

THE HASHEMITE KINGDOM OF JORDAN

Enhancing Women's Economic Opportunities

PROPOSED PROGRAM FOR RESULTS

(P180508)

**ENVIRONMENTAL AND SOCIAL SYSTEMS ASSESSMENT
(ESSA)**

REPORT

February 2024

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ACRONYMS

ASEZ	Aqaba Special Economic Zone
ASEZA	Aqaba Special Economic Zone Authority
BRT	Bus Rapid Transit
CBJ	Central Bank of Jordan
CSO	Civil Society Organization
CWD	Children with Disabilities
DEF	Development and Employment Fund
DLI	Disbursement-Linked Indicators
E&S	Environmental and Social
EHS	Environmental, Health, and Safety
EIA	Environmental Impact Assessment
EMP	Environmental Management Plan
EPR	Extended Producer Responsibility
ESF	Environmental and Social Framework
ESIAs	Environmental and Social Impact Assessments
FWA	Flexible Work Arrangement
GAM	Greater Amman Municipality
GBV	Gender-Based Violence
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit
GRM	Grievance Redress Mechanism
HAZMAT	Hazardous Material
HCD	Higher Council for Persons with Disabilities
HSE	Health, Safety, and Environment
ICT	Information and Communications Technology
IMC-W	Inter-Ministerial Committee for Women's Empowerment
IPF	Investment Project Financing
JNCW	Jordanian National Commission for Women
LTRC	Land Transport Regulatory Commission
MoEnv	Ministry of Environment
MoH	Ministry of Health
MoL	Ministry of Labor
MoPIC	Ministry of Planning and International Cooperation
MoSD	Ministry of Social Development
MoT	Ministry of Transport
NCFA	National Council for Family Affairs
NGO	Non-Governmental Organization
NSW	National Strategy for Women
OHS	Occupational Health and Safety
PAP	Program Action Plan
PEIA	Preliminary Environmental Impact Assessment
PMU	Program Management Unit
POM	Program Operation Manual

PWD	Persons with Disabilities
PforR	Program-for-Results
RA	Result Area
RAs	Result Areas
RFPs	Requests for Proposals
RSCN	Royal Society for the Conservation of Nature
SCA	Special Conservation Areas
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SESA	Strategic Environmental and Social Assessment
SIA	Social Impact Assessment
SSC	Social Security Corporation
SoPs	Standard Operating Procedures
TVSDC	Technical and Vocational Skills Development Commission
VG	Vulnerable Groups
VTC	Vocational Training Corporation
WFP	World Food Programme
WOLB	Women's Opportunities in the Labor Market

Executive Summary

Overview and ESSA Methodology

The Environmental and Social Systems Assessment (ESSA) for Jordan's proposed Program for Results (PforR) aligns with the Operational Policy (OPS5.04-POL.107 of 2017) and Directive (OPS5.04-DIR.107 of 2022), aiming to amplify potential environmental and social (E&S) benefits while minimizing risks and impacts. The ESSA evaluates potential direct, indirect, induced, and cumulative E&S effects and assesses the borrower's capacity to manage these effects, adhering to the core principles of the World Bank's policy for PforR.

The "Enhancing Women's Economic Opportunities" proposed Program responds to the government's Economic Modernization Vision (EMV) and aims to double women's economic participation in Jordan. It is underpinned by the Engendered Strategy, the National Strategy for Women, and an Action Plan, setting the framework for this World Bank-supported project. Scheduled from 2024 to 2028, the proposed Program plans to tackle key obstacles to women's workforce engagement by improving workplace conditions, increasing financial access, enhancing transport options, and expanding childcare services.

