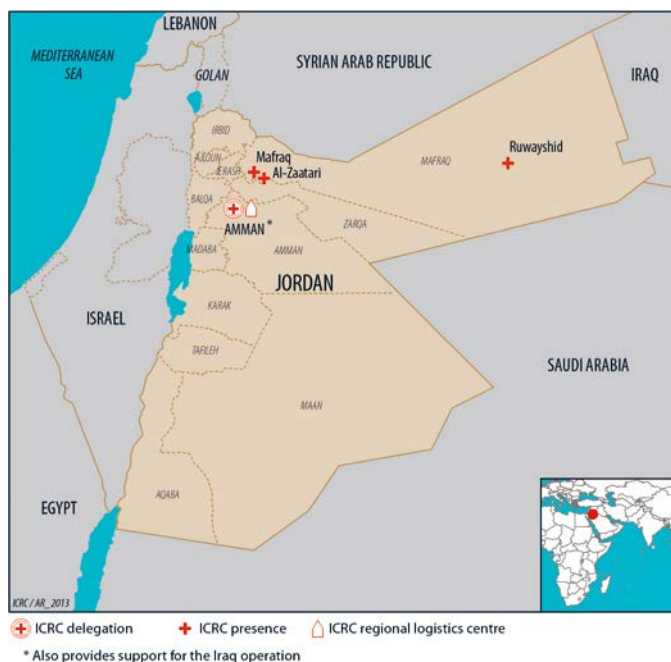


JORDAN



ICRC/AR, 2013
 + ICRC delegation + ICRC presence △ ICRC regional logistics centre
 * Also provides support for the Iraq operation

KEY RESULTS/CONSTRAINTS

In 2013:

- ▶ as of September, over 100,000 refugees from the Syrian Arab Republic recovered from their journey at collection points, before moving to a camp, thanks to juice and biscuits, and meals prepared by an ICRC-supported NGO
- ▶ wounded and sick Syrians received life-saving care at ICRC-supported health posts and clinics and, following an agreement with the Health Ministry, at Al-Mafraq Hospital, with on-site guidance from an ICRC surgical team
- ▶ people separated from their relatives, including Syrian refugees at the Al-Zaatari camp and elsewhere, contacted family members by phone and RCMs, with help from Jordan National Red Crescent Society volunteers
- ▶ people deprived of their freedom, including Palestinian and Syrian internees, received visits from ICRC delegates, who monitored their treatment and living conditions and provided them with ad hoc material assistance
- ▶ at the ICRC's invitation, members of Syrian armed groups learnt more about IHL and humanitarian principles during 7 two-day dissemination sessions conducted by the ICRC in Jordan
- ▶ the Jordanian Red Crescent, having provided relief and family-links services to Syrian refugees, improved its capacities at branch level while boosting its visibility and image as a humanitarian organization

EXPENDITURE (in KCHF)

Protection	3,193
Assistance	4,292
Prevention	1,698
Cooperation with National Societies	1,075
General	754

11,012

of which: Overheads **672**

IMPLEMENTATION RATE

Expenditure/yearly budget	87%
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PERSONNEL

Mobile staff	33
Resident staff (daily workers not included)	116

The ICRC has been present in Jordan since the 1967 Arab-Israeli war. Its work largely consists of visiting detainees to monitor their treatment and living conditions, and providing tracing and RCM services to enable civilians, including refugees, and foreign detainees to restore contact with their family members. In a subsidiary role, it supports and assists refugees who have fled the conflict in the Syrian Arab Republic. In close cooperation with the Jordan National Red Crescent Society, it promotes IHL throughout Jordanian society. The delegation provides logistical support to ICRC relief operations in the region and beyond.

