

Jordan

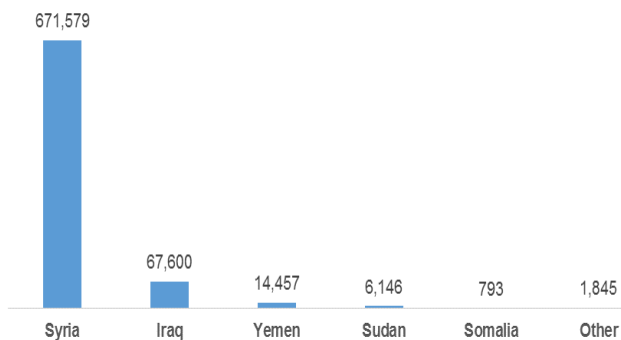
March 2019

Jordan is one of the countries most affected by the Syria crisis, hosting the **second highest share of refugees pro capita** in the world.

83% of Syrian refugees in Jordan live in urban areas and **17%** live in three refugee camps. **48%** of refugees are children, and **4%** are elderly people.

Approximately 124,000 work permits have been issued for Syrian refugees since 2016 up to now.

POPULATION OF CONCERN

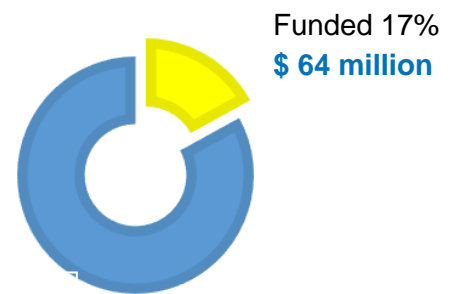


- 762,420** Refugees in Jordan
- 57** refugee nationalities in Jordan
- 83%** living in urban areas
- 17%** refugees live in three camps: **ZAATARI, AZRAQ, EMIRATI JORDANIAN CAMP**

FUNDING (AS OF 02 APRIL 2019)

USD 371.8 million

UNHCR Jordan's financial requirements in 2019



Unfunded 83%
\$ 307.8 million

UNHCR PRESENCE

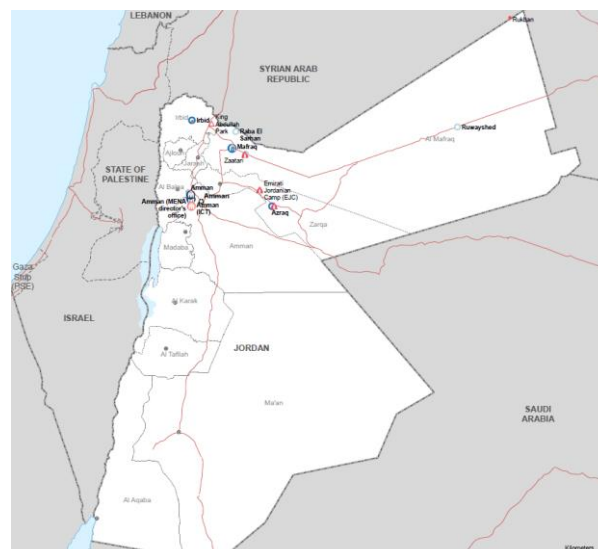
Staff: 560

468 National Staff

92 International Staff

Offices:

- 1 Branch Office in Amman
- 2 Field Offices in Irbid and Azraq
- 1 Sub Office in Mafraq (also covering Zaatari camp)
- 3 Registration centres in Amman, Irbid and Mafraq



Working with Partners

UNHCR coordinates the refugee response under the leadership of the Government of Jordan, in a collaborative effort between the donor community, UN agencies, international and national NGOs, community-based organizations, refugees and host communities. Currently eight sectors provide support within the Jordan refugee response. UNHCR co-chairs several sectors and their thematic working groups, namely the Basic Needs Working Group with NRC, the Health Working Group with WHO, the Protection Working Group with NRC (as well as the associated Child Protection Working Group with UNICEF and the Sexual and Gender Based Violence Working Group with UNFPA), the Shelter Working Group with NRC and the Livelihoods Working Group with DRC. These sectors provide information, advice and advocacy to high level decision making bodies in Jordan. UNHCR supports the Syrian Refugee Affairs Directorate (SRAD) - the Government agency in charge of the management and coordination of Zaatari and Azraq camps - to ensure that assistance is provided in the most effective and efficient way possible in accordance with international humanitarian standards and protection principles.

Main Activities

Protection

UNHCR Jordan was the first UNHCR operation worldwide to introduce iris-scanning fraud-proof biometrics for refugee registration in 2013. Currently, almost all of the registered Syrians are processed using biometric technology, which enables UNHCR to process up to 4,000 refugees a day at the largest urban registration centre in the Middle East and North Africa (MENA) region, UNHCR's Anmar Hmoud Registration Centre in Amman.

