



JORDAN



SOCIO-ECONOMIC FRAMEWORK FOR COVID-19 RESPONSE

ISSUED JULY 2020



Foreword

I am pleased to share the UN's Framework for the socio-economic response to COVID-19 in Jordan. The Framework connects urgent health and humanitarian requirements with what needs to be done to support Jordan in addressing the multiple social and economic challenges that the pandemic has brought to the country.

The UN framework outlines impacts and interventions in five pillars: 1) Protecting Health; 2) Protecting People; 3) Economic Recovery; 4) Macro-economics and Multilateral Cooperation; and 5) Social Cohesion and Resilience. For each pillar, the UN has worked hard to assess the impacts of the crisis to help us understand what is needed to simultaneously address immediate and medium-term needs. The analysis has also helped us reflect on what added value the UN can bring to the wider efforts of reaching Sustainable Development Goals (SDGs), notwithstanding the impact of the crisis. Of key importance is that we make sure not to lose sight of the central pledge of the 2030 Agenda to 'Leave No One Behind' (LNOB).

Jordan's response to contain the spread of the virus has so far, been very effective, particularly given the scale and scope of the crisis. But there is no time or space to relax, as we now know that the pandemic will be with us for the foreseeable future. We also know that only with timely, targeted and prioritized actions will we be able to mitigate its devastating social and economic impacts. Only by emphasizing an approach that supports 'Recovering Better', will institutions and communities be better prepared to cope with future shocks and be able to seize new opportunities that can make people's lives better, more prosperous and more equal, in line with Agenda 2030.

The UN believes that only by taking joint measures together can we address the new, direct needs brought by COVID-19, and tackle pre-existing inequalities that have become even more apparent during the crises. This requires the UN to leverage its programming, policy and convening assets with the institutional capacities, expertise and financial resources brought by others.

To meet this ambitious goal, the UN has defined five 'accelerators' to recover better: i) Equity and Inclusiveness to make sure that new and pre-existing vulnerabilities are addressed; ii) an integral Gender Focus to guide us in addressing both new and pre-existing gender gaps and

structural inequities; iii) Digital Transformation that supports innovation and progress in public and social services as well as business and economic initiatives; iv) Environmental Sustainability that emphasizes green solutions and technology for a better future; and v) Preparedness and Prevention to strengthen systems and processes to efficiently maintain access to health, public and basic services, education, social assistance and business during times of crisis.

The UN will apply these accelerators to our interventions as a way of fueling the recovery for Jordan. Recognizing that only in partnership will we make a difference, the UN's aspiration is that our national and international partners also adopt and apply the accelerators to new investments, policies, programs and projects to support a more equal, inclusive, sustainable and resilient Jordan.

Anders Pedersen

Resident and Humanitarian
Coordinator for Jordan



PHOTO ON COVER

Naamat, an eleven-year-old Syrian refugee, writes a poem outside her house in Amman. Her family fled Homs in 2013. With COVID-19, the family's financial situation has become worse. In addition to continuing her education, Naamat has had to take on additional household duties.

Photo Credit: Diego Ibarra Sanchez / UNHCR

Participating Agencies



With thanks for inputs from: World Bank and the International Monetary Fund. And with appreciation to the core team from UNDP, UNOCHA, and the RCO for coordinating the Framework process: Sara Ferrer Olivella, Rabia Hasan, Zola Dowell, Ana Nikonorow, Ekkehard Strauss, Anne Hagood.

Part 1

Introduction

AMMAN, JORDAN

Omar, a nine-year-old student, studies from home through the e-learning system. Photo credit: UNHCR/Lilly Carlisle.



Setting the stage

UN Global response

Within just six months, the coronavirus disease (COVID-19) had disrupted billions of lives and endangered the global economy. By early July, the number of COVID-19 cases had surpassed 10 million, with more than 500,000 recorded deaths. As we enter the second half of 2020, the world is set for the deepest global recession since the second world war, and the broadest collapse in per capita incomes since 1870.

With an emphasis on solidarity with national governments, the UN's global response to the crisis started with support for coordinated and comprehensive health preparedness and response, complemented by the global humanitarian response. Across the world, the UN is now developing and rolling out policies to support and strengthen country efforts to mitigate the devastating social and economic impact of the crisis. In all areas of programming, policy development and advocacy, the UN will emphasize 'recovering better' to support progress for more equal, inclusive, sustainable and resilient economies and societies, with emphasis not only on staying on track, but accelerating efforts to achieve the 2030 Agenda.

The UN Jordan response

The overarching aim of the UN's response in Jordan is to support the government's efforts to mitigate and respond to the COVID-19 pandemic through three mutually supporting tiers: 1) support to the health response; 2) humanitarian assistance for refugee populations in camps, in urban settings and vulnerable host communities; and 3) mitigating the socio-economic impact of COVID-19 by scaling up the UN's development response in Jordan. The three tiers operate within the UN Jordan's existing humanitarian and development coordination structures, inclusive of government, Non-Governmental Organizations (NGOs), the international community and national partners in Jordan.

UN's call to action: purpose of the Socio-Economic Framework

The Socio-Economic Framework (SEF) for Jordan is the UN's response to the unprecedented and multi-layered needs associated with the COVID-19 crisis. The framework is informed by rapid impact and needs assessments conducted in the weeks following the onset of the crisis in mid-March as well as global, regional and country-specific policy guidance on COVID-19 and thematic priorities. The SEF complements Jordan's national COVID-19 preparedness and response plan,

which guides the evolving health response, inclusive of the UN-led refugee contingency plans. The SEF is programmed to run through the end of 2021, with six-monthly reviews to assess developments and progress and adjust accordingly.

Linking the SEF response to Jordan's national and international commitments: 2030 Agenda and the principle of 'leaving no one behind'

The UN has a longstanding, robust presence in Jordan, providing direct programming and policy support; including expertise, knowledge and advocacy within the humanitarian and development spheres. The UN works closely with the government at national and local levels as well as with the private sector and civil society. Capacities within the UN in Jordan are complemented by the UN's global and regional leadership and convening power, which is helping us think and act differently to take on broader challenges and complexities.

Jordan's SEF builds on and complements the 2018-2022 United Nations Sustainable Development Framework (UNSDF). With the aim of strengthening institutions, empowering people and enhancing opportunities for all people in Jordan. The UNSDF and the SEF align to the government's 'Jordan Vision 2025', the Economic Growth Plan, the 2020-2025 National Strategy for Women and other key strategic planning documents.¹

Guided by the United Nations Development System (UNDS) framework, the SEF identifies impacts and key challenges; priority areas for action; and the UN 'offer' of support for immediate, medium and longer-term actions in each of the framework's five pillars:

- Health first: protecting health services and systems;
- People first: social protection and basic services;
- Economic response and recovery: protecting jobs and Micro Small and Medium Enterprises (MSMEs) and the informal sector;
- Macro-economic response and multilateral cooperation;
- Social cohesion and community resilience.

Given the scale and scope of the crisis, several existing programmes are being scaled up to address emerging needs as well as to mitigate pandemic-related risks. The reprogramming of existing interventions and design of new initiatives are being informed by assessments and lessons that aim to support institutions and communities perform better to cope with future shocks and seize new economic and governance opportunities. Efforts focus on supporting Jordan's institutions and its people to be 'fit for the future'.

A work plan will accompany this framework to reflect adjustments to existing UNSDF programming as well as new actions to address emerging needs and vulnerabilities.

¹ These documents and strategies include, inter alia, the Jordan Response Plan for the Syria Crisis 2020-2022 (Government of Jordan, June 2020), successive Executive Development Programmes (EDP), National Strategy for Human Resources Development 2016-2025, Education for Prosperity: Delivering Results (Government of Jordan, March 2015).

The COVID-19 context in Jordan

With strong support from the international community, the Government of Jordan put in place a five-year economic growth plan for the period 2018-2022. The plan included a path for reducing socio-economic inequalities by promoting wider access to social services, health insurance and education. Although significant progress was made in several areas, according to a February 2020 multidimensional vulnerability analysis², poverty rates and employment were increasing in Jordan prior to the COVID-19 crisis. COVID-19 has further delayed much needed economic growth for Jordan, with anticipated new waves of infections and consequent movement and business restrictions likely to magnify challenges for individuals, households and the country. As such, the international community needs to plan for ongoing uncertainty and be prepared to 'stay the course' through continued strong and equally robust engagement.

Government measures

Between 15 March and 30 April, Jordan issued 14 defence orders, both to contain the spread of COVID-19 and to mitigate the socio-economic impact on the people and the economy. Initial measures included a nationwide curfew, with penalties for breaching movement restrictions³. Following a sustained period with very few new infections, the Jordanian government began to ease lockdown measures on 30 April, signaling the gradual re-opening of the economy.

COVID-19 impacts and challenges

Health system effects

Public health efforts focused on identifying critical capacities and gaps to contain and address COVID-19. As a result, access to key health care services, medication and other critical care areas suffered.⁴ Essential services including vaccinations, women's health, mental health and care for chronic diseases were suspended or substantially curtailed across the country during the first weeks of lockdown, challenging the continuation of care for the people in Jordan, particularly for existing vulnerable groups.

Social protection and basic services

Although distance learning was quickly introduced after schools in Jordan closed on 15 March, almost half of Jordan's 4 million students struggled to follow the online educational modules, primarily due to lack of access to internet and/or computer and mobile technology. Students, mainly from vulnerable communities, also lost associated support such as meals and safe spaces provided through schools.

Despite significant government efforts, as income levels decreased, poor and near poor households struggled to provide for their basic needs. Loss of income also resulted in higher levels of anxiety, increases in domestic violence and recourse to negative coping mechanisms such as reduced food consumption and increased child labour and abuse. At the same time, the suspension of many critical services such as women shelters and the courts severely limited access for those seeking safety, legal, civil and protective remedies.

New environmental challenges emerged including management of large quantities of medical waste and addressing increased water consumption. The stark, uneven access to safe water and sanitation, and associated risk of COVID-19 transmission in specific vulnerable communities became more evident during the initial stages of the emergency.

Economic effects

As businesses suspended operations during the lockdown, demand for many goods and services decreased, with wide-ranging implications for business continuity and viability. Many companies struggled to pay salaries and retain employees, with key sectors such as tourism, including archaeological sites, hit particularly hard. The already high unemployment (~19%) increased, particularly in the informal sector, with a disproportionate impact on low wage workers and women.

Macro-economic effects

The economy saw a severe economic downturn, with lower tax revenues⁵ and expected decreases in remittances from workers in Gulf Cooperation Countries (GCC)⁶, against significantly higher public expenditure for health, social safety net expansion, basic assistance and liquidity injections.

Social cohesion and community resilience

In addition to the highly visible impacts on Jordan's economy, the COVID-19 crisis and accompanying restrictive measures risk exacerbating social tensions and undermining trust within

² *Geographic Multi-Dimensional Vulnerability Analysis (UNICEF, 2020)*

³ *Jordan National Defence Law and COVID-19 (UNDP, May 2020).*

⁴ *Jordan's Extraordinary Measures to Contain COVID-19 Spread Draw Int'l Accolades (Jordan Times, 2 April 2020)*

⁵ *JD 602 million less than same period in 2019*

⁶ *11 per cent of GDP or JD 600 million in fourth quarter of 2019.*

communities. Reported limits on freedom of expression, including arrests of journalists and privacy infringements, risk undermining people’s trust in their institutions. Centralized decision making, combined with limited space for public dialogue have increased the sense of marginalization, including for Community-Based Organizations (CBOs).

People who must be reached

The UN in Jordan recognizes that the SDGs can only be realized by ensuring the needs of the most vulnerable and those at risk of being left behind are addressed. Jordan’s UNSDF identifies the one in seven poor people in Jordan, with young people, women, refugees and their host communities, people in remote, disadvantaged areas of Jordan, persons with disabilities, and migrant workers, at most risk of being left behind. Jordan’s third Universal Periodic Review (UPR) on human rights, also highlighted specific vulnerabilities of people in detention facilities, victims of sexual abuse, journalists and children born to a Jordanian mother and a non-Jordanian father. Additional vulnerabilities in Jordan are associated with personal situation and status, occupation, legal status and trust in public systems.

Assessments ⁷ undertaken in the weeks following the onset of the pandemic and the enactment of the National Defence Law (NDL) in Jordan, indicate that those already in precarious situations are being disproportionately impacted by the COVID-19 crisis, with clear links between inequality and vulnerability. UN assessments indicate that since the beginning of the crisis, women have been disproportionately impacted in multiple areas as have refugees, contractual migrant workers, and poor communities. Workers in the informal sector have also been heavily impacted by the economic downturn and other pre-existing vulnerabilities. Persons with disabilities and older persons face specific, disproportionate socio-economic implications from COVID-19 and specific defence orders. The educational development and psychological well-being of millions of children have also been impacted by the COVID-19 containment measures, with poor and refugee children most affected.

Key groups at risk of being left further behind include:

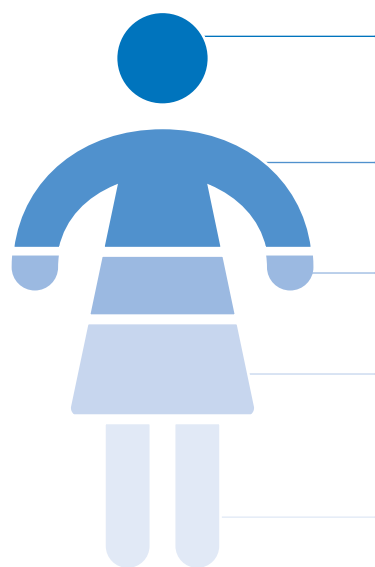


Women

COVID-19 has impacted different groups of women in different ways. Women’s participation in Jordan’s labour market is skewed to the health and education sectors and they overwhelmingly assume the traditional role of caring for ill family members, older people and children, which combine to increase risks of being infected. Women have been disproportionately impacted by job-related lockdown implications, including closure of child-care facilities and schools, reduced access to sexual and reproductive health, Gender Based Violence (GBV) and other women-centric essential health and care services. Based on existing criteria, certain at-risk groups of women (GBV survivors in shelters, Jordanian women married to foreigners, female owners of home-based businesses) are further impacted by exclusion from social welfare benefits. Women’s economic participation has also been hit hard by COVID-19, given their high representation in the informal economy and in small and medium sized businesses. The pandemic has exacerbated the more limited mobility of girls, with even greater constraints for married girls. More generally, women and girls are disproportionately disadvantaged by more limited access to technology, information, awareness and training opportunities.