YEARLY RESULT

Level of achievement of ICRC yearly objectives/plans of action **HIGH**

PROTECTION	Total
CIVILIANS (residents, IDPs, returnees, etc.)	
Red Cross messages (RCMs)	
RCMs collected	52
RCMs distributed	135
Phone calls facilitated between family members	7,062
People located (tracing cases closed positively)	12
People reunited with their families	1
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)	
ICRC visits	
Detainees visited	11,086
Detainees visited and monitored individually	853
Number of visits carried out	71
Number of places of detention visited	19
Restoring family links	
RCMs collected	315
RCMs distributed	95
Phone calls made to families to inform them of the whereabouts of a detained relative	28

ASSISTANCE	Targets	Achieved
CIVILIANS (residents, IDPs, returnees, etc.)		
Economic security, water and habitat (in some cases provided within a protection or cooperation programme)		
Food commodities	Beneficiaries 100,000	202,028
Essential household items	Beneficiaries 100,000	15,310
Cash	Beneficiaries 5,000	5,000
Work, services and training	Beneficiaries 68	
Water and habitat activities	Beneficiaries 92,400	335,000
WOUNDED AND SICK		
Hospitals		
Hospitals supported	Structures 1	1

Comments

Owing to operational and management constraints, figures presented in this table may not reflect all activities carried out during the reporting period.

CONTEXT

Jordan remained stable despite experiencing economic difficulties linked to high unemployment and inflation rates, a burgeoning national debt and budget deficit, and pressure from the International Monetary Fund for fiscal discipline. Social discontent, over the lifting of subsidies on essential goods and other austerity measures, persisted.

Jordan continued to feel the effects of the armed conflict in the neighbouring Syrian Arab Republic (hereafter Syria): some 600,000 people from Syria were reported to have entered the country since March 2011, two-thirds of whom were hosted in Jordanian communities. The World Bank approved funding to help cover the costs of hosting the refugees, but Jordan's resources and public services remained stretched.

Jordan maintained good relations with its neighbours. In December, Jordan was elected to a two-year term on the UN Security Council.

ICRC ACTION AND RESULTS

The ICRC, in coordination with the Jordan National Red Crescent Society and other humanitarian actors on the ground, monitored the situation of people who had fled Syria for Jordan. Acting in a supporting role in relation to the Jordanian authorities and UN agencies, it helped fill the growing gaps in assistance for the refugees from Syria. In May, the ICRC appealed for and received additional funds from donors; it scaled up again its humanitarian response in the second half of 2013 in response to additional pressing needs, in particular at border collection points.

Travel-weary refugees arriving from Syria benefited from water, sanitation and shelter facilities made available by the ICRC at interception/collection points, managed by the Jordanian Armed Forces (JAF), in eastern Jordan on the border with Syria. This was complemented by food and essential household items, particularly hygiene kits. In cooperation with the Jordanian Red Crescent, the ICRC provided material/cash assistance for Syrian refugees living in local communities to help them cover needs not addressed by other organizations.

Wounded and sick people from Syria received immediate care at border health posts/clinics managed by the Jordanian Royal Medical Services, with ICRC support. A local hospital received on-site technical support from an ICRC surgical team after it had conducted a war-surgery seminar for Jordanian and Syrian doctors treating wounded Syrians.

The ICRC also monitored the protection issues faced by the refugees from Syria, including Palestinians, particularly the protection afforded to them under the principle of *non-refoulement*. Delegates interviewed people who reported abuses or arrests in Syria and forwarded documented cases to the ICRC delegation in Damascus, Syria, for follow-up.

Detainees in Jordan, including Palestinian and Syrian internees, continued to receive ICRC visits aimed at helping the authorities ensure that detainees' treatment and living conditions were in line with applicable law and internationally recognized standards. Security detainees and other vulnerable inmates received particular attention, and all detainees visited were offered help in contacting their families, embassies or UNHCR. A camp hosting former

Syrian servicemen benefited from water and sanitation initiatives undertaken by the ICRC, in coordination with the authorities concerned. Detainees/internees received ad hoc material support in the form of food and hygiene/educational/recreational items.

Family members separated by past or current conflicts throughout the region, including people fleeing the Syrian armed conflict, restored/maintained contact through the Movement's family-links services. Jordanian Red Crescent volunteers joined the ICRC in providing such services to Syrian refugees in the Al-Zaatari camp. Particularly vulnerable groups received help in obtaining specific assistance from other organizations, while recognized refugees lacking identity papers resettled or joined relatives in third countries, using ICRC-issued travel documents.

Despite the frequent changes within the government, the ICRC continued promoting IHL implementation through the national IHL committee and JAF training programmes. Government officials and military/security personnel, including members of foreign armed forces, attended courses/presentations on IHL, international peacekeeping standards and the ICRC's neutral, impartial and independent humanitarian action. The ICRC also supported the country's mine-action programme and disseminated information on IHL and the ICRC among members of Syrian armed groups.