UNHCR has been directly providing psycho-social support and emergency cash assistance to SGBV survivors. This has been complemented through partnerships with local NGOs who provide specialized support to survivors in safe spaces in Jordan. Survivors are referred to health, legal, safe shelter options and other services. UNHCR also implements prevention activities such as women empowerment workshops, self-defense classes led by refugee women and various awareness activities within communities.

UNHCR Jordan has one of the largest refugee helplines in the world, answering over 560,000 calls per month, including for legal advice and consultations through an automated-voice response system. The Interactive Voice Response (IVR) technology was introduced in December 2017 to increase the number of calls handled by the helpline team, with over 500 pre-recorded and tailored voice messages to fit most caller's question. Emergency or complicated calls, such as detention or protection issues, are immediately transferred to staff.

The Ministry of Interior announced the extension of the campaign aiming to formalize the status of Syrian refugees living informally in urban areas in Jordan on 16 October 2018. This campaign, which was launched on 4 March 2018, ended on 31st of March 2019. Syrians who arrived to Jordan and have never registered with UNHCR and the Government of Jordan can also benefit from this project. Over 20,000 Syrian refugees have been able to rectify their status so far.

Basic Needs

UNHCR continues its strategic global shift from the distribution of in-kind relief items to the provision of humanitarian cash assistance. Refugees receive cash through iris-scan biometric technology directly through bank ATMs. Jordan is the third largest cash programme delivered by UNHCR worldwide after Lebanon and Afghanistan.

UNHCR currently provides monthly cash assistance to approximately 30,000 Syrian, 2,000 Iraqi and 700 refugees of other nationalities, targeting the most vulnerable refugees residing outside the camps.

Health

UNHCR provides comprehensive primary, secondary and tertiary health care services free of charge for refugees in Azraq and Zaatari camps, for vulnerable Syrians in urban areas and for all non-Syrians in urban areas. However, changes to Government regulations in February 2018 mean that Syrian refugees are no longer able to access the non-insured Jordanian rate for health, and should now pay 80% of foreigner rates. Taking into consideration the cost of travel and other barriers refugees encounter when they access public health services, they may turn to private sector services including access to open drug markets without being properly treated or diagnosed. The increase may also lead to a shift toward unsafe practices such as home deliveries etc.

Education

UNHCR's Albert Einstein German Academic Refugee Initiative programme, better known as DAFI, has been implemented in Jordan for several years and is the primary conduit for tertiary education. The DAFI programme enables young refugees to unlock their potential by addressing key barriers to higher education and open doors to complete their bachelor degree in Jordanian universities. Undergraduate refugee students are provided with scholarships that cover tuition fees, study materials, transportation, and other allowances. To support their academic achievements and skill development, DAFI scholars receive additional support through close monitoring, academic preparatory and language classes based on students' needs, as well as psychosocial support, mentoring and networking opportunities. A total of 728 students are now currently pursuing their higher education under DAFI program.

UNHCR is also collaborating with the Japan International Cooperation Agency (JICA), on the Japanese Initiative for the Future of Syrian Refugees (JISR) for higher education, postgraduate degree scholarship in Japan. In 2017 and 2018, a total of 16 Syrian students in Jordan were granted JISR scholarships and departed to Japan.

Community Empowerment and Self Reliance

Following the London Conference on the Syria crisis in early 2016 and the issuance of the Jordan Compact, the Government of Jordan waived the fees required to obtain a work permit for Syrian refugees in a number of occupations open to foreign workers and simplified the documentation requirements. These measures have encouraged employers to regularize their workers; over 123,000 work permits were issued for refugees since early 2016 allowing refugees to look for jobs.

UNHCR and the International Labour Organization (ILO) inaugurated the first employment office inside a Syrian refugee camp in August 2017. The Zaatari Office for Employment, set up in coordination with the Government of Jordan, aims to facilitate access to formal work opportunities across Jordan for refugees living in the camp. Similarly, the Azraq Centre for Employment was inaugurated on February 2018. UNHCR also works on a number of different initiatives to support economic inclusion of refugees, including support to livelihoods partners, using UNHCR data to identify Syrian refugees by geographical location, skill, occupation, age and gender.

There are 25 UNHCR supported Community Support Committees (CSCs) across Jordan, jointly run by Jordanian and refugee representatives of different nationalities. Nuzha CSC in Amman is the first centre to cater for all refugee communities and with representatives from different nationalities and religious backgrounds. It offers a range of activities each working day, including activities tailored to women, children, people with disabilities, older persons and the youth. CSCs in Jordan provide a novel and community led approach to respond to the needs of

urban refugees, bridging gaps between refugees and Jordanians, and helping UNHCR to give the right assistance to those who need it most.