Vulnerabilities

Impacts on women



1. Labour market skewed to education and health sector
2. Traditional home caring and potential risks of being infected
3. Job related lockdown implications
4. Reduced access to essential services and care
5. Limited access to technology, services and mobility

⁷ See *Geographic Multi-Dimensional Vulnerability Analysis (UNICEF, 2020)*; *COVID-19 and Gender: Immediate Recommendations for Planning and Response in Jordan (UN Women and Jordan National Commission for Women, March 2020)*; *Impact of COVID-19 on Households in Jordan (UNDP, May 2020)*; *Impact of the COVID-19 Pandemic on Enterprises in Jordan (ILO, UNDP and Fafo, June 2020)*; *Facing Double Crisis (ILO-Fafo, May 2020)*. The data presented does not yet include systematic disaggregation by age, gender and disability of the individuals affected and those quarantined. More clarity is also needed on the extent that data covers migrant workers and migrants in irregular situations.

Refugees, Informal Tented Settlement inhabitants, and host communities

Refugees are concentrated in camps and poor urban settings that are often crowded, with poor infrastructure and hygiene, placing them at risk for COVID-19 outbreaks. With 80 per cent of refugees living in urban settings in Jordan, the suspension of primary health centers in these areas had a significant impact on access to vaccinations, sexual and reproductive health, care and medication for chronic diseases and mental health services for both refugees and the hosting communities. Of concern, are vulnerable refugees and poor communities living in Informal Tented Settlements (ITS), where challenges range from high reliance on unsafe water and sanitation facilities, to poor access to health care, to gaps in education and access to safe spaces for women and children. COVID-19 has also significantly impacted those refugees who relied on low-paid work in the informal sector.

Children

Some 34 per cent of the refugee population in Jordan are school-aged children who, whether living in camps or outside, face obstacles in accessing educational options. In Jordan, while remote learning strategies were quickly put in place, they rely heavily on tv and online learning modalities. Rapid needs assessments confirmed that children in the hardest-to-reach and most vulnerable communities are less able to access these opportunities due to digital gaps.⁸ Beyond connectivity, gaps in the quality of learning content, teacher training and parental engagement⁹ exacerbate learning vulnerabilities.

Workers in the informal sector, including migrants and refugees

These workers have been disproportionately impacted by wage losses as well as recourse to justice, language barriers, discrimination, etc. The expected repatriation of migrants due to reductions in business operations places them at risk of exploitation and workers' rights violations. Increased returns of Jordanian workers from the Gulf and other countries are also expected to impact job security for migrant and refugee workers.

Older people

Older people and those with pre-existing health conditions are at higher risks for contracting COVID-19. This group is also more dependent on reliable access to health services, income and other support from their families, humanitarian assistance and in-person care. Since the beginning of the crisis, older people have also been subject to additional movement restrictions to limit infection risks. Initially no person over 60 years could move from their home, which increased to 70 years when restrictions were eased. Older people also have greater challenges in securing income from the labour market, but less than half of Jordanians, overwhelmingly men, are covered by Jordan's pension systems.¹⁰ Older women almost exclusively rely on the income of husbands or male relatives.

People with disabilities

The COVID-19 crisis has exacerbated the existing vulnerabilities faced by people with disabilities including access to transportation, education systems and livelihood opportunities.

⁸ Jordan Operational Update (UN High Commissioner for Refugees (UNHCR), April 2020)

⁹ Rapid Needs Assessment covering Jordanians, Syrian refugees, non-Syrian refugees and migrant workers, and ITS populations. Data collected 6-8 April 2020. (UNICEF, UNHCR, and World Food Programme (WFP), 5 May 2020)

¹⁰ Policy Brief: Achieving Income Security for Older Jordanians and Refugees (HelpAge International, Dec 2018)

Accelerating an inclusive and sustainable recovery: moving beyond “business as usual”

Recognizing that COVID-19 has fundamentally challenged Jordan's and indeed the world's path to realization of the SDGs, the SEF includes 'accelerators' to fast-track efforts to meet development targets. Five accelerators will underpin policies and responses and link crisis response with health and humanitarian interventions, including to reinforce respect for international human rights obligations and to provide pathways for innovative, environmentally sustainable approaches to help Jordan 'recover better'. Specifically, the SEF builds on the UNSDF's commitment to realize the pledge of the 2030 agenda and its central promise to 'Leave No One Behind'.

- **Digital transformation:** innovation with emphasis on digital transformation is applied to address key programming, policy and service gaps, including the use of new and unconventional data sources, methods and systems to access data and trends in real-time.
 - **Environmental sustainability:** recognizing that real progress depends on sustainable, greener recovery pathways and the scaling up of climate resilient, nature-based solutions, are emphasized wherever feasible.
 - **Emphasis on preparedness and prevention:** the crisis highlighted significant structural gaps in the preparedness needed to maintain access to diverse services in times of crisis. This includes better connectivity to maximize remote, distance working options within Jordan's public and business sectors and support for business continuity and efficient work arrangements.
- **Application of equity and inclusiveness lenses:** responses assess differentiated vulnerabilities to address new as well as pre-existing vulnerabilities, with people and communities involved through structured, inclusive and participatory approaches.
 - **Gender responsive recovery:** given large pre-existing gender gaps and structural inequities in Jordan, gender responsive approaches are mainstreamed into all aspects of the response. This includes the systematic inclusion of sex and age disaggregated data in assessments, analysis and reporting.

Part 2

Strategic priorities

AMMAN, JORDAN

Abdou, a Yemeni refugee in Amman, shops in one of the grocery stores after the reopening of small shops. Photo Credit: WFP/Mohammad Battah.



Pillar 1

Health first: protecting health systems during crisis



Impacts and challenges

Existing capacities combined with surge procurement and hospital preparedness are in place to address current caseload.

During the first weeks and months of the crisis, quick and decisive defence measures to restrict movement into and within the country supported the needed public health measures to largely contain the spread of COVID-19 in Jordan. Measures taken included early border closures, scaled up testing, increased laboratory and contact tracing capacities and proactively securing large quantities of COVID-19 tests and Personal Protective Equipment (PPE).¹¹ Seven public hospitals were identified for COVID-19 case management, along with dedicated Intensive Care Units (ICU) and isolation beds.¹²

COVID-19 will continue to impact all aspects of the health system in the immediate future and especially during a resurgence.

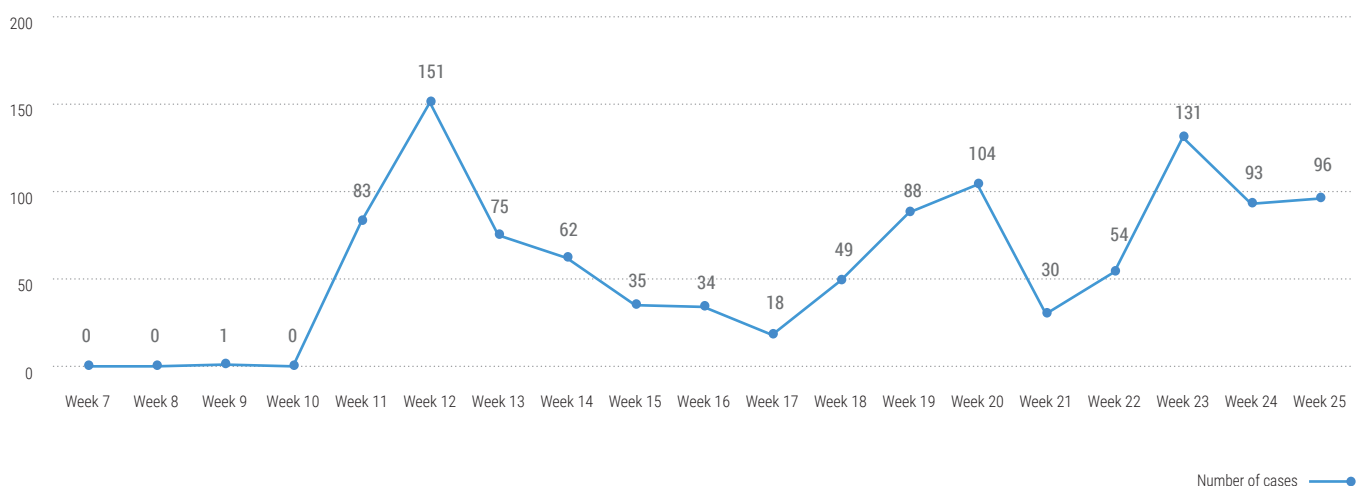
In addition to the additional human and financial costs already associated with pandemic, a resurgence will further tax the health system in terms of human resources, hospital and laboratory capacity, information management and surveillance requirements.

Public apprehension and fear around containment measures.

Limited information and misunderstanding of early policy decisions related to testing, isolation and quarantine created initial apprehension amongst the population, which led to fears and hesitation in accessing COVID-19 testing and hospital services.

Number of active cases

by week



* First COVID-19 case in Jordan was reported on 3 March 2020

** Number of weeks indicated weeks of the epidemic

¹¹ Between January and April 2020, six Royal Jordanian flights brought supplies from Singapore and China, which were complemented by UN provision of PPE and respirators.

¹² The National Preparedness and Response COVID-19 Plan (last update 26 April 2020) assesses that Jordan's public health system can accommodate up to 2,000 people for hospitalization. If private hospitals are commissioned, a further 2,000 people could be served; with 1,000 of the 4,000 Intensive Care Unit (ICU) beds, assuming all national capacity is devoted to COVID-19 patients.

Underlying national and regional risks and vulnerabilities, including spread of COVID-19 to crowded refugee camps and poor urban communities remain.

Following relaxation of defence measures in early May, the number of new COVID-19 cases started to slowly climb. Although the increases were mainly linked to Jordanians returning from abroad and commercial truck drivers from neighboring countries, it reinforced the need to prepare for future waves of COVID-19. This includes public health capacity to contain widespread infections, alongside response capacities to manage and support those requiring hospitalization and intensive care.

Gaps in access to Primary Health Care: routine immunization, women's health, mental health, chronic diseases management and relevant medications.

Although the 911 service remained operational, the abrupt enforcement of lockdown dramatically impacted outpatient care and access to public and private hospitals in the country. With only selective health personnel exempted from movement restrictions and efforts focused on strengthening capacity to respond to COVID-19, gaps in essential Primary Health Care (PHC) services quickly became evident during the initial phase of the emergency. The routine immunization program was postponed. Sexual and reproductive health services were interrupted, with only remote support through hotlines. Family planning was also impacted, with midwives reporting challenges in assisting patients remotely. Management of chronic diseases and mental health was limited to distribution of medications and consultations through hotlines. While commercial pharmacies continued to operate, patients struggled to access essential medicine.

When PHC facilities reopened, the application of distancing and hygiene precautions in crowded, poor urban areas restricted the number of patients that could be served. These measures especially impacted those dependent on free or subsidized services, including refugees, migrants, vulnerable groups and those with mobility limitations in urban areas.¹³

Women disproportionately impacted due to their high representation in the health sector.

For women health care workers, the weekly paid and unpaid workload during the initial week of the crisis was estimated at over 90 hours. This included their traditional role of caring for ill family members, the elderly and children, both of which increases risks of being infected.

Existing mental health challenges were exacerbated by isolation and the socio-economic impact of the pandemic.

In addition to reduced access to mental health services and medications, the underlying stigma surrounding mental health illness and additional stresses from confinement, loss of wages, increased domestic violence, etc. combined to exacerbate mental health impacts.

Additional environmental burden due to increased medical waste and increased water consumption¹⁴.

Since the start of the crisis, medical waste from disposable PPE for screening and managing COVID-19, combined with solid waste from quarantine centers has dramatically increased. With the bulk of medical waste composed of hard to decompose materials, chemicals and toxic elements proper disposal is essential to minimize the harmful environmental hazard impact.

What can be done to recover better?

To advance healthy lives and well-being for all (SDG3), gender equality (SDG5) and reduced inequalities (SDG 10), opportunities and lessons from the pandemic will help to: i) ensure essential lifesaving services are available throughout the pandemic and beyond, and ii) support the recovery, preparedness and strengthening of the public health system for improved access and quality of health care for all those in need.

Health service delivery: maintain essential and equitable health services, even during curfews and movement restrictions.

Affordable, accessible and appropriate health services are required, even in times of emergency. Interruption of primary care services such as routine immunization, sexual and reproductive health, and management of chronic diseases jeopardizes the health and well-being of all people in Jordan. In preparation for a potential resurgence, contingency plans, with pre-approval for critical personnel and volunteers need to be in place to ensure continuity of care. Proactive risk communication and community engagement, together with widespread access to testing is also needed to allay public fears and reinforce positive health seeking behaviors that can slow the spread of the epidemic.

¹³ For example, the 25 health centers and 4 mobile dental clinics run by UNRWA, serving 1.5m patients annually were initially suspended. Most direct NGO/UN essential health service programming and drug distributions which provide key medications and services to vulnerable populations and refugees at a subsidized rate or free rate, were also initially suspended. After permits for humanitarian staff movement were issued, medications for chronic diseases and other life-threatening conditions were delivered to the homes of tens of thousands of patients in need (e.g.; UNRWA delivered medication to almost 72,000 HH after re-opening).

