



UNITED NATIONS  
JORDAN



# ANNUAL RESULTS REPORT

# JORDAN

# 2023

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by the Resident Coordinator

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# FOREWORD BY THE RESIDENT COORDINATOR



Dear Partners and Stakeholders,

As we present the United Nations Jordan Annual Report for 2023, I am honored to share insights into our collective journey towards sustainable development in the Hashemite Kingdom of Jordan. This year has underscored our commitment to supporting Jordan's resilience, in a period marked by several global and regional challenges.

The collaboration within the United Nations Country Team (UNCT) in Jordan, consisting of 29 UN agencies, funds, and programmes, has been pivotal in advancing our shared goals in support of the country's economic, political and public sector modernization visions.

Together, we have focused on Inclusive Green Growth and Decent Work, enhancing Social Protection and Quality Basic Services, ensuring Sustainable Management and Access to Water and Food, promoting Accountability, Transparency, and Participation, all while steadfastly adhering to our commitment to Leave **No One Behind**.

This report delineates the strides we have made in partnership with the Government of Jordan, civil society, development

partners, the private sector, and national and international NGOs. Our collective efforts aim to catalyze comprehensive and transformative change, ensuring equality, and resilience for all who call Jordan home.

The backdrop of our endeavors has been complex, with the impacts of regional instability, economic challenges, and the recent Gaza war. Despite these hurdles, we have witnessed Jordan's spirit of solidarity, hospitality, and commitment to reform and modernization.

Key achievements in 2023 have spanned a broad spectrum, from bolstering economic and educational opportunities for women and youth to enhancing social protection, from mitigating climate change to strengthening health systems, and from advancing women's empowerment to fostering youth engagement and participation.

As we look ahead, our focus remains on deepening the impact of our work, exploring innovative solutions to persistent challenges, and strengthening our partnerships. The path forward is paved with both opportunities and obstacles, but our resolve to support Jordan's journey towards sustainable development remains unshaken.

We extend our gratitude to all our partners and stakeholders for their support and collaboration.

Together, we continue to build a brighter, more inclusive, and resilient future for Jordan.

**Sheri Ritsema-Anderson**  
*Resident Coordinator*  
*United Nations Jordan*



# UNITED NATIONS COUNTRY TEAM IN JORDAN

The United Nations Country Team (UNCT) in Jordan is comprised of 29 UN agencies, funds and programmes, chaired by the Resident Coordinator, the designated representative of the Secretary General for development operations in the country. 19 UN agencies operate with an in-country presence, a number that has steadily increased over the years.

The UN Country Team works together with the Government and other partners to advance Inclusive Green Growth and Decent Work; Social Protection and Quality Basic Services; Sustainable Management

and Access to Water, Food, and Energy; Accountability, Transparency and Participation in line with the SDGs under an overarching vision articulated in Jordan's Economic, Political and Public Sector Modernization Visions.

The UNCT in Jordan is committed to rigorously and systematically incorporate three critical dimensions in everything they do: Leaving No One Behind (LNOB), mitigating climate change and promoting the sustained stability of the country.

The UN Country Team in Jordan is comprised **of 19 organizations with physical presence in Jordan**



and **10 entities collaborating from their regional / headquarter offices**





# CHAPTER 1

# KEY DEVELOPMENT

# PARTNERS

In its firm commitment to Jordan's advancement, the United Nations (UN) stands alongside the Government of Jordan in its mission to support all people living in Jordan, especially the most vulnerable. Throughout 2023, the UN collaborated with stakeholders to ensure the effectiveness and pertinence of its initiatives within Jordan's landscape. This collaborative approach not only reinforces governmental efforts to cater for the diverse needs of all people but also strives to foster an inclusive, equal, green and resilient society, underpinned by a thriving and sustainable economy.

Alongside the strong partnership with the Government of Jordan, including line ministries and local government, the UN has broadened its collaborative efforts. By actively engaging civil society organizations, bilateral donor partners/member states, international financial institutions, the private sector, and both national and international NGOs, the UN aims to catalyze comprehensive and transformative change. Emphasizing strategic partnership and coordination, the UN assumes leadership roles in many coordination platforms. The

Jordan Development Partners Group (DPG), co-led by the UN, the World Bank and USAID and closely coordinated with the Ministry of Planning and International Cooperation, serves as an important coordination platform in the country. The UN also leads the refugee coordination structure and collaborates with the Ministry of Planning and International Cooperation under the Jordan Response Plan.

Furthermore, active involvement in forums like the Health Development Partners' Forum, the Gender Partners' Coordination Group, the Policy, Planning and Coordination Committee for the Education Sector, and the National Migrant Working Group in Jordan underscores the UN's commitment to nurturing synergistic partnerships and fostering harmonized efforts for sustainable progress throughout Jordan.

# CHAPTER 2

## KEY DEVELOPMENT TRENDS IN JORDAN

### *Jordan At A Glance*

Population

11,629,130

DoS (As of July 2024)

Unemployment: 22% in 2023  
40.5% among young people (20-24 years)  
29.8% among women

DoS (As of 2023)

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In 2023, the Hashemite Kingdom of Jordan continued its journey towards advancing the Economic, Administrative and Political Modernization Visions, launched in 2022, to reform and innovate its economy, public sector and political system to advance progress towards its national development priorities and to promote a “modern state, rooted in participation, [...] dedicating all available resources to development, a state led by young men and women” –(His Majesty King Abdullah II bin Al-Hussein, 2022).

Jordan remains an island of stability in a region afflicted by volatility and despite the numerous challenges posed by the repeated external shocks over the past decade. These shocks, stemming from the Iraq and Syria crises, COVID-19 pandemic and the Ukraine crisis, have impacted economic and social dimensions. The onset of the Gaza war on 7th October 2023 has further exacerbated Jordan's economic and social challenges, particularly in sectors such as energy, logistics, tourism, and international trade, but consequences have been contained.

According to official data from the Government of Jordan Department of Statistics, Jordan experienced an increase of the economic growth rate from 2.4% in 2022 to 2.6% in 2023. This was mainly due to high performance of the tourism sector. Additionally, the unemployment rate also decreased from 22.8% in 2022 to 22% in 2023. In the last quarter of 2023, unemployment was 40.5 per cent among young people (20-24 years) and 29.8 per cent among women.

An encouraging development has been the increase of the labor force participation rate, from 33.5 per cent in the fourth quarter of 2021 to 34.1 per cent in the fourth quarter of 2023. Labor force participation among women increased to 15.1 per cent. These increases, coupled with a decline of 1.9 per centage points in the unemployment rate, are positive signs for the economy. Progress in the IMF programme contributed to a significant decrease in the annual inflation rate, from 4.2 per cent in 2022 to 2.1 per cent in 2023. Jordan's government debt-to-GDP ratio increased from 111.4 per cent in 2022 to 114.8 per cent as of November 2023<sup>1</sup>.

<sup>1</sup> Ministry of Finance, General Government Bulletin December 2023, [https://mof.gov.jo/ebv4.0/root\\_storage/en/eb\\_list\\_page/english\\_nov\\_compressed0-.pdf](https://mof.gov.jo/ebv4.0/root_storage/en/eb_list_page/english_nov_compressed0-.pdf)



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Following the Gaza war, rising global uncertainties in energy markets, disruptions in logistics and trade, higher inflation, and interest rates, along with low economic growth, create significant risks for 2024. These factors may impact purchasing power and the cost of living in Jordan, particularly affecting vulnerable populations.

***Through the implementation of the Economic Modernization Vision, the country has undertaken efforts to address existing challenges, with the aim of stimulating inclusive job creation, promoting private sector-led growth, while also reforming the public sector and modernizing the political system.***

Social protection, health coverage, and basic services have advanced. Comprehensive education reforms have been launched and commitments made are being taken forward, including reducing the mismatch between formal education pathways and labor market requirements. The health sector also recorded improvements in health outcomes with reductions in maternal and infant mortality rates and advancements in health infrastructure. Non-communicable diseases are the leading cause of mortality. The healthcare system remains characterized by two health systems operating in parallel, and non-standardized health care costs.

Climate change poses a significant threat to Jordan. The Kingdom's annual renewable water resources are among the lowest in the world, and far below the severe water scarcity thresholds. Agriculture, which consumes 50 per cent of water resources, remains on the pathway towards modernization. Further accelerating the country's investment in renewable energy sources would lessen reliance on energy imports, which are sensitive to global price fluctuations.

As part of the political reform, Jordan has been strengthening national institutions and enhancing youth and women's participation in political life. To this end, electoral reforms have been adopted and parliamentary elections are to be held in September 2024.

Jordan continues to generously host 3.1 million refugees of Palestine, Syrian and other nationalities, offering a role model for other nations to emulate. Refugees enjoy high levels of inclusion in national systems, underpinned by donor support. However, decades after the displacement of Palestine refugees and some 12 years after the displacement of Syrian refugees, sustained donor support to Jordan and to UN programmes is becoming more urgent, as is the need for political solutions to these two crises that address root causes and secure durable peace, stability and a secure future for millions of refugees across the region.





# CHAPTER 3

## UN DEVELOPMENT SYSTEM SUPPORT TO NATIONAL PRIORITIES IN 2023

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# 3.1 Overview of UN Collective Priorities

The UN's collective priorities align with Jordan's Economic, Political, and Public Sector Modernization Visions adopted by the Government in 2022, as well as other relevant Government plans and strategies. This alignment is guided by the main themes of resilience and accountability for results, which will inform the implementation of UN initiatives in Jordan.


