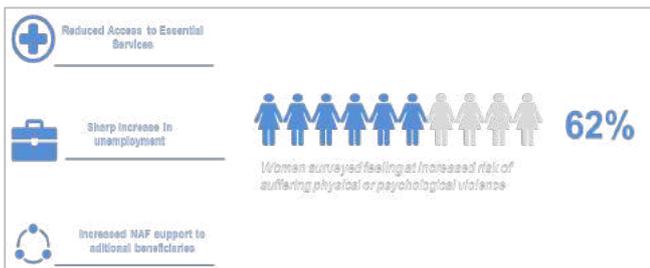
⁹ Department of Statistics, March 2021

¹⁰ UNESCO, "Global Monitoring of School Closures Caused by Covid-19" [link](#)



leading to interruption of services, closure of facilities, delays in supplies and financial support. COVID-19 pandemic has heavily impacted the health support plan, thus forcing WHO to deviate strategies and resources towards preparedness and response of COVID-19 pandemic to support the government in coping with the urgent needs for expanding facilities, provision of supplies and increasing the capacities of medical staff.

MAIN COVID-19 IMPACTS AND EFFECTS



Overall changes in the government and the parliamentary elections that were held in November 2020 have put many advocacy efforts on hold, and have led to re-prioritizing Laws and By-Laws that were debated.

As of 2018 disability prevalence in Jordan is estimated to be between 11 and 15% (Thompson, Stephen, 2018, The Current situation of persons with disabilities in Jordan)



Photo credits: UNDP

Despite the vigorous efforts of the Government of Jordan to support refugees, there are still many challenges and increased vulnerabilities in several sectors. Though poverty and unemployment rates among refugees were already high prior to the onset

of COVID-19, refugees now face greater challenges in securing a livelihood, covering basic needs such as shelter or food and accessing key services, such as health care.

The Syrian refugees, at 662,790 registered with UNHCR as of end of 2020, still pose a demographic, social and economic challenge, compounded by the structural difficulties already facing the economy. Additionally, there are around 90,000 non-Syrian refugees living in Jordan, who face acute difficulties in both opportunity and access to services. There are 340,000 registered migrant workers in Jordan, who are facing many of the same challenges with regards to social security, access to health care and vaccination.

During 2020, Syrian refugees continued to have access to legal work through fee free work permits in the agricultural, construction and manufacturing sectors. Additionally, Syrian refugees have the opportunity to register home based businesses in certain key sectors such as food processing, tailoring and handicrafts. The Ministry of Labour extended the grace period and waiver on Work Permits fees for Syrians in Jordan until the end of 2021 but new regulations require a medical check prior to requesting a work permit. Nevertheless, since the start of COVID Crisis in Jordan, issuance of work permits, in particular in the camps, was placed on hold due to closures of employment centers in the two camps and the national lockdown. Female labour participation continues to be low whilst training possibilities through local institutions remained virtually available.

In Jordan, there are around 340,000 migrant workers registered with the Ministry of Labour while the total number may be as high as 1.4 million.¹¹ Migrant workers and workers in the informal sector face a combination of low wages, poor working conditions and a lack of access to social

¹¹ ILO, *A Challenging Market Becomes More Challenging: Jordanian Workers, Migrant Workers and Refugees in the Jordanian Labour Market*, 2017, p. 7, [link](#).



security¹². The scale of the impact of COVID-19 fell hardest on workers, including refugees and migrant workers and mostly female migrant workers in domestic service. While government, UN agencies and NGOs had taken active steps to extend emergency support to those in need, including through cash support to informal workers who have lost their incomes, inevitably there have been gaps in coverage. Many poor families, refugees and migrant workers have been left in situations of hardship.

Female labour force participation is among the lowest in the world, at just **14.2% in 2020**¹³

Overview of 2020 UNCT Performance Results

UN Working More and Better Together: Coherence, Effectiveness and Efficiency
Support to Partnerships and Financing the 2030 Agenda

In 2020, the UNCT **conducted a full-fledged CCA**. Although undertaken in the middle of the UNSDF cycle, the new CCA provides an updated, top-notch and shared analysis, integrating the latest developments, including the impact of the COVID-19 pandemic on the country and most vulnerable people. The new CCA has then been used to inform the UNCT's strategic engagement with the Government of Jordan.

The CCA provides an all-encompassing spectrum of challenges, issues and opportunities that Jordan faces today. It provides a comprehensive and in-depth analysis of the current situation in Jordan, around key dimensions, such as the political, social, economic and environmental ones. It also provides an in-depth analysis of issues related to youth, gender, human rights, leaving no one behind, cross-pillar and regional issues, and identifies entry points

for a renewed engagement on prevention. The CCA was the result of extensive consultations with multiple stakeholders including the UNCT and other UN agencies without physical presence in Jordan, civil society organizations, some government partners, regional bodies, IFIs, and some donors.

In 2020, the UNCT completed a review of the annual reporting on the **UNCT-SWAP** (System Wide Action Plan) Gender Equality Scorecard. The review, undertaken by the inter-agency gender task team, showed considerable progress in all areas considered for 2020. The UNCT now exceeds minimum requirements regarding the updated CCA which integrates gender analysis, and gender parity in staffing has been achieved. The UNCT met the minimum requirements as a gender coordination mechanism is in place to guide and advise the UNCT on Gender Equality and Women's Empowerment. The UNCT also has adequate capacities for gender mainstreaming. In addition, the UNCT is approaching minimum standards regarding gender mainstreaming in resource allocations, as important steps have been taken to build the UNCT's capacity to track and monitor financial allocations through gender equality markers.

In 2020, the UNCT also engaged in a **data** availability assessment with ESCWA and the Department of Statistics as part of the CCA process, measuring the achievements of the Jordanian government against the targets set out in national plans and strategies for each SDG. The available data and qualitative analysis on Jordan's SDG journey were collected, synthesised, analysed and stored in a newly created data repository that will be updated on a regular basis. Monitoring and analysing Jordan's progress on the SDGs will be a key area for close collaboration between

¹² [In its third UPR](#), Jordan supported the 4 recommendations.

¹³ http://www.dos.gov.jo/owa/user/owa/emp_unemp_y.show_tables1_y?lang=A&year1=2020&t_no=17

Jordan's Department of Statistics and the UNCT going forward. Several UN agencies continue to provide capacity development support to Jordan's Department of Statistics to address data gaps and challenges, particularly in relation to sex-disaggregated data.

In 2020, the UNCT continued its support to the government mainstreaming the SDGs in their national policies and plans, while at the same time ensuring full UNCT participation in policy discussions in a number of areas and issues relevant to Building Forward Better, from inclusion to climate change, from resilient and sustainable growth to digital transformation.

In 2020, the UN **continued to lead the Humanitarian-Development Partners' Group (HDPG)**, the main development partners' coordination forum in the country chaired by the RC and USAID. The HDPG represented the key platform for the international community to discuss strategic issues of importance to Jordan, including the

fund. Component I, "Strengthen and enhance strategic partnerships for the UN system", led by UNDP in partnership with UNICEF and UN Women, aims to start establishing some key building blocks for an integrated, gender-responsive **financing** framework to better leverage and more effectively use financing in the country to accelerate progress towards the 2030 Agenda and the SDGs. The JP started its implementation phase over a two-year workplan with a total financing of US\$ 1 million.

On the **Joint SDG Fund** Component II, "SDG Accelerate", the joint programme concept note was submitted and approved in early

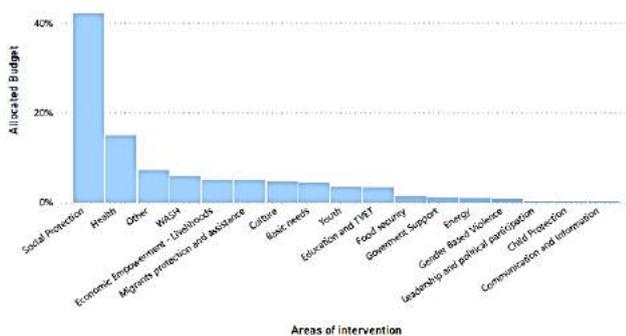


2020, and a full-fledged proposal was submitted for approval by the end of November 2020. The joint programme, led by UNDP in partnership with UNIDO and UN Women, aims to provide catalytic capital and technical assistance to a few existing and newly established impact funds, to help them align to the SDGs, test different instruments, and work towards attracting new investors.

As part of the UNCT **partnerships** strengthening, the UNCT established new partnerships with civil society organization, development partners, the private sector, employers and workers organizations, and government.

In 2020, several recommendations were made by UN bodies in relation to the **freedom of assembly and association, and freedom of expression**. Several Special Procedure mandate-holders also submitted a comprehensive communication to the Government in relation to a specific case.

Main areas of UNCT interventions (percentage of allocated budget)



response to COVID-19 and the related recovery. Similarly, the UN continued to lead the Humanitarian Partners Forum (HPF), the primary strategic coordination forum for humanitarian partners, co-chaired by UNHCR and the Humanitarian Coordinator and supported by UNHCR-OCHA lead secretariat.

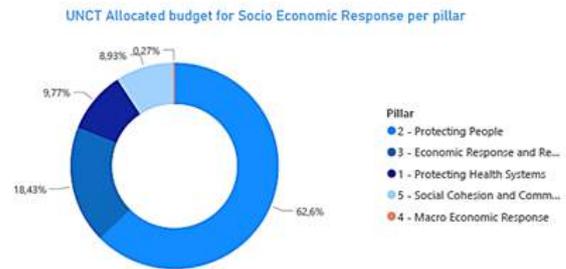
As part of the **Joint SDG Fund**, in 2020 joint programme proposals were developed and submitted for two components under the



UN Socio-Economic Response to the COVID-19 Pandemic

Within the overall framework of the UNSDF, in 2020, the UNCT came together as closely and effectively as ever, **to ease the impact of the COVID-19 pandemic** and to support the Government in its response and its support to the people of Jordan, as outlined in the UN’s Socio-Economic Framework (SEF) in response of COVID-19, launched in July 2020. The UNCT’s response strategy consisted of three tiers: first, supporting the Government of Jordan in its response to the immediate health needs; second, maintaining and expanding the provision of lifesaving humanitarian assistance to the most vulnerable population; and third, addressing the medium to long term socio-economic consequences of the pandemic. In addition, the UNCT adopted five “accelerators” to apply to all response and advocacy efforts to help the country Build Forward Better. These are equity and inclusiveness, gender focus, digital transformation, environmental sustainability and preparedness and prevention. The Leaving No One Behind approach underpinned the entire response. The SEF addresses the situation of ‘at-risk groups’ experiencing marginalization and/or discrimination, requiring specific attention. It clearly identifies people who must be reached, which highlights the impact of COVID-19 on women, children, older persons, people with disabilities, refugees, informal tented settlement inhabitants and host communities, and informal sector workers, including migrants and refugees. It includes recommendations by human rights mechanisms in its analysis and its interventions. For example, the SEF makes reference to issues that were raised and vulnerable groups that were highlighted in Jordan’s third Universal Periodic Review (UPR) process.

434 US \$ Million: Total UNCT budget



In support to its response and advocacy efforts, throughout 2020, the UNCT conducted several thematic studies and analyses on different dimensions, sectors and populations groups impacted the pandemic and constantly monitored the health and socio-economic situation in the country and how COVID-19 related restrictions affected the livelihoods and rights of the most vulnerable people in Jordan.

With reference to the internal response, the UNCT scaled up its efforts to ensure adequate duty of care, the safety and well-being of UN staff and their dependents. The RC established a Crisis Management Team composed by UNDSS, WHO, IOM, OCHA, UNRWA, UNHCR and the RCO, to support the UNCT’s decision-making, provide guidance and assistance in case of emergency.