Durable Solutions

Overall in calendar year 2018, a total of 5,005 refugees departed Jordan to be resettled to over 13 countries. This represents a slight increase in resettlement departures compared to 2017. In 2018, the United Kingdom, Canada, Spain, Sweden, Switzerland, Netherlands, France, Belgium, New Zealand, Italy, the U.S. and Australia were the countries where refugees were resettled. UNHCR is continuing to explore avenues in 2019 for expanding the number of potential resettlement countries, advocate with traditional countries to increase their quota commitments, as well as looking to complementary pathways to resettlement including through education, family reunification and work mobility schemes.

Access to Energy

The development of electrical infrastructure in Jordan's Syrian refugee camps by ensuring that all refugees are able to satisfy their energy needs for cooking and lighting in a safe and sustainable manner, without fear or risk to their health, well-being and personal security, is one of the main goals for the UNHCR. In line with Jordan's strategy to become a green economy by 2020, UNHCR provided access to clean and renewable energy in refugee camps, as Jordan is now home to the first refugee camp in the world powered by renewable energy. The solar plant in Azraq refugee camp was inaugurated in May 2017 while the one in Zaatari camp opened in November 2017. Solar plants help UNHCR to save an average of approximately \$6 million per year in electricity bills.

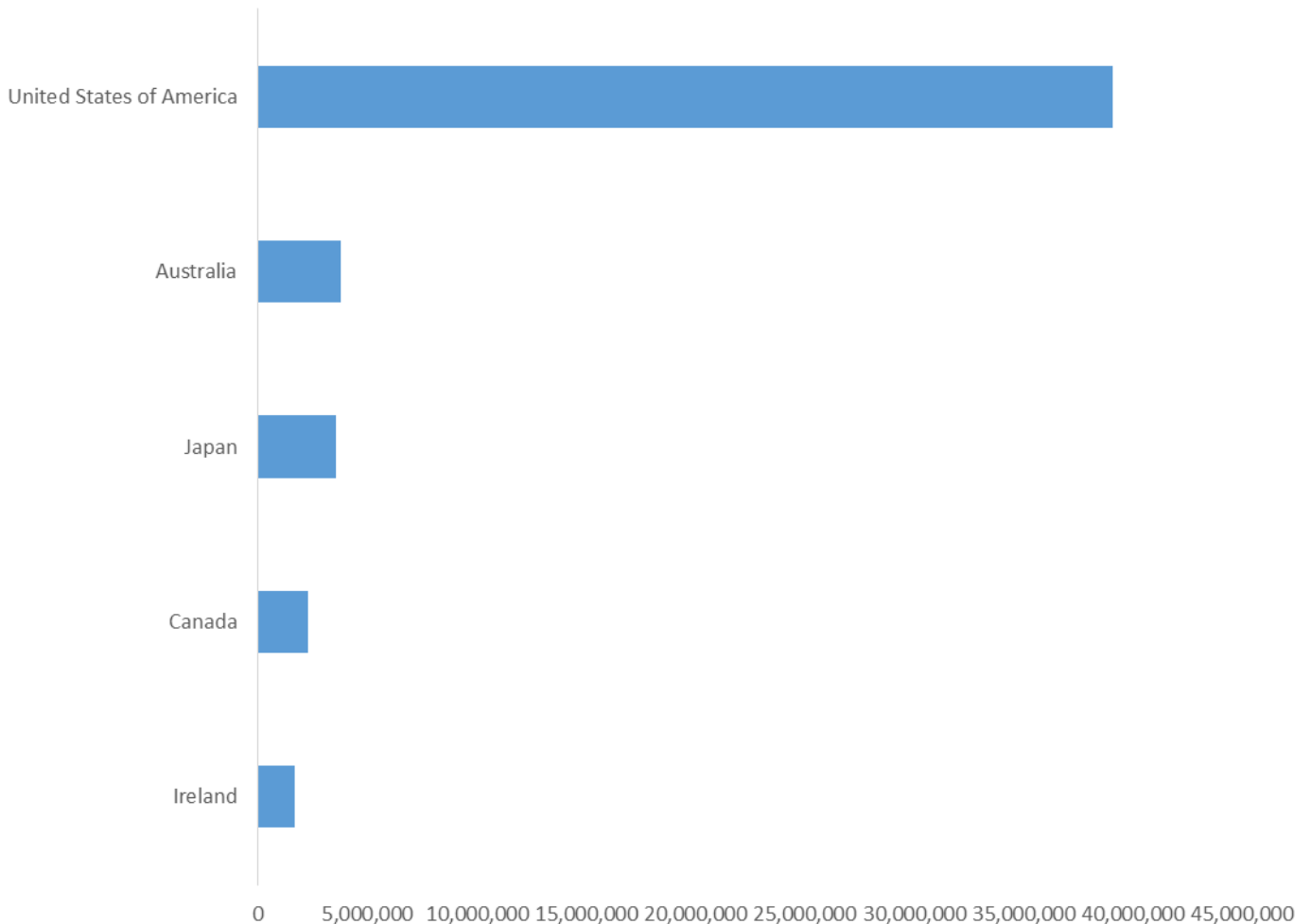
In Azraq refugee camp, in September 2018, UNHCR inaugurated a new extension of the solar power plant with the support of Jordanian company EDCO (Electrical Distribution Company). This 1.5 MW new addition takes the overall camp renewable generation to 3.5 MW which covers 55% of shelter electricity needs. Thanks to the newly constructed solar plant and electricity grid extension funded by the Saudi Fund for development, the whole camp population will now benefit from regular access to clean energy. Prior to the construction, the lack of electricity made even daily activities difficult, such as cooking, washing clothes, studying or walking safely to the washroom at night. Now, solar power provides sustainable electricity to Syrian refugees. Each family can have light inside the shelter, connect essential appliances such as fridges and fans, and charge their phones. Additionally, the further construction of a 1.5 MW in Azraq camp has started and will be completed by May 2019. In total, Azraq refugee camp will be powered by a 5 MW solar power plant, which will cover 70% of the total quantity of energy required for the whole camp.