¹⁴ Even before COVID-19 substantial national mental health system issues included the large refugee population with mental health challenges, stigmatization, lack of mental health legislation

With the COVID-19 pandemic still evolving, PHC capacity needs to be strengthened to effectively deliver essential healthcare services throughout the pandemic, including more systematic use of innovative, remote assistance platforms. At-risk populations¹⁵ must be identified ahead of the anticipated resurgence and differentiated approaches put in place. Approaches such as staggered out-patient timings, home-based care and digital options to decrease crowding and risk of exposure to COVID-19 are needed, particularly in high-volume health centres.

Access to essential medication: ensure access for all those in need, using remote approaches when possible.

Building on successful models and workarounds from the initial restrictive movement phase of the crisis, access to medication for chronic diseases (including tuberculosis and HIV), mental illness needs to be assured through different service models and providers. Vulnerable populations facing legal, structural, cultural or logistical barriers to accessing essential medicines must be identified and their access to essential medication as well as COVID-19 treatment and vaccinations (when it becomes available) assured.

Health information systems: improved access to information and trends through wider digital access and solutions.

Building on positive containment measures, additional digital data solutions are needed to support planning that efficiently and effectively targets investments for public health, hospitals and laboratory capacity for future surges of COVID-19 cases. Rapid assessments to inform the evolving needs and capacity requirements is needed to support potential redistribution of resources, both material and workforce. Investments to strengthen rapid information analysis is needed to inform international health regulations, including to support viral transmission management and vaccine trials as well as for modelling trends related to the epidemic and for other public health trends are also essential.

Accurate and timely data during all phases of the pandemic is needed to inform required modifications to the nature and timing of service delivery. Systems to track, analyse and report on the delivery and utilization of pre-agreed health services to operate throughout the pandemic need to be in place. As far as possible, tracking health service provision should use existing indicators from health information platforms, rapid health facility assessments, vital statistics systems (including mortality registers) and ongoing modelling efforts.

In the longer term, stronger information systems are needed to support a better prepared and more efficient public health

system including digital data solutions to support testing, tracing and treating. Systems must include the systematic collection of information that is, disaggregated and analyzes gender and age to inform policy, planning and preparedness measures.

Health system workforce: safeguarding workers and reducing barriers for women.

Appropriate assessment and analysis capacity is needed to anticipate and track the impacts of COVID-19 on the workforce to inform health coverage, ensuring that gender and age as well as other characteristics are considered. Importantly, the disproportionate impact of COVID-19 on women needs to be considered, with a view to reducing the overall paid and unpaid work burden and safeguarding benefits such as for maternity cover.¹⁶ Recognizing that additional staff will be required to treat COVID-19 patients, while overall human resources may be reduced because staff are quarantined, infected, at high risk of infection or absent to care for family or friends, advanced workforce planning is needed, including support for sub-national governorate health directorates to help them cope with surge requirements.

Health systems financing: towards universal health coverage for all.

Building on the government's mid-June decision to extend coverage to all refugees at the uninsured Jordanian rate, continued advocacy on equitable access to services for all those residing in the Kingdom is needed. Advocacy with donors to maintain support for the multi-donor health care account as well as for targeted health projects also needs to continue. Support to the Ministry of Health (MoH) to formulate evidence-based health systems resource requirements, along with compelling communications to advocate for appropriate funding is needed. This is particularly important given growing budgetary pressure, as government revenues fall, and expenses increase.

Health systems governance: ensuring business continuity.

Strengthened preparedness measures are needed to ensure business continuity for new rounds of COVID-19 as well as for other emergency situations. In addition to prioritizing uninterrupted provision of essential services, associated community messaging and risk mitigation measures need to be in place. Better planning and contingencies for managing medical and hazardous waste management are also needed, including to address immediate disposal needs and to build sustainable solutions. In addition, a specific contingency plan for the health measures to safely undertake elections in 2020 is crucial.

¹⁵ <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/evidence-table.html>

¹⁶ For example revenue from the Maternity Insurance Funds (MIF) to support maternity coverage was temporarily redirected to cover increased COVID-related social assistance.

How will the UN support?

Jordan's National Preparedness and Response COVID-19 Plan, leveraged by WHO's Universal Health Coverage Strategy, underpins the UN's efforts to support mitigation of the impacts of COVID-19 on the country's health system, while supporting progress to achieve healthy lives and well-being for all.

Using relevant WHO building blocks for health systems¹⁷, the UN will incorporate successes, challenges and lessons from the initial stage of the emergency to guide efforts for safe continuation of essential health services, with a focus on vulnerable groups. The UN will also support longer term measures that progress the ambition of quality health care for all.

Health service delivery: provision of and support for essential services

To improve the well-being of individuals and communities in Jordan, the UN will support efforts to progress SDG 3, specifically by strengthening core PHC functions, including routine immunizations, chronic disease management (including tuberculosis and HIV), sexual and reproductive health, etc. Support for triage facilities and sanitation services in selected hospitals will ensure that other service provision can continue and is not overwhelmed by those requiring COVID-19 care.

In collaboration with partners, the UN will work with MoH to develop a mid-term plan that delivers an essential health services package through digital platforms. Recognizing PHC is a long-term investment, the plan will align to the "Global Action Plan for Healthy Lives and Wellbeing for All (GAP)" and the "COVID-19 essential health services operational recommendations".

UN and partner medical personnel will extend and complement MoH capacities, offering safe and effective clinical care in refugee camps and in UN and partner-supported health centers in urban areas. Essential services will include routine immunizations, sexual and reproductive health care, and continuing care and medications for chronic diseases.

Support for specialized services to reduce risks for vulnerable groups will also continue. For example, access to sexual and reproductive health will be supported through the Customer Due Diligence that deploys female paramedics to reach women in need. The MoH tobacco cessation services is another important initiative that the UN will continue to support. The

UN will also contribute to safeguarding the mental health and wellbeing of people through the UN-supported National Center for Mental Health (NCMH) hotlines. In the medium term, the UN will support the government to update the mental health strategy to better integrate mental health services into primary health centers and to strengthen efforts to reduce stigma associated with mental illness.

In complement to service delivery, the UN will continue to support COVID-19 communication activities aimed at increasing public awareness on prevention, symptoms, reporting and required actions. Support includes information campaigns on public platforms and targeted distribution to health facilities, schools and points of entry across Jordan¹⁸. Complementary communications for specific risks will continue for sexual reproductive health,¹⁹ family planning, breastfeeding, high risk pregnancies and nutrition during pregnancy.

Support for proper disposal and treatment of the medical waste has also started with the provision of sterilization machines for 11 public hospitals. Waste management support also includes associated training for some 130 MoH staff.

Access to essential medicines: reaching those most in need.

In complement to the MoH online platform (<https://emed.Hakeem.Jo>) for subsidized medication refills for vulnerable Jordanians, UN and partners will continue to provide medications for vulnerable groups, notably refugees²⁰. Building on workarounds used during the initial phase of restrictions, adjusted approaches will include pickup at health centers and commercial pharmacies, cash for medication schemes, etc.

Health information systems: strengthening capacities to gather, analyze and map information and trends.

The UN is helping to strengthen analysis of needs and trends, including tracking epidemiological data through the UN-supported country dashboard, which feeds into the regional EMFLU²¹ platform. Rapid assessments to capture the evolving needs and capacities of health facilities during different phases of the pandemic are supporting contingency planning for service delivery and potential redistribution of resources, both material and workforce. The UN will also support modelling of trends, both related to the epidemic and other public health trends.

17 Health service delivery; 2) Health workforce; 3) Health Information Systems; 4) Access to Essential Medicines; 5) Health Financing; 6) health Systems Governance.

18 This includes support to key platforms: the 'COVID-19 Infodemic national campaign' on prevention and accurate information; and the National Awareness Campaign (Elak-o-feed) that supports psychosocial wellbeing and promotes positive health behaviors, while addressing stigma, discrimination, violence and cyberbullying. The UN will also support the distribution of COVID-19 Information Education and Communications (IEC) materials in Arabic and English to health facilities and entry points across Jordan.

19 The campaign aims to reduce individual and family risks, specifically for women of reproductive age by equipping them with information to make sound decisions as well as how to adopt to health recommendations to reduce virus spread.

20 Elderly, persons with less mobility, patients living in places that lack proper transportation.

21 EMFLU: The Eastern Mediterranean Flu is a regional platform for sharing epidemiological and virologic data on influenza in the WHO Eastern Mediterranean Region.

Health financing: advocating for inclusive coverage of all those people in Jordan.

The UN will continue to advocate for inclusion of refugees, migrants and other vulnerable groups residing in Jordan for coverage in the public health systems. The UN will also continue to work with partners to mobilize resources to help the government absorb the additional costs of covering the health needs of vulnerable, non-Jordanians living in the country.

Health systems governance: strengthening health care through policy and technical advice.

The UN will continue to work closely with authorities and partners to prepare, recover and strengthen the response to the COVID-19 emergency as outlined in nine pillars of the national preparedness and response COVID-19 plan.²² The “interactive health coordination platform” convened by MoH, USAID and the UN²³ will continue to guide the coordinated health response.

Investments in health coordination, will include joint preparedness and planning to help predict how the pandemic will evolve, against the public health capacity required to quickly respond to the additional needs in hospitals and laboratories, based on epidemiological parameters.²⁴ Strengthened early warning, including for integrated surveillance to support detailed, accurate data reporting, backed by enhanced national-level monitoring mechanisms is also needed.

The UN will support MoH to evolve sero-epidemiological protocols to better understand the spread, severity and impact of COVID-19 transmission in communities and among health workers. Importantly, the protocols will inform, and guide countermeasures aimed at preventing and responding to COVID-19.

The UN will also continue to work with the MoH to identify COVID-19 operational and logistic requirements as well as sources of funding. Requirements will be procured through the global COVID-19 supply chain task force, that matches critical gaps with supply availability to prioritize global demands.

²² Pillar 1: Country level coordination, planning and monitoring; Pillar 2: Risk communication and community engagement; Pillar 3: Surveillance, rapid response teams and case investigation; Pillar 4: Point of entry; Pillar 5: National laboratories; Pillar 6: Infection Prevention and Control; Pillar 7: Case management; Pillar 8: Operation support and logistics; Pillar 9: Essential Health Services.

²³ The four working groups include 1) Planning and Health Coordination, 2) Risk Communication and Community Engagement, 3) Surveillance, Points of Entry, Laboratories, Infection and Prevention Control and Case Management, and 4) Operational Support and Logistics.

²⁴ Excluding economic and social dimensions.

Pillar 2

People first: social protection and basic services

Building more resilient social protection systems, including progress on inclusive social welfare assistance, equal access to basic and social services and education for all, informed by lessons and innovations from the COVID-19 crisis.

Impacts and challenges

Containment measures exposed weaknesses in public sector preparedness, including gaps in contingency and business continuity plans.

During the nearly two and a half months of curfews, most government entities, including municipalities, were closed, and public servants placed on leave. Structural gaps emerged in the provision of critical services ranging from protective support for children and GBV survivors, maintenance of water and sanitation infrastructure, and access to the justice system. Connectivity and contingency gaps to support remote working arrangements also limited continuity options for Jordan's public sector.

Increased violence against women and children against reduced access to shelters.

Even as important new online/mobile counselling and referral mechanisms were rolled out, critical NGO shelter capacity and associated transportation services for GBV survivors were largely suspended during curfew.²⁵ Temporary closure of clinics limited response options for clinical management of rape. Lockdown measures also hindered vulnerable groups' ability to contact support services, with many at-risk individuals lacking mobile phones and/or communication devices and the privacy in which to contact service providers. Women experiencing domestic and intimate partner violence, already the most common form of GBV in Jordan, faced risks associated with for prolonged periods of confinement along side perpetrators.

Government measures expanded social assistance to the vulnerable; however, household level targeting criteria and the repurposing of the Maternity Insurance Fund left gaps, for at-risk women.

The Ministry of Social Development (MoSD) National Aid Fund (NAF) used home-delivered cash and e-wallets to target 200,000 households hit by COVID-19-related cuts in the informal sector²⁶. Social Security Corporation (SSC) selection criteria was expanded to include non-Jordanians with Jordanian mothers and people originating from Gaza ("ex-Gazans"). However, MoSD eligibility criteria remained unchanged, preventing female owners of home-based businesses and women in shelters from accessing NAF assistance. With Maternity Insurance Fund (MIF) 2020 revenues reallocated to cover expansion of other social assistance, continued MIF wage support for maternity leave was threatened, reintroducing the potential for discriminatory recruitment and promotion practices that negatively affect women.

Substantial increase in water consumption/expense, in one of the world's most water-scarce countries.

Increased hygiene measures combined with home confinement resulted in a 40 per cent increase in water usage in Jordan during the initial weeks of the pandemic. Increased consumption had significant immediate financial costs, as well as longer-term implications for the environment. While the Government of Jordan agreed to delay collection of utility bills, water in some households was cut off and in others, accumulated months of no or insufficient income²⁷ threaten future payment obligations.

²⁵ Three MoSD-operated shelters and one CSO-operated shelter for GBV victims had permission to operate during the country's lockdown, but all others lacked permissions to operate, and/or for staff movement. See COVID-19 and Gender: Immediate Recommendations for Planning and Response in Jordan (UN Women and Jordan National Commission for Women, March 2020); Daring to ask, listen and act: a snapshot of the impacts of COVID on women's and girl's rights and sexual and reproductive health (UNFPA, April/May 2020).

²⁶ Recognizing the need to sustain existing social protection programs, the MoSD's National Aid Fund delivered cash transfers to the existing 105,000 Jordanian beneficiaries door-to-door and reached another 50,000 households through e-wallets provided through the 'Takaful' cash assistance, the Nationally Unified Registrar (NUR), NAF e-card and Tkiyat Um Ali during the first week of the country's lockdown. Recognizing the substantially increased COVID-related vulnerabilities of daily wage workers and others in the informal sector, the NAF took measures to expand its reach to add 200,000 Jordanian households, which were able to register for time-bound assistance via a new online window on the bread-subsidy website.