Status of UNCT Interventions and projects

Status	Number of projects
Ongoing	86
Completed	14
Reprogrammed for COVID-19 and ongoing	9
Active	3
Reprogrammed for COVID-19	2
Repurposed and Completed	2
Repurposed. Completed 2 cycles but will continue into 2021 for future cycles of assessments	1
Total	117



Photo credits: UNHCR

Chapter 2: UNCT Support to National Priorities ●●●●●

Strategic Priority 1: Strengthened Institutions

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

Contributing Agencies: UNICEF, WHO, IOM, UNFPA, UN Women, UNOPS, UNIDO, UN Habitat, UNHCR, UNESCO, WFP, UNDP, FAO, ILO, UNODC, UNEP.

Results of Key Accomplishments

The United Nations continued its commitment to support the government in strengthening the national capacities and systems to enhance performance of the public institutions and services, with particular emphasis on ensuring the implementation of key strategies set out in Jordan Vision 2025 where its basic principles include “promoting the rule of law and equal opportunities, increasing participatory policy making, achieving fiscal sustainability and strengthening institutions.”.

Towards enhancing institutional capacities at national and local levels, UNDP introduced new work methodologies to enable continuity of Government services during COVID-19. The methodologies included the introduction of a work-from-home modality,

provision of business continuity plans, IT equipment and capacity building and improved online connectivity for people accessing basic services. Municipal planning and development manuals were also submitted to national partners for field-testing.

UN Women provided technical support, policy advice and capacity building to General Budget Department and 4 line ministries to ensure the institutionalization of Gender-Responsive Budgeting (GRB) in national budgeting processes. In addition to GRB, and since Jordan has been affected by the ongoing COVID-19 crisis, a set of measures and incentives have been nationally implemented to address the effects. The UN, in turn, has taken many procedures to support the government and the most vulnerable.

UNDP partnered with Arab Renaissance for Democracy and Development (ARDD) to address the expected increase in GBV due to the COVID-19 crisis and lockdown measures, and piloted an innovative “phone booth” method. The booth managed to reach 112 women and provided them with a safe and accessible physical space to access immediate social and legal protection services.

Jordan's score on the Corruption Perception Index improved from 57 in 2016 to 60 in 2020. UNDP supported the Financial Disclosure Department (FDD) under the Ministry of Justice (MoJ) through engaging an expert to analyze and capture the FDD processes and functional linkages with the Anti-Corruption Commission.

In 2020, the UN secured progress on the amendment and adoption of laws and policies to be in line with international/UN standards and conventions. UNICEF continued advocating for the adoption of the Child Rights Law and Juvenile Law by the government, but the changes in government as well as the COVID-19 lockdown slowed down the processes.

WHO succeeded in developing the 2020-24 Rehabilitation Strategic Plan, updating the 2020-22 National Tobacco Control Strategy and adapting the International Health Regulations (IHR) strategic priorities to the COVID-19 context.

ILO led law reform on various labour laws to bring them closer in line with International Labour Standards, primarily laws related to Maternity Protection, Workers with Family Responsibilities, Migrant Workers and Occupational Safety and Health.

Equally, UNODC conducted an assessment and legislative review of the legal framework of the International Cooperation in Legal Matters to identify gaps and needs and recommend legislative amendments.

UNHCR works with the Government of Jordan within the framework of the Memorandum of Understanding (MoU) signed in 1998. UNHCR is working closely with partners on refugee protection and efforts are made to ensure not only that refugees can access essential needs, but also that services for refugees are aligned with the national system. Multi-partner and multi-year initiatives aim to promote the resilience of both refugee and host communities. For example and in

collaboration with ILO and partners, UNHCR engages with Syrian refugees to ensure awareness of access to legal work by exempting work permit fees, and Home-Based Business possibilities.

Strengthening Institutions to Improve Performance

The United Nations Country Team (UNCT) continued providing the national and local institutions with technical support and policy advice on multiple areas relevant to the UNSDF (2018-2022), to deliver on their mandates and reach the most vulnerable.

The UN engaged and collaborated with government partners to ensure the existence of national strategies and plans that bring attention to the needs of vulnerable groups, and to allow them to strategically address issues relating to policies, to enhance their performance to meet their commitments and enable them to deliver on their mandates. UN support to the National Council for Family Affairs (NCFA), primarily through UNICEF and UNFPA, resulted in (i) development of Standard Operating Procedures (SoPs) for the Ministry of Education (MoE) to ensure that the ministry has internal procedures on responding and reporting violence cases within all schools to ensure a safe learning environment for all children. SoPs will be followed by internal procedures developed for Ministry of Health (MoH) and Family Protection Department (FPD); (ii) validation and finalization of action plans to adopt Essential Services Package (ESP) for Women and Girls Subject to Violence with the aim of putting in place essential services for survivors of GBV and enhancing a coordinated referral system; (iii) development of new internal guidelines for dealing with domestic violence, GBV and child protection to supported NCFA in strengthening the health Response to GBV.

Important legislative and policy reform was achieved in Jordan in 2020 in support of gender and women empowerment. The UN supported the development of Jordan's

National Strategy for Women 2020-2025 with the leadership of the Jordanian National Commission for Women and in close collaboration with UN Women, national and international stakeholders. Through this collaboration, and to ensure government-wide ownership, the National Strategy for Women is fully integrated into Jordan's broader Government Indicative Executive Programme. The government also adopted its first Gender Mainstreaming Policy, developed with the support of the UN, to ensure the needed national capacities, expertise, knowledge and data are in place to deliver on the national commitments for women's rights. The UN also co-convened—with national and international leadership—the Gender Partners Coordination Group, an Ambassador-level policy advocacy forum for women's rights. The group regularly engages with national decision-makers and plays a key role to position the National Strategy for Women as a central national planning framework in the country.

The UN consulted and worked to improve the enabling environment of multiple ministries on policy/law development and implementation. UN Habitat supported the Ministry of Local Administration (MoLA) in the development of the National Urban Policy for Jordan to provide long-term vision for and framework for urban development in addition to preparing three thematic guides on how to mainstream housing, transportation and local economic development in national urban policies. UNDP, as well, supported the development of guidelines on the safe collection and disposal of quarantine solid waste (QSW) which were adopted and implemented by MoLA. Support was also provided to Ministry of Environment (MoEnv) to draft e-waste guidelines to improve government's efforts to promote environmentally sound disposal and recycling, and encourage the involvement of private sector through setting financial incentives mechanisms for green recycling innovative solutions.

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

Additionally, UNODC finalized the draft of the National Law on International Judicial Cooperation to enhance international cooperation and mutual legal assistance in criminal matters.

The UN continued its support to GoJ to ensure that Jordan meets its commitments in monitoring the Sustainable Development Goals (SDGs). Ongoing technical support provided by UNESCO to MoE in the monitoring and reporting of SDG4 indicators and targets, primarily in light of COVID-19 and its impact on the education sector.

In line with UNESCO's Global Education Coalition launched in August 2020 a global #LearningNeverStops campaign to ensure that every girl is able to learn despite school closures.

"I was so encouraged by the passion I heard coming from the children. As I went around to raise awareness about the caravans, they would run up to me asking when school would be opening again", shared Dr. Lubna Hajjaj, a supporter and advocate for safeguarding access to quality and equitable learning opportunities for all, including the most vulnerable children and youth. "I was determined to ensure that this group of students, many of them vulnerable, were not forgotten as a result of the COVID-19 crisis. I decided that even if just one student showed up at a caravan, school would be in session", she added.

While Covid-19 has caused unprecedented disruptions to education, MoE secured 20 caravans in Tafila to create a safe place for teaching and learning for the most vulnerable in Tafila area; the school caravans were operating at full capacity, with 200 students, by the middle of May.

Enhancing Service Delivery for Human Capital Development and Poverty Reduction

In 2020, strengthening equitable and quality service delivery and planning through the provision of support to the capacities of institutions in Jordan was of paramount importance for the UN.

In support of a more effective programme delivery and to accelerate achievement towards the 2030 Agenda, the UN focused its efforts on strengthening national systems within different sectors. The national child protection system continued to be supported to ensure quality and timely responses to child protection cases. During the first quarter of the year, and before school closures, 1,244,092 students benefited from an improved protective school environment, and 106,987 children benefited from the child protection programme in UNICEF's Makani centres. In 2020, a total of 6,653 most vulnerable children received case management and multisectoral protection services for VAC, GBV, or other child protection issues, such as child labour and

child marriage. A new Family Violence Tracking System version is being strengthened as a tool for case management. Cash assistance is conducive to the promotion of refugee self-reliance and their sustainable livelihoods; and hence, UNHCR monthly cash assistance programme, one of the largest in the region, reached 33,000 families among Syrian and non-Syrian refugees. Post-distribution monitoring reports conducted by UNHCR demonstrate that cash assistance helps refugees make ends meet, mitigating some of the negative impacts of the COVID-19 pandemic.

Tahani, a Syrian refugee living in the Jordanian city of Irbid who had lost her occasional work cleaning houses due to restrictions on movement and people's growing fear of the virus. For Tahani, the assistance offered a vital lifeline at the most challenging time. "The cash assistance wasn't enough for us to realize all our dreams, but it was enough. It helped me to repay some debts and gave me peace of mind to keep going," she said. While unable to work during lockdown, Tahani enrolled in a job training program facilitated by UNHCR and its local partner the Jordan River Foundation (JRF). In August, after completing two months of online courses and with the help of JRF, Tahani found work at a local restaurant.

Highlights of ESCWA's Support

ESCWA continues to work in close partnership with the Government of Jordan, both directly and in partnership with the Resident Coordinator's Office (RCO). During 2020, ESCWA's work was focused on four areas that predominantly support efforts to implement the SDGs:



The UN supported the National Aid Fund (NAF) to design and implement effective, equitable and efficient programmes, and to reform its Takaful cash programme in support of vulnerable Jordanians.

Moreover, support was provided to MoE with the development of School Feeding Strategy and the implementation of the National School Feeding Programme, which included extending support by WFP to 332,000 students across the country with high energy biscuits and fortified dates. However, starting March and due to COVID-19 outbreak, school feeding activities were suspended after the schools have shifted to online schooling.

The UN, also, supported the development of the MoE's Education Strategic Plan (ESP), and its complementary Strategy on Mainstreaming Gender Equality in Education, as well as ongoing support to the monitoring and reporting of the plan. This includes technical support provided by UNESCO to enhance the MoE's Education Management Information System (EMIS) for stronger data collection and analysis aimed at improving planning, as well as support for the MoE's implementation of the EMIS operational Plan for Phase II. The EMIS was of particular importance during the pandemic as the online platform provided by the MoE for all children in Jordan, Darsak, was synchronized with it.

Several UN agencies integrated gender equality advocacy and programmatic actions into their COVID-19 response; UN Women worked on ensuring the application of a gender lens across all sectors. On gender and social protection, the inclusion of women-specific needs into Government's COVID-19 response contributed to the introduction and enforcement of childcare subsidies for working mothers under the Social Security Law No. 42. On the economy, and as a result of several agencies' work, Labor Code Article 72 (a by-law) that supports flexible working arrangements, was endorsed by the Government.

Recognizing the importance of gender mainstreaming into all sectors, MoE and National Center for Curriculum Development received gender mainstreaming capacity development by UN Women that resulted in the adoption of a guidance note on gender-sensitive curriculum in order to adopt a tool, which was endorsed by MoE. Contributing to increasing knowledge and data production, UN Women collaborated with the Economic Social Council on developing a study on the impacts of COVID-19 that provides practical recommendations for the government to guide the recovery planning towards better integration of gender equality and women empowerment (GEWE).

In 2020, the UN worked on a number of initiatives with national entities that contributed to strengthening systems and capacities, and to providing an appropriate and supportive environment to improve and ensure full access to services, such as SRH, and contribute to the well-being of citizens.

UNFPA supported and partnered with the Higher Population Council (HPC) in the development of a new Sexual and Reproductive Health Strategy (SRH) for the years 2020-2030 including the response to COVID-19, as well as the National Population Strategy (NPS) for the years 2021-2030 accompanied by their indicators and the goals to be achieved.