MOPIC is supposed to spearhead the proposed Program, drawing on a multi-sectoral approach aligned with the Engendered Strategy. The Inter-ministerial Committee for Women and the Program Steering Committee will be proposed to set the proposed Program's strategic direction. It is divided into four key result areas, each managed by respective ministries and agencies. RA1: the Ministry of Labor (MOL), the National Commission for Women (JNCW), and King Abdullah II Center for Excellence (KACE). RA2: the Central Bank of Jordan (CBJ), Ministry of Social Development (MOSD), with support of Jordan National Commission for Women (JNCW) RA3: The Ministry of Transport (MOT), the Land Transport Regulatory Commission (LTRC), and MoSD. RA4: the MOSD, National Council for Family Affairs (NCFA), Technical and Vocational Skills Development Commission (TVSDC), and Vocational Training Corporation (VTC).

Stakeholders' Mapping and Consultations. In December 2023, as part of the Environmental and Social Systems Assessment (ESSA) preparation, the ESSA team conducted a thorough stakeholder mapping and consultation process, categorizing government and non-government entities outlined in Annex II. Individual meetings and interviews were held with proposed implementing agencies, guided by customized question guides. These consultations focused on evaluating Environmental and Social (E&S) risks as the project design evolved, involving government and non-government representatives participating in the proposed Program implementation, as listed in Annex III. Additionally, a Focus Group Discussion (FGD) engaged 24 Civil Society Organizations (CSOs) related to PforR, seeking insights into E&S risks and perceptions of government performance. The outcomes of these consultations significantly informed the ESSA's risk assessment, ensuring the effective integration of E&S considerations into the project's planning and implementation.

Legal and Institutional Framework for the Proposed Program

Environmental: Jordan's environmental management is delineated by a legal framework led by the MoEnv, which orchestrates a systematic approach to environmental compliance for projects. This structured framework is supported by a well-defined process involving the Environmental Licensing Department, a Licensing Committee, and an EIA Committee. Compliance monitoring falls to the Environmental Inspection Department, which applies a risk-based strategy for prioritizing inspections. The Aqaba Special Economic Zone Authority (ASEZA) governs environmental regulation within its designated area. The established framework reflects Jordan's dedication to balancing environmental stewardship with socio-economic progression.

Jordan's Ministry of Environment (MoEnv) has streamlined the environmental licensing and EIA processes, supporting a robust regulatory framework for environmental and social impact assessments. The proposed Program's activities, classified as low risk, must comply with environmental conditions and are subject to MoEnv's oversight. Capacity-building efforts and gender sensitivity are being integrated into EIA processes, and a risk-based approach is adopted for inspections to ensure compliance. Despite some capacity constraints, the proposed Program leverages international support to bolster MoEnv's monitoring capabilities and the overall efficacy of environmental management systems.

Social: Jordan's legislative advancements, including constitutional amendments, signal progress in women's legal status and rights. However, there's a gap between these laws and their impact on women's empowerment and labor market access. Key issues include the Personal Status Law requiring guardian consent for women to marry, and a lack of comprehensive definitions and protections against sexual harassment. Labor laws offer some protection but fall short in addressing daily wage workers' needs and enforcing measures against workplace harassment.

Overall, social management systems are less developed than environmental systems, with a need for institutionalizing assessments, creating SOPs, and enhancing capacity for social risk assessments. The proposed Program's implementing agencies are recommended to establish a dedicated budget for environmental and social initiatives and develop comprehensive strategies, including stakeholder engagement and transparent reporting. Continuous learning and adaptations based on social impact assessment findings are crucial to addressing target demographics effectively and achieving desired social outcomes.

Grievance Redressal Mechanisms (GRM): Jordan's government employs two-level GRMs. The national "At Your Service" GRM allows public feedback through diverse channels, while entity-level GRMs provide a hybrid of digital and conventional methods for inclusive, accountable redress. The Proposed Program Management Unit (PMU) proposed to be established within MoPIC will centralize project-related complaints, supported by GRM Focal Points in each implementing agency, to ensure effective resolution and regular reporting. Identified gaps, however, such as the absence of centralized systems, reliance on manual processing, insufficient data segmentation, limited public awareness, and challenges in anonymous reporting, particularly for sensitive issues, could undermine the GRM's efficacy. Addressing these gaps is essential for a robust and trustworthy grievance mechanism.