²⁷ Rapid Impact Assessment (UNRWA, June 2020)

Uneven access to safe water and sanitation increase the risk of virus transmission in specific vulnerable communities

Although 89 per cent of Jordanians have access to safe water and improved sanitation, some 46 per cent of vulnerable refugees and Jordanians living in informal tented settlements and 21 per cent of Syrian refugees do not. These same communities face challenges in accessing health, education and livelihoods.²⁸

Decreased access to education, with quality and psycho-social implications

Within days of the lockdown measures, the Ministry of Education (MoE) rolled out the 'Darsak' distance learning program, that included wide-scale online learning platforms and assessments. New technological and pedagogical training for teachers was also introduced. Nevertheless, lack of internet connectivity and/or Information and Communication Technology (ICT) equipment left almost half of primary and secondary students unable to access the government's educational programme. Even for those regularly accessing online learning, quality and efficacy have been uneven, as both teachers and students adapted to the new, remote approaches.

Extended school closure also meant that children and youth lost access to safe spaces and social interaction, impacting their psycho-social well-being, including increases in feelings of isolation, exposure to online bullying, decreased motivation and increased risks of dropout. For many, school closures compound the loss of learning experienced during the teachers strike at the end of 2019. This is exacerbated for refugee students in afternoon school shifts who on average have 221 less classroom hours a year. Access to learning for disabled children who make up 10 per cent of school aged children was also a concern, with a reported 8 out of 10 not attending school even pre-COVID-19.²⁹

Increase in child labour.

Jordan Labour Watch (JLW)³⁰ reported that child labour increased as a result of the COVID-19 crisis. JLW estimates 70,000 child labourers in Jordan; with statistics indicating that 45,000 of these children work in 'dangerous' jobs.

Impact on basic services and livelihoods

Jordan



40% increase in water usage



200k increase in people eligible for the National Aid Fund



46% reduced access to education for children

²⁸ Rapid Needs Assessment (UNICEF, UNHCR, and WFP, 5 May 2020)

²⁹ Brussels IV: Civil Society Consultation Report (JIF/JONAF, May 2020)

³⁰ Jordan's COVID-19 crisis expected to cause rise in number of children labourers (Jordan Times, 13 June 2020)

What can be done to recover better?

To build a more resilient, inclusive social protection system, make progress on equal access to basic and social services, and education for all, targeted actions must address existing challenges and gaps to advance goals of no poverty (SDG 1), zero hunger (SDG 2), good health and well-being (SDG 3), inclusive quality education (SDG 4), gender equality (SDG 5), water for all (SDG 6), decent work and economic growth (SDG 8) and reduced inequalities (SDG 10).

An improved, more resilient education system

Continued progress on inclusive, quality education depends on strengthening planning, monitoring and evaluation capacities that incorporate strategic policy dialogue, crisis-sensitive approaches, combined with better planning tools and stronger data collection. Infrastructure solutions for new facilities should be included but balanced with prioritized repair and upkeep of existing especially water and sanitation facilities.

Investment in digital skills to shift traditional learning to modern methods, which focuses on learners' needs.

Successful learning change requires quality assurance including a review of standards, policies and new approaches that benefits all students. Upskilling digital competencies for students and teachers alike is needed to improve educational quality and make use of state-of-the art techniques.

Mitigate learning loss through online and additional education programmes.

As schools reopen, recovery must include a plan for reversing learning losses incurred during remote education as well as by addressing the pre-existing substantial discrepancy in hours of face to face education between morning and afternoon school shifts.³¹

Strengthen Jordan's social protection system by adjusting NAF targeting criteria.

Eligibility criteria for MoSD cash and in-kind assistance should be adapted to allow effective identification and targeting of vulnerabilities across age, gender and diversity. Current household-level assessments risk marginalizing certain female-headed households – including GBV survivors in shelters, households with foreign fathers, widows and divorced women – who are often officially recorded under a male family member.

Legal reform to expand citizenship to children of Jordanian mothers and non-Jordanian fathers.

Reform to improve the legal and social protection of children excluded from citizenship to protect them, their mothers, and families.

Develop an exit strategy for the 'Takaful' programme beneficiaries.

During the first phase of the NAF expansion process in 2019, some 120,000 Jordanians were identified as eligible for NAF, but only 55,000 of them are receiving support. There is, therefore, a need to provide sustainable solutions to: graduate NAF recipients who can work to jobs and sustainable livelihoods; and to reduce the NAF waiting list by introducing eligibility alternatives.

A gendered analysis of the informal sector database, NAF and SSC data.

Most employed women work in the informal sector where risks of exploitation, unhealthy working conditions and labour violations are considerable. A gender analysis of data collected by the Department of Statistics (DoS), MoSD's NAF and the SSC is needed to inform evidence-based policy and programme recommendations for expanding MoSD/SSC programs. Additionally, ensuring that the repurposing of 2020 MIF revenues is a temporary measure and will return to its original purpose, will support an improved gendered response.

Prioritize GBV services as essential and include GBV in the National COVID-19 Preparedness and Response Plan.

Continuation of counselling and case management services provided in comprehensive women centres and through mobile outreach teams as well as awareness raising and material support should continue, even during curfew and lockdown conditions. Wider community level actions such as gender-sensitive policing and access to justice services should also be included to prevent and respond to GBV.

Prioritize cash assistance to address basic needs, complemented by home-delivered assistance for vulnerable older people and those with mobility impediments.

Although remote cash programming can reach most target groups, certain vulnerable populations, such as older and disabled people cannot access this assistance, necessitating a system to facilitate movement of staff for in-person critical needs.

Prioritize humanitarian development cooperation to ensure water resources are sustainable, and environmental sound.

Given Jordan's scarce water resources, securing access to safe and sustainable water supply and sanitation is urgently needed to fulfill humanitarian and basic need obligations, while supporting SDG 6, water and sanitation for all. This includes prioritizing water, sanitation and hygiene services for refugees and vulnerable communities, while working on sustainable, environmental-friendly investments that serve surrounding communities. An emphasis on the humanitarian development nexus to effectively and efficiently address people's

³¹ In the short term, education hours must be increased to cover gaps in contact hours between the first and second shift. In the long term, a comprehensive plan and risk analysis to gradually phase out of the double-shift system lead by the Ministry of Education and in consultation with all education actors. Brussels IV: Civil Society Consultation Report (JIF/JONAF, May 2020)

vulnerability, while reducing resource stresses and supporting peace, is essential for sustainable development.

How will the UN support?

The UN will work with partners to strengthen inclusive social protection systems and enhance vulnerable groups' access to public and social assistance and services and education opportunities, informed by opportunities and lessons learnt from the COVID-19 crisis.

Support government business continuity to ensure delivery of basic services

The UN will provide guidance as well as technical and material support to improve access to and functioning of ICT systems. To promote remote and flexible work arrangements, support will help strengthen community outreach and mobilization platforms. Strengthening communication and coordination channels for stakeholders will help the transition to more sustainable, modern, digitized and transparent systems, aiming to progressively create resilient response capacities and capabilities to enhance government accountability vis-à-vis its citizens.

Technical support to improve social safety net targeting of the most vulnerable

The UN will provide technical and policy level assistance to support improved functioning and resilience of the NAF and other national social protection systems. In line with the LNOB agenda, the UN will support MoSD, SSC programmes and the DoS to adopt gender and age-inclusive approaches for assessments, analysis and programming to promote evidence-based targeting of vulnerable groups. The UN is also providing material and technical support (equipment and software) to operationalize the NAF call centre's digital infrastructure to better serve its clients.³²

Maximizing remote cash assistance, extended by cash compliments for education, medication, rent and food complemented by delivery of assistance for vulnerable persons with limited mobility.

Through the basic needs/cash sector, the UN is coordinating the scale-up of standardized cash assistance, aligned to the NAF, to address gaps in coverage of basic needs for vulnerable groups ineligible for the NAF, notably refugees. Over 87,000 refugee families, newly at risk because of COVID-19 mobility/job restrictions are being targeted by the UN and NGO partners for basic assistance.³³

Expansion and reprogramming of cash via the common cash facility, one card, building blocks blockchain and other cash delivery mechanisms further support sectoral-specific cash programs (for example for food, education, medication, foster families, families of children with disabilities, vulnerable women, etc.).

With national partners, including the Counter Trafficking Unit, the UN is addressing diverse needs of migrants, including domestic workers. Assistance includes food provision, referrals for individuals at-risk of trafficking, advocacy on labour rights including outstanding wage payments and support for accessing health and basic services.

Ensuring that specialized services are available to prevent and respond to GBV

Working with the Public Security Department (PSD), NGO and CSO partners, the UN is addressing the protection and gender-specific needs of GBV survivors, including through virtual trainings, awareness raising, and providing hygiene kits and clothes for women and girls entering shelters/safe centres.

The UN and partners are also providing remote GBV counselling and psycho-social services through several helplines across Jordan, including in the three main refugee camps. Through the UN-led SGBV working group, information services and referral pathways for all governorates are available through the Amaali phone application, which has been updated to include a COVID-19 quarantine section.

Supporting a more resilient education system through strengthening preparedness and planning.

The UN is supporting the MoE's three-phased COVID-19 Education During Emergency Plan (EDEP) and its linkage to the 2018-2022 National Education Strategic Plan (ESP), aimed at advancing Jordan's educational goals and targets. With COVID-19 exacerbating inequalities, initial lessons will inform 'rethinking' of a multi-sectoral approach education to advance SDG4 'quality education for all' targets.

The UN is helping to integrate crisis sensitive planning into the ESP through a risk management unit tasked with identifying institutional capacity gaps. The UN will provide crisis-focused support to improve ICT in vulnerable urban areas as well as learning materials and in-kind support (e.g. laptops, televisions, tablets, internet bundles) for refugee children and other marginalized groups. Targeted cash for 'learning positions' is supporting learning for Syrian refugees and vulnerable Jordanians.

³² For example, virtual financial literacy information sessions, a first in Jordan, to support the enrolment and remote opening of mobile wallets for newly registered Takaful recipients. Some 20,000 Jordanians received training, of which 17,000 successfully opened their e-wallets and received their first payment. An online poll conducted by the Jordanian National Commission for Women and the International Labour Organization (ILO), presented on 10 May, indicated that 58 per cent of male and 57 per cent of female Jordanians could not create e-wallet financial accounts.

³³ Of these, 48,831 non-Palestine refugee families are targeted for their status as working poor, to be provided with the CCF basic needs cash assistance package. A further 5,916 are new vulnerable Palestine refugee households who are non-Social Safety Net cases, Ex-Gazans or Palestine refugees from Iraq are being provided a top up of basic needs cash assistance. In the coming month UN will also provide a cash top up to PRS of \$200 per person in the coming months.

UN support for the EDEP's recovery phase includes identifying connectivity gaps and surveys to support evidence-based, gender responsive programme and policy design for catch up programmes and monitoring of learning progress. Technical advice on budgeting, analysis, monitoring and evaluation processes will be provided, with focus on the preparation of a strategy to inform investments in remote learning infrastructure for teachers and students. Support for information campaigns aimed at combating violence against children, promoting psychosocial well-being, and back to school messaging are also planned.

Enhancing municipal basic services: water and safe public transportation.

The UN will provide technical planning support for municipalities to improve management of safe urban spaces

and transport, including awareness raising/capacity building sessions for municipal cleaning workers; support for reducing risk of COVID-19 transmission in public transportation (PPE supplies, sanitizing vehicles and stations); and installing public hygiene facilities. The UN is also supporting the Ministry of Water and Irrigation with media campaigns, Information Education and Communication (IEC) dissemination, service provision in water-scarce communities and the supply of critical items such as PPE.

Hygiene and sterilization supplies are also being provided to vulnerable Jordanian communities and refugees in impoverished urban areas and camps. Additionally, hygiene kits and latrines have been supplied to its residents and other vulnerable populations.

Pillar 3

Economic response and recovery: protecting jobs, small and medium-sized enterprises, and vulnerable workers in the informal economy



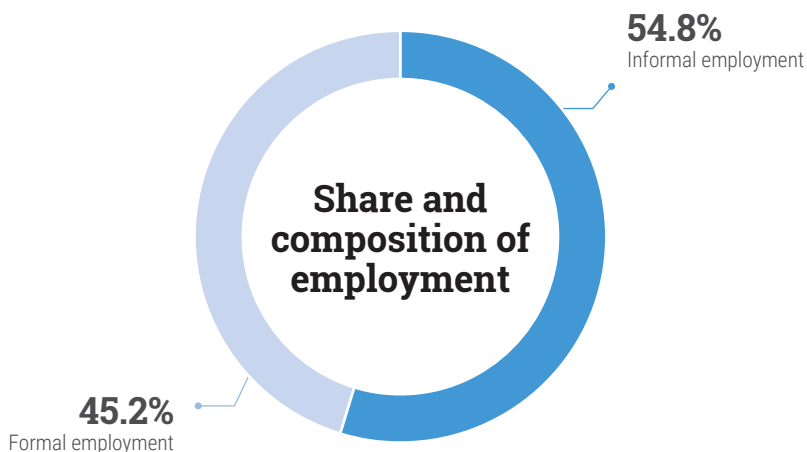
Impacts and challenges

Increasing unemployment and loss of livelihoods.

The pandemic and consequently Jordan's lockdown measures have had enormous implications on employment and livelihoods, with informal workers, who represent over half of the total labour force³⁴ most acutely affected. Amongst workers in vulnerable employment, those without access to unemployment benefits, no savings and reliant on daily wages have been hardest hit by the effects of the lockdown measures. This includes 99 per cent of women who were employed in the informal sector prior to the onset of the COVID-19 pandemic, who reported losing their jobs.³⁵

Share and composition of employment

in Jordan³⁶



³⁴ Jordan endorses a national framework for regulating the informal economy (ILO, 2015)

³⁵ Implications of the COVID-19 Pandemic for Women's Economic Empowerment and Policy Interventions: Contextualizing to the Case of Jordan (UN Women, 2020)

³⁶ Integrated Labour force survey (ILO, 2016)

Unemployment is expected to continue to increase, with disproportionate impacts on those who are already vulnerable. The reported drop in income and household savings are also increasing the already high levels of private debt.