Rahima Salama, from Al-Risha area, southern Jordan, said: "I came to the clinic after knowing about it from social media and I visited the gynecological clinic and did an osteoporosis test in addition to some lab tests". She added "the presence of the clinic in the area saved her a lot of time and effort, otherwise she would have been forced to go to Aqaba governorate, about 80 kilometers away,".

Supported by UNFPA, a mobile clinic commenced its work at the beginning of July 2020 to respond to gaps in SRH services provided in remote areas. The designed mobile health clinic is an innovative intervention that provides its services to everyone without exceptions, whether they are covered by health insurance or not, and whether they are Jordanians or not.

Photo credits: UNFPA | Khaled Al-Masri



To protect and promote the rights of Palestine refugees under international law and to strengthen inclusive approach to UNRWA services, several trainings were carried out:

- 282 newly appointed daily paid teachers trained on Addressing Violence Against Children.
- 542 health programme staff (187 females) trained on sign language.
- 9,536 participants (4860 males; 4677 females) on strengthening delivery of basic education.
- 2608 teachers trained on remote assessment of students' learning.
- 1096 staff (510 males; 586 females) trained on different areas including Integration of MHPSS into primary health care, standard treatment guidelines, workplan for scholastic year 2020-2021, emergency preparedness and crisis response, infection prevention and control, among others.

775,898 Palestine refugees benefited from Health Service Delivery

1,127,805 Palestine refugees benefited from Primary Health Care Consultations

In close partnership with the government and partners, the UN Country Team has continued playing an instrumental role in building the capacities of national staff and service providers in Education, Health, Social Protection, Justice and Child Protection sectors to better provide multisectoral services for vulnerable people.

For example, FAO supported more than 150 staff of the Ministry of Agriculture (MoA) through interventions aiming to build the capacities of staff in livestock health related research in Corona Virus, integrated pest management and climate smart agriculture. In addition, FAO reached more than 1,000 beneficiaries (50% women) in small scale family farming and farmers field schools to build their capacities in agriculture, agri-business and climate smart agricultural practices. With the support of UN Women, 75 teachers (61 females, 14 males) became more aware and knowledgeable about gender roles and norms as well as women, peace and security (WPS), together with improved skills to further transfer the acquired knowledge to their families and students.

UN's involvement in enhancing the capacities of public facilities has improved the quality of services and increased access by vulnerable groups. UNOPS has supported the MoE in furnishing and equipping 49 schools within Jordan in order to provide improved access to educational services (6 Girls School, 9 Boys Schools, 34 Mixed Schools). UNOPS, also, provided comprehensive support to the

health sector covering many dimensions: equipping, furnishing and expanding 5 hospital departments resulting in equitable access to health facilities; providing MoH with 11 newly equipped ambulances; procuring medical supplies and Personal Protective Equipment (PPEs), primarily, during COVID-19 crisis and delivering trainings to medical staff.

In addition, UNOPS completed rehabilitation of 31 centers in Amman, Balqa, Madaba, Karak, Tafelieh, Ma'an and Zarqa and supported the Ministry of Water and Irrigation (MWI) through the construction of water distribution networks, improving the existing ones and connecting 6,309 household to networks.

The Ministry of Tourism and Antiquities has also been supported by UNOPS through the rehabilitation and equipping of the Regional Center for Conservation and Restoration (RCCR) in Jarash, as well as provision of training to its staff, thus, ensuring that the conservation and restoration activities are properly undertaken. In 2020, UNIDO maintained its support to The Ministry of Trade and Industry (MoTI) focusing on the provision of trainings to the ministry's staff and designing and implementing an Industrial Observatory Platform at the ministry to strengthen government's efforts in enhancing evidence-based policy-making for inclusive and sustainable industrial development.

Rule of Law and Justice

Contributing to the achievement of SDG 16, attention was paid to the development of national capacities to ensure that the judicial and security sectors deliver services in line with international standards and are more accessible to vulnerable groups.

With UN Women support, 170 Judges and staff of Judicial Institute of Jordan (65 females and 105 males) were capacitated and increased skills and knowledge on gender-responsive approaches and communications with victims of GBV and vulnerable women's groups. At least 59 Juvenile Police Department officials were trained by UNICEF on delivery of age appropriate and targeted awareness raising sessions on risk factors that lead to juvenile delinquency.

Similarly, and in spite of restrictions and closures enforced on movement and gatherings due to COVID-19, UNHCR succeeded in providing trainings to around 100 participants from Syrian Refugees Affairs Directorate (SRAD), government and UNHCR staff on UNHCR's mandate and issues related to dealing with refugees.

Throughout 2020, UNODC provided a series of trainings and capacity building activities to the judicial and security sectors as well as front-line law enforcement officers on different thematic issues including Counterterrorism, Financial Investigation in Organized Crime, Corruption and Money Laundering, Sexual Exploitation via the Internet as a form of human trafficking and Trafficking in Persons.

Moreover, UNODC's support to the criminal justice, digital evidence in terrorism and related investigations continued throughout the year and, primarily, during COVID-19 pandemic.

Towards enhancing access to justice services, UNDP succeeded in linking Gharimat (women

in debt) to small claims. A total of 1,783 cases of debt through small claims were guaranteed access to justice and effective remedies to women in Irbid and Amman communities.

Implementation of UN Conventions

The UN continued its support to GoJ to ensure that Jordan meets its commitments in human rights and development, and submits periodic reports on the progress attained. Over the course of the year, the Government has also developed and adopted a range of long and mid-term sector-wide strategies to promote the attainment of the national SDGs. Many of these documents benefited from close UN review and feedback.

For example, UNESCO supported the government in strengthening capacities for the development of the first SDG 4¹⁴ National Voluntary Review Report, which was finalized in December 2020. Similarly, UN Women contributed to the development and adoption of Public Security Directorate (PSD) and Jordanian Armed Forces (JAF) Gender Mainstreaming Strategies (2021-2024) in line with UNSCR 1325.

In the same way, ILO has contributed to the development and adoption of a set of regulations and laws to support rights of workers, guaranteeing rights of women among other labour laws.

The UN also contributed to enhancing capacities of government officials to mainstream, monitor and report on Goal indicators at the national and local levels, Officials from Greater Amman Municipality (GAM) and MoEnv were trained on monitoring and reporting on SDGs and using nontraditional data sources. Through UN Habitat support, more than 330 national and local government officials benefited from trainings and capacity building workshops on

¹⁴ SDG 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

national urban policies and sustainable urbanization.

UN Women also promoted strengthened synergies and an enabling environment for gender statistics, data production and the use of data to better reflect the situation of gender dynamics and inequalities in Jordan by organizing workshops and trainings. As a result, national officials and institutions have improved capacities to monitor and report on gender-related indicators and targets under the SDGs.

UNESCO has strengthened the support provided to the Ministry of Tourism and Antiquities (MoTA) and the Ministry of Culture (MoC) in the implementation of UNESCO Culture Conventions. Specifically, in line with the World Heritage Convention, the development of an Integrated Management Plan for the World Heritage Site of Petra, a mandatory requirement for all sites inscribed in the World Heritage List and an essential tool for the protection and management of the site, has been finalized and endorsed by the Government.



Gender Equality and Women's Empowerment

The UN reconfirmed its commitment to end GBV and to promote knowledge sharing and awareness raising on GBV issues. UNHCR continued its capacity building interventions to ensure that the overall in-country response to SGBV and Child protection is raised to a higher quality.

National and local institutions, including Department of Statistics (DoS), MoE, Ministry of Social Development (MoSD), PSD, and the Inter-Ministerial Committee for Women's Empowerment (IMC) Technical Working Group (TWG), have improved capacities to promote gender mainstreaming, women empowerment and address SGBV with the support of UN Women's capacity building initiatives benefitting close to 200 government officials. Such trainings have supported the IMC TWG to ensure that

gender is considered within the Government's COVID-19 response and recovery planning processes.

UN Women leveraged the partnerships with security agencies under Jordan's National Action Plan on UN Security Council 1325 on WPS to support the national response to escalating GBV reporting. This has included direct support to Public Security Directorate (PSD) first responders with the drafting of a pocket guide on managing GBV incident reports during COVID-19

The challenges posed by the pandemic outbreak opened the doors to opportunities for several good practices in multi-sectoral coordination, mainstreaming gender and human rights. To meet the needs of vulnerable Jordanians, migrants, and refugees in urban and camp settings, WHO and UNHCR -met on a bi-weekly basis to monitor the situation and develop targeted solutions. This coordination platform was successful in harmonizing activities and ensuring the effective use of resources. Moreover, thanks to the joint RCO- UNDP-WHO efforts to obtain approval on the mobility of frontline UN and NGO workers, the country team was able to guarantee distribution of essential medicines and hygiene kits to vulnerable population during the complete lockdown period.

With reference to gender mainstreaming, in 2020 the National Gender Mainstreaming Policy was endorsed, which supports the comprehensive institutionalization of sex-disaggregated data collection. The policy also established enhanced institutional capacities for gender mainstreaming, in terms of knowledge and expertise of government employees, as well as institutional structures, policies and procedures. Within this framework, UN Women started a strategic cooperation with the Department of Statistics to improve the production and use of gender statistics.



As part of its support to the Education Strategic Plan and complementary Strategic Plan for Mainstreaming Gender Equality in Education, UNESCO provided technical assistance for the development and implementation of the Ministry Gender Equality Action Plan. For instance, UNESCO supported capacity development sessions to promote gender equality, women empowerment and school-related gender-based violence (SRGBV) that benefitted more than 105 MoE officials. Support was also provided to improve the enabling policy environment through facilitation of consultations on the Ministry Gender Mandate.

UNFPA provided trainings to strengthen the prevention and response to GBV to a total of 119 service providers, including government counterpart and national actors.

In addition, UNFPA and UNHCR conducted 2 training sessions and 1 refresher training on GBV IMS and safe, ethical data collection reaching a total of 53 service providers.

Ensuring Environmental Sustainability

In 2020, the UN maintained its support to ensure environmental sustainability through enhancing the understanding of climate-related hazards and possible risks to water and sanitation services in Jordan, allowing for an informed risk-based programming approach within the sector.

Expert support and policy advice were provided to enhance the understanding of government entities on climate-related hazards and possible risks to water and sanitation services in Jordan, the importance to invest in sustainable and high impact projects, with a focus on water and environmental conservation and to push forward the climate change agenda.

In 2020, UNICEF's support included the provision of:

- Advocacy tools and evidence generation by UNICEF has laid the ground for informed interventions by the sector.
- Support in the "Development of Jordan's Roadmap to achieving the Sanitation Sustainable Development Goal" reports.
- Adopting the National WASH in Schools Standards and establishing WASH innovation Hubs within the universities.
- Supporting start-ups with registration, legal and administrative services (15 start-ups, up to USD 20,000 and 12 months of technical one-on-one business coaching).

As part of UNICEF's efforts to shift from direct humanitarian response to a broader-systems focus and to maintain its engagement with ministries and associated entities to help prepare Jordan, one of the most water-scarce countries in the world, to adapt to the future impacts of climate change, the first pilot National Climate Resilient Water Safety Plans (CRWSP) was developed to support the water sector outlining a framework for proactive and adaptive planning to ensure a sustainable water supply.

At a high-level, UNICEF supported the MWI to engage with the Sanitation and Water for All (SWA) global partnership, promoting the GoJ's endorsement of the Leaders' Call to Action on COVID-19 to prioritize making water, sanitation and hygiene available to all.

The UN supported government and non-government actors adopt and implement innovative actions for environmental sustainability, climate change mitigation and adaptation as well as disaster risk reduction. UNICEF strengthened the relationship with UN HABITAT by collaborating on an Adaptation Fund proposal that aims at increasing the resilience of both displaced persons and host communities to climate change-related water challenges. In addition, the focus will be on climate adaptation and implementing greywater reuse and water harvesting interventions in public and residential buildings, permaculture pilot

project in one of the universities and enhancing the quality of treated wastewater in a number of wastewater treatment plants.