The United Nations outlines its planned actions and contributions in Jordan, focusing on key areas aligned with the country's goals and priorities. These priority areas include:

**Priority 1** 

Inclusive Green Growth and Decent Work

**Priority 2** 

Social Protection and Quality Basic Services

**Priority 3** 

Sustainable Resource Management and Access to Water, Food and Energy









**Priority 4** 

Accountability, Transparency and Participation

**Total Expenditure:  
747,468,705.12**



## Share of Activities per SDG (2023)

SDG	Number of Activities	Percentage
 <b>GOAL 1: No Poverty</b>	13	9.8 %
 <b>GOAL 2: Zero Hunger</b>	5	3.8 %
 <b>GOAL 3: Good Health and Well-being</b>	6	4.5 %
 <b>GOAL 4: Quality Education</b>	12	9 %
 <b>GOAL 5: Gender Equality</b>	16	12 %
 <b>GOAL 6: Clean Water and Sanitation</b>	2	1.5 %
 <b>GOAL 7: Affordable and Clean Energy</b>	1	0.75 %
 <b>GOAL 8: Decent Work and Economic Growth</b>	21	15.9 %
 <b>GOAL 9: Industry, Innovation and Infrastructure</b>	7	5.3 %
 <b>GOAL 10: Reduced Inequality</b>	10	7.6 %
 <b>GOAL 11: Sustainable Cities and Communities</b>	6	4.5 %
 <b>GOAL 12: Responsible Consumption and Production</b>	1	0.75 %
 <b>GOAL 13: Climate Action</b>	7	5.3 %
 <b>GOAL 15: Life on Land</b>	1	0.75 %
 <b>GOAL 16: Peace and Justice Strong Institutions</b>	16	12 %
 <b>GOAL 17: Partnerships to achieve the Goal</b>	8	6 %

## 3.2 UN Collective Priorities

### Priority 1:

#### *Inclusive Green Growth and Decent Work*

##### **UN Agency Reporting:**

UNDP, UNESCO, UNFPA, UN HABITAT, UNHCR, UNICEF, UNIDO, UNOPS, UNRWA, UNV, UN Women, FAO, IFAD, ILO, IOM, ITC, WHO

#### *Key Results Achieved in 2023*

The UN in Jordan focused heavily in 2023 on advancing a comprehensive array of initiatives that support environmentally sustainable economic growth that results in decent work for everyone, including Jordanians and non-Jordanians, urban and rural communities, youth, women, and persons with disabilities.

These efforts were aligned with SDGs 1, 3, 4, 5, 8, 9, 10, 11, 13, and 17 and concentrated on enhancing access to technologies and digital services, strengthening institutional capacities, unlocking national priority sectors, and improving skills and education.



## Enhancing Access to Technologies and Digital Services

UN efforts focused on supporting the business environment and trade support institutions eco-system and performance. The UN provided direct assistance to the garment and textile sectors, including by enhancing the Garment Design and Service Training Center (GSC), supporting a textile testing laboratory and expanding services. Support to the Syndicate of Garments and Textile Factory Owners in Jordan elevated the visibility of Jordanian clothing products through exhibitions and contract securing. The UN supported a total of 20 SMEs from the textile and clothing sector, offering participation in international trade shows, training programmes, coaching sessions and field visits. These interventions resulted in enhanced competitiveness, job creation, increased sales, and improvements in productivity, digital marketing, e-commerce, market access, process enhancement and resource efficiency.

The capacity of the Jordan Chamber of Industry (JCI) was further developed through the training staff in e-commerce, photography, circularity and market intelligence. The UN collaborated with public and private sectors to improve international trade, aiding Jordan Customs in managing the Trade Facilitation Portal. Efforts included providing guidance on portal utilization, delivering e-courses for SMEs, and supporting the implementation of WTO-TF agreement measures. Finally, the UN also collaborated with key institutions like the Central Bank, Department of Statistics and Ministry of Industry and Trade (MoIT) for the enhancement of trade statistics, aiding both public and private sectors.

The Ministry of Health (MoH) was assisted in their efforts to strengthen an integrated health information system to generate and utilize data for health programming. Specifically, the UN strengthened the capacities of the SDG-3 National team, comprising 22 national institutions, focusing on prioritizing indicators for cross-sector reporting, improving data collection methods and tools, and streamlining data to monitor progress. The National Health Information System was strengthened by adapting the DHIS2 platform to collect aggregated data from 31 hospitals and 14 health directorates in Jordan. Information dashboards were equipped with maps and charts to facilitate improved data monitoring and decision-making processes.





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## Strengthening Institutional Capacities of the Public Sector

The UN enhanced the Ministry of Education's (MoE) capacity in evidence-based policy, planning, and monitoring of the education system. This resulted in the development of the Annual Education Strategic Plan (ESP) Monitoring and Evaluation (M&E) Report and the updating of the Gender Equality Action Plan (2023-2025). Dissemination and awareness raising of the latter was enhanced to ensure MoE management and staff can contribute to implementation, especially at decentralized levels. The UN supported the Education Management Information System (EMIS) and the publication of an annual statistical yearbook.

With UN support, the Ministry of Education launched the Crisis and Risk Management Strategy that ensures equitable continuity and addresses potential risks faced by the education system. The UN, the Ministry of Higher Education, and public and private universities established the Higher-education Institutions Electronic Connection-System (HIECON). This system gathers, processes, maintains, and grants access to live student data, including refugees, within the Jordanian higher educational institutions. It facilitates effective decision-making and inclusive policy development for all higher-education students in Jordan.

Joint efforts contributed to facilitating better monitoring of refugee students' progress in the national systems, including UNRWA students. In collaboration with the Queen Rania Information Center for Technology, the UN supported national efforts to address the lack of refugee data and other disaggregated data in education management information systems, contributing to both ESP and SDG 4 reporting. The UN continued its support to the Partnership and Coordination Structure of the ESP for technical and policy dialogue, notably through the Planning, Policy, and Coordination Committee (PPCC) co-led by MoE and partners.

Efforts to enhance national capacities for gender-responsive decent work saw the development of evidence-based policy and monitoring frameworks that operationalized the implementation of the Government of Jordan's Economic Modernization Vision (EMV). This work focused on education and gender equality to increase female labor force participation. Key achievements included the Ministry of Labor (MoL) adopting its first Gender Mainstreaming policy. Gender gap analyses conducted in six governorates informed strategies to enhance women's empowerment.

The UN deepened its engagement with private sector companies to advance gender equality and women's empowerment and enhance women's labor force participation in line with the EMV. In 2023, the UN mobilized 40 new companies to commit to the women's empowerment principles (WEPs) bringing the total number of WEPs signatory companies in Jordan to 168, representing a total workforce of over 60,000 employees. WEPs signatory companies in Jordan, in telecom, industrial, engineering, services, and hospitality sectors, were provided with capacity building and technical assistance and advisory services, to enable them to implement gender-responsive policies, combatting discrimination and promoting inclusion. Approximately 40 per cent of companies developed new policies addressing gender issues, including sexual harassment prevention and gender-inclusive practices in recruitment and marketing. Additionally, the UN partnered with the Association of Banks to empower 34 women-led organizations, enhancing gender-inclusive practices in the private sector.

Significant strides towards fulfilling SDG 5 were made by empowering 30 Women-Led Businesses through capacity building and skill enhancement initiatives. Beneficiaries unveiled an impressive 71,000 new business opportunities. Five Business Support Organizations (BSOs) underwent extensive training programme aimed at improving their ability to support Women-Led Businesses effectively.

Efforts to strengthen Jordan's national health systems and improve health access for Syrian refugees and vulnerable Jordanians catalyzed the investment of over USD 46

million. Key initiatives included training 345 physicians and nurses in the WHO HEARTS package for cardiovascular diseases and diabetes at primary healthcare centers. The UN supported mental health through the Mental Health Global Action Plan, establishing centers in Zarqa and training 120 professionals on children's mental health. Over 1,000 healthcare providers received training focused on Acute Flaccid Paralysis and polio surveillance, and 900 professionals were trained on Vaccine-Preventable Diseases in four governorates. Capacities for Rapid Mortality Surveillance were strengthened in six hospitals. The UN continued its support to strengthen primary health care (PHC) with an integrated approach, in addition to strengthening Supply Chain Management system through supporting Ministry of Health in its efforts to achieve universal health coverage (UHC) at primary care. The Jordan Armed Forces-Royal Medical Services received support to enhance trauma care capabilities in the North-Eastern border area. In line with Jordan's National Strategic Plan for Tuberculosis Elimination (2023-2027), the UN helped implement an electronic tuberculosis surveillance system.

The UN also supported the development and implementation of comprehensive national programmatic and behavior change strategies in health. This included enforcing laws to ban indoor smoking in public places and collaborating with the Greater Amman Municipality to introduce outdoor gyms in parks. The National Center of Women's Health was supported to create an action plan promoting healthy habits among women and girls, including organizing a "walk the talk" event in June 2023.

Efforts to promote quality infrastructure development were underpinned by support for regional activities for sustaining Arab accreditation cooperation for regional trade integration. This included contributing to the development of the Arab Accreditation (ARAC), a regional cooperation body aimed at facilitating interregional trade relations among Arab countries with international recognition and sustainability.



## Unlocking the Capabilities of National Priority Sectors

UN efforts in 2023 strengthened the compliance of Jordanian industries with national laws, as well as their competitiveness and decent work conditions. In line with the Green Growth National Action Plan, the UN supported the capabilities of the national priority sectors to increase their contribution to inclusive, sustainable, and green growth. The plan supported Jordan in progressing towards SDG 9 on resilient infrastructure, inclusive and sustainable industrialization and innovation.

Together with the Ministry of Industry and Trade, suppliers, and the Jordan Chamber of Industry, the UN supported the development of Jordan's first Industrial Competitiveness Report as the main diagnostic tool for designing a new industrial policy for Jordan. Three selected value chains with high potential for employment of women and youth were assessed (textile and garment, natural cosmetics, and food supplements). Small and medium-sized enterprises (SMEs) received direct UN support to enhance production capacities, particularly in resource efficiency and cleaner production, as well as in phasing out from the use of ozone-harmful substances in the cooling sector. Collaboration with academia involved five Jordanian universities through Memoranda of Understanding to incorporate curricula on resource efficiency and cleaner production into relevant specialties. An intensive business accelerator programme aided 50 youth-owned startups, 60 per cent of which were women-owned businesses.

