

# Jordan

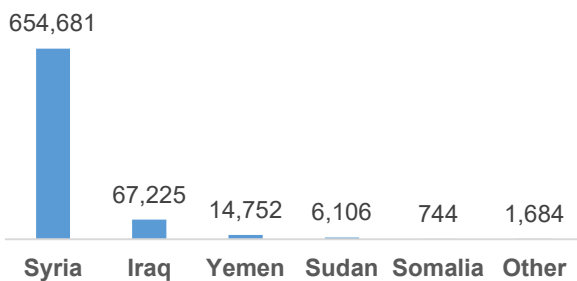
**November 2019**

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

On average, 30,000 vulnerable refugee families benefit each month from assistance in form of a **social (cash) transfer** to cover their most vital and essential needs.

**Over 159,000 work permits** have been issued for Syrian refugees since 2016 up to now.

## POPULATION OF CONCERN (AS OF 15 NOVEMBER 2019)

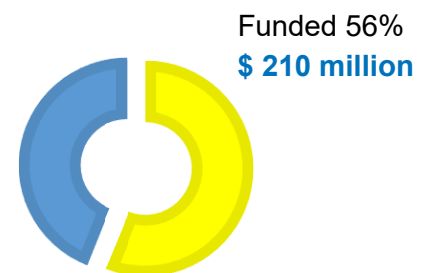


- 745,192** Refugees in Jordan
- 57** refugee nationalities in Jordan
- 83.5%** living in urban areas
- 16.5%** refugees live in three camps: **ZAATARI, AZRAQ, EMIRATI JORDANIAN CAMP**

## FUNDING (AS OF 11 NOVEMBER)

**USD 371.8 million**

UNHCR Jordan's financial requirement in 2019



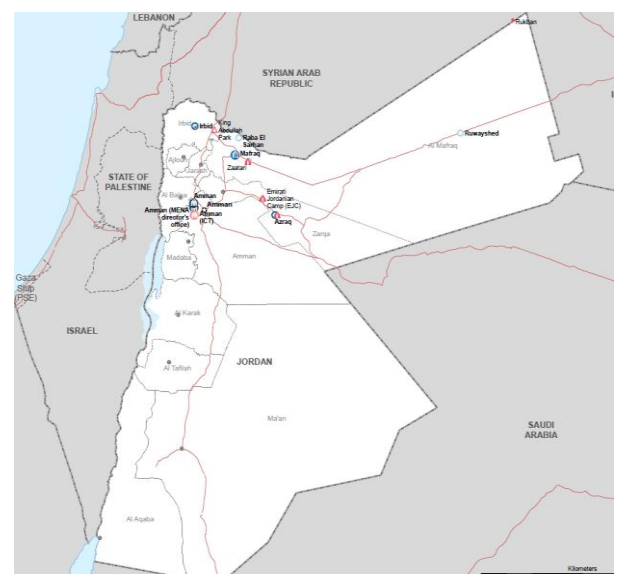
Unfunded 44%  
**\$ 162 million**

## UNHCR PRESENCE

- Staff: 574**
- 487 National Staff**
- 87 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 **Urban** 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 amongst the donor community, UN agencies, international and national NGOs, community-based organizations, refugees and host communities. UNHCR works closely with the Minister of Planning and International Cooperation (MoPIC) to prepare the new Jordan Response Plan (JRP) 2020-2022. The new JRP aligns all sectors with SDGs and areas in need of support as per Global Compact on Refugees (GCR). UNHCR exercises its leadership and coordination responsibility in Jordan's refugee response in line with the Refugee Coordination Model, which is applied in Jordan and manifested in the Inter Sector Working Group chaired by UNHCR. Currently eight sectors provide support within the Jordan refugee response. UNHCR co-chairs several sectors, 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 among the first UNHCR operation worldwide to introduce **iris-scanning biometrics technology** as an integrated systematic part of its refugee registration in 2013. Almost all registered Syrians are since enrolled with biometrics. Up to 4,000 refugees a day can be processed at the largest urban registration centre in the Middle East and North Africa (MENA) region, UNHCR's Anmar Hmoud Registration Centre in Amman. As of May 2019, UNHCR's updated proGres v4 system was rolled out to the Jordan operation; ProGres v4 is a core component of UNHCR's Population Registration and Identity Management EcoSystem" (PRIMES) which encompasses all interoperable registration, identity management and caseload management tools