E&S Benefits and Risks Assessment

The overall screening of the environmental and social risks revealed that the environmental risks are low, while the social risks are moderate, and thus, the overall risk is rated Moderate. Summary information about these risks is presented below:

Environmental Benefits and Risks: The proposed Program offers environmental benefits. Activities to connect women entrepreneurs with resources that will foster environmental compliance, climate change action, and sustainability in women-led businesses, including obtaining vital E&S certifications. Digitization efforts, like the e-shop platform, will reduce environmental footprints by minimizing the need for physical marketing, thereby decreasing paper use and GHG emissions. Additionally, enhancing women's user experience in public transportation is expected to lower GHG emissions by inducing a modal shift from private to public transport (thus reducing women's dependence on private vehicles). Furthermore, policies concerning childcare facilities will address some of the environmental and social safeguarding requirements and incorporate training for care workers on consumer awareness, energy-saving practices, and the use of energy-efficient technologies, along with water-saving techniques in daily routines.

The proposed Program presents potential environmental risks, including public and occupational health and safety concerns due to small-scale construction and renovation work on improving the build environment at and around bus stops/shelters and establishing childcare facilities. Waste management challenges may also arise from the disposal of municipal, construction, demolition, and e-waste generated by new women's enterprises and childcare services. While resource efficiency risks are considered low, the proposed Program could enhance efficiency in public transport and women's businesses. Effective waste management, regulatory enforcement, and public awareness are essential to mitigate these risks.

Social Benefits and Risks: The proposed Program is poised to offer significant social benefits by enhancing workplace accommodations for women, promoting economic empowerment, and supporting work-life balance. Also, a Gender Seal should be introduced in the private sector. It will also foster financial inclusion and entrepreneurship, enabling women to achieve greater economic autonomy and serve as community role models. Improvements in public transportation will afford women safer and more affordable access to essential services, and the expansion of quality childcare services will support working parents and contribute to children's development. These initiatives aim to advance gender equality and foster a community that champions economic diversity and solidarity.

The proposed Program is poised to confront a spectrum of social risks, including:

1. **Inequity Between Flexible and Full-Time Workers – Area 1:** Part-time or gig workers may receive fewer benefits and protections than full-time employees, reducing social equity and job security within the flexible work framework.
2. **Inefficiency in Sexual Harassment (SH) Complaint Reporting-Area 1:** Due to the grievance mechanism's design, lack of anonymity, and prevailing social norms, there is a risk of unresolved SH complaints. This inefficiency could result in women losing trust in the system, potentially compromising workplace safety and equity.
3. **Exclusion of Women with Disabilities (WwDs) from the Entrepreneurship initiatives (Area 2):** The Entrepreneurship hub or initiatives might inadvertently exclude WwDs if their specific

needs are not considered in the resources, materials, communication channels, etc., limiting their access to vital economic resources and opportunities.

4. **Navigating Changes in Family Dynamics for Female Entrepreneurs:** The increasing financial autonomy of women can introduce shifts in conventional family roles, possibly giving rise to social adjustments. Such transformations, alongside prevailing social norms, might increase pressure on female entrepreneurs as they navigate the demands of their business and personal lives. This scenario could influence their overall well-being and the longevity of their businesses.
5. **Compromised Quality in National Childcare Service Expansion – Area 4:** The rapid expansion of childcare services might lead to decreased service quality, which is crucial for child safety and protection for children and workers. This could reduce parental trust and engagement, affecting the benefits women derive from these facilities. Contributing factors include the pace of expansion outstripping staff training and safeguarding measures, potentially inconsistent childcare standards, and inadequate quality assurance systems.