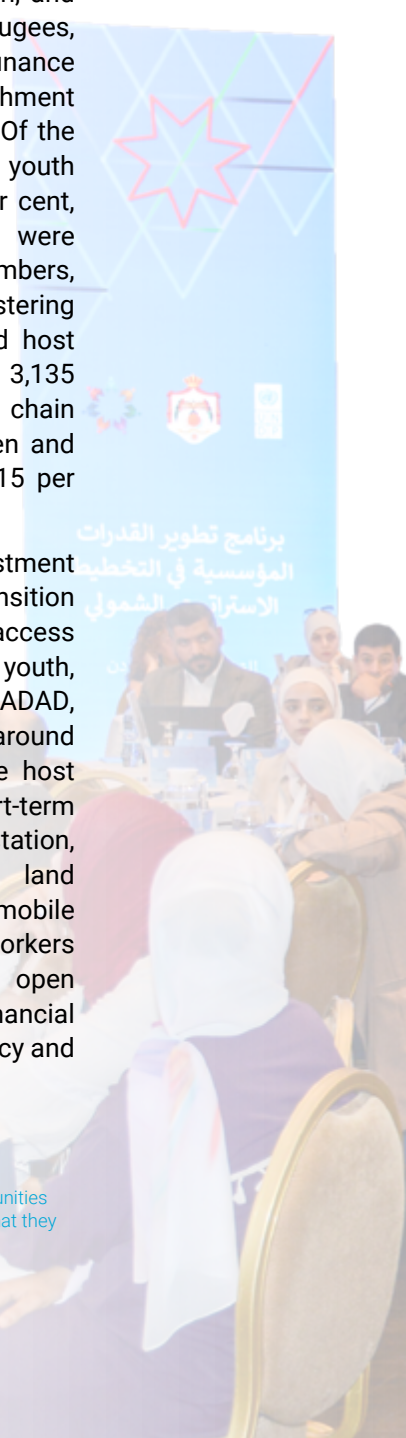
Efforts to support socio-economic recovery and promote inclusive sustainable local development included concentrated engagement in Jerash and the Shobak protected area. Aligned with the National Tourism Strategy (2021-2025), efforts were directed towards socio-economic recovery

aimed at improving the living conditions of local communities and fostering sustainable development. This included enhancing local heritage sites like Jerash and Shobak protected areas.

In advancing decent work (SDG 8), the UN empowered 660 women to access sustainable livelihoods in solid waste management. The UN provided them with financial literacy and business development training, in addition to 500 receiving e-wallets to manage their own finances and boost financial independence. Aligning with the National Agricultural Development Strategy 2020-2025, the Rural Economic Growth and Employment Project (REGEP) facilitated finance access for men, women, youth, and vulnerable groups, including Syrian refugees, creating 4,792 jobs through its rural finance fund, grants programme, and establishment of savings and credit groups (SCGs). Of the 1,449 loan beneficiaries, women and youth accounted for 64 per cent and 50 per cent, respectively. Additionally, 689 SCGs were established with more than 9,000 members, including Syrian refugees, thus fostering social cohesion among refugees and host communities. The project provided 3,135 beneficiaries with grants for value chain upgrading and innovation, with women and youth representing 66 per cent and 15 per cent, respectively.

Similarly, the Small Ruminants Investment and Graduating Households in Transition Project (SIGHT)<sup>2</sup> facilitated finance access for Jordanian men, women, and youth, generating 885 jobs. Under the EU-MADAD, the UN supported the resilience of around 3,300 Syrian refugees and vulnerable host communities by facilitating short-term employment opportunities in reforestation, rangeland rehabilitation, and land reclamation projects. The rollout of mobile money as a payment instrument for workers has encouraged beneficiaries to open their accounts and access digital financial services, contributing to financial literacy and inclusion.

<sup>2</sup> SIGHT (Small Ruminants Investment and Graduating Households in Transition Project) aims to reduce poverty and enhance national food security by improving the productivity of the small ruminant sector by assisting Syrian refugees and host communities in graduating out of poverty through access to productive assets and the skills to invest in a sustainable source of livelihood that they could not afford otherwise.





The UN has significantly advanced Jordan's agricultural sector and empowered vulnerable communities through various initiatives. These efforts included installation of 60 water harvesting systems to improve access for vulnerable communities, as well as training 60 beneficiaries on water harvesting techniques. Food security and income generation have been enhanced by equipping beneficiaries with food processing skills, business training and assets. Ecosystem restoration initiatives focused on sustainable management of forests and rangelands. The UN has also developed the aquaculture

sector by establishing a pilot marine aquaculture system and training beneficiaries in aquaculture techniques. Market access and financial services have been enhanced through socio-economic analyses, Farmer Field Schools, and training programs, benefiting hundreds of participants. Strategic development included formulating Jordan's first sustainable aquaculture strategy and assessing the dates sector value chain. Cash-for-work programmes provided income opportunities while contributing to local development.



Participants in the National Strategic Planning Capacity Support Programme, organized by UNDP in partnership with The Government of Jordan. The programme brought together 115 participants from 18 ministries and 34 public institutions.



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## Improving Skills and Access to Education and Lifelong Learning

In the area of improving skills and access to education and lifelong learning, the UN continued to be a go-to partner for the people and Government of Jordan.

UN efforts to support the creation of an enabling environment and capacities for greater inclusion and diversity in education continued towards achieving SDG4 and the UN Transforming Education Agenda. The UN trained government officials, teachers, and staff across schools, from which at least 30 schools and 205 officials at central and field levels were impacted, affecting an additional 4,974 people, including teachers, school staff, and parents. The Ministry of Education was supported to transform the education system through innovative teacher development, data utilization, and leadership improvement, focusing on improving vulnerable children's learning and attendance.

Reading programmes in refugee camps were provided, resulting in significant improvement in student performance. Some 3,200 refugee adolescents attended literacy programmes and innovative professional development was provided to 14,900 teachers (75 per cent female). Disability inclusion efforts benefited 1,372 refugee children with disabilities with tailored support, combating stigma, and providing rehabilitation services and assistive devices. In the host community, 435 Syrian Volunteers (60 per cent female) supported 435 MoE schools, providing a bridge between the schools and refugee community, reaching more than 250,600 students, half of whom were females. The UN supported schools in implementing quality in-school comprehensive health education to 28,939 students in 90 schools through the Adolescents Development Characteristics Toolkit. Furthermore, and building on the technical support provided by the UN to MoE and the National Center for Curriculum Development (NCCD), through the Gender and Curriculum Task Force (GCTC), a total of 200 revised curricula, incorporating gender-sensitive language and address gender stereotypes, were implemented by September 2023. These updated materials reached a significant audience of 2,303,274 students across Jordan.

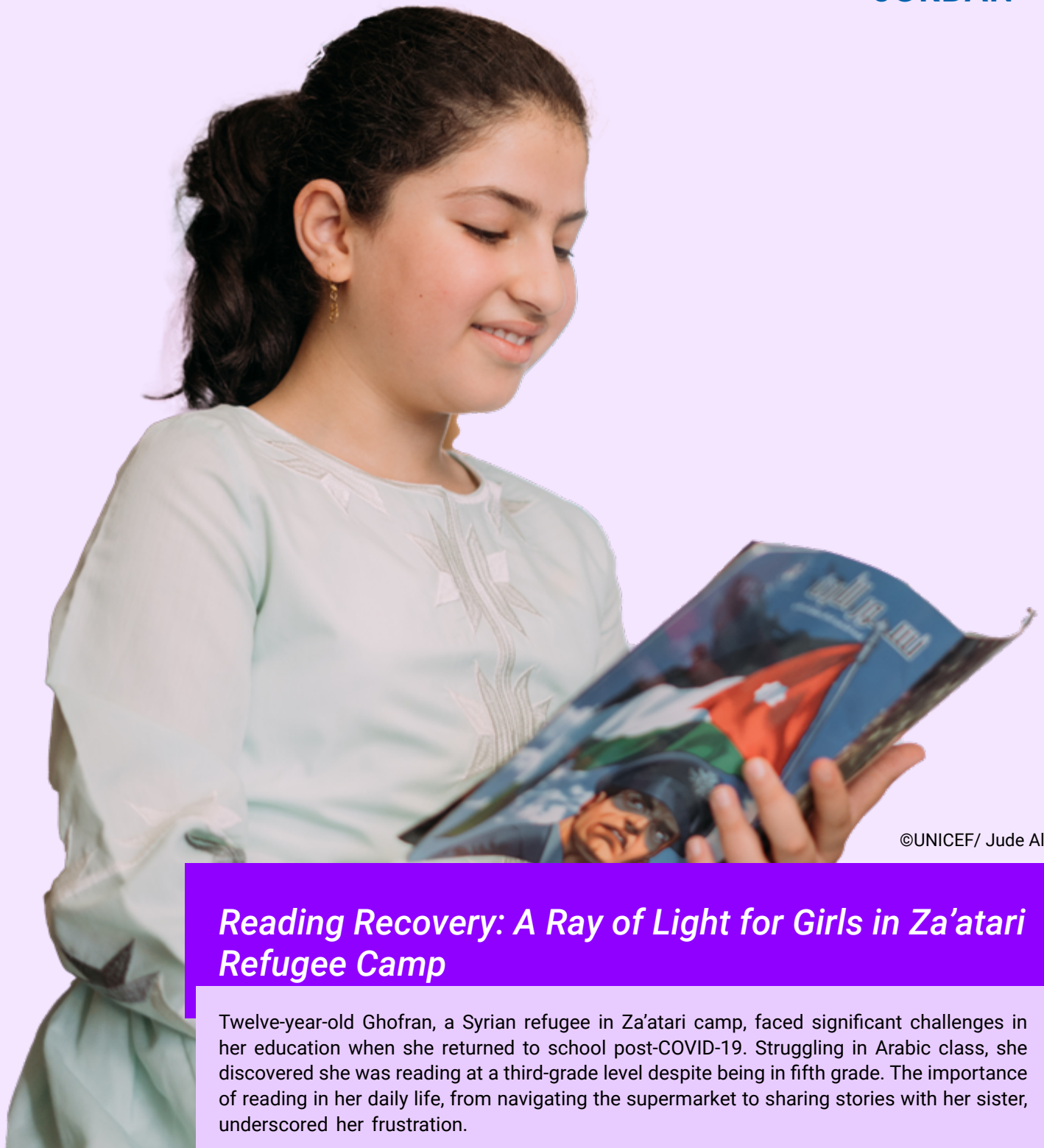
Efforts to support the alignment of curricula with labor market needs and TVET capacities were advanced by MoE, with UN support, through a National Technical and Vocational Education and Training (TVET) System Review. The review offered evidence and

recommendations for national reform priorities, emphasizing the need to strengthen governance and coordination among stakeholders and to align TVET with labor market needs to reduce skills mismatch. The UN collaborated with the Ministry of Labor and various stakeholders to change perceptions of TVET, highlighting the significance of skills-based employment for the country's national growth. The UN assisted the Vocational Training Corporation in reforming its curricula in specific vocations, ensuring relevance and alignment with labor market needs.