UNHCR Jordan was among the first three operations worldwide having moved from registration w/biometrics to identity management. While UNHCR handles the registration process, service providers and partners 'validate' or authenticate identities (on the basis of available evidence and interaction with UNHCR). allowing refugees to scan their iris for daily activities such as cash withdrawals, buying groceries at supermarkets etc.

In 2018, UNHCR Jordan started to implement a **self-renewal methodology** as part of its registration procedures, being once again among the very first operations globally to do so. The short-term objective of this innovative project is to empower persons of concern as data owners, by enabling them to validate and update data previously collected during registration. Self-renewal will save time for refugees when doing registration and renewal procedures, avoiding long waiting lines in UNHCR registration centres. The long-term objective of the project is to enable refugees to update their data remotely, and to have access to a unique, portable, authenticated digital identity, inter-operable with State population registries and Civil Registration and Vital Statistics systems. The self-renewal process will be managed through kiosks that include an Iris camera for biometric verification, a monitor, and a printer. 30 kiosks will be available in Amman, 10 in Irbid and 10 in Mafraq. In 2019, 20 booths are operational in UNHCR Registration Centre as a pilot phase. [Read more here.](#)

In addition to these ongoing efforts to provide better protection to refugees, UNHCR continued conducting protection interviews, counselling and legal assistance, and referrals of refugees to relevant services throughout October, 2019.

Some 2,287 birth certificates were issued to Syrian and non Syrian refugees in Zaatari and Azraq camps as well as in urban areas.

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.

The **Disability Task Force** continues developing the Guidance Note on Disability Inclusion in GBV Programming, which aims to support a standardized approach among the GBV service providers in Jordan on disability inclusion in the GBV programming and to ensure that GBV prevention and response services are inclusive and well positioned to appropriately meet the needs of GBV survivors with disabilities.

## Basic Needs

UNHCR continues its strategic global shift from the distribution of in-kind relief items to **the provision of humanitarian cash assistance in form of a social (cash) transfer** to cover their most vital and essential needs. 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. Throughout October 2019, UNHCR continued providing monthly cash assistance to approximately 30,000 Syrian families, and 2,500 refugee families from other nationalities, targeting the most vulnerable refugees residing outside the camps. Home visits to assess the needs and identify the most vulnerable families like female headed households, elderly and minors were conducted during the month. The UNHCR Helpline continues providing support and information to refugees, and in October 546,862 calls were received and processed.

**Winterization:** UNHCR started distributing a one-off cash assistance support to most vulnerable Syrian families for winter preparation. This year, UNHCR Jordan aims to reach almost 400,000 Syrian refugees (around 96,000 families) and 55,000 non-Syrians (17,500 families) with cash assistance to help them meet urgent needs as the cold season begins. The cash is intended to cover the four coldest months of winter, and the average amount of cash varies from USD 260 for a single person (\$66 per month) to USD 440 for a family of 7 (\$110 per month).

In November, winter cash assistance will be distributed to approximately 60,000 refugee families, in order to allow them to make purchases before the start of cold weather.

## 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 meant that Syrian refugees were no longer able to access the non-insured Jordanian rate for health and should thus pay 80% of foreigner rates.

In April 2019, the Government announced the rollback of the 2018 Health regulation, thus Syrian refugees can again access Ministry of Health public hospitals and primary health care centres at uninsured Jordanian rate and pay directly for the services. The Government also decided to exempt Syrian refugees from the wages of maternity and childhood services provided in the maternity and childhood centers affiliated to the Ministry of Health. A multi donor trust fund has been set up to assist the Ministry of Health to cover costs, with USD 22.5 million so far contributed by the United States, Denmark and Canada.