According to a recent survey by the International Labour Organization (ILO), UN Development Programme (UNDP) and the Institute for Labour and Social Research (FAFO):³⁷



47% of respondents who were employed before the lockdown are **currently out of work**, including close to **15%** who, **against Government regulations**, have been laid off.



A greater share of Syrians **permanently lost jobs**, a greater share of informal workers reported **decreased income**, and women reported **increased household duties**.



Only **8%** of Jordanian and **9%** of refugee households working in vulnerable employment **reported having savings**, the majority of whom indicated that savings would **last for less than a month**.



Most respondents **92%** reported **loss in income**.



Income loss was more pronounced for Syrian refugees, with **95%** reporting a **fall in household income**, with the average income falling **below the monthly minimum wage** of JD 220 (USD \$310)

Micro, Small and Medium Enterprises highly impacted.

Lockdown measures have forced many enterprises to suspend or reduce operations, with MSME's particularly hard hit. Given the current environment of uncertainty, businesses are likely to delay investments, purchases of goods and services, and hiring of workers³⁸, leading to forced downsizing and possible closures. The uncertain situation is illustrated by an increasing number of companies signaling the need for wage subsidies and / or considering filing for bankruptcy.

Ninety-five per cent of Jordan's private sector businesses are MSME's, which contribute approximately 40 per cent of Gross Domestic Product (GDP).³⁹ Implications of decreased demand for MSME's include lower production capacity and insufficient cash flow to pay salaries and retain employees.

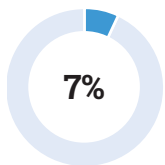
³⁷ Facing Double Crises: Rapid assessment of the impact of COVID-19 on vulnerable workers in Jordan (ILO/ Institute for Labour and Social Research (Fafo) report, 1 May 2020)

³⁸ COVID-19: Opportunities to Improve Jordan's Terms of Trade – Jordan Strategy Forum 2020 Report (Recovery of Employment and Protection Platform, Jordan strategy Platform, April 2020)

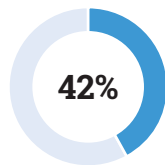
³⁹ SME Guide (Central Bank of Jordan, 27 April 2017)

Counting the costs of COVID-19: the impact of the pandemic on businesses in Jordan

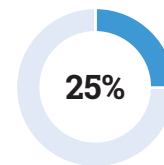
 **1,190 enterprises**



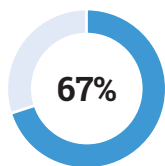
reported **operating as usual** at the time of the survey.



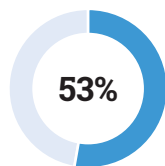
Indicated enough resources to **continue to pay salaries for one month or less**, with another **42%** indicating enough resources for **three months or less**.



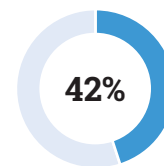
of enterprises indicated that they **had a business continuity plan** in place.



indicated that they were **unaware of support packages** or measures available to help mitigate the impact of the crisis.



considered **direct financial support** essential to **survive**.



indicated **wage subsidies** were an **essential coping mechanism**, which increased to **68%** among **companies employing more than 100 workers**.

Increased vulnerability of migrant workforce

An estimated 1.4 million non-Jordanians work in Jordan, including approximately 315,000 documented migrant workers⁴⁰. Although some improvements have been noted in recent years, the situation for the most vulnerable among this group is dire, with systemic problems around legal status that result in restricted access to rights and services.⁴¹

Pre-COVID-19, 43 per cent of refugee/migrant households were primarily dependent on income from informal day labour.⁴²

The COVID-related rise in unemployment among migrant workers is compounded by their limited access to services and rights, significantly increasing the likelihood of foreign workers electing to repatriate⁴³.

The number of Jordanian expatriates is estimated at 750,000, the majority of whom live in the Gulf states. In a recent speech to the Humanitarian and Development Partners Group, the Minister of Labour estimated that up to 150,000 individuals abroad would return to Jordan.⁴⁴

⁴⁰ *Challenging Market Becomes More Challenging: Jordanian Workers, Migrant Workers and Refugees in the Jordanian Labour*, ILO, October 2017

⁴¹ *Jordan Garment Sector Survey* (Business and Human Rights Resource Centre, February 2017)

⁴² *Rapid Needs Assessment* (UNICEF, UNHCR, and WFP, 5 May 2020)

⁴³ *Policy Brief COVID-19: Garment Worker Perspectives* (Better Work Jordan, 20 May 2020)

⁴⁴ *JCC online jobs platform to help returning Jordanians* (Jordan Times, 17 May 2020)

What can be done to recover better?

Without strong measures, the impact of COVID-19 will undermine progress towards reducing poverty (SDG 1) improving decent work and economic growth (SDG 8) and reduced inequalities (SDG 10). As economic activity recedes and income reduces from job losses, vulnerable segments of society will be pushed below the poverty line. Advancement on gender equality (SDG 5) will also be impacted, both because the worst hit sectors employ a larger proportion of women, and because COVID-19 is increasing women's unpaid care responsibilities. To recover better, progress is needed on inclusive, quality vocational and higher education for job skills (SDG 4), shifts to sustainable and clean energy consumption (SDG 7), and support for sustainable cities and communities (SDG 11). Strategic, multi sector partnerships (SDG 17) is central to progress in achieving these goals.

Improved preparedness through periodic analysis of real time data on sectoral trends.

For any crisis, but especially those that are rapidly evolving, periodic real-time monitoring of sectoral trends is needed to track implications for vulnerable groups. Conventional data sources and types must be complemented with new innovative approaches and mechanisms to monitor key indicators such as retail sales, construction applications, credit card transactions, new businesses registration, website visits, inventory levels, etc. Access to real time data is also needed to support the Government of Jordan in shaping its medium- to long-term COVID-19 response and recovery plan and strengthening the country's socio-economic resilience.

Greater access to finance for the most vulnerable, especially women.

Financial inclusion and access to microfinance are integral components of support to the MSME ecosystem. To respond to the COVID-19 crisis, enabling regulations and policies that help microfinance providers maintain services through an approach that supports the most vulnerable clients is needed, in particular women. The approach must also calculate the specific risks of the microfinance services, with transparent communication and consultation within the industry. Designing innovative payment systems to make money available to households and businesses in need, supported by the government and financial sector⁴⁵ is critical to supporting a more equitable recovery.

Structured, inclusive and participatory public private and tripartite dialogue.

To recover better, dialogue between organizations representing workers and employers at national, sector and enterprise levels is needed. Social dialogue and tripartite cooperation between the private sector, public authorities and social partners

are increasingly used as effective tools to promote sound governance of the labour market, stimulate crisis recovery and foster resilience and adaptation to change. Public-private dialogue on appropriate sector and business response measures, crucially with the inclusion of MSMEs, is also needed to ensure that support packages address the needs of enterprises and are efficiently targeted.

Strengthened mechanisms for employment-intensive policies and programming.

To ensure a sustainable recovery, multiple stakeholders including government, MSMEs and civil society must be involved in the design, planning and implementation of programmes that adopt an employment-intensive approach. Agreed mechanisms must be mainstreamed into existing government procedures. Development of relevant labour regulations to safeguard basic labour standards and improve working conditions for the large numbers of unskilled workers must involve relevant social partners. Specific measures to better integrate women into the labour force are also needed.

Scaling sustainable and inclusive business models and enhancing digital transformation and literacy of MSMEs.

As the crisis becomes more protracted, regularly revisiting eligibility criteria for companies benefiting from subsidies will be needed to assess the impact of COVID-19 on the sector and geographical region in which the company operates. Such assessments are also needed to measure the ability/willingness of businesses to adjust models to post-COVID-19 economic realities and/or adopt sustainable and inclusive business practices in Jordan's economy priority sectors (healthcare, tourism, etc.).

Strengthening digital literacy must start with updating policies to ensure better access for vulnerable groups, particularly for workers in the most impacted sectors (tourism, construction, etc.). Investment in capacity building for entrepreneurship, establishing small businesses (including home based businesses) and improving work-from-home arrangements will also strengthen income-generation opportunities for vulnerable populations. Key components of digital transformation include support for transitioning to e-commerce and linkages to online selling platforms.

Enterprise and sector-level social dialogue is needed to generate acceptance of new approaches. Public investments should prioritize reaching msme, creating long-term sustainable employment, that promote a greener economic and ensure respect for human rights.

Upholding the Comprehensive Framework to facilitate migrant labour movement.

The repatriation of migrant workers raises important concerns linked to their rights and entitlements, with the need for

⁴⁵ *Microfinance and COVID-19: A framework for regulatory response (CGAP, June 2020)*

mechanisms that support voluntary, safe and dignified repatriation.⁴⁶ Ahead of repatriation, migrant workers should receive their full wages and other entitlements.⁴⁷

Additional analysis of the implications of returning Jordanians and potential mitigation measures for migrants is needed. For example, how relaxation of sponsorship rules to allow more liberal movement of migrants within the labour market could support recovery of companies from the crisis.

Expanded livelihood options.

For the most vulnerable, the transition from dependence on humanitarian and social assistance to self-reliance, requires expanded livelihood opportunities, both through more jobs in absolute terms and better access to other revenue generation. Inclusion in the official job market offers a layer of legal protection and access to redress mechanisms for vulnerable groups such as women and refugees.

Strengthened mechanisms to enhance access to legal aid/ dispute resolution.

There is a need to establish monitoring mechanisms to ensure vulnerable workers, including women, have access to complaints mechanisms and legal assistance to safeguard and uphold their labour rights.

Scaling up climate resilient, nature-based solutions towards green economy stimulus.

Support for the systematic inclusion of climate resilient technologies and solutions for economic recovery of climate-impacted sectors such as agriculture, MSMEs and infrastructure. This could include sustainable use of biodiversity for eco-tourism recovery, green economy measures, green stimulus policies and debt for nature swaps. Such efforts can also reduce chronic air pollution and environmental degradation.

Promoting flexible models for technical and vocational education and training towards inclusive and equitable lifelong learning.

To recover better, emerging jobs along side livelihood gaps and opportunities must be identified to adjust and prioritize relevant skills and training. This should include inclusive vocational training and soft skills training programmes. To improve training quality, relevance to the labour market and accessibility to all learners, integrating blended learning approaches into the technical and Vocational Education and Training (TVET) system is needed. Expanding the role of the private sector in TVET, new financing policies and lifelong learning approaches, including recognition of prior learning needs to be developed and adopted.

How will the UN support?

The UN will use lessons and innovations from COVID-19 to support a more employment intensive, inclusive and resilient business ecosystem.

Rapid, gender-responsive socio-economic assessments, labour market and business environment diagnostics.

The UN will conduct individual and joint assessments and analytics to provide updated, and where feasible, real time data and trends that include disaggregation against vulnerability criteria, including age and gender. Assessments to update statistics on remittances, labour migration, including inflows and outflows, as well as skill availability will also be carried out.

Flattening the curve on unemployment and underemployment through employment-intensive policy and programming.

The UN will support the development of policy and programming that address unemployment, underemployment and employability, including by strengthening national production systems and related supply and value chains. Support for local markets, economic development through repurposing and increasing production of goods that have witnessed an increase in global demand and are compatible with sustainable production will be prioritized.

Support to MSMEs.

The UN will promote policies and continue to develop programmes that strengthen the resilience of MSMEs and entrepreneurs through training in crisis preparedness, digital transformation and transitioning towards inclusive and environmentally sustainable business models. This support will be extended to home-based business owners. Enhanced access to finance for vulnerable groups will be prioritized.

A holistic approach to supporting vocational and higher education.

The UN is working with the Ministry of Higher Education to develop sustainable strategies, policies, guidelines and tools, including to design and manage e-content as well as to improve equity and quality standards. Support includes integrating blended-learning approaches for TVET and ensuring their accessibility for the most vulnerable groups. In support of youth employment, the UN will work to better link the educational system and labour market demands.

⁴⁶ As stated under objective 21 of the Global Compact for Safe, Orderly and Regular Migration adopted by the Government of Jordan

⁴⁷ For example, the cost of return flights and food and accommodation until a flight is available as well as quarantine related costs in countries of origin. In the longer term providing greater labour mobility, and an end to the kafala (sponsorship) system (where non-Jordanians cannot leave their employer without their permission), which is expected help the private sector to bounce back and expand the rights of non-Jordanians.

Pillar 4

Macroeconomic response and collaboration



Impacts and challenges

With the pandemic severely impacting global supply and demand dynamics, Jordan's high dependence on international aid, regional trade and concessional loans from international financial institutions compound its economic vulnerabilities.

Contracting GDP.