Additionally, the UN supported the Technical and Vocational Skills Development Commission (TVSDC)/ Ministry of Labor in developing the National Career Guidance and Career Counselling Strategy. This strategy is a key initiative under the Jordan Economic Modernization Vision, aiming to promote inclusive and equitable quality education by aiding informed career and educational choices.

Efforts to enhance learners' knowledge and life skills contributing to education for sustainable development (ESD) resulted in some 2,739 Palestine refugee youth (46 per cent female) being equipped with livelihood skills through more than 40 courses offered at two UNRWA Vocational Training Centers (VTCs). Female student enrollments in UNRWA VTCs and a Teacher's College witnessed a 7 per cent increase in 2023 compared to the previous year, totaling an additional 117 female students. The UN facilitated partnerships with the private sector through on-the-job training opportunities for VTC students to enhance their employability prospects. In 2023, within just one year of graduation, nearly 99 per cent of UNRWA VTC students successfully secured employment, including 68 per cent in their respective fields of training. Furthermore, the employment rate among female graduates from the Teacher's College reached 92 per cent.

Through efforts to enhance inclusive and quality skills development, job matching, on the job training and entrepreneurship opportunities, the UN supported 205 young people to start their businesses, while 595 secured formal employment, 1,518 obtained micro-tasking opportunities, and 47,237 volunteers registered in social leadership following UN-supported skills development initiatives targeting 122,777 youth (58 per cent female). The UN also empowered refugees, persons with disabilities, youth and women by integrating them into its own teams. In 2023, a total of 180 UN Volunteers were deployed, and hosted by 14 UN agencies. This collaborative effort demonstrates the commitment of the UN to inclusivity and empowerment across various sectors and demographics.



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## *Reading Recovery: A Ray of Light for Girls in Za'atari Refugee Camp*

Twelve-year-old Ghofran, a Syrian refugee in Za'atari camp, faced significant challenges in her education when she returned to school post-COVID-19. Struggling in Arabic class, she discovered she was reading at a third-grade level despite being in fifth grade. The importance of reading in her daily life, from navigating the supermarket to sharing stories with her sister, underscored her frustration.

To address her learning gaps, Ghofran was enrolled in a UNICEF-supported Reading Recovery program. The program, which involved four half-hour sessions per week, used engaging methods and digital tools to help her improve. With dedicated support from her teacher, who utilized books suited to her reading level and a tablet to track her progress, Ghofran's reading skills began to improve significantly.

By the end of the school year, Ghofran's reading ability had vastly improved, boosting her self-confidence and rekindling her academic aspirations. Her mother, a former teacher, expressed profound gratitude for the Reading Recovery program's role in enhancing her daughter's educational prospects. Now reading for both improvement and pleasure, Ghofran is determined to pursue her dreams of becoming a doctor or a teacher, illustrating the transformative power of targeted educational support.

## Priority 2:

### Social Protection and Quality Basic Services

#### UN Agency Reporting:

UNESCO, UNFPA, UN HABITAT, UNHCR, UNICEF, UNOPS, UNRWA, UN Women, FAO, IFAD, ILO, IOM, WFP, WHO

### Key Results Achieved in 2023

Building on Jordan's long history of programmes to assist vulnerable citizens in meeting their basic needs, UN efforts in 2023 actively supported the development and implementation of effective, inclusive and shock-responsive national social protection schemes, the provision of safety nets to the most vulnerable, and the advancement of quality basic services and self-reliance. These efforts advanced progress toward SDGs 1, 2, 3, 4, 5, 6, 10, 11 and 16.





## Social Protection and Safety Nets

The UN's efforts to strengthen social protection systems included extensive capacity building and support for national strategies. This involved improving data collection and analysis to develop robust social protection policies, enhancing the capabilities of institutions to deliver essential social services, and supporting the implementation of inclusive national social protection strategies. These measures aimed to ensure comprehensive coverage and better support for vulnerable populations.

The UN supported the Government in updating the National Social Protection Strategy; facilitated access to social security for vulnerable workers; and supported initiatives to foster entrepreneurship and economic resilience. Through UN support, 8,706 (30 per cent women) new vulnerable workers were covered under social security, receiving subsidies to make their monthly contributions from the Social Security Corporation leading to better income security protection during lifecycle events.

Jordan's national social assistance institutions were supported to deliver cash transfers to 232,000 vulnerable Jordanian households through the Unified Cash Transfer (UCT) programme. And the UN complemented the national social assistance programme with donor-funded cash assistance programmes, supporting: (i) over 10,000 vulnerable children, irrespective of nationality, with an education-labelled cash grant (Hajati), (ii) 71,724 refugee families (318,130 individuals, 94 per cent of Syrian origin) with cash assistance, and (iii) 77,874 Palestine refugees (55.4 per cent females, 25 per cent from Syria) with multi-purpose cash assistance.

The United Nations played a crucial role in facilitating access to essential gender-based violence (GBV) services, notably supporting safe havens for women and girls, resulting in vital assistance to 129,710 individuals, predominantly women and children. Moreover, working in alignment with the Jordanian National Action Plan (JONAP), the UN extended its support to 225 survivors of sexual and gender-based violence (SGBV) in the southern

region, delivering both psychosocial and legal aid. An additional 67 women received further assistance through transfer to Jordan Women Union (JWU) shelters in Amman, emphasizing the multi-faceted approach to support. Furthermore, with backing from the UN, some 53,642 beneficiaries, including women and girls with disabilities, accessed comprehensive GBV services and referrals through the establishment of 17 Women and Girls Safe Spaces. These spaces encompassed critical support pillars such as health, livelihood, legal aid, shelter, and security assistance, providing a holistic framework for those affected. Notably, the integration of cash assistance into GBV case management directly reached 288 people, highlighting a nuanced approach to addressing the multifaceted needs of survivors.

The UN in Jordan worked on strengthening mechanisms and policies that integrate gender-based violence and child marriage prevention and response through the support provided to the National Commission for Family Affairs (NCFA) in monitoring the implementation of the "Executive Plan for the National Priorities for strengthening the response to Gender-Based Violence, Domestic Violence, and Child Protection 2021-2023".

Advancing children's rights, the Government of Jordan developed and adopted a new National Juvenile Justice Strategy (2024–2028) in November 2023, with support from the UN, to address recommendations of the UN Committee on the Rights of the Child and to support the implementation of the new Child's Rights Law of Jordan. Additionally, the UN has played a crucial role in promoting effective parenting skills, particularly in hard-to-reach areas. By implementing a 12-week UN-supported programme, which concentrates on parenting and child-rearing practices for children aged 0-9 and 10-18 years, a total of 27,384 parents and caregivers, primarily females, have received targeted training. As a result, approximately 56,000 children, half of whom are female, have benefited from the enhanced skills acquired by the participants.

## Empowering Women and Nourishing Communities: The Story of a Community-Based Kitchen in Ramtha

In Ramtha, northern Jordan, a community-based kitchen supported by the World Food Programme (WFP) is transforming lives. Producing 13,000 school meals daily, it is one of ten kitchens feeding children in poverty-stricken areas. This kitchen employs over 30 women, providing them with new skills and roles within their community.

Shireen, a single mother of four, had never worked outside her home due to cultural norms. This kitchen job became a turning point for her. ***"In the beginning, it was merely a job to provide for my children,"*** Shireen reflects. ***"Today, I conquer fears and shatter barriers, and I am leading my own destiny."***

Shireen is now among 250 women employed in the kitchens, gaining economic independence and community engagement. The kitchen also supports nearly 300 local farmers, 90 bakery workers, and 90 transporters, boosting local economic development.

An impact evaluation by WFP and the World Bank shows that regular nutritious meals improve children's school attendance, dietary diversity, and energy levels. For the women, there is increased income, savings, and life satisfaction.

The Ramtha kitchen exemplifies WFP's commitment to sustainable development by investing in women's skills and capacities, improving individual lives, and strengthening communities. Since 2013, WFP has supported Jordan's Ministry of Education in the National School Feeding Programme, aiming to reach 500,000 students by 2030.



©WFP

## Quality Basic Services and Self-Reliance

The UN advanced equitable access to shelter, health, and water, sanitation, and hygiene services for Jordanians and non-Jordanians in vulnerable situations in 2023.

Inclusive and quality education (SDG 4) was promoted through various approaches. Supporting young people making the transition from learning to earning, the UN facilitated Technical and Vocational Training (TVET) for 2,739 youth (1,258 females), with nearly 99 per cent securing employment within one year of graduation, with 68 per cent working in their field of training. In collaboration with MoE, the Development Characteristics Education toolkit was completed and rolled out, reaching approximately 30,000 students from 5th to 10th grades. An out-of-school curriculum, named "I Change", focusing on similar topics was designed and implemented, benefiting over 1,500 young people aged 10 to 29 years old. The UN provided school transportation support to over 3,600 vulnerable children in the Kingdom, including those with disabilities. In poverty pockets and refugee camps, the UN supported the National School Feeding programme, which has benefited 520,000 public school children. The UN's provision of general food assistance to refugees in the form of digital cash to 460,000 vulnerable Syrian refugees provided an additional layer of support for student nutrition and good educational outcomes.

The UN supported the provision of basic education to 113,485 Palestine refugee students, comprising 55,423 girls and 58,062 boys, including 1,023 Palestinian Refugees from Syria (PRS) and Syrian children, served through 161 UNRWA schools. Basic education was supported for 36,700 refugee students in the Azraq, Za'atari and Emirati refugee camps and 113,810 Syrian children studying in Jordanian national system schools. Inclusive education initiatives provided a conducive learning environment for over 18,000 students, including those with speech, hearing, and learning difficulties, through the provision of furniture and equipment, while 52,939 children (55 per cent female) benefited from accelerated learning programmes in math and Arabic offered at Makani Community Centers.

