

**His Excellency / Federal Chancellor of Switzerland**

**His Excellency : United Nations High Commissioner for Refugees.**

**Your excellencies , ladies and gentlemen**

First of all , I would like to extend my sincere thanks on behalf of the Hashemite Kingdom of Jordan for organizing this meeting to follow up on the outcomes of the Global Refugee Forum 2019 and the Global Refugee Compact, in addition to all the contributors and workers in the field of alleviating the suffering of refugees from countries, donors, humanitarian organizations and bodies and all the supporting bodies to reach international peace and stability.

Jordan strives to support refugee issues through various tracks and in partnership with the United Nations High Commission for Refugees and other humanitarian organizations. Jordan has shown a clear role in managing the refugee file and bearing the consequences and repercussions resulting from it, especially during this risky stage in terms of searching for more effective solutions. It contributes to address the effects of immigration on one hand, and raising the efficiency and speed of the humanitarian and development response on the other hand, in light of the multiplicity of challenges and reaching a dead-end for near solutions.

**First: the facts:**

- 1.The situation in Jordan still constitutes a challenge due to the continuous pressures it is still facing on the national front due to the scarcity of financial resources, the increase in public debt, poverty and unemployment rates, in addition to the increasing regional tensions.
2. Jordan hosts 3.6 million refugees, of whom 1.3 million are Syrian refugees, and the total number of refugees represents 34% of the total population of Jordan (who fall under the mandate of the United Nations High Commission for Refugees and UNRWA), while focusing on the basic humanitarian needs of all of them.
3. During the ten years of the crisis, the emergency situation developed into a long-term refugee situation with the stability of refugee numbers and the absence of immediate solutions, even with the voluntary return of some

refugees. It must be assumed that a large number of them will remain in Jordan, and after 10 years of the crisis and conferences ( London 2016 AD and five conferences in Brussels) , it is time to assess the quality of the response and its impact on refugees and host communities.

4. (Covid-19) had a devastating impact on the economic and social situation on both citizens and refugees, as the pandemic strongly affected us and added challenges to the already existing challenges, so that unemployment in the first quarter of 2021 AD reached approximately 24.8%, However , Jordan is still making a comprehensive response to confront Covid-19, which means that all people in Jordan can access and benefit from services (vaccination and health care) alike. The impact of Covid-19 has led to an increase in humanitarian and development needs, which requires an increase in financial support for the country so that no leaving refugees and vulnerable people behind.

#### **5- Syrian refugees in Jordan (demographics):**

- 48% of Syrian refugees living in Jordan are less than 18 years old, and these numbers (in terms of age) are less than the numbers in Syria before the crisis. As for the elderly over 60 years old, they constitute up 4.8% of the refugees.
- Approximately 90.75% of the Syrian refugees live within the host communities in addition to all other nationalities of the refugees (who constitute more than 50 nationalities) also living in Jordanian cities and villages.

#### **Second: Jordan's response to the objectives of the Global Compact for Refugees:**

Based on the outcomes of the 2019 Global Refugee Forum, I would like to show how Jordan responded to the four main objectives mentioned in the Charter and the steps Jordan has taken to achieve them.

#### **the first objective :**

##### **Reducing pressures on host communities:**

1- The National Response Plan (Jordanian Response Plan for the Syrian Crisis): It is based on an approach to identifying the needs of refugees and host communities, according to national priorities, in partnership with all concerned parties and at all levels.

- Local levels: with municipalities and national community organizations.
- National levels: with all relevant ministries.

□ Regional and international levels: with United Nations organizations, international governmental and non-governmental organizations, and its purpose is to provide the necessary financial support for the main sectors with the aim of:

A - Reducing the burden on the host communities.

B - to ensure a local perspective that supports the response effectively and comprehensively.

For example, Jordan provides health care to refugees through the Jordan Health Fund for Refugees (accounts supported by donors) to reduce the burden on the health system in Jordan.

- Where the Jordanian government provides free access to health services in all its forms, and refugees are treated in this field the same as uninsured Jordanians, so that the government subsidizes health costs.

- Jordan maintained a comprehensive policy in the field of response to Covid-19, as refugees and Jordanians alike benefited from the aspects of the response to Covid 19 (free examination / treatment / and vaccinations), as nearly 49,858 refugees were given free vaccinations.

- It also provides education for Syrian refugees (Education for All Program).

-We also find that the report issued by the World Bank regarding the movement of Syrian refugees specified that electricity consumption in the residential sector increased by 34% in the years from 2009-2014 AD, so that the Syrians are considered among the most supportive category in terms of water and electricity, which are two sectors supported by the government.