UN Habitat developed a Flood Risk Assessment and Flood Hazard Mapping for Amman to strengthen the resilience of local communities and infrastructure to flash flood. As part of this process, UN Habitat identified a flood mitigation measure which will be implemented to reduce the risk of flood in downtown Amman.

Additionally, UNHCR completed all camp-solar plants, including off-site plan for Azraq town. UNHCR is closely collaborating with Electricity Distribution Company (EDCO) to leverage development to future projects.

Similarly, FAO enhanced the capacities of specialized associations on water management and agricultural activities in the context of agriculture, water and energy nexus and creating green jobs.

On a related manner, WFP continued to support MoA capacities to mitigate the effects of climate change, while providing short-term livelihood opportunities to targeted communities.

WFP provided technical support to the National Centre for Security and Crisis Management to enhance capacities for the disaster risk reduction and emergency preparedness and response systems.

UNEP concluded the Green Climate Fund (GCF) Readiness project with the MoEnv. The intervention enhanced the capacities of staff from the Ministry as the National Designated Authority (NDA) to engage with the GCF, which will pave the way for increased climate finance flows to Jordan, mitigating climate change and enhancing resilience. Three project concept notes for the GCF were developed as part of the project, covering health, waste and energy sectors.

UNEP also kicked off the Nationally Determined Contribution Action project, which will provide support to Jordan in implementing its NDC under the Paris Agreement through technical analysis and the development of sectoral investment plans. Two priority sectors were identified namely water for agriculture and waste. The private sector's involvement is one of the focus areas of the project.

UNEP supported the MoEnv in submitting a \$46 million project proposal for GCF titled "**Jordan Integrated Landscape Management Initiative (JILMI)**". This was the result of a 2.5-year project formulation phase. It is an innovative project implementing an ecosystem restoration approach combined with floating solar to address the country's water crisis.

UNEP and International Union for Conservation of Nature (IUCN), with the Department of Statistics and the MoEnv in Jordan, conducted in January 2020 a workshop on measuring gender and the environment in Jordan. During the workshop it was noted that gender and environment mainstreaming in policy, climate change reporting and reporting on the Multi-lateral Environmental Agreements (MEAs) is challenging due to a lack of data and information on how gender and the environment interact. The workshop resulted in a commitment from the Department of Statistics to work with MoEnv on 3-4 priority indicators related to gender and climate change vulnerability, waste management and land management. A full report of the Jordan case study has been drafted and will be launched during the second quarter of 2021.

To enable communities to develop, implement and sustain community-based projects, the UN has trained 288 people, of whom 46 % are female, on a Human Security approach, problem identification, project formulation, resource management, monitoring and evaluation.

“It’s nice to work and be around people. I am making new friends and learning new things while at the same time earning money to buy my children the necessities they crave” said Sarah, a Syrian Refugee living in Jerash who was trained by WFP on the best practices and techniques of the plantation of native trees and who has a steady job through WFP.



Photo credits: WFP Jordan

Fostering Partnerships and Innovation

In the context of supporting national population data systems, and as part of the global partnership of UNFPA with the International Development Research Center (IDRC), an MoU was signed with the Centre of Excellence for Connecting Vital Event Registration and Gender Equality Systems (CRVS) to enhance the civil registration in an equitable and gender responsive context.

With the focus on assisting the GoJ in implementing the Global Compact for Migration in Jordan, IOM and ILO continued with the establishment of the National Migration Working Group and expansion of membership to include non-UN/government organizations. Through the diversified membership of partners, the UN aimed to foster partnership and join efforts to advance the implementation of the Global Compact on Migration and SDGs.

Along the same lines and to ensure the advancement of the development agenda, ILO and during the course of 2020 formed more than 75 partnership agreements with civil society organization, donors, private sector, social partners (employers and workers organizations) as well as government.

Top Results

- Jordan’s National Strategy for Women 2020-2025 endorsed by the Government of Jordan.
 - Ministry of Education Strategic Plan developed; ongoing support to the monitoring and reporting of the plan is underway.
 - Public Security Directorate (PSD) and Jordanian Armed Forces (JAF) Gender Mainstreaming Strategies (2021-2024) in line with UNSCR 1325.
-
- First Pilot National Climate Resilient Water Safety Plans (CRWSP) in support of the water sector developed outlining a framework for proactive and adaptive planning to ensure a sustainable water supply.
 - Jordan’s Roadmap to achieving the Sanitation Sustainable Development Goal reports developed.
 - More than 1,100 government staff from different institutions benefited from sector specific trainings.

Strategic Priority 2: 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: UNFPA, UNICEF, UN Women, IOM, WFP, UNDP, UNHCR, ILO, UNODC.



Results of Key Accomplishments

In 2020, 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 behaviour and to improve their circumstances and development.

Ranking of Jordan on the youth development index has not changed since 2014, however, efforts have continued by the UN to support the youth sector. UNDP shared a memorandum of understanding (MoU) with the Ministry of Youth to support implementation of the action plan for the 2020-2025 National Youth strategy. Additionally, and in collaboration with the Ministry of Political and Parliamentary Affairs (MoPPA), 358 individuals from 12 governorates were engaged in dialogue on fostering a conducive political environment and electoral empowerment of youth, guided by findings of a quantitative survey.

Although the female labor force participation rate in the fourth quarter of 2020 has experienced a marginal increase, Jordan 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. In 2020, UN Women supported around 540 women with capacity building, vocational training and job trainings and placements. ILO and UN Women implemented advocacy efforts to raise awareness on the main barriers related to women's participation in the labour market, including disseminating messages around the impact of COVID-19 on women and girls, and the risks of rolling back decades worth of progress toward achieving women's economic

empowerment and the fulfilment of the right to decent work.

"I invite women to break the barriers of fear. Break the stereotypes getting in the way of your dreams; you can do anything you put your mind to. Take the challenge and break the stereotypes." said Miriam Tawfiq, a certified plumber who established her own plumbing business and became a professional business mentor through 'Mentoring for Success' programme delivered with support of UN Women.

UNHCR supported ensuring that multi-sectoral assistance is available for all refugees residing in Jordan, totaling 752,193 refugees (as of 31 December 2020), ranging from registration and documentation, health, protection, education, livelihoods, basic needs social transfers and seasonal support.

Improved Access to Information and Knowledge

Throughout 2020, the UN focused on supporting different interventions in both humanitarian and development contexts providing various platforms for 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 behaviours.

Efforts to enhance youth's capacities and raise their awareness on Sexual and Reproductive Health and Rights (SRHR) and Gender Based Violence (GBV) continued; the UN implemented many initiatives in partnership with national and international organizations. For example, UNFPA worked on investing in Comprehensive Sexuality Education (CSE) for young people through collaborating with the Royal Health Awareness Society (RHAS) to enhance community awareness about Adolescent and Youth SRHR (AYSRRH) issues. The intervention will enable 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. This model will be implemented in collaboration with Ministry of Education, Ministry of Health, Jordanian Nursing Council, Jordanian universities and colleges.



Contributing to the achievement of SDGs 3 and 5¹⁵, UNFPA supported non formal education through diverse platforms where around 10,771 young people (7,316 females and 3,455 males) were reached in 2020 and benefited from knowledge and elective courses on health promotion and SRHR, integrated awareness sessions for youth in camps and host communities, awareness raising and girls empowerment programmes in camps.

To respond to information gaps existing among vulnerable communities and aiming towards raising awareness of youth on non-communicable diseases (NCDs) and promoting lifestyle modifications, IOM reached 560 young people (aged 6-24 years) and provided 4,276 people (1,289 females and 2,987 males) with information about protection issues. Whereas the UN, also, supported tailored interventions to respond to particular circumstances. For example, UNODC collaborated with university research teams to launch an updated version of the Children Immunization App (CImA) mobile Application, 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. (LINK to App).

UNODC has, also, been working on enhancing family skills for the prevention of substance use and violence (including against children), as well as supporting mental health in line with the UNODC WHO International Standards on Drug Use Prevention. The aim of the intervention was to nurture positive communication while ensuring the safety and healthy development of youth and children.

UNICEF has utilized its flagship programme, MAKANI "My Space"¹⁶, to provide community-based child protection (CBCP) services to children in vulnerable communities and continued to engage with parents and caregivers with a package of Early Childhood Development (ECD) and parenting programmes.

- Over 96,000 vulnerable children (55 % girls) were reached with child protection messages and psycho-social support; 18% in refugee camps, 79% in Host community and 3% in Informal Tented Settlements (ITS).
- 34,732 parents (88 % females) and 20,782 children (0-5 years, 50% girls) were reached through Better Parenting Programme and ECD programme to help parents adopt non-violent discipline practices, early learning stimulation and skills to combat child abuse.
- Violence prevention at the community level was strengthened by the systematic application of positive parenting and targeted messages. reached.



Photo credits: UNRWA



Photo credits: UNICEF

Strengthened Skills and Capacities

Through MAKANI, UNICEF provided Skills Building training focusing on Life and Digital Skills to vulnerable adolescents and youth, where more than 41,000 vulnerable adolescents and youth (59 % females) benefited from the trainings.

Besides, over 115,000 vulnerable children (55 % girls) in MAKANI centres were sensitized about child protection issues including child marriage, child labour and prevention of violence against children.

¹⁵ SDG 3: Ensure healthy lives & promote well-being for all at all ages, SDG 5: Achieve gender equality and empower all women & girls.

¹⁶ Makani programme, launched by UNICEF in 2015, is a comprehensive approach to service provision linking educational learning support services, community-based child protection, early childhood development, adolescent and youth participation as well as life skills and innovation labs for children and young people, girls and boys, families and community members.

This support moved online through WhatsApp groups in connection with COVID-19, and expanded to include interactive homework support services.

In addition, UNICEF delivered an integrated package of services to school aged children living in vulnerable communities including learning support services (LSS) combined with core child protection messages. Over 65,000 children and adolescents aged 6-18 years were reached (53 % females): 17% were in refugee camps, 80% in Host community and 3% in ITS. The services promoted the continuation of learning and maintained children engagement - despite school closure- through providing daily activities and interaction with children and their family in order to prevent drop out, and to protect the learning and progress already made.

Besides, the learning support focused on facilitating a smooth transition back to formal education through the continued support to children learning in alignment with Darsak platform, the official e-learning portal which offers short video clip courses for grades 1 to 12 in response to COVID-19, thus, ensuring continuity of learning.

UNICEF also provided monthly internet packages (10 GB) to 11,000 households to support access to Makani remote learning support sessions and materials and Darsak platform.

UNICEF expanded its efforts to facilitate learning for children out-of-school or at risk of dropping out through strengthening The Ministry of Education's capacity on Non-Formal Education (NFE) and leading the development of a comprehensive transition plan for the Drop-Out programme in 2020. This five-year plan has been adopted by MOE and sector partners, and included provision for 50 % of the programme's costs to be financed through Accelerated Access Initiative (AAI) funding to MOE from 2021. UNICEF will continue to support NFE, the transition plan, and provide technical support to expand capacity of MOE's NFE department.

Before COVID-19, UNICEF was supporting 6,441 children enrolled in non-formal education, but almost half of these children have dropped out during the pandemic as they were unable to shift to online learning. However, UNICEF successfully supported 3,158 children to continue learning activities and to access NFE programming online. UNICEF also provided online life skills to 200 girls, and individual counselling to 20 girls as part of an innovative new psycho-social support service for adolescent girls enrolled in NFE.

Given the increased risks faced 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 cyber bullying prevention campaign was carried out through social media and digital media platforms.

Livelihoods Strengthening

While unable to work during lockdown, Tahani -a Syrian refugee living in Irbid- enrolled in a job training programme facilitated by UNHCR and Jordan River Foundation (JRF). After completing two months of online courses and with the help of JRF, Tahani found work at a local restaurant. success achieved by the country team has been with no doubt the ability to guarantee ways to empower people and their livelihoods

Photo credits: UNHCR



Towards efforts to enhance livelihood opportunities, WFP supported 9,800 vulnerable Jordanians and Syrian refugees in camps and Jordanian communities to improve their livelihoods through asset creation and livelihood support activities: 2,300 Syrian refugees (80% women and 20% men) benefited from economic opportunities provided through the school feeding programme; 7,500 people (70% Jordanians and 30% Syrians) benefited from WFP's livelihood activities (Agriculture, Forestry and Rehabilitation) where women constituted 40% of total beneficiaries. Additionally, UNDP supported the creation of job opportunities to 470 vulnerable individuals, 30% of whom reported increased resilience, sense of purpose and social responsibility.

