



اللجنة الوطنية الأردنية لشؤون المرأة  
The Jordanian National Commission for Women

**Executive Committee of the High Commissioner's  
Programme Sixty-Eighth Session**

**Special segment on the comprehensive refugee response framework**

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*Talking points*

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### The panel discussion aims to:

Build an understanding of the practical application of the CRRF, including the capacities and contributions of a range of actors; share good practices supporting its application; as well as elicit elements that could be included in a “program of action” that will form an integral part of the global compact on refugees. Panelists are invited to share their view on ways in which the CRRF presents an opportunity to:

- Develop a comprehensive and people-centered refugee policy and response, including measures to support self-reliance while also benefitting local communities;
- Expand support through a whole-of-society approach that engages not only national and local authorities but also refugees and host communities themselves, and other stakeholders;
- Formulate suggestions on ways to strengthen responsibility-sharing and predictable responses; and
- Suggest proposals for inclusion in the programme of action.

### Background: New York Declaration and the pillars of the CRRF

- New York Declaration for Refugees and Migrants: aims at *strengthening the way in which the international community responds to large movements of refugees and migrants*.
- Member states expressed their determination to address the root causes of forced displacement, pledged to provide predictable and sustainable support to refugees and host communities, and agreed to actively promote durable solutions for refugees.
- Focus on responsibility-sharing.
- The four pillars of the CRRF are:
  - Ease pressure on host countries;
  - Enhance refugee self-reliance;
  - Expand access to third-country solutions; and
  - Support conditions in countries of origin for return in safety and dignity.

### Talking Points

#### The Jordanian Context

- Jordan has historically been a haven for victims of war, persecution and conflict, since the 18<sup>th</sup> century.
- Palestinian refugees since 1948 – 2 Million, 370,000 registered in refugee camps, without undermining the Palestinians “right of return”
- Syrians in Jordan 1,3M, 660,000 registered (June, 2017)
- 45.3% are women and more than half of the refugees are under the age of 17
- 2<sup>nd</sup> in terms of proportion of refugees to Nationals, after Lebanon, 1 refugee: 11 national
- The Syrian refugee influx was high and intense which challenged all stakeholders’ ability to respond effectively and in time, especially in terms of infrastructure (education, medical services, justice services, water resources, energy) and building the capacity of organizations and human resources to fulfil needed services.

- This is not only a question of “availability and access”- which Jordan has committed itself to but it is also about providing quality equitable services to both refugees and Jordanians. We all know also that some of the communities that received the refugees has already been suffering from these issues prior to the Syrian Crisis.
- Multistakeholder approach was not an option... it is a *defacto*
- Responses in such situations are *ad hoc* especially in the beginning.
- It is a joint effort of the Jordanian government, civil society organisations, UN organisations, primarily UNHCR, in addition to all other UN organisations, International NGOs with the support of the Donor community.
- The Jordanian government has made a major effort to respond through its available systems, civil society organisations stepped in to provide support through their experience along with Community based Organisations; even the Jordanian community opened their homes initially to the refugees.
- The Jordanian Response Plan (JRP) which is developed in a participatory manner through 12 task forces which include government, UN and donor agencies and civil society organisations seeks to meet the humanitarian needs of Syrian refugees and of the Jordanian population impacted by the crisis, while striving to foster resilience and effectiveness of Jordan’s service delivery system in the areas of education, energy, health, justice, municipal services, social protection, and water and sanitation. (Now currently reviewed)
- The Jordanian Compact during the London conference last 2016 – is considered a major shift in the approach to responding to the Syrian crisis. That is to support Jordan’s growth agenda whilst maintaining its resilience and economic stability:
  - Turning the Syrian refugee crisis into a development opportunity that attracts new investments and opens up the EU market with simplified rules of origin, creating jobs for Jordanians and Syrian refugees whilst supporting the post-conflict Syrian economy;
  - Rebuilding Jordanian host communities by adequately financing through grants the Jordan Response Plan 2016-2018, in particular the resilience of host communities; and
  - Mobilizing sufficient grants and concessionary financing to support the macroeconomic framework and address Jordan’s financing needs over the next three years, as part of Jordan entering into a new Extended Fund Facility program with the IMF.
- Jordan committed to:
  - Undertaking the necessary administrative changes to allow Syrian refugees to apply for work permits both inside and outside of the zones. These will be renewed annually in accordance with prevailing laws and regulations.