Environmental and Social Management Systems

The assessment of the environmental and social (E&S) management systems shows several critical areas for improvement. Stakeholder consultation is notably lacking, especially for Category 1 projects, with insufficient involvement of affected parties in assessing E&S performance. Implementing agencies generally lack environmental capacity, with some exceptions in occupational health and safety provided by MoL and VTC. Furthermore, there is a significant gap in capacity across entities to conduct or manage Social Impact Assessments (SIAs) and social risk management. MoEnv struggles with following up on and enforcing Environmental Impact Assessment (EIA) requirements, particularly during construction, with an inadequate workforce for proper compliance monitoring. Impact assessments often fail to fully consider social aspects such as gender and vulnerability. The legal framework does not require Strategic Environmental and Social Assessments for major developments, missing a chance for early E&S integration. Transparency issues persist due to non-mandatory EIA and SIA disclosures, impacting stakeholder trust. Additionally, developers typically underinvest in meeting EIA and SIA commitments, regarding them as mere formalities instead of continuous responsibilities.

Recommendations

Based on the above assessment, a series of interventions are proposed under the proposed Program activities to address the identified gaps between the government's environmental and social management system and the core principles of the Policy on Program-for-Results Financing. The key PAP recommendations are summarized below. The DLI verification and POM recommendations are provided under sections 5.2 and 5.3.

1. Strengthening of the E&S capacities of the PMU and all the implementing agencies by assigning qualified E&S staff (E&S Focal Points) to oversee the E&S aspects of program implementation and provide them with adequate training on E&S risk management and reporting as needed.
2. The interventions to be included in the proposed Action/Implementation Plan to enhance women's accessibility to safe and affordable transport to be screened against the national E&S requirements and the E&S Exclusion List as stated in the ESSA, and mitigation measures to be incorporated into the plan.

3. NCFA to conduct and institutionalize social impact assessment (SIA) and stakeholder engagement (SE) as part of the new National Childcare Policy
4. MOSD to adopt and implement the SOPs to be prepared under the IPF Component as part of the childcare expansion activities, including the identification of roles and responsibilities; and training of relevant staff on the SOPs.

I. INTRODUCTION

The "Enhancing Women's Economic Opportunities" initiative is a strategic proposed Program conceptualized within the ambit of the Economic Modernization Vision (EMV), which is committed to doubling female economic participation. The Engendered Strategy and the comprehensive National Strategy for Women are integrated with this vision, supplemented by a detailed Action Plan. The three instruments define the boundaries of the proposed Program, which is also an anchor operation complementing the World Bank portfolio in Jordan to support the government's priorities. From 2024 to 2027, the proposed Program will be instrumental in implementing transformative interventions, specifically targeting barriers that impede women's entry and retention in the workforce, focusing on improving workplace conditions, enhancing financial inclusion, facilitating transportation, and providing childcare support.

The ESSA is framed in accordance with Operational Policy (OPS5.04-POL.107 of 2017) and Directive (OPS5.04-DIR.107 of 2022), and it strives to ensure that the proposed Program is designed and implemented in a manner that maximizes potential E&S benefits while taking necessary measures to avoid, minimize, or mitigate E&S risks and impacts. This ESSA should be read in conjunction with the proposed Program Concept Note to provide full details of the proposed Program Design.

A legal analysis has been conducted to assess the legal and institutional frameworks applicable to the proposed PforR, ensuring it aligns with sustainable goals, minimizes adverse impacts, and complies with financing criteria. The E&S system also safeguards public and worker safety, manages land acquisition to limit displacement, and emphasizes equitable access and cultural appropriateness, all while mitigating social conflicts in sensitive areas.

Through a comprehensive examination of the potential E&S effects of the Program, including direct, indirect, induced, and cumulative effects; the borrower's legal framework, regulatory authority, organizational capacity, and performance; and the probability of achieving its E&S objectives, this report sets the framework for the proposed Program for a model that aligns with the core principles and planning elements stipulated by the World Bank.

