



ACTED JORDAN

Capacity Statement
2019-2020



ACTED GLOBAL

ACTED is a non-governmental organization headquartered in Paris, France. Independent, private and non-profit, ACTED respects strict neutrality and impartiality in its decisions, and operates according to the principles of non-discrimination and transparency and the values of responsibility, impact, entrepreneurship and 'inspiration.

With a budget of 316 million euros in 2019, ACTED is now present in 37 countries spread over 4 continents. 5,793 national and international employees work every day to provide first aid and support the most vulnerable on the path to sustainable development. In 2019, more than 20.7 million beneficiaries were reached

ACTED is committed to **immediate humanitarian relief**, while **co-creating longer term opportunities for sustainable growth**. In line with **ACTED's 3Zero Strategy**, the United Nations Sustainable Development Goals and the Paris Climate agreement, ACTED strives to respond to the paradoxical duty we have of achieving a world without poverty, exclusion and carbon.

KEY FIGURES



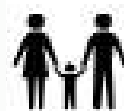
PRESENT IN **37**
COUNTRIES



316 MILLION €
BUDGET IN 2019
INCLUDING **96%**
DEDICATED TO
OPERATIONS



5,793 STAFF



MORE THAN **20.7**
MILLION
BENEFICIARIES



419 PROJECTS IN
2019

Programmatic Strategy 2020-2025

Zero Exclusion, Zero Carbon, Zero Poverty

Think local and act globally to have more impact and achieve a 3Zero world

This 3Zero vision targets the achievement of sustainable development goals as well as the preservation of the future of our planet and of humanity

ZERO **EXCLUSION**
CARBON
POVERTY

because nobody should be left behind

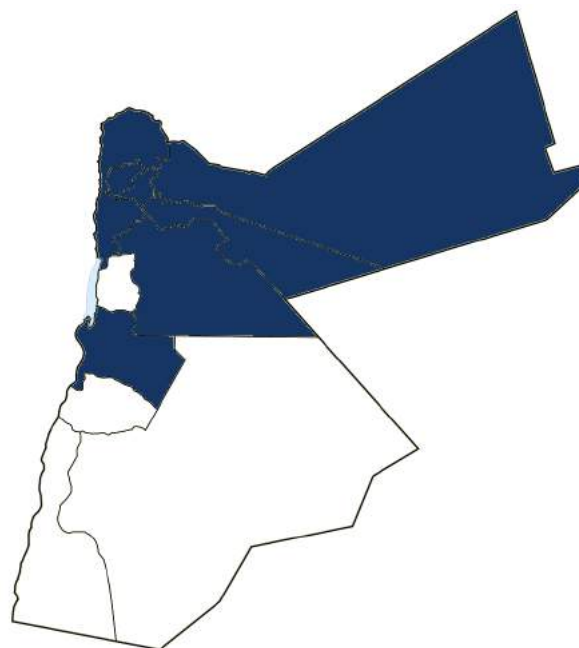
because we only have one planet

because poverty should not hold back potential

OUR WORK IN JORDAN

Since 2005, ACTED has become a key actor in Jordan promoting the humanitarian-development nexus. ACTED implemented more than 15 projects in 2020 with a budget of c. 10 million EUR, reaching over 80,000 beneficiaries. In 2020, with five offices across the country and implementing in 9 governorates, ACTED's team in Jordan comprises 155 staff members.

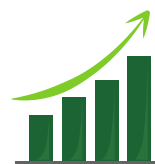
ACTED supports host and refugee communities along three programmatic pillars:



**WASH &
Sustainable
Resource
Management**



**Civil
Society
Engagement**

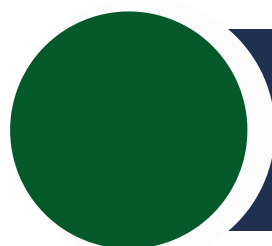


**Livelihoods &
Economic
Development**

In close partnership with target populations and key stakeholders, including **local governance bodies, civil society organisations and inter-agency working groups**, our integrated response contributes to meeting the basic needs of vulnerable populations, while promoting sustainable development in areas of livelihoods, environmental protection, education, institutional capacity and social cohesion.

Thank you to our donors and partners

We are grateful for the continued trust and support of our donors, including: GIZ, the European Union, the Bureau of Population, Migration and Refugees (BPRM), the Swiss Development Agency (SDC), GFA Consulting Group, UN Habitat, WFP, OCHA and UNICEF.