- Syrian refugees will be allowed to formalise their existing businesses and to set up new, tax-generating businesses, including access to investor residencies, in accordance with the existing laws and regulations. The Government of Jordan will also provide for a specific percentage of Syrian involvement in municipal works, through private sector employment on a contract basis, with no pension or other long-term financial obligations, for projects funded by donors in areas with a high ratio of non-Jordanian workers.
- The number of jobs will depend on the level of international support. Any restrictions preventing small economic activities within the camps hosting Syrian refugees, and on commerce with people outside the camps, will be removed.
- Committed to employ 200,000, so far 62,735 permits were issued only 2713 females (4%) mostly in agriculture, manufacturing, whole sale and services.
- In August the Labour Union started issuing work permits without sponsorship to Syrian refugees, which eases their movement, between employers. Also working towards establishing refugees and migrants labour association.
- Planning to give 50,000 work permit (so far only 5000), Jordan lowered the cost of the permits and UNHCR will be paying them for the Syrian
- Regularising the work of the refugees in the construction and agricultural sector leads ensuring their access to their labour rights, minimizing exploitation in the informal market and putting them in equal position to compete with Jordanian labour.
- ILO is supporting this process in Jordan.
- Care International Study on Urban Syrian refugees and Vulnerable Jordanians revealed that surveyed Syrians reasons for not obtaining work permit include fear of losing assistance (cash and cash for rent which is one of the primary needs, Humanitarian assistance still make 40% of refugee's family income), and the lack of availability of work (which is a Jordanian economy problem, unemployment in Q1, 2017 increased to 18.2%).

#### The Role of Civil Society Organisations:

- The Jordanian Civil society organisations are working in several areas with the refugees through donor support, recognized priority areas are: Livelihoods, Education, Health, Infrastructure, Legal Framework (Crossing borders, Registration, Documentation), Protection Space (Women, children and PWD)
- It's important to mention here the MENA Civil Society Network for Displacement-Jordanian network which is providing an opportunity to coordinate, share experience, and lessons learned
- *Jordan River Foundation*: Projects targeting Jordanians and Syrians include safe spaces for children, UNHCR supported comprehensive case approaches to supporting improved

life for women and youth, and improving life skills; and UNDP project on accelerated employment.

- *Nour AL Hussein Foundation/Institute of Family Health*: Focus on enhancement of Syrian refugees access to quality reproductive health services; psychosocial support for refugees and victims of GBV, mental health support due to impact of the crisis, displacements and feelings of isolation in new communities; needs assessment for refugees, providing support and services based on needs; health and hygiene awareness programmes in refugee camps.
- *ARDD legal Aid*: legal aid to refugees and migrants (including documentation, legal status; registration of marriages and children, etc); research and production of knowledge of status of refugees, working with government to development and improve processes and procedures, institutionalizing solutions, education and capacity building.
- *The Jordanian National Commission for Women*: focus on policy and planning; work on the JONAP1325 on WPS; national consultations included consultations with the refugees community (Syrians and Palestinians) – Although it was WPS all refugees and host communities focused on livelihoods and work opportunities. The Plan responded to the needs of the refugees in two of its outcomes: Outcome2 on the role of women in local communities in PVE which will be targeting and building the capacity of women in early detection of extremist thinking of youth within the community and in Outcome3 relating to providing gender responsive GBV services to refugees and host communities which involve CBOs, Syrian and Jordanian women capacity building in providing such services.

JNCW also works on ensuring the alignment of efforts and plans JONAP, JRP and the Executive Development Program (EDP).

## Recommendations

- The international community despite commitment and efforts, needs to do more. Pledges are not fully met. We are still far away from achieving equal responsibility sharing. (2015, 36%; 2016, 60%). The importance of global responsibility sharing and easing the pressure on the host communities as well as the 3rd and 4th pillars: 1)Ease pressure on host countries; 2) Enhance refugee self-reliance; 3)Expand access to third-country solutions (very limited) ; and 4) Support conditions in countries of origin for return in safety and dignity. (still a challenge in Syria, or situation of the Palestinian under occupation; not enough is being done to confront conflict and occupation and stop it, stop the funding of conflict)
- INGOs and how are they working with National NGOs and CBOs – How can this relation turn into a capacity building opportunity? Competition vs. Coordination, cooperation and capacity building for sustainability
- Importance of contextualizing the issue

CRRF is not being applied or piloted in any of the countries of the region, this might limit the lessons learnt in the process- as the MENA region has completely different set of social, economic and political challenges.

(Jordanian limitations in terms of integration?)- 1948 refugees are all Jordanians – fully integrated in the Jordanian society.

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But considering the existing economic challenges prior to the Syrian crisis – European countries, USA, Canada have different economic situations, also do not have an open door policy for influx, controlled in numbers so issue of integration has a different context and consequences (100s of thousands vs. 10s of thousands). Also we have to question the concept of integration, is it only nationality? In many cases we see refugees living in isolated societies. This is less evident in the Jordanian context-

- Inclusion focus but it will mean reviewing legal frameworks and processes (e.g. Joining Cooperatives, ability to organize themselves e.g. labour unions )
- Need to make efforts to building social cohesion, face the negative narrative. Alleviating negative impact (solutions to labour market and support of resilience, increasing child marriage which was partially social practice in rural areas in Syria but also as a coping mechanism) and reinforcing positive impact (example providing learning skills to Jordanians – Food production Cooperatives experience)
- There is a need to document and institutionalise processes and solutions that were developed to have a clear national coordinated approach (government, INGOs, CSO and CBOs). Durability of response
- Importance of regional networks and national networks: *Aligned messaging, Joint advocacy, Sharing knowledge and lessons learnt, peer support, Stronger coordination on the ground.*
- Need for a regional policy and framework for refugees, working in silos at both national and regional level.
- How do we hear the voices of the refugees, how are they contributing to this discussion? Linking local networks with national, then regional in order to impact global frameworks.