2- International initiatives to mobilize aid to Jordan, such as the London and Brussels initiative.

3- A summary of the financing of the Jordanian response plan for the years 2015-2021 AD as follows:

Year	Required need in USD	Actual fund in USD	%
2015	2.988,151,933	1,070,810,828	35.1 %
2016	2.657,000,000	1,648,000,000	62.01 %
2017	2.650,000,000	1,700,000,000	64.1%
2018	2.483,000,000	1,584,050,000	63.8%
2019	2.400.157.945	1,210,738,621	50.44%
2020	2.249.548,642	1,111,603,460	49.4%
2021	2.432,051,206	555,181,597	22.8 %

Which means that there will be a financial gap in 2021 with approximately 77% of the required need, and the Jordanian government must bear it.

#### **4- International commitments:**

□ The pledges made by the Global Refugee Forum in 2019 that provide support to refugees in Jordan are 58 pledges in multiple sectors, and upon follow-up, the following appears:

- 25 pledges on which no action has been taken.
- 26 pledges in progress.
- 6 commitments have been implemented.

One commitment at the planning stage.

\*The financial needs of the Jordanian response plan to the Syrian crisis for the year 2021 are estimated at 2.43 billion dollars, distributed as follows:

1. Host Communities Response Approximately \$192 million.
  2. The refugee response is approximately \$618 million.
  3. The response to the development of infrastructure and institutional capacities is approximately \$412 million.
  4. The response to COVID-19 is approximately \$261 million.
- Supporting the budget is approximately 448 million dollars.

#### **The Second objective :**

Enhancing the refugees self-reliance :

- 1- Granting refugees the legal right to work and establish home businesses.
- 2- Supporting the concept of societal integration through the issuance of identification cards to increase the area of protection and help them to obtain health care, education, etc., as well as issuing birth and marriage documents and exempting them from fees and legal assistance, and issuing service cards for the Syrian community, which numbered about 747,286 cards.
- 3- Building community centers to support dialogue and trust between citizens and refugees.
- 4- Economic integration by providing job opportunities, issuing work permits and providing ATMs and electronic wallets for refugees.
- 5- The Jordanian government has imposed many policies to increase employment for Syrians through:

- Exemption from fees for work permits since 2016 and their renewal for 2020 and beyond.
- Flexible recruitment plan allowed.
- Allowing the transition from one job to another and from one sector to another.
- Some professions that were previously closed in the field of manufacturing have been opened.
- Allow refugees to do household chores.
- As these policies resulted in the issuance of approximately 269,297 work permits for Syrian refugees, allowing Syrian refugees to be economically active, providing support for livelihoods and enhancing self-reliance.

6- Jordan grants free access to schools and educational programs for Syrian refugee children. Approximately 152,350 Syrian students were registered in government schools for the year 2012-2022, with an average of 201 Jordanian schools operating on the lips system, and there are 52 schools in the camps. Online and distance education was provided to refugee students in response to a pandemic As a result of COVID-19, scholarships are provided to enable refugees to enroll in universities and colleges.

7- The presence of 90.75% of the Syrian refugees in urban areas (outside the camps) is the biggest evidence of the refugees' self-reliance.

### **The Third objective :**

#### **Scaling up the resettlement solution:**

- 1- Jordan and the international community agree that voluntary return is the best solution, but this must be implemented when conditions in Syria allow it. During that, it affirms the solutions of the third country. However, since the borders were reopened, the number of voluntary returnees to Syria has reached nearly 52,303 thousand refugees. It peaked in 2016, but a decrease in the number of voluntary returns was observed during the years 2020-2021.
- 2- Forms of support from the international community must not be limited to grants and aid. Expanding the fields of resettlement in countries of the world is an essential part of the international community's participation in alleviating the burdens of asylum on the host countries. This also requires emphasizing the

importance of activating complementary paths such as reunification between countries and increasing the granting of work and education visas to refugees outside the host countries.

#### **The Fourth objective :**

##### **Providing suitable conditions in the country of origin:**

Although Jordan did not sign the 1951 Convention, it is committed to the memorandum of understanding signed with the United Nations High Commission for Refugees, which included all the main rights to ensure the necessary protection for refugees, foremost of which is the non-practice of forced return, as the Jordanian constitution affirmed that as well.

Perhaps the measures taken by Jordan have contributed in one way or another to achieving this goal through .

1- Reopening the border crossings with Syria.

2- Concluding some commercial agreements that may contribute to achieving this goal.