Contact with a variety of civil society actors raised awareness of humanitarian issues/principles among a broad audience, and helped generate more support for the Movement.

The ICRC supported the National Society in building its capacities in emergency response and family-links services, particularly in connection with the refugees from Syria. It coordinated its activities with those of Movement partners, UN agencies and other humanitarian actors to identify unmet needs, avoid duplication of effort and maximize its impact.

The delegation remained a key logistical hub for ICRC operations, contributing to the organization's humanitarian response in the Middle East and beyond. In addition, Amman continued to host the main training centre for ICRC staff members working in the Middle East, the Balkans and the Caucasus.

CIVILIANS

Refugees from Syria had their protection concerns and living situation monitored by ICRC delegates, who regularly visited border areas, refugee camps and host communities. In partnership with the Jordanian Red Crescent, the ICRC addressed the growing gaps in the assistance refugees were receiving from other humanitarian organizations and the Jordanian authorities. The border areas received particular attention because of the mid-year spike in new arrivals and the absence of humanitarian actors.

Travel-weary refugees access essential services at the Jordanian-Syrian border

Some 335,000 people crossing the eastern and western border into Jordan or back to Syria benefited from essential services made available at four interception and two collection points, fully equipped by the ICRC with water and sanitation facilities and 31 shelter caravans, and managed by JAF border guards. Those crossing the border in the west accessed similar services, through water tanks/dispensers, sanitation caravans fitted with toilets and heaters, and waste containers provided by the ICRC, in

coordination with the Interior Ministry and UNHCR, to the Raba'a Al-Sarhan transit facility. The wounded and sick among the new arrivals were treated at prefabricated clinics built by the ICRC (see *Wounded and sick*).

As of September, in response to increasing needs, some 102,000 refugees from Syria – before being moved to a refugee camp – obtained respite from their journey at border posts with biscuits and juice packs or, for 78,764 of them, with one cooked meal provided by a local charity at certain collection points, with ICRC financial support for 500 to 700 meals every day. Over 15,000 also eased their situation using ICRC-donated hygiene items, jackets/clothes, blankets/mattresses and other essentials.

In October, some 10,000 Syrian refugees at collection points, waiting to enter Jordan, received high-energy biscuits and water/juice packs.

Syrian families not staying in refugee camps also receive assistance

In Amman and northern Jordan, some 100,000 Syrians (20,000 households) living with local communities coped with their circumstances by means of food and hygiene parcels distributed by the National Society. In Mafraq, 1,000 Syrian households (5,000 people) covered their rent and other expenditures for three months through cash grants.

Vulnerable Syrian women – 69 in all – boosted their livelihood opportunities after completing vocational training courses provided by the National Society, with ICRC financial support.

In December, 174 individuals (25 households) living in two improvised tent settlements outside Amman endured the after-effects of a severe snowstorm following the distribution of tarpaulins and blankets.

Fleeing Syrians keep in touch with relatives

Syrians, mainly at the Al-Zaatari camp, maintained/re-established contact with relatives, including some left behind in Syria, using phone services provided by the National Society/ICRC. Some especially vulnerable people at other facilities in northern Jordan, including separated/unaccompanied minors and the elderly, were referred to other organizations for specific types of assistance. Under ICRC auspices, a 16-year-old travelled from Lebanon to be reunited with his family at the Al-Zaatari camp.

People reported the arrest of their relatives in Syria to ICRC delegates; 432 such allegations were documented. Through expanded networking with Syrians in Jordan, the ICRC gathered first-hand information on potential IHL violations committed in Syria. These allegations were communicated to the ICRC delegation in Syria, which submitted representations to the parties concerned whenever possible (see *Syrian Arab Republic*).

Cases of foreign nationals fearing persecution in their home countries if deported were regularly passed on to the Jordanian authorities; this sometimes took the form of oral interventions with the border guard forces.