Zero Poverty

The influx of refugees into Jordan due to the Syrian crisis has limited access to economic and livelihood opportunities. Utilising ACTED's **Zero Poverty Strategy**, ACTED in Jordan contributes to enhancing resilient livelihood development for both Syrian refugees and vulnerable Jordanians through a cash for work approach, technical training and mentorship programmes as well as direct service provision.

ACTED actively supports **humanitarian action**, including food and WASH assistance. This includes connecting refugees and vulnerable Jordanians to food distribution services provided by WFP. ACTED also promotes good hygiene practices and improved access to safe drinking water and adequate hygiene facilities by providing household level latrines and water tanks.

ACTED supports the **provision of basic services** both in and out of camps. This is achieved through direct services, such as waste-water treatment, and close collaboration with public actors to strengthen their service delivery.

To reduce poverty and transition to self-reliant food systems in Jordan, ACTED addresses skill mismatch and resource efficiency, thus facilitating **inclusive economic opportunities**. This is achieved through small business development grants, vocational training to enhance employability and referral systems to connect individuals with job counselling and placement services. ACTED supports poor farmers to increase their production, capture market opportunities and produce higher quality products. ACTED aims to improve agro-cooperatives' capacities to strengthen their role and collective action as service providers and market actors.

The challenges related to the refugee crisis and market competitiveness are constantly increasing. Thus, ACTED's response will focus on 3 priorities:

- **Job creation** through entrepreneurial and business skill development, cash for work opportunities and referral services
- **Addressing service provision gaps** through infrastructural development and capacity building of social cooperatives
- A market based value chain approach to **strengthen inclusive resilience of populations and food security**

Zero Exclusion

In line with ACTED's **Zero Exclusion Strategy**, ACTED in Jordan implements all activities in close partnership with the target communities, local authorities and technical partners to drive the identification of needs and priority interventions to ensure the inclusion of all individuals, regardless of ethnicity, nationality, gender, etc.

ACTED promotes **social cohesion** by a) reducing sources of tension through inclusive provision of infrastructure and services; and b) building trust through joint actions. For example, ACTED organised 100 dialogue forums in 2020, comprised of both Jordanians and Syrians, with the common interest to increasing sustainable waste practices in their communities.



By building the **organizational and institutional capacity of civil society organisations**, ACTED contributes to enhancing their role as leading actors in socio-economic development. In 2021, ACTED is utilizing this approach with 14 environmental or educational civil society organizations to strengthen participatory engagement in public policy advocacy and monitoring.

Complementary to the Zero Carbon and Zero Poverty strategies, ACTED contributes to **collective and resilient eco-system management**. This is achieved through promotion of water and natural resource management to facilitate sustainable livelihood activities, as well as strengthen the adaptability of vulnerable populations impacted by climate change.

ACTED is committed to strengthening inclusion and community engagement as the heart of any response by:

- Promoting dialogue and unity through **joint initiatives and community mobilization**
- **Enhancing the role and effectiveness of civil society organizations** to engage in local development planning, service provision and public policy advocacy through ACTED's unique Grassroots Organisational Capacity Assessment (GOCA) tool
- Providing **equal opportunities as well as access to resources and services** for both Jordanian and Syrian refugees in line with the government's Jordan Response Plan



Zero Carbon

Water scarcity, climate change, land degradation and population growth have increased competition for limited resources, and thus vulnerability of local populations. ACTED in Jordan addresses these problems in line with the **Zero Carbon Strategy**, by using a holistic approach to mitigate the impact of climate change and promote sustainable resource management.

ACTED's approach Towards Holistic Resilience in Vulnerable Environments (THRIVE) promotes **scalable climate-smart agricultural practices**. THRIVE leverages an agro-ecological approach to adopt natural agricultural processes and restore soil health, biodiversity and ecosystem function. This is further complimented by strengthened post-harvesting handling and market systems for sustainable consumption and production practices.

ACTED also contributes to **sustainable infrastructural development**, including the construction of a storm water network in Za-atari Refugee Camp to reduce annual flooding and the 'greening' of public spaces by rehabilitating three communal spaces (a school and two parks) in East Amman.

ACTED employs a **circular economy approach** to 1) design-out waste and pollution; 2) keep products and materials in use; and 3) regenerate natural systems. This aims to achieve positive behavioural changes, while also providing income generating activities through the use of innovative technologies and management systems. To identify opportunities and gaps in key sectors, ACTED initiated a circular economic assessment in 2021 to tailor programme design and support mechanisms for target populations.