In conjunction with efforts to strengthen skills and capacities, primarily, to improve awareness about gender equality, advancing Women, Peace and Security (WPS) and women's empowerment, UN Women successfully reached close to 43,000 people with awareness raising activities. Many of the

outreach activities were implemented online in partnership with Generations for Peace (GFP). GFP worked with UNDP as well to build the capacities of youth on civic engagement and peacebuilding.

UN Women, in partnership with Jordan National Commission for Women Jordan National Commission for Women (JNCW), the UNCT, civil society, youth organizations and international partners, supported the 16 Days of activism Against Gender-Based Violence Campaign. In 2020, the campaign, which was fully endorsed by the Government of Jordan for the first time, reached more than 20,000 people with over 4 million engaged users on social media, including refugees and youth.



Photo credits: UN Women / Zaid Awamleh

ILO ensured that women's participation has been mainstreamed across all its initiatives and programmes:

- 13 Employment Centres established and an online job matching portal to bridge the gap between job seekers and employers. More than 13,000 Jordanians and Syrians (one-third women) have used these services.
- 800,000 minimum wage or above workdays have been created since 2016, with an average of 25% women's participation. Of these, 400,000 workdays were created in 2020 (25% women).
- 3,000 beneficiaries (32% women) benefited from Recognition of Prior Learning process (RPL).
- More than 350 women have their capacities built on small business management and occupational health and safety (OSH).
- 116 women received financial support to start or expand their businesses.

https://www.ilo.org/beirut/media-centre/multimedia/WCMS_756448/lang-en/index.htm

ILO also intensified efforts in 2020 to combat child labour, and has successfully re-enrolled 467 children (228 boys and 239 girls) in schools, which constitutes 33% of identified children working in agriculture sectors.

Building on the unceasing efforts by the UN to end child marriage, UNFPA continued its support to the National Council for Family Affairs (NCFA) 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.

Refugees and Host Communities

In 2020 and despite the consequences of the COVID-19 crisis, the UN accelerated its efforts to continue providing high quality services to vulnerable people. The services included provision of SRH services, cash assistance, emergency support, food parcels and seasonal support. For example and within its commitment to ensure continuity of SRH services in Syrian refugees, 131,336 vulnerable individuals were reached, and support was provided to sixteen static reproductive health clinics and four mobile medical units in camps with host communities, increasing availability of integrated SRH and GBV services to marginalized women and girls.

34,280 vulnerable women benefited from SRH services



7 governorates reached with integrated SRH services



Moreover, to respond to the gaps in SRH services in remote areas as a result of COVID-19, more than 34,280 vulnerable women in under-served populations in 7 governorates were reached with integrated SRH services through UNFPA's innovative mobile health clinic (MHC) intervention (including over 14,669 family planning counselling services).

Impact of Assistance Provided by UNICEF

98% of recipients of emergency support considered the assistance to be timely (266,000 households covered under different schemes).

Monthly monitoring confirmed that 53% of beneficiaries considered the assistance was enough to cover their children's basic needs (10,104 households).

UNICEF progressed its technical assistance to the National Aid Fund (NAF) to expand coverage of the social safety net. The support, which included assisting the government in launching a cash assistance programme in support of daily wage workers, resulted in facilitating registration,



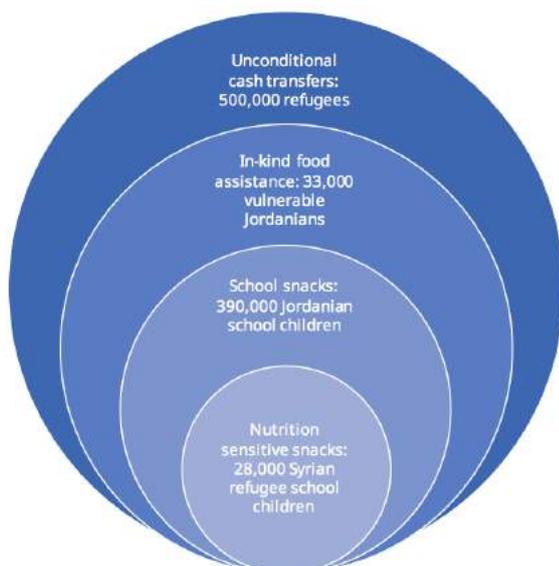
communication with beneficiaries and opening mobile wallets. The services covered 241,000 households under daily wages workers and 25,000 households under Takaful 1 Phase II.

Also, 10,104 households (29,568 children) were supported with cash assistance to support children's access and retention in school, and address household negative coping mechanisms resulting from the COVID-19 pandemic. Of these households, 7,844¹⁷ were living in host communities, while 2,260 were living in ITS (More than 90 % Syrian refugees, 4 % Jordanians, 5 % other nationalities with over 32 % were female headed households).

UNHCR provided cash support to almost 92,000 families (77,000 Syrian and 15,000 Non-Syrian) reaching about 349,000 individuals under Basic Needs monthly assistance, COVID-19 emergency assistance and winterization assistance. The assistance reached 26% women, 25% girls, 24% men and 26% boys.

Due to the COVID-19 pandemic, an emergency assistance for a period of 3 months was provided to 53,310 urban families (47,339 Syrians and 5,971 Non-Syrians) covering 212,000 refugees. These constituted 23% women, 24% girls, 26% men and 26% boys.

Under Winterization support aiming to provide support to cover most vulnerable refugees with winter assistance, UNHCR assisted 46,288 families (32,405 Syrian and 13,883 Non-Syrian) comprising of 165,000 beneficiaries with 28% women, 26% girls, 20% men and 26% boys.



WFP provided unconditional cash transfers to 500,000 Refugees (485,000 Syrians and 15,000 non-

¹⁷ The 7,844 households include 3,762 who were also covered by education-labelled cash assistance.

Syrians). In addition, 33,000 vulnerable Jordanians, equitably men and women (supported by Takyet Um Ali), received in-kind food assistance to meet their food needs.

390,000 Jordanian school children attending formal education across the country received school snacks in order to increase enrolment and attendance at schools (51% girls and 49% boys); and 28,000 Syrian school children in camps received nutrition-sensitive school snacks (52% girls and 48% boys)



Similarly, IOM provided multi-purpose, winter and COVID-19 cash assistance to 11,870 refugees living in Jordan, of whom 6,277 were women and girls and 5,593 were men and boys.

The UN's commitment to provide lifesaving services to refugees and most vulnerable included:

- Raising awareness by IOM on Tuberculosis and clinical screening among refugees inside the camps, hotline service for presumptive cases reporting and referrals to the designated health facilities for diagnosis and treatment (total number of beneficiaries: 28,931).
- UNHCR providing access to health services in both Zaatari and Azraq camps reaching a total number of 120,861 refugees.
- Increasing awareness by UN Women on SGBV, legal rights under both national and Sharia law, prevention of sexual exploitation and abuse (PSEA) and child marriage through in-person and social media (total number of beneficiaries: 2,458 women).
- Conducting outreach activities by UNFPA on GBV and available hotline services (total number of beneficiaries: 31,402).

UNICEF continued to deliver a large-scale humanitarian response programme throughout 2020, combining daily delivery of quality services along with higher level advocacy efforts in both the refugee camps of Azraq and Zaatari and in Rukban settlement (approximately 12,000 Syrians remain stranded between the Jordanian and Syrian borders).

- Delivery of safe water in line with international SPHERE and national drinking water standards, supplying on average 45-60 litres per person per day to over 125,000 people (over 62,500 women and girls; 28,500 people affected by disability) residing in Zaatari, Azraq and King Abdullah Park refugee camps as well as the north-eastern border (the Berm).
- Continuity and escalation of services were ensured during COVID-19 pandemic to respond to increased hygiene measures.



- Access to appropriate and safely managed sanitation systems were provided to nearly 113,000 people living in the three camps while WASH services were expanded in the north-eastern border to include solid waste campaigns.
- Access to comprehensive WASH services provided to around 7,000 people living in ITs.

TOP RESULTS

- Multi-sectoral assistance is available for all refugees residing in Jordan (752,193 refugees as of December 2020)
- National Aid Fund (NAF) to expand coverage of the social safety net.
- More than 11,300 youth benefited from awareness sessions about SRHR and NCDs
- Around 237,700 children/parents/caregivers successfully reached with messages on child protection, nonviolent discipline, violence prevention.

Highlights of UNRWA's Support

UNRWA's interventions were aligned to the UNSDF priorities in supporting the creation and development of an enabling environment to enhance individuals' knowledge of rights, their access to information, education, skills, capacities and services. Main achievements included:

- Increasing livelihood opportunities through issuing loans to 7,200 Palestine Refugees (54% females).
- Raising awareness of 12,200 adolescent school children on Child and Early Marriage.
- Providing SRHS to 63,590 Palestine Refugees.
- Supporting 59,308 Palestine Refugees (over 51% females, 14% PWD with regular cash assistance under Social Safety Net Programme to overcome challenges of COVID-19.
- Supporting 16,571 Palestine Refugees from Syria (PRS) with unconditional cash assistance with a focus on women and PWD.
- Providing 11,659 PRS with unrestricted and free-of-charge access to the Agency's health care services.
- Offering 2,148 rehabilitation services to PWDs (953 females, 1195 males).
- Providing basic education to 118,296 students (60,648 boys and 57,648 girls) including PRS children.



Photo credits: UNRWA / Mohammad Magayda



Photo credits: UNRWA / Dania Batayneh

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: UNFPA, UNICEF, UN Women, UNESCO, UNIDO, UNOPS, ILO, WFP, UNDP, UNHCR, UN Habitat, FAO

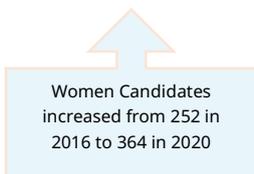


Results of Key Accomplishments

The UN has focused its efforts on ensuring the creation of opportunities and enhancing the engagement of people, primarily of women and youth, in the different sectors. Many achievements have been realized in 2020 as part of this strategic priority.

Strengthening Political Opportunities

The UN collectively directed attention to the generation of information and provision of evidence base for the barriers to women and youth participation in political and leadership roles, principally during the preparations for the parliamentary elections that were held in November 2020. UNDP and UN Women, for example, engaged extensively with women and youth groups through online consultations primarily to report on electoral empowerment of youth and women in the context of COVID-19. Moreover, efforts were exerted to support national civic and voter education through media and national street campaigns to promote youth participation in elections. UNDP deployed 3,500 volunteers, and partnered with UNICEF, WHO and Royal Health Awareness Society in the production of two videos on election day procedures.



A notable achievement has been attained during the November 2020 parliamentary elections, where there had been an increase of women

candidates from 252 in 2016 to 364. UNDP and UN Women worked closely with the Jordan National Commission for Women (JNCW) to increase the participation of women candidates in the elections. 23 trainings were conducted that contributed to enhancing the capacities of around 389 politically active women from all governorates of Jordan on political participation and leadership, managing

electoral campaigns for female candidates training and elections during COVID-19 thus, reaching a 44% increase of women candidates.

A post-election report on women, youth and People with Disabilities (PWDs) participation, shows representation and perceptions in elections has been jointly developed in partnership with UNFPA, Generations for Peace, the Higher Council of PWDs and National Centre for Human Rights to support inclusive and evidence-based design of relevant programming.

Strengthening Economic and Investment Opportunities



In 2020, UN's support aiming to improve livelihoods and enhance the labour market through enhancing the economic opportunities and diversification focused, mostly, on capacity building, trainings, access to decent work, economic strategies, among others.