Jordanians and foreign nationals contact relatives abroad

Other people in Jordan, nationals and foreigners alike, located relatives abroad – mostly detainees held in Iraq, Israel or the occupied Palestinian territory – and exchanged news through RCMs, and

sent and received parcels and official documents. Those unable to travel to the ICRC office availed themselves of family-links services during home visits conducted by delegates. People in Jordan could not visit their relatives detained in Israel owing to lack of Israeli authorization and difficulties encountered by the Jordanian Foreign Ministry and the ICRC in arranging such visits. In total, 212 refugees without valid identity papers resettled or joined their families in third countries using ICRC travel documents issued in coordination with IOM, UNHCR and the embassies concerned.

Despite the ICRC's unceasing efforts, the fate of 18 Jordanians missing in Israel since the 1980s remained unresolved.

The National Society received ICRC support for bolstering its capacities to provide the services mentioned above (see *Red Cross and Red Crescent Movement*).

PEOPLE DEPRIVED OF THEIR FREEDOM

Detainees in the custody of the General Intelligence Department (GID) or held in Correction and Rehabilitation Centres (CRCs) under the authority of the Public Security Directorate (PSD) of the Interior Ministry, as well as Palestinians and Syrians interned under the authority of the Interior Ministry, received regular visits, conducted according to standard ICRC procedures; 853 of them received individual monitoring visits. Delegates monitored detainees' treatment and living conditions, with a particular focus on security detainees and other vulnerable groups such as inmates sentenced to death, women and migrants/foreigners, including administrative detainees.

The detaining authorities were informed of the ICRC's findings and recommendations through confidential oral/written reports. In addition, some 170 CRC personnel learnt more about applicable law and internationally recognized standards related to their duties during ICRC briefings at the CRC training centre; new PSD officers, including criminal and anti-narcotics investigators, participated in three dissemination sessions. During a workshop, senior Interior Ministry officials discussed the Crime Prevention Act, IHL and other relevant norms and the ICRC's humanitarian activities for refugees from Syria.

At meetings with the Jordanian authorities, the ICRC regularly brought up the need to uphold the principle of *non-refoulement* for foreign detainees who feared persecution in their home countries, including Iraqis awaiting deportation, Syrian-Palestinians and former members of the Syrian military/security forces.

Some 20 recently released detainees, or their families, received ICRC-issued attestations of detention, making some of them eligible for State benefits. One foreign detainee began his asylum application process after the ICRC, at his request, notified UNHCR of his case.

Detaining authorities work on improving health care for inmates

Medical ethics remained the focus of the ICRC's regular dialogue/interaction with the Health Ministry, the Royal Medical Services and health staff working in places of detention. As part of the ongoing effort to improve coordination between the Health and Interior Ministries, the former's health-in-detention unit organized workshops for CRC health staff, to facilitate knowledge-sharing and discussions on operational issues. It also launched a series of meetings with directors of health services at governorate

level to obtain their proactive commitment to ensuring adequate health care for CRC inmates.

Representatives of the Jordanian Medical Association learnt more about best practices in providing health care for detainees at a three-day regional seminar held in Amman and attended by medical professionals from 12 Middle Eastern countries. Three Health Ministry officials on a study tour observed how inmates of a Swiss prison were provided health services.

Detainees and internees restore contact with their relatives

Some detainees, mainly those under GID authority, and foreign detainees/internees, including Palestinians and Syrians, stayed in touch with their relatives through RCMs and oral messages relayed by ICRC delegates. The ICRC lobbied for more frequent phone calls for security detainees and foreign detainees not receiving family visits. With ICRC assistance, Iraqi detainees received visits from relatives living in Iraq. In accordance with their wishes, 286 foreign detainees obtained consular protection/advice after the ICRC notified their embassies or UNHCR of their detention. Officials from various Asian countries gathered for a round-table on administrative detention of migrant workers in Jordan to discuss, among other things, enhancing family-links services for foreigners.

Detainees and internees, including Palestinians and Syrians, receive assistance

People regularly visited included some 2,200 former members of the Syrian military/security forces interned at a facility in Mafraq governorate and around 900 Palestinians and Syrians interned in Irbid governorate. Those held at the Mafraq facility, besides receiving hygiene kits and other essentials regularly, were protected against health problems arising from unsanitary surroundings by the complete overhaul of the facility's water and sanitation systems, which included installation of showers and water tanks/dispensers. They also had access to sufficient quantities of water because the ICRC coordinated or covered the cost of the delivery of water for six months. At the Irbid facility, particularly vulnerable people, such as unaccompanied minors/separated children, received special attention.