Water and sanitation services were provided to Syrian refugees and host communities at/near Za'atari, Azraq and Garden camps, benefiting 123,633 individuals (49 per cent female) and advancing SDG 6. Additionally, the UN has continued to ensure access to safe water for approximately 7,500 people at the northeastern border. Furthermore, the UN supported the rehabilitation of over 49 kilometers of water pipelines in and around areas of Sarih District in Irbid, benefiting 90,000 people.

In the health sector, advancing SDG 3, efforts focused on strengthening health systems and improve access for Syrian refugees and vulnerable Jordanians. Key initiatives included the promotion of routine immunization, benefitting 680,484 Jordanians, including 138,032 vulnerable children, as well as 65,520 Syrians (18,846 residing in camps), and 13,136 individuals of other nationalities. The UN, in collaboration with the Government, and with the support of donors, ensured continued access to public healthcare, including primary and secondary health services, for refugees. Through the distribution of renal dialysis units, patient monitors, and medical equipment testing/analyzing devices, the UN assisted 1,044 patients, including both Jordanians and Syrian refugees. Moreover, more than 800,000 patients have accessed primary healthcare services through 25 UN health centers, further enhancing healthcare access and delivery across the country.

Support for persons and children with disabilities aimed to promote their inclusion and access to essential services. Through UN support, 7,600 persons with disabilities accessed 105 rehabilitated social care centers that are run by the Ministry of Social Development (MoSD) across Jordan. Additionally, 6,759 children under one year of age were screened for disabilities, enabling early identification for increased support.

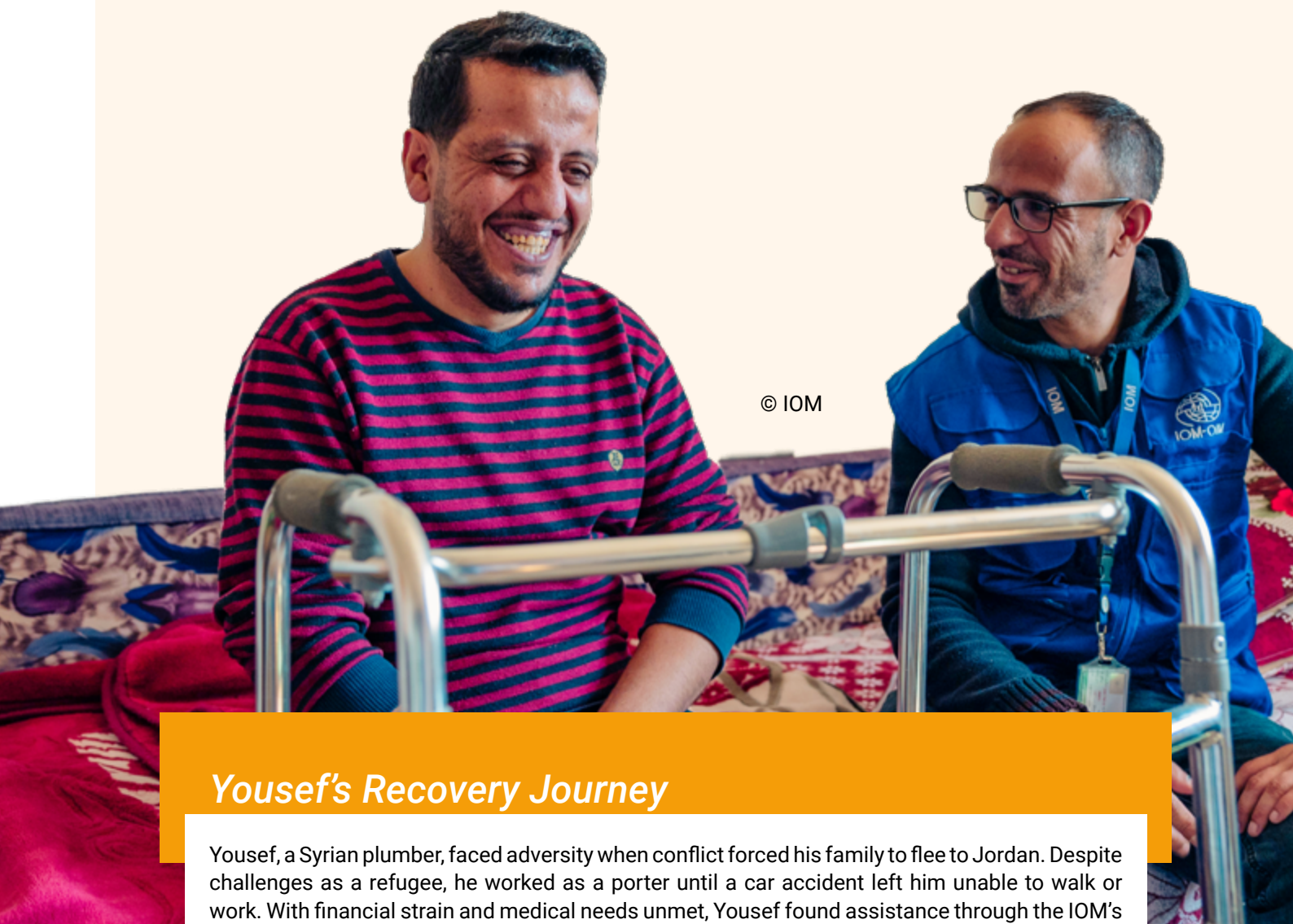
Ensuring efficient registration and documentation processes for refugees and other people of concern played a critical part in the UN's support to Jordan as it hosts refugees from various nations, advancing SDG 10. In 2023, the UN conducted or supported efforts to document 485,160 refugees in Jordan. Additionally, the UN has extended assistance to 22,635 refugees with the issuance of civil status documentation. Furthermore, the UN



provided support to 1,190 refugees who were detained or liable to deportation. In support of the resettlement of registered refugees to third countries, the UN provided health screening, pre-departure orientation and movement support to 11,633 refugees.

In total, 8,500 individuals were submitted for resettlement in 2023 and 10,700 individuals departed from Jordan.

In pursuit of the promotion of self-reliance and dignity for Syrian refugees, the UN facilitated the issuance of work permits for 90,152 Syrian refugees in 2023, marking a significant increase from previous year's figure of 62,475. Moreover, the UN collaborated on a skill mapping to collect individual data on refugee skill, education, work experience, livelihood aspirations and capacities to better refer working-age refugees interested in work opportunities to income-generating activities based on their profile.



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## *Yousef's Recovery Journey*

Yousef, a Syrian plumber, faced adversity when conflict forced his family to flee to Jordan. Despite challenges as a refugee, he worked as a porter until a car accident left him unable to walk or work. With financial strain and medical needs unmet, Yousef found assistance through the IOM's Cash-Based Interventions Programme and Integrated Case Management (ICM) service. This support provided essential aid to numerous refugee households, including Yousef's. Through ICM, he accessed physiotherapy and legal help. Eventually, he received physiotherapy from the Syrian American Medical Society Foundation, leading to his recovery and ability to walk again. Now, Yousef enjoys time with his family, showcasing resilience and hope despite adversity. His journey highlights the impact of support services on refugees' lives and the enduring strength of the human spirit..

## Priority 3:

### *Sustainable Resource Management and Access to Water, Food and Energy*

**UN Agency Reporting:**

UNDP, UN HABITAT, UNHCR, UNICEF, FAO, IFAD, ILO, IOM, WFP

### *Key Results Achieved in 2023*

The UN in Jordan also worked in 2023 to enhance national resource management, with the view to advancing equitable access to water, food and clean energy for all; addressing climate-related and other risks; and empowering local communities as agents of change for responsible production and consumption. These efforts advanced progress toward SDGs 1, 2, 3, 4, 5, 6, 10, 11 and 16 and concentrated on promoting evidence-based analysis and good practices; increasing institutional and cross-sectoral capacities; enhancing public knowledge; and enhancing public participation.



## *Right Action in the Right Place: A Unified Effort by UN-Habitat, Goethe Institute, and the Greater Amman Municipality*

Through the collaborative efforts of UN-Habitat Jordan, the Goethe Institute, and the Greater Amman Municipality, Queen Noor Park underwent a remarkable transformation. Drawing upon insights from the UPIMC initiative, a comprehensive study pinpointed the park as high priority need for rehabilitation, highlighting its pivotal role in enhancing living conditions for both local communities and refugees. As small-scale innovative interventions were implemented, the impact was keenly felt. Local residents enthusiastically embraced the developments, expressing joy and appreciation for the transformed space. One woman remarked, "I would love to come to the park and have breakfast now," while another marveled at how the park had become modern and developed. Mothers in the area eagerly engaged with the newly installed games, symbolizing a newfound sense of community and vitality.





## Promoting Evidence-Based Analysis and Good Practices

The UN supported Jordan in its management of natural resources by promoting knowledge of good practices and its development of evidence-based analysis. Jordan's Climate Change policy was updated with a shared ambition to achieve carbon neutrality by 2050. This was complemented by the development of the Fourth National Communication report to the UNFCCC, which outlined key climate change drivers and provided a framework for integration into various sectors, including development, youth and gender policies. Concurrently, advances were made in implementing initiatives aimed at enhancing energy efficiency and reducing carbon emissions. This included the formulation of licensing instructions for Energy Service Companies (ESCOs) and energy Performance Contracts (EPC) have been implemented, alongside the launch of the Tourism Sector Efficiency Programme (TSEEP) in Aqaba. The TSEEP initiative specifically targets achieving a substantial 60 per cent reduction in annual energy consumption costs, amounting to approximately JOD 300,000 in savings, while simultaneously decreasing CO<sub>2</sub> emissions by 760 tons.

The UN also supported an update to the Amman Climate Action Plan (CAP) and the development of a Climate Change Risk

Assessment. These efforts have been instrumental in securing membership for the Greater Amman Municipality (GAM) in the Cities Climate Leadership Group-C40, demonstrating Amman's commitment to addressing climate change locally contributing to mitigate its global impact.