In addition, strengthening access to employment opportunities, improving livelihoods and social cohesion among communities impacted by the Syria crisis has always been a priority to the UN in Jordan. Through the provision of cash-for-work (CfW) opportunities for both Jordanians and Syrian refugees, with a focus on women and youth, UNOPS created employment opportunities for 4,107 people (1,395 females and 2,712 males: 2,195 Jordanians and 1,395 Syrians) in maintenance and cleaning works at 99 public schools. The beneficiaries were from the different Jordanian governorates namely Amman, Irbid, Mafraq, Balqa, Ajloun and Ma'an.

UNHCR provided support to 5,062 Syrian refugees (living in both Refugee camps and urban areas) to access employment and self-employment opportunities.

Equally, UNESCO's application of CfW approach to the conservation of Jordan's cultural heritage sites resulted in the employment of 151 cash workers, 97 at the World Heritage Site of Petra and 54 at the village of Rihab (Mafraq), of whom 36 being women and 115 being men.

The UN has taken concrete steps to support strengthening the capacities of youth through forging partnerships with government entities, national and international partners to create employment opportunities.



UNICEF worked on developing the Generation Unlimited agenda¹⁸ in the Jordanian context through the Education Outcome Fund, focusing on skills-building. UNICEF solidified partnerships with the World Bank, International Labour Organization (ILO), UNDP and the World Food Programme (WFP) to bolster institutional progress towards SDG impact and skills for the future of work. UNICEF is advocating to secure Jordan as a skills gap accelerator for the World Economic Forum to maintain the momentum of progress for youth development.

A partnership with Ministry of Digital Economy and Entrepreneurship was forged to scale the provision of basic and advanced digital skills to the most vulnerable youth to equip them with knowledge required in the new digital reality accelerated by the pandemic, and to mainstream BOT, an impact sourcing platform within the ministry. UNICEF partnered with the ministry to launch the Youth Learning Passport to mainstream access to informal training and skills-building virtually.

UNICEF partnered with UNDP to continue supporting social enterprises through an SDG impact response lab, focusing on young women entrepreneurs.

“The Cash for Work opportunity that was a stepping-stone for establishing my career, despite the prevailing culture, norms, and gender stereotyping” said Mariam, 42 year-old Syrian refugee who is the first female professional painter in Irbid City

Youth across the country benefited from volunteering and entrepreneurship opportunities which contributed to improving their livelihoods:

- 46,642 young people (64 % females) were reached with 1,167,013 volunteering hours completed and more than 320 entities **providing engagement and volunteering opportunities** (through UNICEF’s Nahno programme, the National Youth Engagement and Volunteering Platform).
- 867 young people (486 females) received social entrepreneurship training, which yielded the **establishment of 40 home-based businesses in camps and 41 youth-led social enterprises in host communities** through the disbursement of low-interest loans (through UNICEF’s Inhud (“Rise Up”) entrepreneurship programme).

- 1,817 youth (51 % females) **built theoretical and practical knowledge of technical and vocational disciplines** through vocational training courses supported by UNICEF.
- 6,992 young people (55 % females) received - through UNICEF - training in social innovation UPSHIFT across host communities and refugee camps. **The young people launched 483 ventures.**
- 755 youths (579 females) participated in basic and advanced digital skills -training supported by UNICEF, of whom **402 youths participated in apprenticeships in the digital economy as freelance workers**, of whom 329 were females.
- **4,500 young people were linked with sustainable jobs** through partnership forged between WFP and the National Alliance against Hunger and Malnutrition (NAJMA) and Dar Abu Abdallah (DAA).
- **150 young people were supported to establish home-based businesses** in the agriculture, food production and handicrafts sectors through support from WFP and DAA.
- **4,000 vulnerable Jordanian graduates received training in professions required in the market and job matching** through support from WFP and NAJMAH to contribute to sustainable livelihoods.

Highlights of UNRWA’s Support

UNRWA succeeded in the provision of livelihood opportunities through improving skills, and providing professional and semi-professional TVET training to more than 3,000 Palestine refugee youth (including PRS youth), and teacher training of around 1,400 youth.

Successful employment of graduates secured: 85% of the 1,150 Vocational Training Centre graduates, and 93% of 205 Faculty of Educational Sciences and Arts graduates.

Despite the challenges of COVID-19 and the extended lockdowns imposed, UNESCO supported the development of skills of Syrian refugees and vulnerable Jordanian youth:

- A total of 206 students (119 females, 87 males: 96 Jordanians and 110 Syrians) completed the internationally accredited Technical, Vocational Education and Training (TVET) programmes. The trainings supported students to build and

¹⁸ Launched at a high-level event during the 73rd Session of the United Nations General Assembly, Generation Unlimited is a dynamic global partnership that draws on the expertise of young people, representatives from governments, multilateral organizations, the private sector and civil society to inspire urgent

investment in education, skills, training, and empowerment for the rapidly growing global population of adolescents and young people aged 10 to 24 years old. Generation Unlimited aims to get every young person into school, learning, training or employment by 2030.



strengthen their communication, life skills as well as work-related attitudes and behaviours to facilitate their transition to work and to enhance employability.

- A total of 697 students benefited from transportation services, which positively impacts school attendance primarily for females.
- More than 10 social media campaigns, awareness raising sessions and success stories were developed to improve the perception of TVET in Jordan, enhance youth participation (with a focus on females) and address gender related issues.
- 81 laptops devices and 3 smartphones provided to students to ensure learning continuity.

UNESCO and UNHCR coordinated closely within the Education Sector Working Group on regular rapid assessments on TVET and higher education sectors during COVID-19, as well as the mapping of existing programmes and possible responses to the impact of COVID-19 on the two sub-sectors. Good practices have emerged during this crisis, which should inform the transformation and rethinking of education in the medium to long-term future, transforming challenges into opportunities.

UNESCO and ILO conducted the “Future of Work (FOW) Readiness Assessment” which is a comprehensive study focusing on providing an outline of the expected changes to the Jordanian labour market provoked by changing demographics, climate change adaptation/mitigation, the 4th industrial revolution and COVID-19 crisis. The assessment will focus on identifying the key Jordanian stakeholders with a mandate to implement the 10 recommendations of the FOW report; assessing the extent to which Jordan is already implementing the 10 recommendations of the FOW report, and providing recommendations on changes in policies that need to take place to ensure the Future of Work in Jordan is human-centred.

In support of the Government’s of Jordan (GoJ) efforts to reform and strengthen TVET system, UNESCO has provided technical support to the Ministry of Education - Vocational Education Department (MoE-VET) in designing and implementing regular tracer studies: tourism and agriculture graduate’s tracer studies.

UNESCO also supported dialogue on Skills in the Tourism sector in Jordan, with a focus on the overview of the challenges and needs after COVID-19, in view of analyzing the tourism sector with its

qualification needs and emphasizing the important role of work-based learning (WBL), digital and entrepreneurial skills, discussing future plans with stakeholders considering post- COVID-19 crisis impact.

Additionally, UNESCO supported the strengthening of national capacities to develop and deliver quality e-learning in higher education institutions in Jordan through the newly established National Centre of E-Learning and Open Education Resources at the Ministry of Higher Education and Scientific Research (MoHESR), and as a direct response to the impact of the COVID-19 on the education system. Practical guidelines on e-learning were prepared and capacity development sessions provided to 20 universities in Jordan.

Similarly, UNOPS contributed to enhancing the capacity of the Vocational Training Cooperation (VTC)/Ministry of Labour through the expansion and renovation of a VTC located in Aqaba.

ILO also supported The National Technical and Vocational Skills Development Commission (TVSDC)¹⁹ to re-engineer major process to improve quality and transparency.

To promote inclusive economic opportunities, UNIDO directed its efforts in 2020 to:

- Further advance self-employment opportunities for both youth and women through supporting value chain drivers with high potential for employment in garment and fashion, natural body care products as well as medicinal and aromatic plants.
- Build capacities of government partners and business sector, primarily, to leverage digitalization and enhance competitiveness.
- Promote and empower women, mainly in the context of COVID-19 developments, through providing opportunities for women to connect and engage in partnerships and promote joint ventures.

UNIDO partnered with UNDP and FAO to strengthen the resilience of rural vulnerable women impacted by COVID-19 through accelerating the recovery of MSMEs and the self-employed in the agribusiness sector resilience and to tackle the impact of COVID-19 on the agricultural sector.



Photo credits:
FAO

¹⁹ Affiliated with the Ministry of Labour and aims to enhance the labour market through organizing the vocational training sector.

Strengthening Social Opportunities

In 2020, the UN continued its support for strengthening social opportunities to develop skills (mainly of youth), to influence positive behavioral change and promote social cohesion.

In that context, the UN has achieved many results involving youth engagement, awareness raising initiatives and the provision of learning opportunities and ensuring the education continuity during school closures during the COVID-19 imposed lockdown in Jordan.

The Jordan national framework for youth engagement was strengthened through the institutionalization of the UNICEF supported youth engagement programme (Nahno) and youth life skills programme (Maharat) boosting implementation under the Jordan National Youth Strategy 2019-2025.

However and to respond to COVID-19 impacts, the institutionalization of Maharati within the Ministry of Youth and many other programmes were transformed into digital platforms to ensure continuing education and provision of training of life skills.



Digital resources for skills-related programming were developed and online curriculum was developed during school closures:

- 14 video materials developed and provided to 3,000 teachers, through WhatsApp and 900 school Facebook sites, to run life skills sessions across 1,000 target schools.
- 180,000 students aged 13-16 years benefited from Nashatati programme that promotes social cohesion and provides life skills.
- 1 million children enrolled in Grades 4-9 benefited from Learning Bridges, a blended learning programme, developed and delivered to support up to to recover lost learning from the previous year and accelerate learning in the new academic year, regardless of the availability of face to face teaching. The study materials were jointly developed by the MoE and UNICEF.

UNFPA continued its focus on building the capacities of young people and raising their awareness on issues of concern to their health and rights.



- 118 active members (86 females, 32 males) of SHABABNA network delivered awareness sessions on COVID-19 and sexual and reproductive health and rights for more than 1,500 young people, and reached more than 6,600 through social media. SHABABNA network, which is a youth-led network in universities that is supported by the Royal Health Awareness Society (RHAS), works on building the capacities of young people as “peer educators”.
- 120 active members of Y-PEER network were supported to mobilize social media platforms to raise awareness about COVID-19, SRHR and Gender Based Violence (GBV). Y-PEER network, which was established by UNFPA in 2008, provides capacity building trainings to the members of the network on SRHR issues in an interactive, “youth-friendly”, participatory and engaging manner.
- 23 peace leaders (12 females, 11 males) of the National Youth, Peace and Security (YPS) 2250 Coalition were trained - by UNFPA and Generations for Peace (GfP) - on the importance of women’s role and engagement in peace, conflict analysis, GBV and disability inclusion. The Coalition is comprised of 22 member organizations chaired by UNFPA and GfP.

Correspondingly, UN Women have increased access of vulnerable children, youth and women to educational programmes through UN Women supported Oasis centers model²⁰ in camps and non-camp settings. Through Oasis centers in Azraq and Zaatari camps, more than 2,250 children (aged 3-12 years) benefited from life skills and innovation education. Also, 835 women benefited from computer and education trainings. UN Women is also building on previous research on women’s use of technology in situations of displacement with a study on the changing patterns of vulnerable women’s technology use before, during and after the COVID-19 lockdown to further support Oasis programming.

In addition, UN Women utilized the HeforShe movement²¹ to reach over 650,000 persons through social media platforms with media and advocacy packages on GBV during COVID-19. Moreover, awareness of 500 youth was raised on issues relating to Gender Equality and Women's

²⁰ Oasis model is a resilience and empowerment multi-service center designed around three building blocks: Economic empowerment, Gender-based Violence, Leadership and participation.

²¹ United Nations Global Solidarity Movement For Gender Equality



Empowerment (GEWE), elimination of all forms of GBV and strengthening the role of men and youth in combating violence against women (VAW).