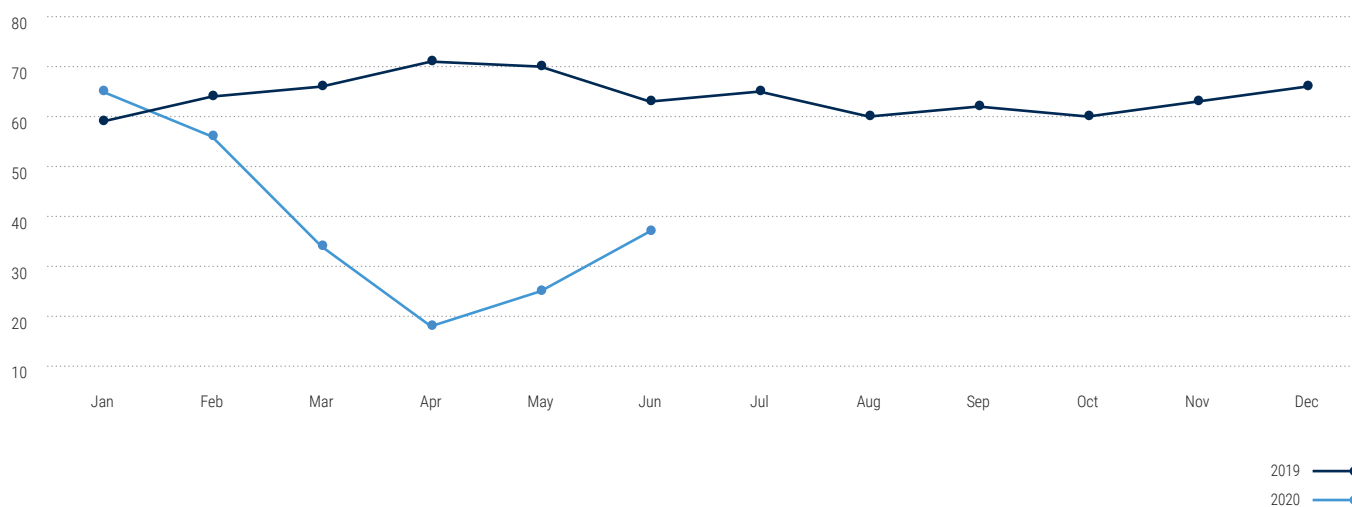
Jordan's economy is projected to contract by 3.5⁴⁸ per cent in 2020, assuming significant slowdown in both global and domestic demand. Movement restrictions during Jordan's curfew had significant negative implications on domestic demand. Weak growth prospects in GCC countries caused by lower foreign direct investment and reduced remittances will also impact Jordan's economic prospects.

Increasing fiscal deficit.

Following the decline in aggregate demand and the contraction of imports, domestic tax revenues are expected to shrink significantly in 2020, particularly during the second quarter when curfew measure froze the economy. Recurrent spending (per cent of GDP) is projected to be stagnant or lower than in 2019, mainly as a result of public nominal wage reduction measures as well as the decision to postpone end of 2019 salaries and pension payments to 2020. Capital spending is also projected to be significantly lower. Overall, the central government's 2020 fiscal balance⁴⁹ is projected to deteriorate by 7.2⁵⁰ per cent of GDP.

Decline in oil prices

2019 - 2020



48 World Bank, Jordan Economic Monitor Spring 2020 projections

49 Including grants

50 World Bank, Jordan Economic Monitor Spring 2020 projections

Widening current account deficit.

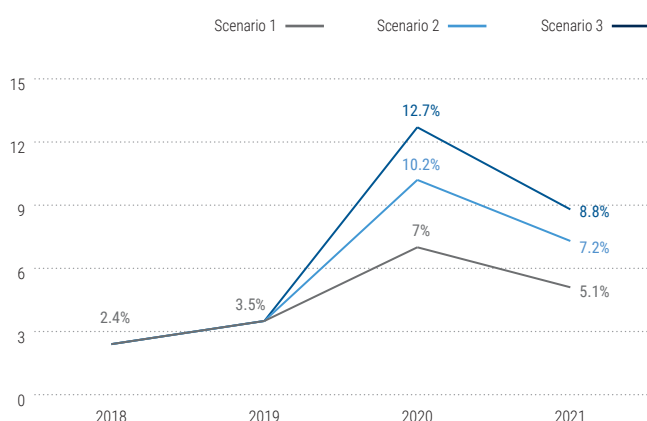
Jordan's external accounts will remain under pressure in 2020. With the pandemic disrupting trade and global value chains, a sharp slowdown in exports and travel receipts is expected. Lower oil prices as well as reduced domestic demand are expected to provide some respite as imports are projected to contract by double digits in 2020. However, the indirect negative effect of international oil prices is expected to significantly reduce official as well as private revenue flows (remittances, travel receipts etc.), particularly from GCC countries. As a result, the current account deficit (including grants) is projected to widen from 2.8 per cent of GDP in 2019 to between 5.0⁵¹ and 5.9⁵² per cent of GDP in 2020.

Increased public debt.

The main driving factors related to public debt are decreased tax revenues, higher expenditures and lower GDP levels. The expected fiscal overrun will put additional pressure on already elevated debt levels. Gross public debt-to-GDP ratio is projected to rise to 110.8⁵³ per cent. According to the World Bank's Jordan Economic Monitor (JEM) spring 2020 debt sustainability analysis, debt is expected to remain elevated; and susceptible even to small shocks, making debt sustainability critical.

Predicted Increase

of Debt/GDP ratio



51 World Bank, Jordan Economic Monitor Spring 2020 projections

52 IMF-RFI (May 2020) forecasts

53 World Bank, Jordan Economic Monitor Spring 2020 projections

54 Recent Monetary and Economic Developments in Jordan (Central Bank of Jordan, Research Department, January 2020). Workers' remittances revenue increased by 0.9 per cent and reached to JD 2.6 billion in 2019,

55 IMF-RFI (May 2020) forecasts

56 World Bank, Jordan Economic Monitor Spring 2020 projections

Reduced remittances.

An estimated half a million high qualified Jordanians working in the GCC countries have been heavily affected by the crisis. Many workers are expected to return to Jordan, resulting not only in a significant decrease in workers' remittances, but putting additional pressure on the domestic labour market.⁵⁴ Remittances inflows are expected to decline by between 12⁵⁵ to 15⁵⁶ per cent in 2020.

What can be done to recover better?

To address Jordan's macro-economic challenges that have been exacerbated by the COVID-19 crisis, policy responses need to support a resilience-orientated recovery, prioritizing public expenditure, economic stimulus, and social safety nets. Specifically, for a sustainable, equitable economic recovery, policies and measures that advance gender equality (SDG 5) and reduce inequality (SDG 10) are needed. Emphasis should include incentives to invest in sustainable and clean energy consumption (SDG 7), providing for decent work and economic growth (SDG 8), supporting industry, innovation and infrastructure (SDG 9), and promoting sustainable cities and communities (SDG 11).

Prioritize formulation and implementation of accommodative macro-financial policies to minimize the economic, social and environmental impacts of current and future crises.

Advocate for the creation of mechanisms that support government and development partners to introduce responsive fiscal policies that deliver both economic and climate goals. Stimulus packages to deliver large, timely economic multipliers to shift emissions trajectory include:

- Investments in clean physical infrastructure (including renewable energy, storage, grid modernization);
- Building efficiency retrofits (including improved insulation, heating and domestic energy storage systems);
- Natural capital investment for ecosystem resilience and regeneration;
- Clean Research and Development (R&D) investment, investments in sustainable agriculture.

Many of these measures have co-benefits (electric vehicles reduce local air pollution; energy efficiency measures reduce

costs for households, etc.) and can also reduce existing welfare inequalities that have been exacerbated by the pandemic, while improving climate related change in the longer-term.

Investment packages towards stimulating the private sector.

In complement to Pillar 3 actions, financing and investment packages are needed to stimulate the private sector, particularly MSMEs, in support of economic recovery. To ease the cash flow crisis, credit lines for companies should be activated and repayment of private sector loans (and interest) temporarily postponed. In addition, support to debt restructuring of firms, particularly for MSMEs and banks should be initiated by reducing the regulatory and administrative burdens on Jordan's banking sector, especially for non-performing loans.⁵⁷

Strengthen public procurement in its catalytic role to support a shift in the investment trajectory.

As an important first step, all public procurement projects should be screened based on their contributions to SDGs.

How will the UN support?

To strengthen Jordan's macroeconomic response and recovery, the UN will focus on advocating and supporting measures for sustainable, inclusive and equitable recovery.

Reprogramming and policy development support towards an inclusive and green response and recovery while ensuring debt sustainability.

The UN will advocate and support policy development that promotes inclusive, gender-responsive and climate-resilient, environmentally sustainable paths to economic recovery.

Support will be provided to design immediate crisis response plans for the economic and financial sectors, and policies for sustainable recovery. The UN will also provide advice on social expenditure monitoring to assist the government of Jordan.

Supporting building blocks for an Integrated National Financing Framework.

The UN will work with the government of Jordan to devise strategies to prioritize investment of scarce resources in areas where they have a multiplier effect to accelerate progress towards the SDGs. This includes:

- Support in strengthening linkages between planning, budgeting and climate financing including strengthened institutional capacity building on SDG budgeting to support sustainability and scaling the climate pilot to an Integrated National Financing Frameworks (INFFs) able to advance SDG financing for all sectors.
- Working with public and private sector stakeholders to increase alignment of existing investments and investment pipelines with national priorities, leveraging cooperation with International Financial Institutions and development partners.
- Capacity building to support SDG impact screening, impact measurement and management and women's empowerment principles, and to design catalytic innovative financing instruments, complemented by public-private dialogue to improve the impact investment ecosystem for priority sectors and to promote new investments and partnerships.

⁵⁷ Liquidity in the domestic market should also be increased and transferred to the banking sector to strengthen their credit channels for the private sector. In this way, companies which have challenges to access to finance can use these financial resources. In this process, the Central Bank should monitor the banking sector periodically to examine how effectively it is utilized by the private sector. By implementing such a policy, the business sector including SMEs and small family enterprises can access financial resources. However, the banking sector will need to control financial capabilities of enterprises in order to prevent financial inefficiencies, particularly the nonperforming loans. Furthermore, this tool can be used to encourage informal enterprises in the economy to be registered in the formal economy if they want to access this financial resource to survive their businesses.

Pillar 5

Social cohesion and community resilience



Impacts and challenges

Emergency laws enacted by governments across the globe to control outbreaks of COVID-19 have placed significant constraints on citizens' rights. In Jordan, restrictions under the National Defence Law designed to safeguard public health risk have negatively impacted already vulnerable and marginalized communities.

Impacts on human rights

Right to health of detainees: Following a 15 March riot in the Irbid prison sparked by a decision to stop family visits, the judiciary began to release prisoners. Since then, at least 4,000 prisoners have been released, reducing congestion in places of detention to mitigate the spread of the COVID-19. However, it remains unclear how many of those released will be re-detained once the NDL is rescinded, and if efforts will be taken to prevent recidivism. Children were also released from juvenile rehabilitation centers, but without the specialized services previously provided.

Freedom of movement: Periodic PSD updates indicate that over 18,000 people (an average of 800 people per day) were arrested for curfew violations, and more than 8,000 vehicles were confiscated. The legal basis for these arrests and property seizure are defence orders no. 2 and 3. Following the initial curfew relaxation, older persons⁵⁸ continued to be subjected to additional movement restrictions, based on their higher risk for contracting COVID-19. Although most children violating curfew rules were not detained, those whose families were not able to pay the fines were subject to up to ten days imprisonment.

Access to justice: Suspension of courts limited access to justice, with those detained unable to secure legal representation, raising general as well as more specific concerns for women and children. Based on an Arab Renaissance for Democracy and Development (ARDD) report⁵⁹, suspension of regular and Shari'a courts limited the ability of women to exercise their rights, including those that fall under the personal status law. Children accused of committing

criminal acts during the lockdown, did not have access to specialized juvenile judges, only to the Court of First Instance.

Press freedom: Defence order no. 8 prohibits the publication, re-publication or circulation of any news about the epidemic that would intimidate people or sow fear among them through the media or social network, directly affecting freedom of the media. Since the start of the crisis, press cooperation and exchange has been mainly limited to State media and preferred partners. This included limited reporting on challenges associated with the pandemic and the implications of government orders, while national efforts to respond to the crisis received prominence. Several journalists and civic activists were arrested for reporting on COVID-19 related government measures and their impact on vulnerable people.

Right to peaceful assembly: Before the crisis, the Committee for Monitoring the Situation of Prisoners for Crimes of Opinion reported that 14 people had been arrested for protesting against the government and 50 people had been detained for expressing opinions in public or on social networks, nine of whom were sentenced to prison terms. The committee added that 500 other people detained for the same reasons, had been released on bail. Since the enactment of the NDL, participants of protest rallies in various locations throughout the country have been reportedly arrested or detained on charges of 'lese majesty'.

Impacts on social cohesion.

The COVID-19 crisis threatens to exacerbate inequalities and socio-economic disparities, creating further fractures in society. Attention to societal interdependence and developing mutual trust within communities is needed to protect and promote social cohesion.

Human Rights Watch reported that Jordan's poorest are more reliant on employment income and possible salary reductions introduced by several defence orders that will disproportionately affect the most economically vulnerable⁶⁰, widening structural inequalities.

⁵⁸ Initially 60 years, and as of 6 June 70 years.

⁵⁹ "The Impact of the COVID-19 Pandemic on Women's Access to Justice in Jordan"

⁶⁰ Jordan's Vulnerable Will Pay the Price for Protecting Businesses (Human Rights Watch, June 2020). <https://firebasestorage.googleapis.com/v0/b/ardd-94d08.appspot.com/o/publications%2Ftnxnu9lsgdj.pdf?alt=media&token=fee835d8-bcf6-4615-9b78-0afeb3494083>

Impacts on community resilience.

Centralized decision making, low public participation in dialogue, combined with limited transparency have increasingly been highlighted as adversely impacting community resilience during the COVID-19 crisis in Jordan. The establishment of the National Centre for Crisis Management to oversee the crisis response has reduced parliament's role. Although some of Jordan's citizen initiatives operate at the local, governorate level, they have largely been overlooked in the response. Several CBOs have expressed dissatisfaction at being excluded from formal engagement in the government response.⁶¹

Limited social dialogue.

Social dialogue was missing in a number of the adopted defence orders in particular, those addressing worker rights and salary reductions. Decision-making on the adopted measures did not factor in a gender responsive approach, nor were other cohorts of the population such as youth or people with disabilities consulted.

What can be done to recover better?

For resilient communities and sustained social cohesion, recovery measures must work to empower communities and to respect individual and collective rights. Response and recovery towards building forward better must seek to advance no poverty (SDG 1), good health and well-being (SDG 3), gender equality (SDG 5), reduced inequalities (SDG 10), sustainable cities and communities (SDG 11) and responsible consumption and production (SDG 12).