Throughout October 2019, UNHCR and partners continued providing healthcare services to refugees in Jordan. 168 medical cases were reviewed for elective/non-emergency cases, out of which 146 were approved for referrals. 382 emergency cases were intervened and referred to further treatment during October.

UNHCR also provided cash assistance for essential health services to **2,754** severely vulnerable beneficiaries, as well as to 297 refugees who received emergency health care and reproductive health services.

## 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's 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.

UNHCR organized an event for the first DAFI Alumni and current students who are studying under the scholarship. Said Foundation and Asfari Foundation, two long-standing DAFI donors attended the alumni event after visiting the Connected Learning Hubs and Home visits to DAFI students in Zaatari and Azraq camps. The students and the donors had the opportunity to exchange experience and information on education opportunities.

## Community Empowerment and Self Reliance

Following the London and Brussels Conferences, the Jordan Compact as well as the EU – 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 159,000 **work permits** have been issued for refugees since early 2016 allowing refugees to look for jobs mainly in the agriculture and construction sectors.

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.

UNHCR continues its close collaboration with MoPIC on supporting **Home-Based Business (HBB)** since the November 2018 GoJ decision to allow Syrian refugees to open HBB. The basic training on HBBs was concluded in five governorates to benefit partners, individual researchers and consultants. In October 2019, under the Quick Impact Projects (QIPs), the first Syrian refugee owned Home Based Business was registered in Karak governorate, by the implementing partner BluMont.

## Durable Solutions

In 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 previous year. 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.

UNHCR Jordan 2019 resettlement quota increased from 5,300 at the beginning of the year to an end-year target of 5,952 individuals. At the end of September 4,572 (77%) individuals were submitted for resettlement.

## Access to Energy

The development of **electrical infrastructure in Jordan's Syrian refugee camps** by ensuring that all refugees can 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 October, 2019, the new [UNHCR's 2019-2024 Global Strategy for Sustainable Energy](#) has been released.

This new strategy aims at expanding refugees' access to clean energy, while shifting current energy projects to become more sustainable. UNHCR Jordan is working on energy-efficient technologies and renewable energy for refugees and humanitarian support facilities such as offices through its continuous engagement with partners and innovative approaches with the Environmental Management System (EMS).

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 camps 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.