In Zaatari refugee camp, UNHCR in partnership with the Government of Jordan funded by KfW Development Bank have established the largest solar power plant providing 12 hours electricity per day from 17:00 pm to 5:00 am in Zaatari refugee camp. This renewable energy connects 100% of shelters in the camp via the newly renovated power network supported by the Government of Czech Republic. Also, Japan International Cooperation Agency (JICA), Japanese government organization, trained 144 refugees who now have been accredited as electricians and some of them have been involved not only in the construction of this solar plant and network, but also in the ongoing maintenance of the whole electrical system.

Financial Information

Total contributions is \$64 million as of 02 April 2019, covering 17% of overall needs for refugees.

EARMARKED CONTRIBUTIONS to UNHCR Jordan in 2019 (over 1 million USD):



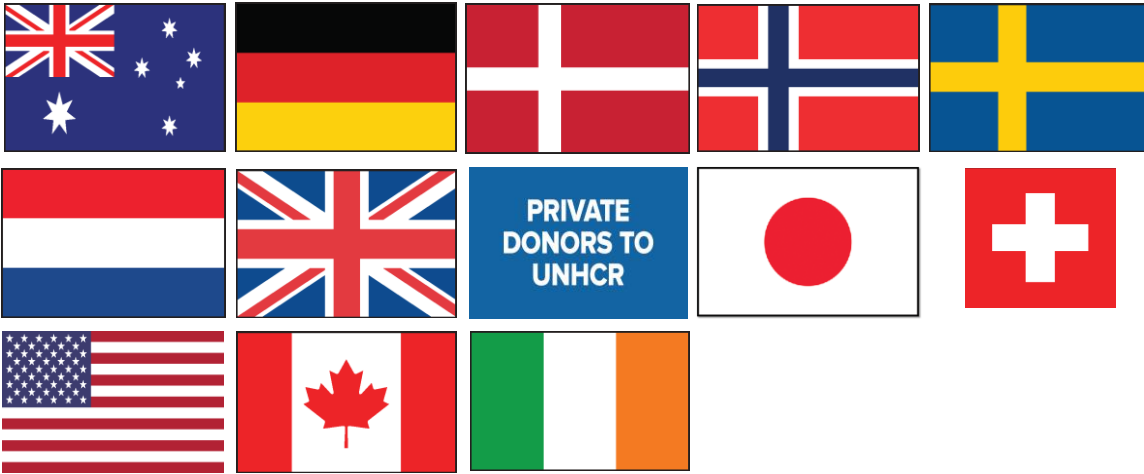
OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

Germany 56.6 million | Sweden 3.3 million | United States of America 2.3 million
 Malta | Russian Federation | Private donors

UNEARMARKED CONTRIBUTIONS | USD

Sweden 90.4 million | Norway 44.5 million | Netherlands 37.5 million | United Kingdom 31.7 million |
 Germany 26.7 million | Denmark 24.4 million | Private donors Spain 19.5 million | Switzerland 15.1
 million

Algeria | Argentina | Australia | Austria | Azerbaijan | Belgium | Canada | Costa Rica | Estonia |
 Indonesia | Kuwait | Malta | Monaco | Montenegro | New Zealand | Peru | Qatar | Korea | Russia |
 Saudi Arabia | Serbia | Singapore | Slovakia | Sri Lanka | Thailand | United Arab Emirates | Uruguay |
 Private donors



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