Empowering communities and changing behaviors through a rights-based approach.

To 'recover better', local authorities as well as CBOs need to be included in the response and recovery. Consultation between the central government and local actors is needed to increase trust, promote more inclusive participation and reinforce the importance of civic responsibility and social solidarity. Stronger dialogue is needed to safeguard access to all rights, which is particularly important during a crisis where emergency measures can result in rights infringements. Communities, which are formed by informed and accountable individuals are better able to support less restrictive future responses. Efforts must also be taken to ensure that relevant information is transmitted in readily understandable formats and languages and adapted for people with specific needs, such as children, the visually- and hearing-impaired, and those with limited or no ability to read.

Investment in community-led mechanisms and building civil society capacity to support effective responses.

In the design and implementation of outreach and programming, empowered and resilient community-led response systems are needed to encourage participatory community engagement. In addition, better use of dialogue and mechanisms to bridge the gap between excluded populations and the State is essential.

Moving towards digital transformations and citizenship.

In complement to Pillar 3 actions, efforts are needed to strengthen women and youth-focused policies towards digital literacy. To assess current digital maturity and to inform and drive an enabling and inclusive environment for transitioning to digital citizenship, efforts are needed to support digital transformation of public administration, including capacity to provide remote social and basic services and promote recovery policies and plans that better support interaction between communities and public institutions. Use of innovative tools such horizon scanning, sensemaking and systems thinking and new forms of policy planning such foresight and futures thinking can support these efforts.

Enhancing the leadership, representation and political participation of women.

With the pandemic continuing and elections schedule for 2020 or 2021, it is critical that social dialogue includes women and that women's contribution to the crisis is documented and acknowledged. Advocacy and communications efforts must prioritize the contribution of women so that women leaders are well-placed in advance of parliamentary and possibly municipal elections.

Improving access to justice.

The important role of courts in providing legal clarity to disputes needs to be strengthened and provisions put in place for business continuity in the justice sector in the event of future movement restrictions. People living in Jordan require fair and equal access to legal aid and assistance in appealing decisions taken during the curfew. Mechanisms to provide e-services should also be considered.

How will the UN support?

To support resilient communities with enhanced access to rights and stronger social cohesion, the UN will support efforts to advance inclusive dialogue, that fosters mutual trust and supports individuals and communities to advance respect for human rights.

61 Top Findings Report on the impact of the COVID-19, National Defence Law & government response measures on local communities, UNDP, 2020

Strengthened inclusive social dialogue and political engagement.

Through national and local-level dialogue spaces aimed at decentralized decision making, the UN will prioritize the creation of participatory response and recovery strategies. The UN will also support advocacy efforts to lobby for press freedom and media independence as part of building social trust.

Empower communities and enhance equitable access to service delivery.

The UN will design and implement participatory and inclusive programming built around community engagement and community-based service delivery. Interventions and response plans will apply approaches of disaster risk reduction and community based disaster risk management, including building communities' capacities to deliver prevention, support and recovery services.

Support to governance, effective institutional development, fundamental freedoms to civil and political rights.

The UN will support the Government of Jordan in the planning and implementation of safe and secure elections. Efforts will also focus on institutional strengthening towards building capacity of local authorities to provide uninterrupted service delivery, inter-municipal cooperation and modernization of public administration.

Support the development of creative solutions to local problems.

The UN will adopt multi-stakeholder and multi-disciplinary approaches to support the development of homegrown, relevant solutions. Accelerator labs and innovation facilities will apply design thinking and use participatory approaches to source ideas directly from those most at risk/affected.

Enhanced access to justice.

The UN will continue to cooperate with its partners to support the judiciary to move to electronic services and procedures. Efforts will be made to analyze the impact of measures taken during the curfew, e.g. arrests and detention. The UN will advise the government on alternatives to detention for children in conflict with the law during curfews. The UN will also continue to support NGOs providing legal aid.

The UN, in cooperation with national judicial counterparts, will pilot the use of online hearings to assess the feasibility of e-justice services and other procedures that increase access to justice, especially during movement restrictions. In the longer-term, the efficiency of the justice system will benefit from these pilots to be able to prioritize underlying legal issues for marginalized groups such as women; and the issues they face in accessing justice. Pilots will also explore digital solutions to address complex issues related to movement restrictions and access. Ongoing provision of legal assistance and advice services via an online legal counselling hub serves will support improved access to justice.

Part 3

Annexes

AMMAN, JORDAN

Medical staff from UNHCR's partner, Caritas, prepare medicines for delivery to vulnerable refugees in Amman.

Photo Credit: UNHCR, Mohammad Hawari.



Timeline of Response to Covid-19 in Jordan

 National Defence Law

March

- **2 MARCH**
Ministry of Health registers the **first coronavirus case** after a Jordanian arriving from overseas tests positive
- **15 MARCH**
The Government announces the **closure of all educational institutions**, including kindergartens, nurseries, schools, universities, colleges, training institutions and institutes
- **16 MARCH**
Quarantine is introduced for travelers entering Jordan. New arrivals are **quarantined in hotels** in Amman, Dead Sea and Aqaba
- **17 MARCH**
The Government suspends all flights and **closes all border crossings** until further notice
Royal Decree is issued to implement the National Defence Law
- **21 MARCH**
The Government imposes a nationwide curfew as per **Defence Order No. 2** of the National Defence Law
- **24 MARCH**
Specific **times and mechanisms are announced** to allow residents to carry out necessary tasks. Small supermarkets are opened daily from 10:00 to 18:00, but customers must travel by foot
- **26 MARCH**
Irbid Governorate and neighboring suburbs are isolated from the rest of the Kingdom
The Government issues **Defence Order No. 3**, which includes additional sanctions against people violating curfew

- **28 MARCH**
The Government launches "**mouneh.jo**", an online platform offering shopping and home delivery services
- **30 MARCH**
Banks and wire transfer services reopen between 10:00-15:00 with limited staff
3,337 Jordanians in quarantine are released.
- **31 MARCH**
The Government issues **Defence Order No. 4**, establishing the Himmat Watan ('A National Effort') Fund, to pool local and foreign financial support for Jordan's COVID-19 eradication efforts, 1,148 internationals are released from quarantine.

April

- **4 APRIL**
The **curfew is extended** for 14 days until 15 April 2020
- **7 APRIL**
The Government announces **facilities with confirmed COVID-19 cases** among staff will be closed for 14 days
- **8 APRIL**
The Government issues **Defence Order No. 6**, which regulates procedures to **protect workers**, employees and the national economy
- **13 APRIL**
The Ministry of Labor **issues regulations** allowing private sector entities to apply to reduce the wages of employees unable to work because of the curfew
The Government announces the **reopening of supermarkets in malls** from 10:00 -18:00, but customers must travel on foot
- **15 APRIL**
The Government issues **Defence Orders No. 7 and No. 8**. Defence Order No. 7 regulates the **continuation of education** for universities and schools and student evaluation mechanisms through the e-learning system. Defence Order No. 8 reinforces measures to **protect the public**, reduce spread of COVID-19 in the community and increases sanctions for the violators
- **16 APRIL**
The Government issues **Defence Order No. 9**, which regulates social security matters
- **17 APRIL**
The Ministry of Foreign Affairs and Expatriates announces a plan for the **repatriation of Jordanians overseas students** through the online platform www.safelyhome.gov.jo
- **19 APRIL**
The Government **relaxes the curfew** in Aqaba and the southern governorates (Ma'an, Karak, Tafilah)
- **22 APRIL**
The Government announces **movement is permitted** between 08:00 -18:00
- **24 APRIL**
Hours of movement during Ramadan are reduced to between 10:00 -18:00
- **25 APRIL**
The Ministry of Labour launches the website "<http://hemayah.jo>" to **facilitate the registration of migrant workers** who wish to return to their home countries

26 APRIL

Ministry of Health announces that **160 epidemiological investigation** teams have been deployed across the Kingdo

Health centers are permitted to reopen for child vaccinations and newborn screening services

The Government announces the complete isolation of Mafrag Governorate

27 APRIL

The Minister of Industry, Trade and Supply announces the **reopening of financial auditors**, financial consultants, hairdressers, barbers and beauty salons, maintenance shops for shoes and watches, accessories and cosmetics shops and dry-clean services

29 APRIL

The Government **eases curfew measures in Madaba, Jerash and Ajloun governorates**

The Government announces that **residents are allowed to use their personal vehicles** based on the odd-even plate scheme on alternating days

May

3 MAY

The Government issues **Defence Orders No. 10 and No. 11**. Defence Order No. 10 **extends the deadline for submitting income tax** returns and paying the taxes until 30 June. Defence Order No. 11 **commits business owners to follow strict precautions** aimed at limiting COVID-19 transmission, including penalties if employers do not adhere to safety measures such as wearing face masks/gloves and/or follow unsafe practices or unsafe practices.

6 MAY

The Government allows the **resumption of operations in economic and construction sectors** in which Jordanians represent at least 75 per cent of the workforce

7 MAY

Ministry of Health announces that **truck drivers** arriving at Al-Omari border crossing between Jordan and Saudi Arabia **will be placed in quarantine** in government locations

11 MAY

The Government announces the **dates of and movement restrictions** applicable during the Eid Al-Fitr holidays:

- 23 May: movement on foot is allowed between 08:00-19:00. Vehicle movement limited to medical and nursing personnel in the public and private sectors, epidemiological investigation teams, and a limited number of workers in vital institutions.
- Days 24 and 25 May: Private vehicles may move between 08:00-19:00; alternating odd and even registration numbers.
- Movement between governorates is only permitted for authorized personnel.

12 MAY

The Government **circulates guidelines for return to work** in public sector to all ministries, institutions and governmental departments.

The hours of movement are extended to 08:00- 19:00.

Public transportation is permitted to restart, providing vehicles operate at 50 per cent seat capacity and public safety procedures are followed. The rules apply to all public transportation including yellow taxis, smartphone transportation applications (Uber and Careem) and white service taxis.

The Government announces that a comprehensive curfew will continue to be imposed every Friday until further notice.

15 MAY

The Government announces that **hotels in Amman have been designated to host Jordanians and students returning from abroad**.

The Government announces a new mechanism for complaints and inquiries regarding the repatriation

process through the on-line application form

www.ncscm.gov.jo/application/index.

16 flights resume operations for the second phase of the repatriation of Jordanians stranded overseas. The number of registered people in the second phase reaches 3,000 people.

20 MAY

The Government issues **Defence Order No. 12** regulating the **seizure and impounding of vehicles during the curfew**.

The Government announces a curfew from midnight 21 May 2020 until midnight 24 May 2020. Medical and nursing staff, epidemiological teams, and a limited number of workers in some vital sectors are permitted to move.

21 MAY

The Government announces a **curfew from midnight** 21 May 2020 until midnight 24 May 2020. Medical and nursing staff, epidemiological teams, and a limited number of workers in some vital sectors are permitted to move.

26 MAY

All **public sector employees return to work**, with 30 per cent in office at any given time.

31 MAY

The Ministry of Health announces that **health centers will reopen** at 50 per cent capacity, taking all measures and precautions.

The Government issues an amendment to Defence Order No. 6 which indicates that business owners have the right to lay off employees according to Article (28) of the Labor Law.

The second phase of the repatriation plan is completed, and some 6,000 repatriated citizens are put in mandatory quarantine in Dead Sea and Amman hotels.

June

4 JUNE

The Government announces the following measures effective 5 June: **Full curfews will no longer be implemented**; movement is permitted from 6:00 until midnight; businesses can operate between 06:00 -23:00 daily; **worshipers can go to mosques on foot** for dawn prayers; the use of private cars will be allowed in all governorates; the odd/even vehicle registration plate system will be suspended; public transport may operate between governorates providing vehicles observe a 50 per cent seat capacity; visits to prisons and correctional facilities will be allowed; the movement of elderly people over 70 years, and those suffering from chronic diseases will continue to be prohibited; weddings, funerals and paying condolences will continue to be suspended

5 JUNE

The Government announces the **resumption of domestic flights**. Mosques reopen, Friday prayers are allowed to be performed.

7 JUNE

Churches reopen

14 JUNE

The Government announces the activation of **Defence Order No.11**, which imposes penalties on facilities which follow **unsafe practices** or in which employees or visitors do not adhere to safety precautions

15 JUNE

The Government issues **Defence Orders No. 13 and No. 14**. Defence Order No. 13 supports the **liquidity of tourism and travel agencies**, by permitting travel agencies to take back the financial bonds placed in banks by the agency and on behalf of customers as insurance to pay residency over-stay fees in case of need. The total value of these bonds is estimated at JOD 30 Million. Defence Order No. 14 provides for **additional Social Security Corporation** to support the livelihoods of workers in the tourism and the transport sector.