Other vulnerable Syrian detainees received essential household items, and CRC inmates received educational/recreational items, which helped ease their situation. Particularly vulnerable detainees, such as women held for their own protection – against so-called 'honour crimes' – and some administrative and foreign detainees, obtained assistance from local NGOs after referral by the ICRC. Former inmates were referred to other organizations for psychological/reintegration support when needed.

WOUNDED AND SICK

Wounded and sick refugees from Syria receive life-saving care at border health posts and clinics

Among the hundreds of thousands who had entered Jordan from Syria were wounded and sick people needing urgent care upon arrival and a more ambitious ICRC response than initially planned. They received the necessary care from Royal Medical Services personnel at health posts along the border, and, beginning in August, they also obtained basic medical services at two prefabricated clinics installed by the ICRC along the eastern border where people crossed over. These health facilities – along with one other clinic – regularly received supplies and equipment from the ICRC, facilitating life-saving first aid and stabilization for hospital evacuation.

Syrian patients admitted to the Ruwayshid hospital benefited from five examination beds and bed steps supplied by the ICRC. At a seminar co-organized with the King Abdullah University Hospital, 38 Jordanian and Syrian doctors treating weapon-wounded Syrians sharpened their war-surgery skills. Following this seminar and a subsequent agreement with the Health Ministry, in November, an ICRC surgical team began assisting Al-Mafraq hospital staff in treating Syrian patients.

AUTHORITIES, ARMED FORCES AND OTHER BEARERS OF WEAPONS, AND CIVIL SOCIETY

National IHL committee and mine action receive a boost

While frequent changes in the government continued to affect the ratification/implementation of IHL treaties, Jordan's national IHL committee actively promoted the implementation of IHL, including weapon-related treaties, among key stakeholders. With ICRC support, it organized two workshops at which the heads of the 12 governorates discussed IHL enforcement at all administrative levels. It also published its biannual IHL magazine. With ICRC sponsorship, two committee members took part in a conference on legal protection for detainees during armed conflict (see *International law and cooperation*).

The National Committee for Demining and Rehabilitation (NCDR), having announced the complete demining of all known minefields in Jordan in 2012, went on with clearance-verification exercises. The NCDR's director received advice on operational matters from an ICRC specialist, who also provided technical input during a meeting with the NCDR and other stakeholders. A cooperation agreement between the NCDR and the ICRC on mine-risk education for Syrian refugees was formalized in September. Volunteers at the Al-Zaatari camp, including prospective Syrian returnees, learnt about weapon contamination during training sessions on disaster preparedness.

Jordanian armed/security forces and Syrian armed groups learn more about IHL

Around 1,800 military officers/personnel participated in ICRC-conducted IHL courses/presentations. Over 2,000 military/police/*gendarmarie* personnel took part in IHL refresher sessions before being deployed to UN- or NATO-led missions. Personnel from the region's armed forces learnt more about IHL and international peacekeeping standards, and the goals of the Health Care in Danger project, during events held at the Royal Jordanian Command and Staff College.

As part of the JAF's effort to attain full autonomy in IHL training, over 20 military instructors participated in a two-week train-the-trainer course. Nine military/*gendarmarie* legal advisers attended an IHL workshop; discussions about the incorporation of IHL in the *gendarmarie* training curriculum were in progress. Senior officers represented the JAF at IHL workshops/seminars in Jordan and abroad, including the Senior Workshop on International Rules Governing Military Operations in Colombia (see *International law and cooperation*).

At the ICRC's invitation, some 140 members of Syrian armed groups increased their understanding of IHL and humanitarian principles at seven two-day dissemination sessions conducted by the ICRC in Jordan.

Key actors increase their awareness of the Movement

During World Red Cross and Red Crescent day celebrations, through events organized by the National Society, with International Federation/ICRC support, government officials and media outlets learnt about the Movement and about the ICRC and its humanitarian activities, including those encompassed by the Health Care in Danger project. A wider audience learnt about Movement activities and ICRC operations in Jordan through Ramadan greeting cards, Arabic and English leaflets, and calendars and publications, including the Arabic-language quarterly *Al-Insani*.