In line with the Paris Agreement, ACTED will progressively strengthen the Zero Carbon pillar through the following priorities:

- Long-term community resilience and environmental health through **climate-smart practices**
- Harmonise economic, environmental and societal objectives through **circular economic models**
- **Positive behavioral change** through community mobilization to enhance sustainable production and consumption practices
- The implementation of a country-specific action plan to **reduce and offset CO2 emissions** at an organisational level

WASH & Sustainable Resource Management

As a long-term leading actor in WASH, ACTED's objective is to a) **increase access of vulnerable populations to improved water and sanitation facilities through interventions at household, institution and community level**, and b) **introduce innovative approaches and campaigns that promote sustainable resource management** to reduce the negative impact of resource exploitation on the environment and on people.



Supportive of this holistic approach, ACTED works to implement an integrated response centered on three core areas:

1. **Increase access** to improved water and sanitation
2. Support innovative approaches to **sustainable resource management**
3. **Promote behavioural change** for improved, consumption, disposal and hygiene practices.

Spotlight Project

IMPROVING THE LIVING CONDITIONS OF SYRIAN REFUGEES IN ZA'ATARI REFUGEE CAMP THROUGH THE CONSTRUCTION OF A STORMWATER DRAINAGE SYSTEM

Since the opening of Za'atari Camp in 2012, annual rainy season has resulted in flooding of shelters and other essential public infrastructure, such as schools and hospitals. Thanks to ACTED's intervention with funding from GIZ, the rainy season in 2020/21 was the first time these infrastructures have not flooded in target districts.

- **8.344 metres** of stormwater network constructed
- Over **690 individuals** benefitted from Cash for Work opportunities





CIVIL SOCIETY ENGAGEMENT

Flagship Tool

Using ACTED's unique Grassroots Organisational Capacity Assessment (GOCA) tool, ACTED Jordan has supported the operational and institutional development of **over 30 Civil Society Organisations** since 2013.

The GOCA assesses a civil society organisation's capacity in the following key areas:

- Organisational Management
- Governance & Administration
- Financial Management
- Project Cycle Management
- Resource Efficiency & External Relations

The tool is used to **identify capacity building needs** of individual organisations, **plan technical support** interventions to address the specific needs of each organisations, and **monitor and evaluate** the development – thus **ensuring a tailored approach**.

ACTED's objective is to **empower civil society actors to become autonomous and impactful stakeholders** who shape the design, planning and implementation of development interventions within their communities; **advocate for the rights of the communities** they represent; and provide **social accountability** to local stakeholders.

This objective builds on ACTED's experience working on a range of initiatives in Jordan, including various multi-stakeholder roundtables, as well as consultations with the Ministry of Social Development (MoSD) and the northern CBO Unions (Mafraq, Irbid, Ajloun, Jerasj), which have highlighted the **need for coordination and integrated interventions to support civil society capacity and advocacy** in Jordan.

To fulfil the above objective, ACTED Jordan strives to:

1. **Develop the institutional and technical capacity** of civil society and their government counterparts;
2. **Foster coordination** amongst CSOs and with government stakeholders for a greater enabling environment;
3. **Promote accountability** through community initiatives and public policy monitoring and advocacy.





Livelihoods & Economic Development

ACTED aims to enhance the livelihoods of vulnerable populations while supporting sustainable economic development. ACTED utilises a circular economic approach to **generate employment, maximize value extraction from local resources, and improve sustainability of local markets.** Building on our long-term experience providing temporary income generating opportunities through Cash for Work, ACTED has expanded its support to micro, small and medium enterprises (MSMEs) and agricultural cooperatives. Through tailored business development planning, these entities are able to expand their services, create jobs and increase their social impact.



ACTED | 2021

Achievements in 2020



7 agricultural cooperatives supported to enhance their support services

436 vulnerable Jordanian and Syrian refugees benefitting through Cash for Work opportunities

530 individuals supported to run income generating activities on crop cultivation, livestock herding, and food processing