#### **Third: Analysis and Results:**

1- The economic effects resulting from the waves of asylum to Jordan affected all aspects of life and had a profound negative impact on all sectors, whether economic services (health, education, infrastructure, the labor market and the high levels of unemployment, water and energy, and the consequences of all this on national security in removing it Societal and economic.

2- The problem is not only limited to the declining levels of funding, but also the quality of the assistance provided, as the international response to the refugee crisis in Jordan was through some projects that were not in line with the actual need or priority, whether for refugees or the host community.

3- Through our review of the pledges and support provided to the Hashemite Kingdom of Jordan during the past two years, it was found that there are weaknesses and gaps that can be summarized as follows:

As you know, we deal with many governmental partners, intergovernmental organizations, United Nations institutions, and international non-governmental and local organizations, and that each organization or association has its own mandate through which it provides humanitarian service, to the target group of people, in its field of competence and work, and therefore these organizations

By attracting grants and aid to be spent in order to achieve its goals, however, all these organizations and associations work under the umbrella of the UN High Commission (UNHCR) when the target group is those who qualify for refugee status, and therefore each organization or association takes the necessary approvals to provide its services within the agreed official channels Accordingly, and in coordination with the (UNHCR), which led to the existence of hundreds of activities and tens of projects that are presented to refugees annually without taking into account the following points:

A - The absence of a matrix agreed upon by all concerned, representing the basic needs of the refugees, so that they are arranged in order of priority, meaning that we give priority to the refugee's need to live and live first by providing food, drink and housing before training or educating him in a specific field. Thus, we do not underestimate the importance of this Projects, but they are not a priority under the current circumstances.

B - The lack of opinion by those in charge of managing these camps, in many of these projects and activities before their approval, despite the existence of a national plan to respond to the Syrian crisis that identified needs and according to priorities, and this led to differences in the order of priorities between those who look at the needs of refugees in general (National Response Plan), and between the priorities of each organization governed by its mandate or duties, this on the one hand, and on the other hand, when some projects are presented to the Coordinating Committee in the Ministry of Planning and International Cooperation, and it comes out with some reservations, the answer is that these are the conditions of the donor and the grant must be disbursed In a specific field only, which leads to the existence of projects and activities that are not considered a priority at the current stage, and come at the expense of other, more priority needs. For example, we have a project called (Creating a comprehensive, more compatible and effective ecosystem for social initiatives in Jordan with a value of \$2,011,638) while We find that the World Food Program has reduced the value of financial aid for food due to the financial deficit that its budget suffers from for this year. Is it reasonable and logical to train people on how to create an ecological system while he finds nothing to satisfy his hunger and that of his children.

C- The absence of a single common classification to all organizations and partners concerned with providing services to refugees, which categorizes the most vulnerable and vulnerable refugees up to the least in need of assistance and service and the most self-reliant. For example, we find that the classification of the Syrian Refugee Affairs Directorate (SRAD) classifies the refugees inside the camps as The most vulnerable and vulnerable of those outside the camps with regard to financial aid, while we find some organizations equate those inside the camps with some of those who live in the host communities, due to the presence of different criteria on which each party bases its classification, and thus this leads to the existence of Plans conflict between organizations, and between those in charge of camp management, who look at the picture from a more comprehensive and general perspective and are not restricted by the mandate of what determines the work of an organization or association.

D- We find that the value of operational and administrative costs for some projects may reach more than 50% of the value of the private financing for these projects, but the matter does not stop at this point, as the concerned organization assigns an organization or association (as a subcontractor) to deduct 50% of the remaining amount As expenses and operating and administrative expenses, so I do not know what is left for the refugees???

E- Failure to comply with the Jordanian response plan led to many negatives that affected the extent of expanding the base of support for refugees and host communities, and these negatives include:

- There are many projects serving the same goal, but under different names. Projects and activities that are not considered a priority at this stage.
- The arrival of many humanitarian and development assistance to the same refugees from several sides, and the lack of any kind of assistance to the refugees due to the lack of coordination between the organizations, and consequently the lack of justice in the distribution.
- Existence of projects that emit several activities that are similar in content and serve the same goal and the same category.

Note (we have examples of these projects that will be provided to you upon request)



F- The decrease in the volume of aid or the failure to direct it in the right direction based on a thorough study of the needs of refugees and host communities will inevitably lead to wasting a lot of money and efforts made by the Jordanian government and international organizations on some projects to address important social problems among refugees such as (underage marriage, employment Children drop out of schools) and the return of these negative social manifestations to resurface again.