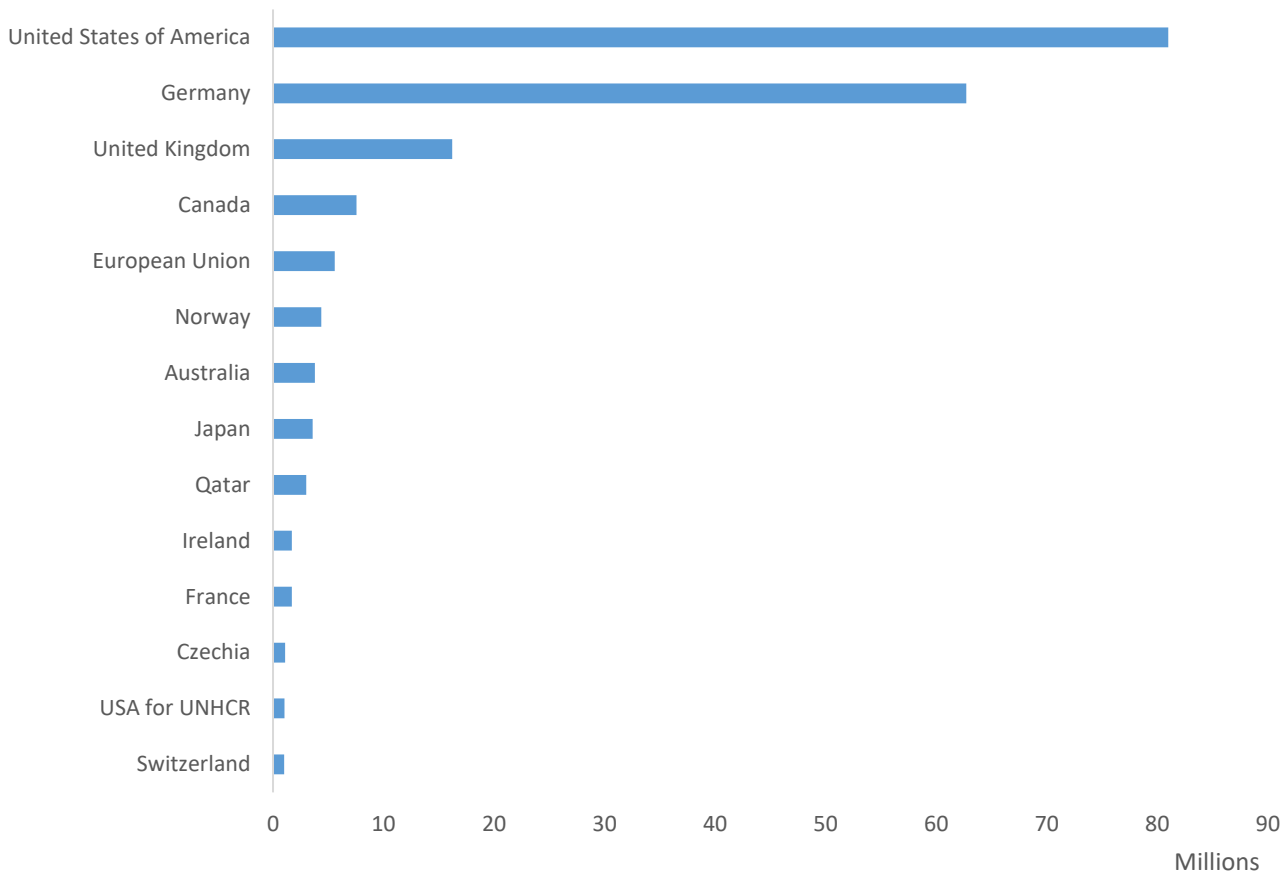
In Azraq refugee camp, in September 2018, UNHCR inaugurated a new extension of the solar power plant with the support of Jordanian company EDCO (Electrical Distribution Company). Thanks to the newly constructed solar plant and electricity grid extension funded by the Saudi Fund for development, the whole 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, since the further construction of a 1.5 MW power extension was completed in August 2019, Azraq refugee camp is now being powered by a 5 MW solar power plant, which covers 70% of the total energy required for the whole camp.

In Zaatari refugee camp, in partnership with the Government of Jordan and KfW Development Bank UNHCR has established the largest solar power plant in a refugee camp, providing 12 hours electricity per day from 17:00 pm to 5:00 am. This renewable energy connects 100% of shelters in the camp via the newly renovated power network supported by the Government of Czech Republic. Also, the Japan International Cooperation Agency (JICA), a 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 are almost **\$210 million** as of 11 November 2019, covering **56%** of overall needs for refugees.

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



### OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

**United States of America** 27.4 million | **Private donors Australia** 10.3 million | **Kuwait** 5 million | **Private donors Germany** 4.5 million | **Private donors Republic of Korea** 3.9 million | **Denmark** 3.7 million | **Sweden** 3.3 million

### UNEARMARKED CONTRIBUTIONS | USD

**Sweden** 99.8 million | **Private donors Spain** 61.2 million | **United Kingdom** 44.6 million | **Norway** 44.5 million | **Netherlands** 37.5 million | **Private donors Republic of Korea** 31 million | **Germany** 26.7 million | **Denmark** 24.4 million | **Private donors Japan** 16.1 million | **Switzerland** 15.1 million | **Private donors Italy** 14.2 million | **France** 14 million | **Private donors USA** 11.7 million | **Private donors Sweden** 10.4 million | **Ireland** 10.2 million

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