26 JUNE

The Government announces the **opening of public parks** and the Ministry of Health calls on people to follow the necessary preventive measures, such as wearing face masks and practicing physical distancing

Accelerator and Response Tables

	EQUITY AND INCLUSIVENESS	GENDER FOCUS	DIGITAL TRANSFORMATION	ENVIRONMENTAL SUSTAINABILITY	PREPAREDNESS AND PREVENTION
Health first: protecting health services and systems	<p>Access to essential medication.</p> <p>Towards universal health coverage for all."</p>	Maintain essential and equitable health services at all times.	Business continuity for health systems.	Strengthened waste management systems.	<p>Protection for health system workforce.</p> <p>Improved health information systems.</p>
People first: social protection and basic services	<p>Prioritize cash assistance and augmented service assistance to most vulnerable.</p> <p>Improved targeting of NAF.</p> <p>Develop an exit strategy for takaful programme beneficiaries.</p>	<p>Legal reform to expand citizenship to children of Jordanian mothers and non-Jordanian fathers.</p> <p>A gendered analysis of the informal sector database, NAF and SSC data.</p> <p>Include GBV in the national COVID-19 preparedness and response plan.</p>	<p>An improved, more resilient education system which capitalizes on blended learning even after Covid-19.</p> <p>Investment in digital skills to shift to modern methods of learning.</p>	Prioritize humanitarian development cooperation to ensure water resources sustainability and waste management systems.	Strengthen social protection system by adjusting NAF targeting criteria."
Economic Recovery: Protecting jobs and MSMEs in the informal sector	<p>Employment-intensive policies and programming / Expanded livelihoods options.</p> <p>Structured, inclusive and participatory Public private and tripartite dialogue.</p> <p>Framework to facilitate migrant labour movement.</p>	Greater access to finance for the most vulnerable, especially women	Scaling sustainable and inclusive business models and enhancing digital transformation and literacy of MSMEs.	Scaling up climate resilient, nature-based solutions towards green economy stimulus.	<p>Improved preparedness through periodic analysis of real time data.</p> <p>Promoting flexible models for TVET towards lifelong learning.</p> <p>Strengthened mechanisms to enhance access to legal aid/ dispute resolution.</p>
Macro-Economic Response	<p>Prioritize formulation and implementation of accommodative macro-financial policies to minimize the economic, social and environmental impacts of current and future crises.</p> <p>Investment packages towards stimulating and sustaining the private sector.</p> <p>Strengthen public procurement in its catalytic role to support a shift in the investment trajectory.</p>				
Social Cohesion and Community Resilience	Improving access to justice.	Enhancing leadership, representation and political participation of women.	Moving towards digital transformations and citizenship.	Empowering communities and changing behaviors.	Investment in community-led mechanisms to support effective responses.

Socio-Economic Framework Response Table

Pillar 1

Health first: protecting health systems during crisis

UN SUPPORT TO RESPONSE	TOTAL BUDGET	REPURPOSED BUDGET	RESOURCES MOBILIZED	OUTSTANDING 2020 REQUIREMENTS	AGENCY	 ■ JRP/3RP ■ C19 APPEAL ■ NON-JRP
Health service delivery: Provision of and Support for essential services	23,312,775	7,422,093	6,044,792	9,845,890		
Strengthening routine vaccinations, SRH, chronic disease management (including tuberculosis and HIV), etc.	5,670,750	582,417	-	5,088,333	WHO, UNFPA, UNICEF, IOM	
Supporting MOH development of an essential health services package through digital platforms	1,610,000	33,435	500,000	1,016,565	WHO, UNFPA, UNICEF, UNOPS	
Clinical care in refugee camps and in UN and partner-supported health centers in urban areas and associated material support for implementing appropriate IPC protocols therein	14,677,025	5,606,242	5,544,792	3,525,991	UNHCR, WHO, UNFPA, UNRWA, UNICEF	
Risk communication campaigns and improved access to information targeting women	200,000	200,000	-	-	UN Women	
Supporting MOH tobacco cessation services	50,000	-	-	50,000	WHO	
Mental Health: Supporting MOH policy planning on mental health including its localization to primary health centers and improving access to services via mental health hotlines	105,000	-	-	105,000	WHO	
Medical waste management	1,000,000	1,000,000	-	-	UNDP	
Access to essential medicines: Reaching those most in need	1,086,876	280,000	200,000	606,876		
Provision of essential medications for vulnerable population, including refugees, through mechanisms (including at health centers, delivery by commercial pharmacies, cash for medication schemes, etc.)	1,086,876	280,000	200,000	606,876	UNDP, IOM, WHO	

UN SUPPORT TO RESPONSE	TOTAL BUDGET	REPURPOSED BUDGET	RESOURCES MOBILIZED	OUTSTANDING 2020 REQUIREMENTS	AGENCY	JRP/3RP C19 APPEAL NON-JRP
Health information systems: Strengthening capacities to gather, analyze and map information and trends	180,000	-	-	180,000		
Tracking epidemiological data through the UN-supported country dashboard / Regional EMFLU platform / Support modeling of trends for epidemic and other health issues	180,000	-	-	180,000	WHO	
Health financing: Advocating for inclusive coverage of all those people in Jordan	114,083	12,083	-	102,000		
Advocacy and resource mobilization for inclusion of refugees, migrants and other vulnerable groups residing in Jordan for coverage in the public health systems	114,083	12,083	-	102,000	WHO, UNFPA, IOM	
Health systems governance: Strengthening health care through policy and technical advice	17,766,592	167,167	2,914,425	14,685,000		
Joint preparedness and planning based on epidemiological parameters. Strengthened early warning, including for integrated surveillance, and support MOH to evolve sero-epidemiological protocols	680,000	-	-	680,000	WHO	
Support to MOH to identify COVID-19 operational and logistic requirements and procurement via global C-19 Supply Chain Task force (and funding sources)	17,086,592	167,167	2,914,425	14,005,000	UNICEF, UNOPS, WFP, UNFPA, WHO, UNHCR	

Pillar 2

People first: social protection and basic services

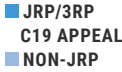



UN SUPPORT TO RESPONSE	TOTAL BUDGET	REPURPOSED BUDGET	RESOURCES MOBILIZED	OUTSTANDING 2020 REQUIREMENTS	AGENCY	JRP/3RP C19 APPEAL NON-JRP
Support government business continuity to ensure delivery of basic services	1,276,000	46,000	230,000	1,000,000		
Technical support to government business continuity systems, and required ICT	1,276,000	46,000	230,000	1,000,000	UNDP, IOM, UNICEF	
Technical support to improve social safety net targeting of the most vulnerable	1,150,000	500,000	150,000	500,000		
Material and technical support to strengthen institutional capacity for gender perspective in targeting	650,000	500,000	150,000	-	WFP, UN Women	

Material and technical support to operationalize the NAF's digital infrastructure	500,000	-	-	500,000	UNICEF	
Cash Assistance: including remote modalities and sectoral cash compliments	160,079,395	3,060,000	33,541,376	123,478,019		
Direct basic needs cash assistance coverage for vulnerable populations	101,219,395	-	18,659,176	82,560,219	UNHCR, WFP, UN Habitat, UNRWA, IOM, UNICEF	
Cash supplement for food	54,510,000	10,000	13,600,000	40,900,000	WFP, IOM	
Cash programing for at risk women	4,350,000	3,050,000	1,282,200	17,800	UNFPA, UN Women, IOM	
Specialized services available to prevent and respond to GBV and child protection	23,703,322	4,470,108	360,000	18,873,214		
Technical and policy support to the government, police and other sectors involved in the multisector response to GBV, including virtual GBV trainings and material support for police personnel	3,313,000	1,723,108	-	1,589,892	UN Women, UNICEF, UNFPA	
Provision of remote GBV counselling, psycho-social services through help lines and referral services across Jordan, including in the main refugee camps	20,390,322	2,747,000	360,000	17,283,322	UNHCR, UNDP, UNFPA, UN Women, UNRWA, UNICEF	
Supporting a more resilient education system through strengthening preparedness and planning and service delivery	49,354,772	100,000	4,290,045	44,964,727		
Crisis-focused support to improve ICT in vulnerable areas. Technical and material support for preparedness and planning in Education Sector, including EDEP's recovery phase	11,200,000	-	3,476,045	7,723,955	UNHCR, WFP	
Support to education delivery in refugee camps, refugees in urban areas, and new implementation of new IPC protocols for primary education	37,154,772	100,000	814,000	36,240,772	UNESCO, UNRWA, UNICEF	
Support for information campaigns aimed at combating violence against children	1,000,000	-	-	1,000,000	UNICEF	
Media campaigns, IEC dissemination, service provision in water-scarce communities and supply of critical items such as PPE	39,364,407	12,000	220,000	39,132,407		
Planning support and capacity building for municipal staff	712,000	12,000	-	700,000	UNDP, UN Habitat, UNICEF	

Material and planning support to reduce risk of COVID-19 transmission in public transportation	150,000	-	-	150,000	UN Habitat	
Water and sanitation (WASH) service provision in water-scarce communities and camps	35,042,407	-	220,000	34,822,407	UN Habitat, UNICEF, UNRWA	
Support to essential shelter needs of vulnerable people, including refugees in camps	3,460,000	-	-	3,460,000	UNHCR	

Pillar 3

Economic response and recovery: protecting jobs, small and medium-sized enterprises, and vulnerable workers in the informal economy

UN SUPPORT TO RESPONSE	TOTAL BUDGET	REPURPOSED BUDGET	RESOURCES MOBILIZED	OUTSTANDING 2020 REQUIREMENTS	AGENCY	
Rapid, gender-responsive socio-economic assessments, labour market and business environment diagnostics	685,000	330,000	305,000	50,000		
Joint assessments and analytics to provide updated, and where feasible, real time data and trends that include disaggregation against vulnerability criteria, including age and gender	685,000	330,000	305,000	50,000	ILO, UNIDO, UN Women, IOM, FAO, UNDP	
Flattening the curve on unemployment and underemployment through employment-intensive policy and programming	57,291,692	32,285,192	10,536,500	14,470,000		
Support the development of policy and programming that address unemployment, underemployment and employability, including by strengthening national production systems and related supply and value chains	53,467,692	32,161,192	10,336,500	10,970,000	ILO, WFP, UN Women, UNIDO, UNESCO, UNICEF	
Support for local markets, economic development through repurposing and increasing production of goods that have witnessed an increase in global demand and are compatible with sustainable production	3,824,000	124,000	200,000	3,500,000	FAO, UNICEF, UNIDO, UNDP	

Support to MSMEs	17,400,455	925,864	3,404,591	13,070,000		
Promote policies and continue to develop programmes that strengthen the resilience of MSMEs, entrepreneurs and HBB owners, through training in crisis preparedness, digital transformation and transitioning towards inclusive and environmentally sustainable business models	16,000,455	725,864	3,304,591	11,970,000	FAO, UNHCR, ILO WFP, UN Women, UNESCO, UNIDO, UNHabitat, IOM, UNICEF, UNDP	
Facilitating creation of enabling environment for enhanced access to finance for most vulnerable groups	1,400,000	200,000	100,000	1,100,000	FAO, UN Women, UNICEF, UNDP	
A holistic approach to supporting vocational and higher education	4,684,168	1,334,168	350,000	3,000,000		
Support development of sustainable strategies, policies, guidelines and tools, including to design and manage e-content as well as to improve equity and quality standards. Support includes integrating blended-learning approaches for TVET and ensuring their accessibility for the most vulnerable groups	4,684,168	1,334,168	350,000	3,000,000	UN Women, UNICEF, UNESCO, ILO	

Pillar 4

Macroeconomic response and collaboration







UN SUPPORT TO RESPONSE	TOTAL BUDGET	REPURPOSED BUDGET	RESOURCES MOBILIZED	OUTSTANDING 2020 REQUIREMENTS	AGENCY	
Reprogramming and policy development support towards an inclusive and green response and recovery while ensuring debt sustainability	450,000	400,000	50,000	-		
Policy development promoting inclusive, gender-responsive and climate-resilient, environmentally sustainable path to economic recovery	200,000	200,000	-	-	UNIDO, UN Women	
Support to the design of immediate crisis response plans for the economic and financial sectors, and policies for sustainable recovery	250,000	200,000	50,000	-	UNIDO, UN Women	

Supporting building blocks for an integrated national financing framework (INFF)	720,000	570,000	50,000	100,000		
Strengthened institutional capacity building on SDG budgeting to support sustainability and scaling the climate pilot to an INFF able to advance SDG financing for all sectors.	70,000	70,000	-	-	UNDP	
Strengthened institutional capacity building on SDG budgeting to support sustainability and scaling the climate pilot to an INFF able to advance SDG financing for all sectors						
Working with public and private sector stakeholders to increase alignment of existing investments and investment pipelines with national priorities, leveraging cooperation with international financial institutions and development partners	20,000	20,000	-	-	UNDP	
Capacity building to support SDG impact screening, impact measurement and management and the women's empowerment principles	510,000	360,000	50,000	100,000	UNDP, UNIDO, UN Women	
Support to the design of catalytic innovative financing instruments, complemented by public-private dialogue	120,000	120,000	-	-	UNDP	

Pillar 5

Macroeconomic response and collaboration

UN SUPPORT TO RESPONSE	TOTAL BUDGET	REPURPOSED BUDGET	RESOURCES MOBILIZED	OUTSTANDING 2020 REQUIREMENTS	AGENCY	JRP/3RP C19 APPEAL NON-JRP
Strengthened inclusive social dialogue and political engagement.	257,000	170,000	-	87,000		
Creation of dialogue spaces	257,000	170,000	-	87,000	UNFPA, UN Women, UNESCO, UNDP	
Empowered communities and enhance equitable access to service delivery	36,843,000	2,133,000	150,000	34,560,000		
Strengthening of community based service delivery capacities and systems	35,743,000	983,000	-	34,760,000	UNDP, UN Women, UNESCO, UNHabitat, UNFPA, UNICEF	
Development of CBDRM and DRR plans capacities and plans	1,100,000	950,000	150,000	-	WFP, UNESCO, IOM, UNDP	

Support to governance, effective institutional development, fundamental freedoms to civil and political rights.	750,000	530,000	50,000	170,000		
Support to elections planning and implementation	100,000	-	-	100,000	UNDP	
Strengthening capacities of local authorities to provide uninterrupted delivery of basic services	150,000	30,000	50,000	70,000	UNDP, UNHabitat	
Support to women's civic engagement, participation and leadership	500,000	500,000	-	-	UN Women	
Support the development of creative solutions to local problems	50,000	50,000	-	-		
Identification and testing and scale up pf of homegrown solutions to crisis and reponse measures' challenges and issues	50,000	50,000	-	-	UNDP	
Enhanced access to Justice	870,000	500,000	20,000	350,000		
Support to transitioning to e-systems for judiciary	370,000	-	20,000	350,000	UNDP	
Support to women's access to justice	500,000	500,000	-	-	UN Women	



JORDAN



**SOCIO-ECONOMIC
FRAMEWORK FOR
COVID-19 RESPONSE**