UNESCO has adopted an innovative approach to link employment generation with heritage sites rehabilitation by strengthening access to employment opportunities for vulnerable Jordanians and Syrian refugees through the application of a Cash for Work approach to the conservation of Jordan's cultural heritage sites. Despite the pandemic and in full compliance with the Ministry of Labour COVID-19 protocols, 151 cash workers were employed at the World Heritage Site of Petra and the village of Rihab (Mafraq) (36 women).

In 2020, the UN supported initiatives designed to promote social cohesion and ending violence and extremism. UN Women conducted the first national mapping study report with key findings and recommendations on the gendered drivers and dynamics of violent extremism in consultations with various national stakeholders shedding light on drivers and dynamics of violent extremism.

Additionally, several interventions were supported by UN Women aiming to raise awareness and improve knowledge. More than 1,800 Syrian refugees and vulnerable Jordanian women received knowledge and were sensitized on Women, Peace and Security (WPS), Preventing Violent Extremism (PVE) and GBV; more than 32,370 youth (16,557 females and 15,812 males) increased their knowledge on gender equality; 682,000 persons were reached with a GBV advocacy campaign.

UN Women, also, reached 1,414 Syrian women and men with cash for work positions in the Oasis centers in refugee camps; 833 Syrian refugee and vulnerable Jordanian women with cash for work positions in host communities; and an additional 100 women through a partnership with WFP to provide Syrian women with cash for work positions in WFP Healthy Kitchens. In addition to the existing 12 Oasis centers (4 in camps, 8 in host communities), UN Women opened 5 new Oasis centers in the host community in collaboration with MoSD with 150 women beneficiaries benefiting from Cash-for-Work (Cash assistance).

UN Women's strong partnerships and technological preparedness enabled continued provision of essential services to 13,151 direct beneficiaries – both Syrian refugee and vulnerable Jordanian women and girls – through the 12 Oasis centres in spite of the operational challenges posed by the pandemic and related mitigation measures.

Similarly, efforts by UN agencies included:

- Promoting inter-community dialogue among 22 Jordanian and Syrian youth in Marka neighbourhood. (UN Habitat)
- Raising public awareness on counter disinformation through online workshops, campaigns and learning resources where more than 21,000 impressions were reached. (UNESCO)
- Launching "Aseel" online campaign, in collaboration with MoY, which aimed at developing the capacities of the youth on Media and Information Literacy, addressing the negative repercussions resulting from the "infodemic" and promoting social cohesion, peace and tolerance. (UNESCO)
- Launching "Takatof" online initiative to promote social solidarity and civic participation during COVID-19 while identifying community priorities: online sessions were conducted that targeted youth. (UNDP).



Given the unexpected outbreak of COVID-19, and the impact of imposed restrictions on several individuals, the UNCT engaged in a revision of the LNOB analysis in Jordan to identify potential new emerged vulnerable categories

Even though the results of the analysis confirmed the validity of previously identified categories, several agencies engaged in revising the assessments concerning people with disabilities and introduced additional efforts to engage with them. During the UN HABITAT Block-by Block workshop, several participants reflected on the importance of the accessibility to public spaces for people with disability. "We can't thank UN Habitat enough for such a great initiative, we have been attempting to make the park accessible to us for the last decade, and now the day has finally come to begin taking the steps and making the park an accessible and inclusive space" said Mansour Sabe' Al-Eish (President of Al-Wafa Club for People with Disabilities).



Photo credits: UNFPA



Strengthening Sustainable Environment Opportunities



In line with UN efforts to contribute to improving sustainable environment through strengthening livelihoods, provision of capacity building trainings and engaging in environmental activities.

Windows for income-generating and livelihoods opportunities through-nature based solutions were established in Badia Region. Procurement of wool shearing devices as well as vocational training of local community members on wool shearing was implemented, where 100,000 sheep were sheared and 100 people succeeded to practice wool shearing which generated revenue to support them in their livelihoods.

FAO has strengthened its efforts to enhance opportunities for engagement of people in environmental activities, green jobs for more than 30 households were created through livelihood support in waste management.



Photo credits: FAO

UN engagement in improving capacities at both the institutional and individual levels continued throughout 2020. UNDP provided support to develop the capacity of national institutions, specifically, in solid waste management in accordance with Jordan's National Municipal Solid Waste Management Strategy. FAO supported the National Energy Research Center (NERC) to strengthen capacities in the research and management of biogas technology.

Training-of-trainers (TOT) on the environmentally sound management (ESM) of healthcare waste were conducted in 11 public and military hospitals. UNDP has stimulated the creation of individual hospital level committees in the 11 targeted hospitals to be responsible for setting out sustainability action plans on transition to new technologies and modes of operation. 60 hospital staff (50% women) in total were nominated by the Ministry of Health to be members in these committees.

UNIDO strengthened the capacities of 15 SMEs in the food and beverage, plastic and chemical sectors on the adoption of UNIDO's Resources Efficient and Cleaner Production (RECP) approach. In addition, UNIDO provided trainings to university professors from six universities to integrate RECP methodology within university curricula.

UN Habitat has taken evident steps to improve capacities on the creation, design and improving access to safe and inclusive public spaces:

- 135 beneficiaries (72% females) participated in the regional workshop on "Localizing the Public Space for the Arab States".
- 370 beneficiaries (53% females) participated in the four-day webinar on "Towards Safe, Inclusive and Accessible Public Spaces in the Arab States".

To promote youth engagement in sustainable environment, UNICEF provided training to 311 young people, of whom 209 were females, on participatory action research skills to gather data from 5,000 young people across Jordan in areas of climate action, women's empowerment, volunteering, mental health and youth hopes and aspirations.

"Every decision and action we take impacts the world one way or another. We have the power to choose to impact the world in a positive way. What I love the most about being an activist is being able to see my influence in action and inspiring other people to do the same."

Lianne, one of the young inspiring changemakers who are fighting for the rights of the most vulnerable and working towards a greener and more sustainable future : Young people are changing the world through innovation and with strength and resilience.

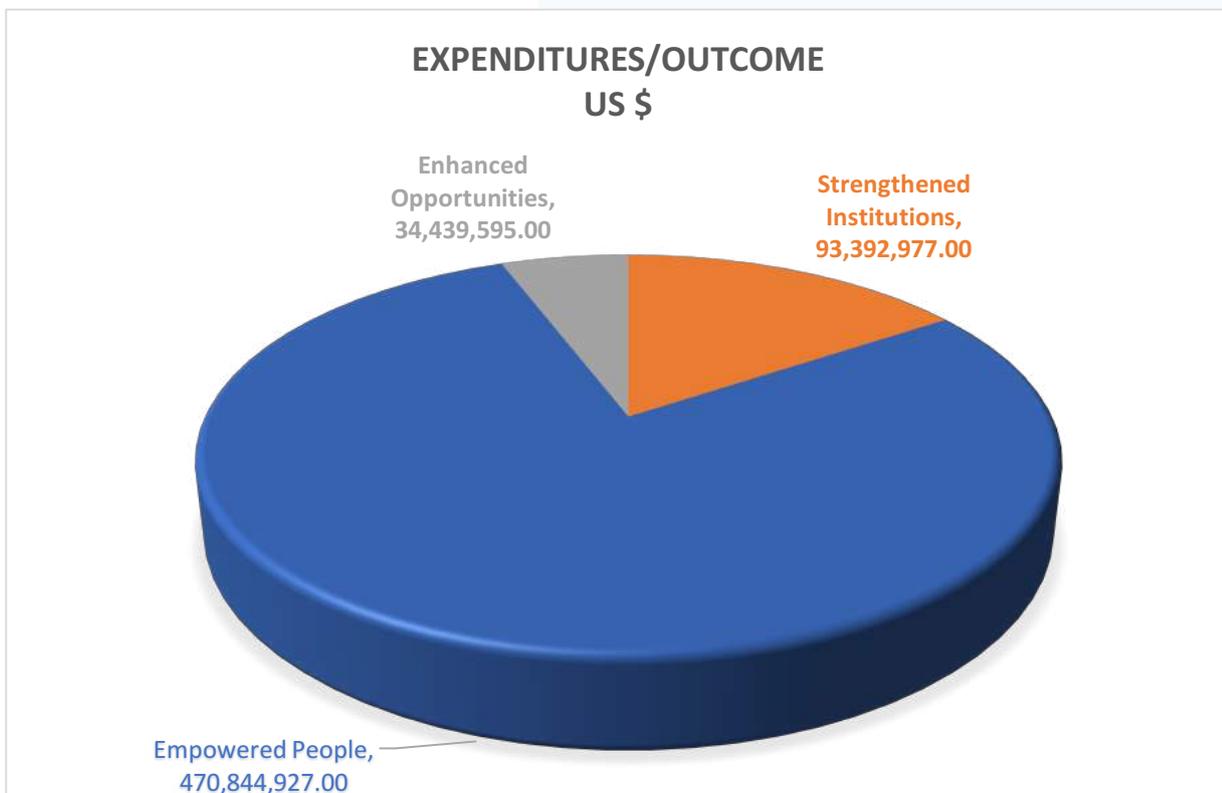
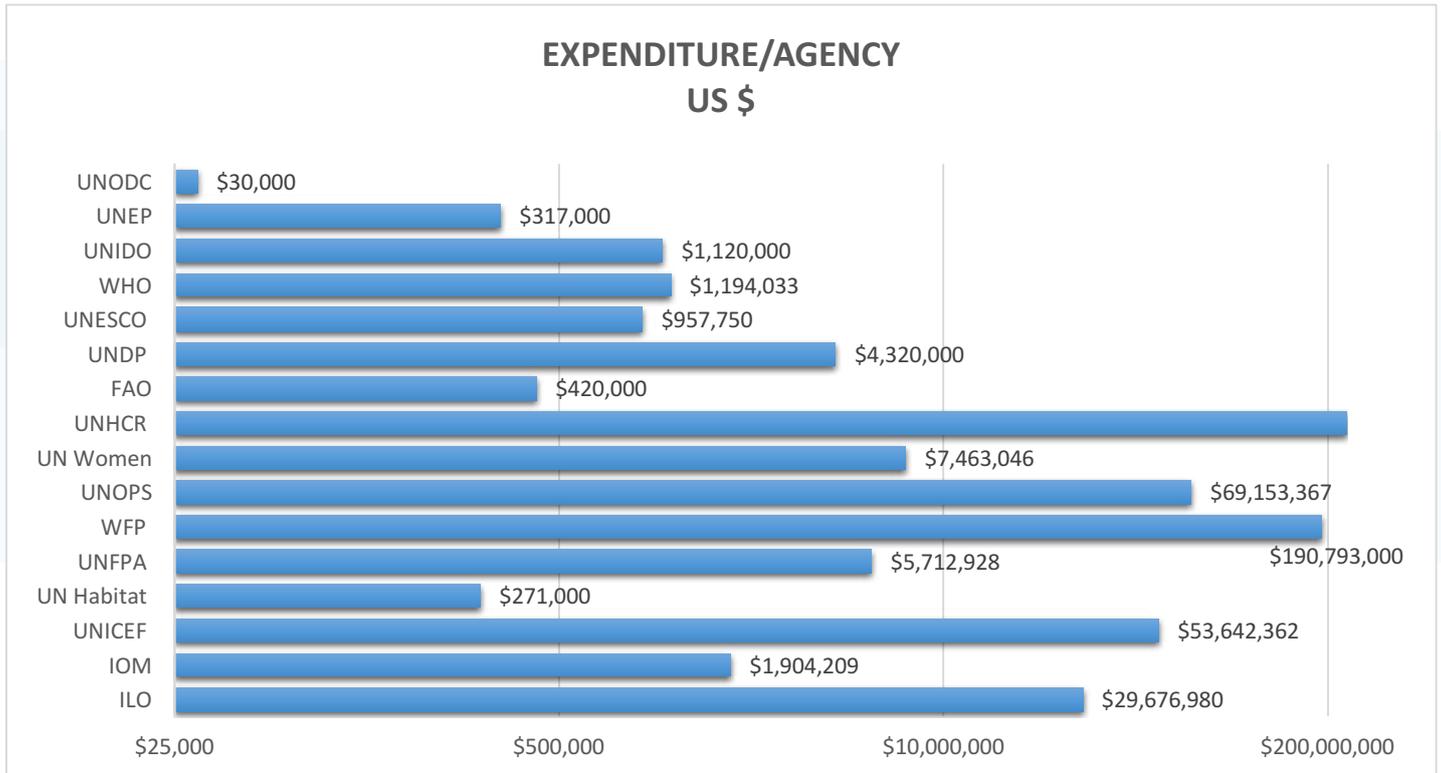
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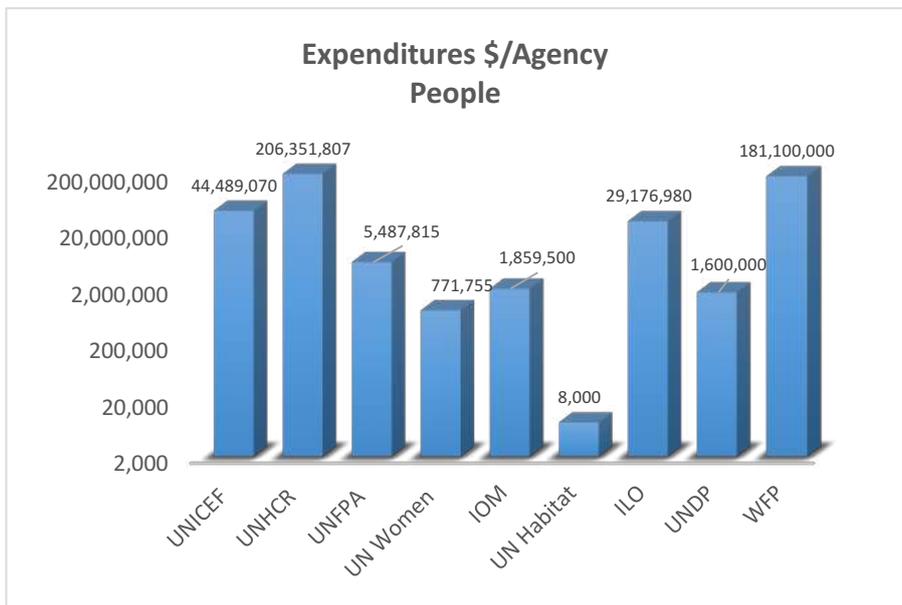
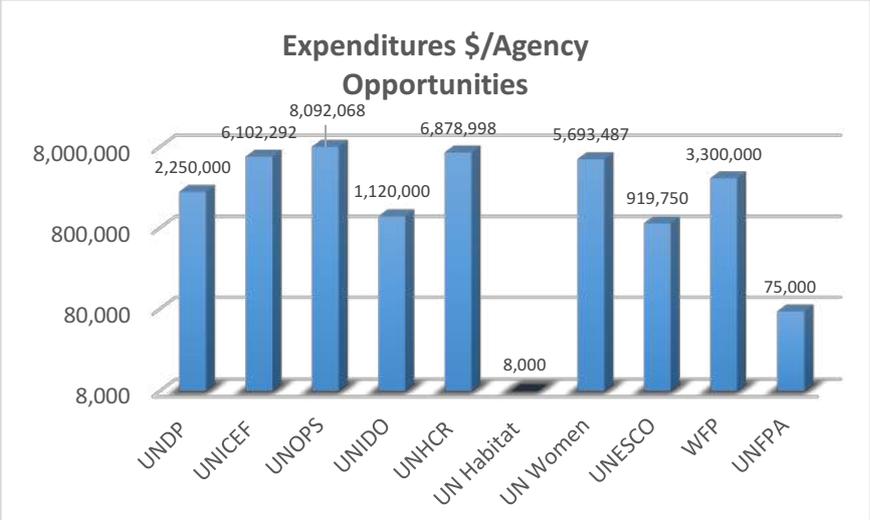
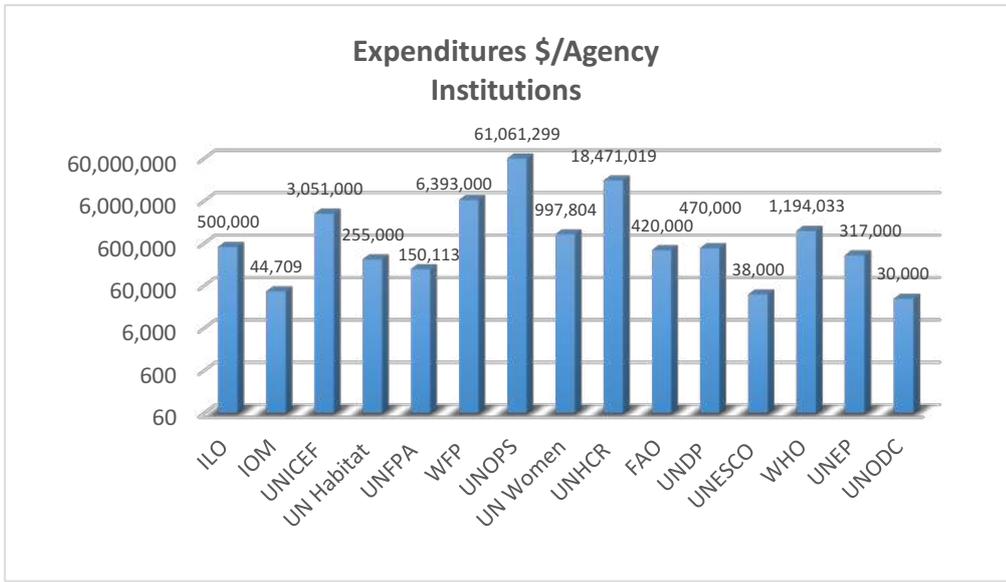
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Financial Overview