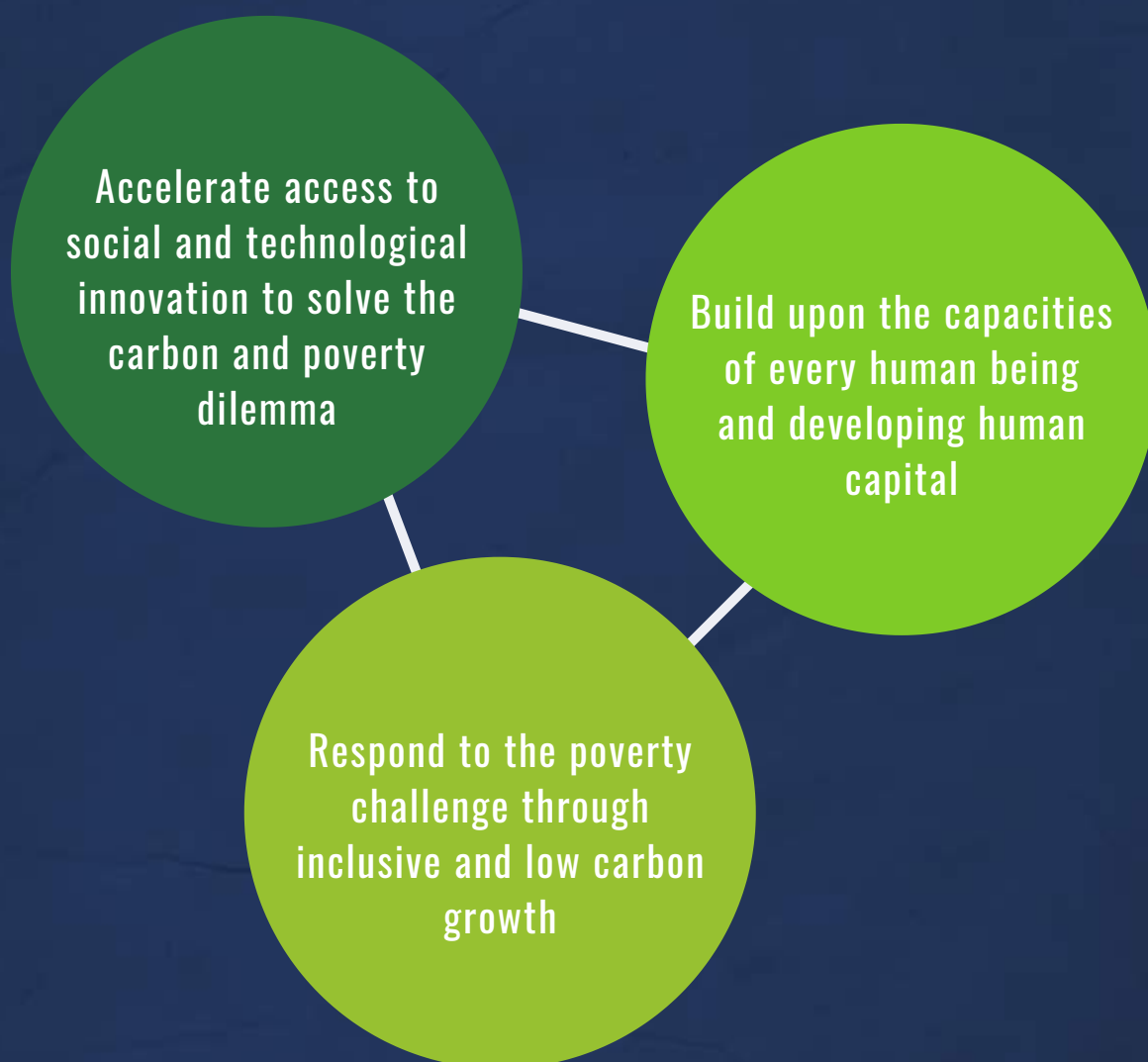
77 vulnerable Jordanian and Syrian refugees referred to job placement or counseling services

Core areas to achieving livelihoods and economic development:

1. Promote **market-based and inclusive** economic opportunities for job seekers, with a focus on women and youth;
2. Improve **technical skills, sustainability and social performance** of MSMEs and cooperatives;
3. Strengthen **area-based local economic development.**

A Regional Response

ACTED has been present in the MENA region since 2003, and is currently operating in Iraq, Lebanon, the occupied Palestinian Territories, Jordan, Libya, Yemen, Syria, Turkey and Tunisia, where we provide a multidimensional response to the issues that plague the region, addressing the most pressing humanitarian needs while concurrently deploying a systemic approach to tackling root causes of these issues. ACTED represents the willingness to reimagine catalytic action within marginalized and crisis-affected communities: by investing in local potential and expertise, by favouring holistic and multi-sectoral interventions, in order to best meet the needs of our beneficiaries.



Contact: aline.milev@acted.org

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ZERO EXCLUSION
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