

Jordan

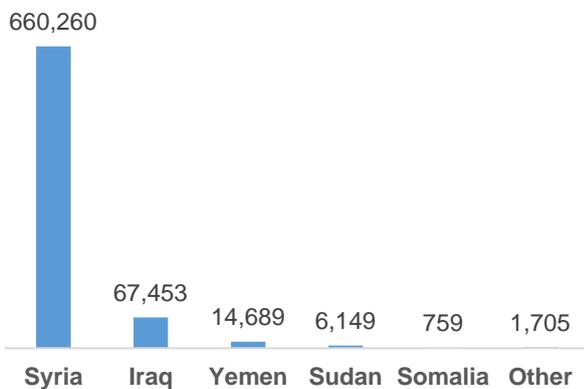
July 2019

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

On average, 30,000 vulnerable refugee families are assisted each month with **multi-purpose cash assistance to cover their basic needs**.

Over 146,000 work permits have been issued for Syrian refugees since 2016 up to now.

POPULATION OF CONCERN (AS OF 31 JULY 2019)

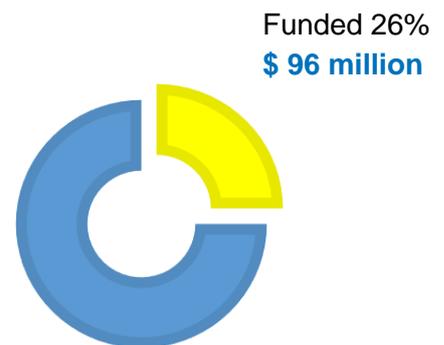


751,015 Refugees in Jordan
57 refugee nationalities
83.6% living in urban areas
16.4% refugees live in three camps: **ZAATARI, AZRAQ, EMIRATI JORDANIAN CAMP**

FUNDING (AS OF 30 JULY 2019)

USD 371.8 million

UNHCR Jordan's financial requirement in 2019



UNHCR PRESENCE

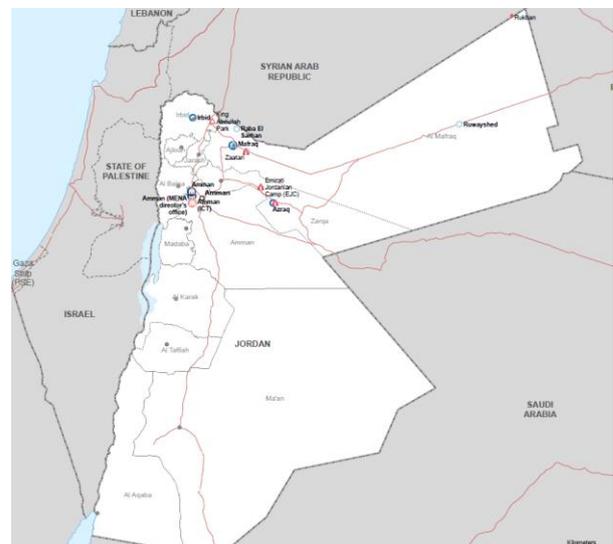
Staff: 557

460 National Staff

97 International Staff

Offices:

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



Working with Partners

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

Main Activities

Protection

UNHCR Jordan was the first UNHCR operation worldwide to introduce **iris-scanning fraud-proof biometrics** for refugee registration in 2013. Currently, almost all of the registered Syrians are processed using biometric technology, which enables UNHCR to process up to 4,000 refugees a day at the largest urban registration centre in the Middle East and North Africa (MENA) region, UNHCR's Anmar Hmoud Registration Centre in Amman. As of May 2019, the new database ProGres Version 4 has been rolled out in the Jordan operation. This is part of a global update of the UNHCR key refugee database that will further enhance refugee protection through registration.

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

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

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

Basic Needs

UNHCR continues its strategic global shift from the distribution of in-kind relief items to **the provision of humanitarian cash assistance**. Refugees receive cash through iris-scan biometric technology directly through bank ATMs. Jordan is the third largest cash programme delivered by UNHCR worldwide after Lebanon and Afghanistan. UNHCR currently provides monthly cash assistance to approximately 28,000 Syrian, and 2,000 refugees of other nationalities, targeting the most vulnerable refugees residing outside the camps. As per the latest [Post-Distribution Monitoring Report](#), some 78% of refugees in Jordan live below the poverty line and spend most of their cash-assistance on rent.

Health

UNHCR provides **comprehensive primary, secondary and tertiary health care services** free of charge for refugees in Azraq and Zaatari camps, for vulnerable Syrians in urban areas and for all non-Syrians in urban areas. However, changes to Government regulations in February 2018 meant that Syrian refugees were no longer able to access the non-insured Jordanian rate for health and should thus pay 80% of foreigner rates.

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

Education

UNHCR's **Albert Einstein German Academic Refugee Initiative programme**, better known as **DAFI**, has been implemented in Jordan for several years and is the primary conduit for tertiary education. The DAFI programme enables young refugees to unlock their potential by addressing key barriers to higher education and open doors to complete their bachelor's degree in Jordanian universities. Undergraduate refugee students are provided with scholarships that cover tuition fees, study materials, transportation, and other allowances. To support their academic achievements and skill development, DAFI scholars receive additional support through close monitoring, academic preparatory and language classes based on students' needs, as well as psychosocial support, mentoring and networking opportunities. A total of 651 refugee students are now currently pursuing their higher education in Jordan under DAFI program.