Expenditure per Agency per Outcome



Key Development Partners of the UNCT



The key partners of UNCT Jordan in the implementation of the UNSDF are the GoJ including the line ministries, local government, Civil Society Organizations, Development Partners, the Private Sector as well as National and International NGOs. During the implementation of the UNSDF, and as the financing of UNSDF is dependent upon donor contributions, it is of importance to ensure continuous engagement and coordination. 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 USAID, and the Partners to the SDGs in Jordan that were established with partnership of Norway at the ambassadorial level for political discussions on a range of issues, especially as it relates to the development, humanitarian and peace nexus.

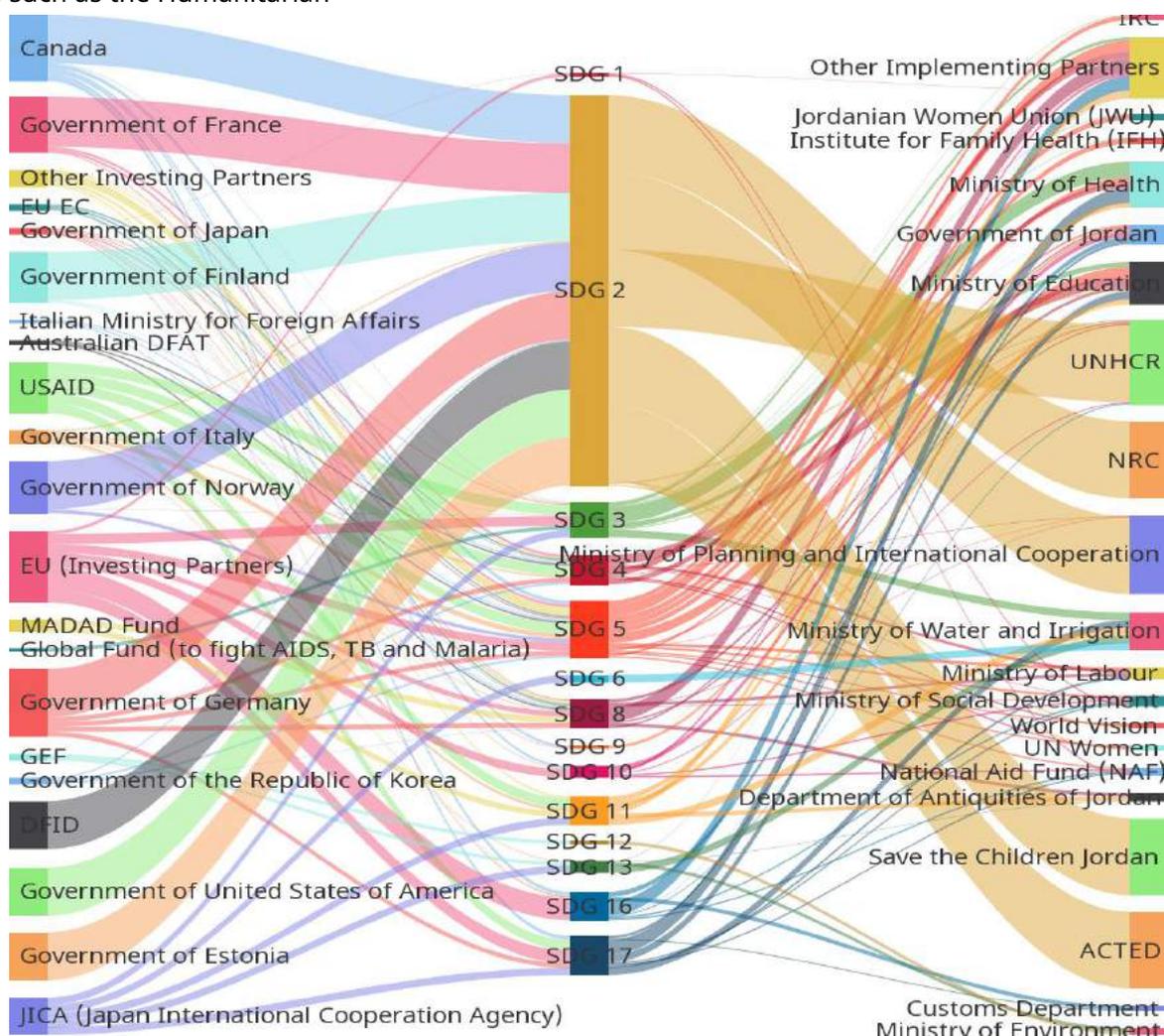




Photo credits: UNICEF

Chapter 3: UNCT Key Focus for Next Year

UNCT Priorities for 2021 and beyond



The new “normality” brought by the COVID-19 pandemic has posed additional challenges to both humanitarian and development cooperation. Among others, some key issues that remain still open relate to macroeconomic stability, the need to strengthen business competitiveness, job creation, monetary policies to support small and medium enterprises and structural reforms to support economic growth, but also the issue of inclusion and ensuring the most vulnerable do benefit from the recovery from the pandemic.

Overall, the response to COVID-19 and its multidimensional impact is expected to remain at the core of the UN’s support to Jordan in 2021 and remains an overarching priority.

In addition to that, the three top priorities for the UNCT in 2021 are as follow:

1. Building Forward Better with a focus on inclusive, diverse and green economic recovery and growth.
2. Climate with focus on addressing water scarcity and supporting food security.
3. Accountable institutions with focus on supporting governance and more transparent, responsive and accountable institutions, with human rights at the centre.

Across the identified priorities, the UN will focus its support on Leaving No One Behind, such as on the most vulnerable people, including in host communities, on children, the elderly, People With Disabilities, refugees and migrants, while empowering women and youth. The need for the UN to scale up and strengthen its support to youth and make them agents of change and key players towards Jordan’s achievement of the 2030 Agenda is also a priority.

Omar, 65, a Syrian refugee living in Zaatari Camp receives his COVID-19 vaccine. The COVID-19 Vaccination centre in Zaatari Camp operated by the Jordanian Ministry of Health opened on 15th February 2021. With the opening of the centre in the camp it is hoped that the numbers of refugees receiving the vaccine will increase.





UNITED NATIONS
JORDAN



**DECADE
OF >>>
ACTION**