G- Infrastructure projects and the provision of basic services in any society develop and increase in proportion to the natural increase of the population in that society, but what Jordan has been subjected to in recent years from the sudden influx of refugees changes this equation, so that pressures increase on infrastructure in all its sectors from Energy, water, education, health, etc., which led to the exhaustion of the infrastructure and negatively affected the Jordanians themselves, while we find that the volume of aid and grants directed to support infrastructure does not exceed 1.6 percent of the total aid, noting that 99.9% of the total refugees and 90.75 % of Syrian refugees live outside camps.

H- The participation of refugees with citizens in the host societies and their benefit from public services, as well as their effective competition in the labor markets, may lead to feelings of non-acceptance of refugees in these societies, and the negative consequences that would result from this may affect security and public order if the economic conditions continue as they are it now.

#### **Fourth : Recommendations**

1. Obtaining a comprehensive, effective, sustainable and realistic long-term vision to respond to the needs of the Syrian refugees and the hosting community.
2. funding for several years and predictable to ensure independent and sustainable funding to support refugees and host communities, especially in the field of helping the Jordanian government to maintain what it has reached in enabling refugees to rely on themselves in all sectors.
3. Reflecting international commitments and commitments to actual contributions, such as supporting priority government projects.
4. Adopting the Jordanian response plan as a reference for determining needs and priorities, and not working outside it.

5. The trend towards permanent solutions for refugees, especially resettlement to a third country, as there is a significant decrease in the number of refugees who obtain permanent solutions, which requires strengthening these solutions and complementary paths and creating conditions for a safe and dignified return in the original country.

6. Reconsidering the mechanism used to translate pledges and contributions from grants and aid into humanitarian and development projects.

Proper planning is based on the provision of information and data, the ability to achieve the objectives to be achieved, the identification of available resources, and finally the tools and means that are used to reach these objectives, meaning that planning is the efficient and effective use of available resources to achieve the objectives.

**- However, the reality shows the lack of efficiency and effectiveness in the use of resources, and therefore we need the following:**

- More coordination between relief and development operations.
- Coordination between organizations that provide humanitarian and development assistance.
- Adopting one service provider in each sector (health, education, infrastructure, shelter ... etc.) and under the direct supervision of the United Nations High Commissioner for Refugees and on all relief and development operations, provided that this is based on the needs determined by the state and not based on The mandate of each organization separately to prevent duplication and efficient use of resources.
- Reducing the value of the costs of operational and administrative expenses and adopting a specific ceiling for them in order to ensure that the greatest benefit reaches the refugees and host communities, according to the priorities in the needs.
- Not compromising the value of the financial aid provided to refugees, specifically those inside the camps, and the financing of the World Food Program (WFP) and UNRWA by transferring pledges and contributions that have not been implemented to them, as this financial aid stands on top of the basic needs of refugees, and the repercussions of it in If it is discontinued, it will be very expensive.

□ Directing part of the grants allocated to projects that meet the basic needs of refugees by creating productive projects (such as industrial, agricultural, educational and health projects, especially in light of a decrease in the number of health institutions inside the camps, such as Doctors Without Borders, the Moroccan Hospital and the Syrian American Medical Association “SAMS”) for the purposes of benefiting from them. Employing refugees and the host community alike, thus raising their income level and transforming them from consumable elements into productive elements during their period as refugees, as well as benefiting from these projects in the future after the end of the refugee crisis.

7. Agreeing to determine the basic needs that must be provided to the refugees and the host communities, according to a list of priorities agreed upon by all partners and those concerned with dealing with refugees, and commensurate with the current stage in terms of the available capabilities.

8. Agreeing to set a single and common classification among all partners providing services to refugees that identifies the most vulnerable refugees, whether inside or outside the camps.

9-The forms of support from the international community are not limited to grants and aid only, but rather requires stressing the importance of activating complementary pathways represented in reunification between countries and increasing the granting of work and education visas to refugees outside the host countries.

Based on the foregoing, the international community must fulfill its responsibilities towards the refugees and bear part of the burden of asylum, especially that Jordan’s reception of this number of refugees will reflect positively on the rest of the peoples of the world, provided that there is great harmony and coordination between international organizations and bodies based on the implementation of pledges. This will result in a joint database in determining the scale of needs according to priority and a unified classification of refugee categories from the most vulnerable and vulnerable to the most self-reliant and based on the outputs of the national response plan to the refugee crisis.

In conclusion, I reiterate my sincere thanks to you and to all the partners who support us and help us in our efforts to protect and meet the needs of refugees in an optimal manner. Thank you.

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Brigadier General / Tariq Azer