UNHCR is also collaborating with the Japan International Cooperation Agency (JICA), on **the Japanese Initiative for the Future of Syrian Refugees (JISR)** for higher education, postgraduate degree scholarship in Japan. In 2017, 2018 and 2019, a total of 20 Syrian students in Jordan were granted JISR scholarships and departed to Japan.

UNHCR, in collaboration with Learning Equality Jordan, and thanks to generous contribution from Google, has launched a network of 10 innovative **Connected Learning Hubs** throughout Jordan as part of UNHCR's education strategy to advance inclusive and equitable education for all refugees in Jordan. . [Press Release / Read the report](#). Situated at community centers run by UNHCR local partners, JOHUD (urban areas), IRD (Zaatari camp) and CARE (Azraq camp), the Connected Learning Hubs will give students, as well as their family members, the opportunity to study at their own pace, catering to a variety of learning styles and abilities in a protective environment. Over the past months, 43 coaches and coordinators, many of them refugees themselves, have undergone training to ensure that they are best able to facilitate the needs of the students and a key objective of the Learning Hubs will be to encourage both girls' education and those with special needs.

Community Empowerment and Self Reliance

Following the London Conference on the Syria crisis in early 2016 and the issuance of the Jordan Compact, the Government of Jordan waived the fees required to **obtain a work permit for Syrian refugees** in a number of occupations open to foreign workers and simplified the documentation requirements. These measures have encouraged employers to regularize their workers; over 146,000 work permits have been issued for refugees since early 2016 allowing refugees to look for jobs mainly in the agriculture and construction sectors.

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

There are **25 UNHCR supported Community Support Committees (CSCs)** across Jordan, jointly run by Jordanian and refugee representatives of different nationalities. Nuzha CSC in Amman is the first centre to cater for all refugee communities and with representatives from different nationalities and religious backgrounds. It offers a range of activities each working day, including activities tailored to women, children, people with disabilities, older persons and the youth. As of June 2019, CSCs include Protection Helpdesks and even Registration Self-Renewal machines, to allow refugees to renew their Asylum-Seeker Certificates and update their info accordingly. CSCs in Jordan provide a novel and community led approach to respond to the needs of urban refugees, bridging gaps between refugees and Jordanians, and helping UNHCR to give the right assistance to those who need it most.

Durable Solutions

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

Access to Energy

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

In Azraq refugee camp, in September 2018, UNHCR inaugurated a new extension of the solar power plant with the support of Jordanian company EDCO (Electrical Distribution Company). This 1.5 MW new addition takes the overall camp renewable generation to 3.5 MW which covers 55% of shelter electricity needs. Thanks to the newly constructed solar plant and electricity grid extension funded by the Saudi Fund for development, the whole camp population will now benefit from regular access to clean energy. Prior to the construction, the lack of electricity made even daily activities difficult, such as cooking, washing clothes, studying or walking safely to the washroom at night.

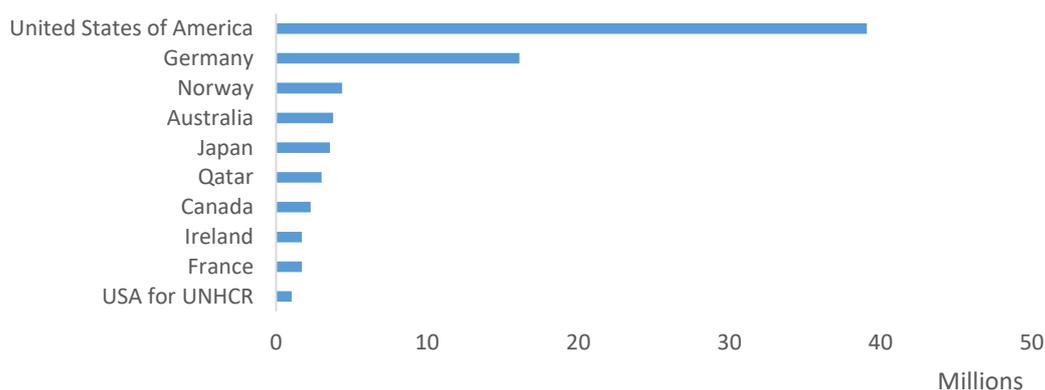
Now, solar power provides sustainable electricity to Syrian refugees. Each family can have light inside the shelter, connect essential appliances such as fridges and fans, and charge their phones. Additionally, the further construction of a 1.5 MW in Azraq camp has started and will be completed in August 2019. In total, Azraq refugee camp will be powered by a 5 MW solar power plant, which will cover 70% of the total quantity of energy required for the whole camp.

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

Financial Information

Total contribution is **\$96 million** as of 30 July 2019, covering **26%** of overall needs for refugees.

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



OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

Private donors Australia 6.2 million | Germany 5.4 million | United States of America 3.5 million | Sweden 3.3 million | Private donors Germany 3 million | Private donors Republic of Korea 2.7 million | Estonia | Malta | Norway | Russian Federation | Private donors

UNEARMARKED CONTRIBUTIONS | USD

Sweden 99.8 million | Norway 44.5 million | Private donors Spain 39.6 million | Netherlands 37.5 million | United Kingdom 31.7 million | Germany 26.7 million | Denmark 24.4 million | Private donors Republic of Korea 20.6 million | Switzerland 15.1 million | France 14 million | Private donors Japan 12.1 million | Ireland 10.2 million

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

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