In alignment with the National Agricultural Strategy, collaborative efforts were launched with the Government of Jordan to improve food security governance and establish platforms for the national Food Security Council. Key actions taken encompass launching three evidence generation initiatives on food security, with a particular focus on priority areas such as food waste, consumption behaviors and addressing the Nutritional Gap. Simultaneously, in close coordination with the Food Security Council, progress is being made towards the development of the first national food security Management Information System (MIS) aimed at providing real-time data on crucial indicators. Complementing this, as part of the national "no-food waste" initiative, three interventions have been initiated to address behavioral drivers of food waste, establish a national approach for measuring food waste and extend institutionalized support to local food waste management initiatives. In addition, the UN started the establishment of food observatory and launched a comprehensive food security dashboard which will be a hub offering critical insights for effective decision-making and resource allocation.



## Increasing Institutional and Cross-Sectoral Capacities

The UN also supported the development of policies, strategies, and procedures for sustainable resources management and resilience to disasters and climate risks. The UN assisted in the update of Jordan's Biodiversity Strategy and Action Plan. UN contributions advanced biodiversity, water and climate solutions, including through the National Tourism Sector Energy Efficiency Programme that benefited 200 hotel staff in the Aqaba region with climate solutions, programmes in the Badia region that provided direct support to 146 livestock owners and 12 women and 82 men wool shearers, and the support of SMEs and individuals in water innovation and urban farming initiatives. A situational analysis and technical assessments were conducted to facilitate the installation of rainwater harvesting systems on various public infrastructure in Greater Irbid and Mafrq Municipalities, including schools, mosques and residential buildings. These assessments are integral to the broader strategy of promoting water conservation and resilience in the face of environmental challenges. Advocacy efforts continue in support of having Petra declared as a protected area, with significant progress expected in 2024. Similarly, the area between Aqaba and Wadi Rum has been identified for similar conservation efforts.

## Enhancing Public Knowledge

The UN enhanced natural resource management through improved public knowledge of climate change, responsible consumption and disaster risk reduction. The mainstreaming of climate adaptation and resilience practices into the curricula of Farmer Field Schools was supported, aiming to enhance agricultural sustainability and resilience. A comprehensive field assessment at a permaculture demonstration site was conducted, encompassing tree planting, orchard development, on-site crop garden installation, and the establishment of an egg-laying chicken compost yard. Some 4,000 native seeds were distributed in Sahab Municipality, a step aimed at empowering local capacity for cultivating organic produce, and 10 raised beds were installed in Hashemite Park, with three specifically designed for Persons with Disabilities. Furthering community empowerment, the UN supported the distribution of 20 mini composting units to the local community committee members, facilitating home composting practices. The UN supported the development of a Guidebook and Operational Manual to enhance the capacities of the Greater Amman Municipality (GAM) in implementing and maintaining urban community gardens.





## Enhancing Public Participation

The UN worked to enhance people's knowledge and skills in order to promote participation in sustainable natural resource management and climate change, especially among children and youth. Under the Nahno national volunteering programme, a total of 11,780 volunteering and engagement projects were successfully implemented across Jordan as well as in the Syrian refugee camps. Some of these projects led to the collection of 34,998 kg of solid waste, covering an area of 2,216 square kilometers and cleaning this area; planting of 15,911 trees, covering an area of 885.6 square kilometers in the country and, 837 separate sessions held by volunteers focusing on water conservation awareness. In separate efforts, some 3430 donums were planted using an innovative water conservation technique called Cocone, which supports tree and plant growth in arid or semi-arid regions, addressing the water scarcity challenge in afforestation and reforestation efforts.

The UN facilitated the transition to a sustainable and equitable distribution of clean energy in the Syrian refugee camps, whilst also generating job opportunities for refugee electricians, with the successful signing and activation of the South Amman Solar Energy Allocation "Wheeling Agreement" or "Green Deal" with the Government of Jordan, National Electric Power Company (NEPCO) and Electricity utility companies. This resulted in the provision of subsidized additional green energy to the camps and the 60 per cent reduction in energy costs, from more than USD 9 million in 2022 to less than USD 4 million by the end of 2023.

Partnerships addressing climate change and environmental degradation, and food, water and energy insecurity were promoted. In Madaba governorate, in collaboration with the municipality, waste sorting capabilities were improved through targeted initiatives including mobilizing teams for the collection of recyclables and raising awareness. A strategic partnership was forged with Manaseer, a private sector cement factory, and the Ministry of Environment (MoEnv) resulted in the diversion of 500 tonnes of waste refused materials (non-recyclable) to the factory as Refused Derived Fuel (RDF), replacing traditional fuel sources. The use of RDF is poised to result in reductions in production costs, greenhouse gas emissions and landfill waste. The UN supported efforts to establish composting and sorting facilities in the Municipalities of Dair abi Saeed and Bergesh, contributing to sustainable waste management practices and serving as avenues for economic empowerment, particularly for women from local communities.

The Ministry of Water and Irrigation, utilizing evidence on vulnerabilities and climate risks with UN support, initiated the institutionalization of Climate Resilience Water Safety Plans. Moreover, 6,285 students from 47 schools and Makani centers engaged in climate adaptation initiatives through climate action clubs. Driven by a heightened awareness of hygiene and climate-related issues, these young leaders aspire to positively impact 26,000 community members. Improving climate resilience was a priority in the Ministry of Health's development of WASH standards within national health care facilities, supported by the UN.



## Priority 4:

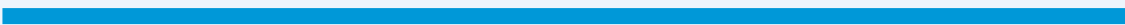
### *Accountability, Transparency and Participation*

#### **UN Agency Reporting:**

UNDP, UNESCO, UNFPA, UN HABITAT, UNHCR, UNICEF, UNODC, UNOPS, UNRWA, UN Women, IOM, WFP, WHO

### *Key Results Achieved during 2023*

The UN in Jordan also worked in 2023 to enhance the accountability and responsiveness of Jordanian institutions and their partners, with women and youth increasingly and meaningfully involved in policy choices and decisions that affect their lives. These efforts advanced progress toward SDG11 focusing on enhancing sustainable urbanization in the country as well as SDG 16, and concentrated on improving national and local administration systems and procedures; enhancing transparency, accountability and responsiveness of institutions; strengthening legal, policy and institutional capacities; expanding representation in elected bodies and leadership positions; and enhancing engagement in decision-making processes.



## *Improving National and Local Administration Systems and Procedures*

The UN worked to improve national and local administration systems and procedures to monitor and publicly report on policies and programme implementation. The UN strengthened the monitoring and reporting capabilities of MoSD through the provision of essential Data Center infrastructure and IT equipment, as well as the development of Monitoring and Evaluation-based performance Management Information Systems. Through collaboration with the Greater Amman Municipality, the UN supported the development of the first Urban Planning Regulation for the City of Amman, marking a significant milestone in urban planning in Jordan. This initiative represents a transformative shift in updating regulatory frameworks governing urban planning, emphasizing inclusive community participation and engagement and ensuring marginalized groups were directly involved

in planning processes. The UN reinforced subnational and local institutions' capacities and systems to measure and monitor the progress of the Sustainable Development Goals. The development of the first Voluntary Local Review (VLR) of Irbid City, the second VLR in Jordan, was underpinned by innovative participatory data collection approaches and SDG localization. Additionally, the Jordan National Urban Policy; the first National Urban Policy for Jordan; was endorsed by the Jordan Government.

The UN worked on enhancing the Department of Statistics (DOS) capability to monitor progress towards achieving Zero Hunger by effectively tracking the prevalence of undernourishment and patterns in food consumption. This will be achieved through fostering better coordination between the Ministry of Agriculture (MoA) and DOS, specifically focusing on integrating farmers' registration data into the Jordan Integrated Agriculture Information System (JIAMIS). This initiative guarantees that farmers receive vital social support, reduces vulnerability and facilitates knowledge exchange.



## *Enhancing Institutional Transparency, Accountability and Responsiveness*

The UN played a significant role in enhancing the transparency and accountability of implementing institutions, with a primary focus on promoting good governance practices. The UN strengthened the capacities of four ministries to ensure internal budget allocations are gender sensitive, in alignment with a new Gender Responsive Budgeting Manual from the General Budget Department. The 2024 draft budget law requires the inclusion of at least one gender sensitive indicator in budgeting. The UN engaged 20 civil society organizations and supported them, as well as the Government in Jordan, in preparing reports for the Fourth Universal Periodic Review (UPR) of Jordan, which occurred in January 2024.

## *Strengthening Legal, Policy and Institutional Capacities*

The UN continued its efforts to strengthen frameworks and institutional capacities with the aim of enhancing access to rights and basic services. In collaboration with the Ministries of Finance and Local Administration, the UN facilitated the transition to digital property tax procedures, aiming to reinforce anti-corruption measures and enhance e-governance services. Additionally, in partnership with the Jordan Strategy Forum and the Ministry of Interior, the UN introduced the Local Development Index (LDI). This index is designed to assess governorate development status across various indicators, including health, education, infrastructure, economic activities and social conditions.

Policies supporting women's empowerment were advanced with significant support from the UN, as a cornerstone of the national Economic Modernization Vision. Technical





and financial support was extended by the UN to the Inter-Ministerial Committee for Women’s Empowerment. An executive plan of the National Women’s Strategy was endorsed, creating a strategic roadmap for policymakers and donors in addressing women’s issues in Jordan and forming a key steppingstone for the achievement of the Economic Modernization Vision. The second Jordanian National Action Plan on UN Security Council Resolution 1325 in July 2023 was also endorsed, marking a significant milestone. These accomplishments were all realized through the coordinated and comprehensive efforts led by the Jordanian National Commission for Women (JNCW) with technical support provided by the UN.

The Jordanian Armed Forces (JAF) and Public Sector Directorate (PSD) took important steps in promoting women’s participation and fostering a more gender-responsive security sector, aided by the UN. A pioneering Gender Unit within the Syrian Refugee Affairs Directorate (SRAD) of the Public Security Directorate (PSD) was established. The Ministry of Labor adopted

its first Gender Mainstreaming Policy with UN support. Technical support was provided by the UN to the National Center for Security and Crisis Management (NCSCM) in developing a framework for integration of women, including those with disabilities, into crisis decision making structures.