National media covered ICRC activities in Jordan and worldwide, using ICRC informational materials. The ICRC sponsored the participation of two senior editors in a regional workshop in Cairo (see *Egypt*); other media professionals took part in field trips.

During a round-table co-organized with the Middle East University in Amman, and with media professionals of the future in mind, 30 university lecturers on journalism discussed the inclusion of IHL in university journalism curricula. Lecturers on law

from Al al-Bayt University were brought up to date on the practice of IHL, for the benefit of future lawmakers. A lecturer on law attended a regional IHL train-the-trainer course, and two others advanced their knowledge at the annual Arab regional course in IHL in Lebanon (see *Lebanon*).

Members of the Islamic Action Front and Islamic humanitarian organizations learnt more about Movement activities at a seminar.

RED CROSS AND RED CRESCENT MOVEMENT

Regular meetings ensured coordination among Movement components, particularly those in Jordan to assist Syrians.

The Jordanian Red Crescent received ICRC technical/material/financial support to strengthen its capacities in emergency preparedness/response, including first aid, in disseminating IHL and Movement principles, and in providing family-links services, particularly for Syrian refugees (see *Civilians*). Its volunteers' active involvement in assisting Syrians in Jordan reinforced the National Society's visibility and image as a relevant humanitarian actor; it also broadened the skills of branch volunteers.

MAIN FIGURES AND INDICATORS: PROTECTION		Total		
CIVILIANS (residents, IDPs, returnees, etc.)				
Red Cross messages (RCMs)			UAMs/SCs*	
RCMs collected		52		
RCMs distributed		135		
Phone calls facilitated between family members		7,062		
Reunifications, transfers and repatriations				
People reunited with their families		1		
Tracing requests, including cases of missing persons			Women	Minors
People for whom a tracing request was newly registered		432	5	16
People located (tracing cases closed positively)		12		
Tracing cases still being handled at the end of the reporting period (people)		510	4	17
UAMs/SCs*, including unaccompanied demobilized child soldiers			Girls	Demobilized children
UAMs/SCs newly registered by the ICRC/National Society		2	1	
UAM/SC cases still being handled by the ICRC/National Society at the end of the reporting period		1	1	
Documents				
People to whom travel documents were issued		212		
Official documents relayed between family members across border/front lines		2		
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
ICRC visits			Women	Minors
Detainees visited		11,086	454	47
Detainees visited and monitored individually		853	121	8
Detainees newly registered		769	112	8
Number of visits carried out		71		
Number of places of detention visited		19		
Restoring family links				
RCMs collected		315		
RCMs distributed		95		
Phone calls made to families to inform them of the whereabouts of a detained relative		28		
Detainees visited by their relatives with ICRC/National Society support		4		
People to whom a detention attestation was issued		20		

* Unaccompanied minors/separated children

MAIN FIGURES AND INDICATORS: ASSISTANCE		Total	Women	Children
CIVILIANS (residents, IDPs, returnees, etc.)				
Economic security, water and habitat (in some cases provided within a protection or cooperation programme)				
Food commodities	Beneficiaries	202,028	55%	20%
	<i>of whom IDPs</i>	202,028		
Essential household items ¹	Beneficiaries	15,310	19%	14%
	<i>of whom IDPs</i>	10,167		
Cash ¹	Beneficiaries	5,000	55%	20%
	<i>of whom IDPs</i>	5,000		
Water and habitat activities	Beneficiaries	335,000	40%	30%
	<i>of whom IDPs</i>	335,000		
PEOPLE DEPRIVED OF THEIR FREEDOM (All categories/all statuses)				
Economic security, water and habitat (in some cases provided within a protection programme)				
Essential household items ¹	Beneficiaries	21,710		
Water and habitat activities	Beneficiaries	2,158		
Health				
Number of visits carried out by health staff		9		
Number of places of detention visited by health staff		8		
WOUNDED AND SICK¹				
Hospitals				
Hospitals supported	Structures	1		
First aid				
First-aid posts supported	Structures	7		

1. Owing to operational and management constraints, figures presented in this table may not reflect all activities carried out during the reporting period.