Jordan maintained and reaffirmed its commitment to respecting the principle of non-refoulement and engaged in constructive dialogue with UN to ensure adherence to international standards while safeguarding national security. The UN and the Government maintained the ongoing dialogue regarding refugees and asylum seekers issued with deportation orders, either further to the conclusion of judicial detention, or based on administrative violations, or on the Crime Prevention Law. The UN continued strengthening its collaboration with the Government, also through the preparations of the Global Refugee Forum (GRF), in December 2023, which Jordan co-convened with other countries.





## Expanding Representation in Elected Bodies and Leadership Positions

UN efforts contributed to the national priority of increasing the representation of youth, women, and persons with disabilities participate in electoral processes, including as candidates, or otherwise take on leadership positions of various types. With support from the UN and other entities, the Election Management Body adopted a general framework that serves as a guiding tool to enhance women's engagement in elections and political parties, encompassing roles as candidates, voters, aspirants and election officials.

Accountability in law enforcement was improved through UN efforts to promote gender equality and empowering women officers through the Container Control Programme (CCP) Women's Network. By introducing gender sensitization modules and support networks, the representation of women Port Control Unit (PCU) officers has increased from 11 per cent to 15 per cent, with a target of 30 per cent by 2024. These efforts have led to institutional changes such as gender-sensitive recruitment criteria and gender mainstreaming in regional trainings, fostering a more inclusive and professional environment.

## Enhancing Engagement in Decision-Making Processes

Local communities were empowered and civic space promoted by UN efforts, as part of a broader national effort to see greater participation in planning and decision-making processes. Through collaboration with local NGOs, the UN has contributed significantly to the strengthening the capacities of national CBOs and CSOs in the southern region of Jordan.

Aligning with Jordan's strategic efforts to counter disinformation and ensure access to information, protect freedom of expression, and contribute to creating a safe and equitable digital environment, and as a foundation for effective and informed public participation in decision making, the UN supported communities in Jordan to think critically about media and information. The UN supported the Government in developing and implementing its national Media and Information Literacy (MIL) strategy, providing technical assistance and strengthening the capacities of key MIL stakeholders. This assistance focused on nurturing critical thinking skills among youth, particularly in civic engagement, digital safety, self-expression and combatting misinformation. Twenty Community-Based Organizations (CBOs) were also supported to integrate MIL concepts into their operations, enhancing civil society programmes with MIL as a fundamental skill.



## UNESCO and Partners Empower Aspiring Filmmakers to Champion Human Rights Through Cinema

In collaboration with Ma3mal612, UNESCO organized an intensive one-day workshop for aspiring filmmakers and screenwriters. This workshop aimed to broaden their understanding of the relationship between films and human rights, encouraging them to create compelling narratives that promote freedom of expression.

As the event concluded, the collaboration between UNESCO and Ma3mal612 proved to be a resounding success. Through the power of cinema, UNESCO and Ma3mal612 illuminated the challenges faced by journalists and emphasized the importance of press freedom in the realization of human rights. The impact of the event extended beyond the screenings, fostering a greater appreciation for the work of journalists and inspiring a new generation of filmmakers to amplify the voices of the unheard.



*“There’s a big part of the journalists’ work that we don’t know about—their suffering, experiences, and the challenges they face. Often, we only see the end product they produce, neglecting the profound stories behind them. There is a significant lack of coverage on this aspect, particularly in the realm of film. She emphasized that, “This event provides an invaluable opportunity to delve into the work of journalists, to understand what they encounter while pursuing stories, and to appreciate their resilience and dedication.”*

— Sabreen Taha, Senior producer and Journalist.



## 3.3 Results of the UN Working More and Better Together

### *Communication*

The United Nations Communication Group (UNCG) played an important role in bolstering the advocacy and communication strategies of the United Nations Country Team (UNCT). Through a multifaceted approach that included securing exclusive interviews with television networks, disseminating information via print media, and leveraging social media to amplify messages from United Nations officials on sustainable development, the UNCG effectively communicated the efforts and achievements of the UNCT to both partners and the wider public. This strategic communication was aimed at fostering support for the Sustainable Development Goals (SDGs).

Furthermore, the coordinated efforts resulted in the production of several joint stories that highlighted the impacts of the United Nations' collaborative efforts in Jordan. These stories were prominently featured on the Development Coordination Office (DCO) and UN Jordan website, in addition to local newspapers, showcasing the significant contributions to local communities and national development.

In anticipation of the SDGs Summit, the Resident Coordinator's Office (RCO), with the support of the UNCG, launched a highly successful awareness and visual advocacy campaign. This campaign reached millions through a comprehensive blend of social media outreach in collaboration with Jordanian influencers, street campaigns in partnership with the Greater Amman Municipality, media engagement, and a visually stunning lighting of the Citadel of Amman. This concerted effort underscored the UN's commitment to advancing the SDGs and mobilizing public support for these critical objectives.

To ensure better visibility about the UN's contribution to local community across Jordan UNCG focal points significantly enhanced the visibility of the Resident Coordinator's (RC) visits to various projects throughout Jordan. This included the creation of several advocacy videos, with the RC's social media accounts serving as vital platforms for further advocacy and engagement.





## Human Rights

### Street art shines a light on human rights

As a contribution to the global commemoration of the 75th anniversary of the Universal Declaration of Human Rights, the United Nations in Jordan in collaboration with partners and under the guidance of the renowned Jordanian street artist Suhaib Attar, initiated a street art project in East Amman's Al Hashmi Al Shamali neighborhood. This project involved the creation of a vibrant street art trail illustrating the Universal Declaration of Human Rights.

Seventeen house walls were transformed into powerful canvases, showcasing fundamental rights such as freedom of expression, the right to legal recourse, asylum rights, workers' and women's rights, access to food, health, housing, clean water, sanitation, and a healthy environment. Additionally, abstract concepts

like civic space and a human rights-based economy were creatively depicted through this unique artistic endeavor.

Throughout 2023, a series of 14 consultations convened over 200 participants from various sectors, including government officials, civil society representatives, experts, children, and refugees. These dialogues explored the intersection of human rights and art, inspiring university art students to craft initial sketches. These sketches were then brought to life through the street art that now adorns the neighborhood.

Finally, the UN closely collaborated with the Government of Jordan on the 4th cycle Jordan Universal Periodic Review (UPR). In July 2023, the United Nations in Jordan with 16 participating agencies also prepared its submission to the UPR which details the human rights situation in Jordan from the United Nations perspective including as relevant to respective mandates.



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## SDG Summit

The collaboration between the UNCT and the Government of Jordan exemplifies a concerted effort to enhance policy advice and promote integrated approaches toward sustainable development goals (SDGs).

Led by the Resident Coordinator, the UNCT has actively engaged with the Government of Jordan to formulate Jordan's national commitments for the SDG summit of September 2023, marking a significant milestone in SDG implementation. This collaboration ensured that Jordan's commitments are aligned with existing national plans and Jordan's modernization visions (economic, political and public sector). By integrating SDGs into these broader frameworks, the UNCT and the government aimed to accelerate progress toward sustainable development.

The Government of Jordan, under the leadership of the Ministry of Planning and International Cooperation (MOPIC), identified six priority areas for the national commitments, including education, food security, climate change, financing for development, data and decent work. The UNCT played a crucial role in supporting MOPIC and other relevant line Ministries throughout the formulation process, ensuring coherence and alignment with these priorities.

## Improved Efficiency

The UN Operations Management Team (OMT) continued its efforts to improve internal efficiencies by making UN operations more effective. It conducted the Business Operations Strategy (BOS) annual review and continued its implementation throughout the year. Moreover, the development of the OMT Terms of Reference was revised and endorsed by UNCT, including specific guidelines for chair/co-chair aimed at clarifying roles within the groups.

Furthermore, the OMT followed up on the results of the disability inclusion survey conducted among agencies, initiating steps to strengthen disability inclusion in the UN workforce and its premises. Environmental sustainability of UN operations and premises was also identified as another area where common efforts are to be strengthened.





## Youth

in line with the principles of meaningful youth engagement, the UN in Jordan joined forces with the Ministry of Youth to host a landmark event to mark the International Youth Day, uniting under the theme of "Youth Lead."

Central to this occasion were Ministerial Roundtable discussions titled "Youth in Jordan: Halfway through achieving the Sustainable Development Goals," providing a vibrant platform for youth engagement and solution seeking. The participation of key Ministers including Youth, Education, Higher Education, Agriculture, Labor, Political and Parliamentary Affairs, Social Development, Industry and Trade underscored the significance of the gathering. Moreover, representatives from 14 UN agencies in Jordan, including UNFPA, UNICEF, UNHCR, UNIDO, UN WOMEN, WFP,

UNRWA, UNDP, UNV, ILO, UN HABITAT, FAO, WHO and UNESCO, amplified the impact of this collaborative effort. An enthusiastic group of 70 young people from different institutions such as the Politics Institute, Crown Prince Foundation, We Are All Jordan and the UN Youth Advisory Council also contributed their energy and insights.

The objective of the discussions was to facilitate meaningful dialogue on youth-centric priorities in Jordan and to generate innovative strategies that accelerate the achievement of the SDGs. Deliberations encompassed seven crucial themes crucial to shaping a sustainable future for youth and driving the Kingdom's progress towards the SDGs and 2030 Agenda: education, decent work and volunteerism, climate action, food and water security, political participation and peace, health, and equal opportunities.



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## 3.4 Support to Partnerships and Financing the 2030 Agenda

The 5<sup>th</sup> session of the **Private Sector Forum (PSF)** in Jordan, led by the RC and held in partnership with the UN Global Compact Jordan in October 2023, marked a pivotal moment in the UN's engagement with the private sector. With a strategic focus on pivotal sectors outlined in Jordan's Economic Modernization Vision – namely, Tourism, Manufacturing, Digital Economy, and Agriculture – the forum served as a dynamic platform for driving impactful change.

This collaborative initiative underscores Jordan's commitment to fostering robust partnerships with the private sector, aligning closely with its agenda for economic modernization. As Jordan embarks on a journey of government-led reforms aimed at attracting foreign investment, enhancing competitiveness, and diversifying its economy, the PSF serves as a platform for transformation. Central to the discourse was the recognition of the private sector's indispensable role in driving economic expansion, fostering innovation, and generating employment opportunities. With a keen eye on sustainable growth, the overarching goal of the Forum is to forge synergistic alliances with national authorities, paving the way for a sustainable future characterized by reduced dependence on traditional sectors and heightened adoption of innovation and technology.

The collaboration between the International Fund for Agricultural Development (IFAD) under the Rural Economic Growth and Employment Project (**REGEP**) and the Central Bank of Jordan (CBJ) stands out as a model of innovation. This partnership has facilitated capacity building not only for CBJ but also for the participating banks and Microfinance Institutions (MFIs). Previously, many of these financial institutions perceived agricultural loans as high-risk endeavors. However, with the structured lending eligibility criteria provided by REGEP and the oversight provided by CBJ, these banks and MFIs have successfully extended numerous loans to agricultural ventures, ensuring timely repayments. The project has empowered partnering banks and MFIs by offering technical assistance to develop new loan instruments tailored specifically to Micro, Small, and Medium Enterprises (MSMEs) engaged in agribusinesses, although this aspect of the collaboration is ongoing.

**The Women Empowerment Principles (WEPs)** Jordan Network has increased both national ownership and sustainability of the WEPs by creating a gender-sensitive ecosystem of companies that drive the gender equality agenda forward throughout the value chain. It engages changemakers in like-minded companies and stakeholders





with similar values; exchanges knowledge and experiences with GEWE; identifies and benchmarks best practices and new business trends; builds and strengthens business connections and supply chains; accesses untapped opportunities, acquires new business leads and fosters business practices that empower women; identifies mutual interests and work towards a common purpose; sets norms for the private sector; and invests in the future by contributing to creating an equitable world and removing barriers.

The collaborative efforts between the United Nations, the World Bank, and the International Finance Corporation (IFC) under the Netherlands-funded **PROSPECTS** programme have been exemplary, advancing key initiatives such as Syrian refugee registration and employment, career guidance, and teacher training. This partnership has also bolstered youth employment opportunities through the EU-MADAD graduation programme and strengthened Jordan's National Social Protection System. Significant strides have been made in addressing food security via the Youth Innovation in Food Security programme and promoting social innovation through participatory action research. Additionally, efforts to enhance perceptions of Technical and Vocational Education and Training (TVET) and the involvement of United Nations

Volunteers (UNV) in various initiatives have been noteworthy. The collaboration has successfully targeted vulnerable families for interventions, reducing refugee dependency on humanitarian assistance and fostering self-reliance and resilience.

In 2023, a landmark 20-year Green Deal agreement was signed between UNHCR, the Government of Jordan, and UNICEF, marking a transformative step towards sustainable energy provision through a solar plant in South Amman. Currently, the electricity of Zaatari and Azraq refugee camps is almost exclusively coming from **solar energy**, significantly reducing carbon emissions. The Green Deal agreement enables the transfer of green energy from the solar power plant to refugee camps, supplementing the electricity generated there at the first ever solar plant in a refugee camp and at the world's largest plant of this kind. These achievements were possible thanks to the fruitful cooperation with the German Ministry for Economic Cooperation and Development, which commissioned the German Development Bank (KfW) to finance the project owned by the Ministry of Energy and Mineral Resources. Previously, electricity needs in the camps were met by solar plants funded by the Saudi Fund for Development, the IKEA Foundation, Germany and the UN.





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# CHAPTER 4

## UN FOCUS FOR 2024

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أهداف



In alignment with the Sustainable Development Goals (SDGs) and Jordan's national development priorities, the UN Country Team has identified three key areas for concerted effort in 2024, underpinned by two cross-cutting issues. These areas represent specific issues where the UN aims to converge its programming, fostering broader socio-economic transformations and addressing critical challenges facing the country, within the broader framework of UN strategic engagement outlined in this report.

In pursuit of **inclusive green growth and decent work**, the UN will prioritize its efforts to strengthen the education system and labor market. This involves aligning skills development with current and future job market needs, particularly for youth and women, while stimulating the growth of quality jobs in the private sector.

Under **social protection and quality basic services**, the UN will continue collaborating with the Government and relevant actors to transform social protection towards one that is universal, integrated and provides a minimum level of income security and equal economic opportunities to all people in Jordan. This would include taking advantage of developments in the digital space as well as better targeting.

The UN will also focus on **sustainable management and access to water, food, and energy**. By promoting climate-resilient agriculture and efficient water resource management, the UN will continue partnering with key actors to enhance agricultural productivity and reduce import dependency.

Underpinning these three areas is a **commitment to empowering women and youth**. Efforts will involve activities and initiatives to empower women economically and politically by creating an enabling environment that supports them advancing

in these areas, engaging men and boys to shift attitudes, and reforming policy and institutions to remove any structural barriers to women's participation in public life. Recognizing the crucial role of youth in development, the UN will prioritize efforts to engage and empower young people in Jordan. By providing opportunities for participation and leadership, the UN seeks to harness the potential of youth as agents of positive change.

To reinforce the strategic positioning of the UN in Jordan, the UNCT is set to follow a comprehensive approach aimed at optimizing its impact and efficiency in the country. Central to this approach is a series of actions designed to streamline communication to revamp the approach to communication regarding development work by aligning messages with specific audiences, presenting a unified front and engaging stakeholders more effectively.

The UN will engage in dialogue with the private sector to develop a shared agenda for collaboration. By identifying common objectives and areas of mutual interest, the UN aims to leverage private sector resources and expertise to advance development goals in Jordan.

Lastly, exploring the development of joint analytical products, such as stakeholder landscape maps, is envisioned. These products will offer authoritative insights into intervention effectiveness and investment opportunities, facilitating evidence-based decision-making and enhancing programme efficacy. Through these harmonized efforts, the UN endeavors to deepen its presence, forge stronger partnerships, and significantly contribute to sustainable development and prosperity in Jordan.

# ACRONYMS

<b>ARAC</b>	Arab Accreditation
<b>ARDD</b>	Arab Renaissance for Democracy and Development
<b>CAP</b>	Climate Action Plan
<b>CBJ</b>	Central Bank of Jordan
<b>CBO</b>	Common Back Office
<b>CBOs</b>	Community Based Organizations
<b>CCP</b>	Container Control Programme
<b>CSOs</b>	Civil Society Organizations
<b>CF</b>	Cooperation Framework
<b>DCO</b>	Development Coordination Office
<b>DHIS</b>	Dashboard for Health Information System
<b>DPG</b>	Development Partners Group
<b>EMIS</b>	Education Management Information System
<b>EMV</b>	Economic Modernization Vision
<b>ESP</b>	Education Strategic Plan
<b>GAM</b>	Greater Amman Municipality
<b>GBV</b>	Gender-based Violence
<b>GCTC</b>	Gender and Curriculum Task Force
<b>GoJ</b>	Government of Jordan
<b>GSC</b>	Garment Design and Service Training Center
<b>HIECON</b>	Higher-education Institutions Electronic Connection-System






<b>ICSC</b>	International Civil Service Commission
<b>IFC</b>	International Finance Corporation
<b>IMF</b>	International Monetary Fund
<b>ISWG</b>	Inter-Sector Working Group
<b>JAF</b>	Jordanian Armed Forces
<b>JCI</b>	Jordan Chamber of Industry
<b>JNCW</b>	Jordan National Commission for Women
<b>JP</b>	Joint Programme
<b>KfW</b>	German Development Bank
<b>M&amp;E</b>	Monitoring and Evaluation
<b>MFI</b>	Microfinance Institutions
<b>MIL</b>	Media and Information Learning
<b>MIS</b>	Management Information System
<b>MoE</b>	Ministry of Education
<b>MoEnv</b>	Ministry of Environment
<b>MEMR</b>	Ministry of Energy and Mineral Resources
<b>MoHE</b>	Ministry of Higher Education
<b>Mol</b>	Ministry of Interior
<b>MoIT</b>	Ministry of Industry and Trade
<b>MoF</b>	Ministry of Finance
<b>MoH</b>	Ministry of Health

<b>MoL</b>	Ministry of Labour
<b>MoPIC</b>	Ministry of Planning and International Cooperation
<b>MoSD</b>	Ministry of Social Development
<b>MoWI</b>	Ministry of Water and Irrigation
<b>MoY</b>	Ministry of Youth
<b>NCCD</b>	National Center for Curriculum Development
<b>NCSCM</b>	National Center for Security and Crises Management
<b>NEPCO</b>	National Electric Power Company
<b>OMT</b>	Operations Management Team
<b>PPCC</b>	Planning, Policy and Coordination Committee
<b>PRJ</b>	Palestine Refugees registered in Jordan
<b>PRS</b>	Palestine Refugees from Syria
<b>PSD</b>	Public Security Directorate
<b>PSF</b>	Private Sector Forum
<b>PWDs</b>	Persons with Disabilities
<b>RACO</b>	Refugees Affairs Coordination Office/Ministry of Interior
<b>RC</b>	Resident Coordinator
<b>RDF</b>	Refused Derived Fuel
<b>REGEP</b>	Rural Economic Growth and Employment Project
<b>RGs</b>	Results Groups



<b>SCG</b>	Saving and Credit Groups
<b>SDGs</b>	Sustainable Development Goals
<b>SGBV</b>	Sexual and Gender Based Violence
<b>SMEs</b>	Small and Medium-sized Enterprises
<b>SRAD</b>	Syrian Refugee Affairs Department
<b>TVET</b>	Technical and Vocational Education and Training
<b>TSEEP</b>	Tourism Sector Efficiency Programme
<b>UCT</b>	Unified Cash Transfer
<b>UNCT</b>	United Nations Country Team
<b>UNCG</b>	United Nations Communication Group
<b>UNDP RBAS</b>	United Nations Development Programme Regional Bureau for Arab States
<b>UNFCCC</b>	United Nations Framework Convention on Climate Change
<b>UPR</b>	Universal Periodic Review
<b>VAF</b>	Vulnerability Assessment Framework
<b>VLR</b>	Voluntary Local Review
<b>VTCs</b>	Vocational Training Centres
<b>WASH</b>	Water, Sanitation and Hygiene
<b>WB</b>	World Bank
<b>WEP</b>	Women's Empowerment Principles

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