1.1 Purpose of the ESSA

The World Bank has prepared this ESSA according to the requirements of the Bank's Policy for PforR financing for adequately managing the E&S effects of the Proposed Program. The ESSA assesses the potential E&S effects of the PforR, including direct, indirect, induced, and cumulative effects as relevant. It also assesses the Borrower's capacity (legal framework, regulatory authority, organizational capacity, and performance) to manage those effects in line with the core principles of the World Bank policy for PforR. The specific objectives are as follows:

- Identify potential environmental and social benefits, risks, and impacts applicable to the Proposed Program activities.
- Assess the borrower's environmental and social management systems for managing the identified E&S effects relevant to these activities, including reviewing the policy, legal framework, and performance track record.

- Assess the extent to which the borrower’s environmental and social management systems are consistent with the Bank’s core environmental and social principles in the Bank policy and associated guidance materials (refer to Section 1.2 for further elaboration).
- Based on the identified gaps, recommend, and formulate measures for inclusion in the Disbursement Linked Indicators (DLIs) overall Proposed Program Action Plan (PAP) and the Proposed Program Operation Manual (POM) to enhance both the E&S management systems and the E&S outcomes during implementation.
- Describe the consultation process for the preparation and implementation of the proposed Program.

The findings and recommendations of the ESSA are subsequently factored into the operations' overall Integrated Risk Assessment, PAD, and PAP. The findings, conclusions, and opinions expressed in the ESSA document are those of the World Bank. Recommendations contained in the analysis will be discussed with the Hashemite Kingdom of Jordan counterparts. Recommendations from the Consultations and additional pre-appraisal discussions will also be integrated and reflected into this document.

1.2 Methodology

Developing the Environmental and Social Systems Assessment (ESSA) for the proposed Program for Results (PforR) was conducted during December 2023 and involved a collaborative approach, incorporating input from key stakeholders, including proposed implementing agencies, other government agencies, and non-governmental organizations. This process was tailored to Jordan's specific context and the activities associated with the PforR.

The World Bank team evaluated how well the PforR's systems adhere to essential environmental and social (E&S) principles. The first step in the process was to identify potential E&S risks and impacts and assess the possible effects of the activities funded under the PforR. The assessment is undertaken by bank E&S specialists and consultants using the following comprehensive approach, which employed the following methods:

1. **Document Review:** The Environmental and Social Systems Assessment (ESSA) team undertook a comprehensive review of various documents essential for preparing the ESSA. This review encompassed:
 - **PforR Documents:** Examination of materials produced during the PforR's preparation, including the Project Concept Note (CN) and other project and sector-related literature.
 - **World Bank ESSA Policies and Reports:** Review the World Bank's environmental and social assessment guidelines for PforR, PforR Policy, and the Bank Directive for Program-for-Results Financing. Additionally, the team reviewed ESSA reports from other World Bank PforR operations and related studies.
2. **National Legal and Regulatory Documents:** A thorough examination of Jordanian laws, regulations, policies, strategies, and guidelines focused on environmental and social (E&S) management for the PforR interventions. This included an assessment of official government publications and client-provided materials and a review of published media and web-based information. The complete list of documents reviewed is detailed in Annex I.

3. **Stakeholder Mapping and Consultation with Borrower Implementing Agencies During ESSA Preparation:** The ESSA team extensively mapped government and non-government entities, as outlined in Annex II. Following this mapping, the team conducted bilateral meetings and interviews during December 2023 with each proposed implementing agency to discuss the environmental and social (E&S) risks as the project design evolved. The consultation meetings were done using pre-prepared question guides tailored to each stakeholder. These discussions focused on the implementation aspects of the PforR from an Environmental and Social (E&S) standpoint, assessing the strengths and limitations of their Social and Environmental (S&E) systems and formulating strategies to mitigate any adverse E&S impacts. The meetings, as seen in Annex III, included:
 - Government Representatives involved in implementing the PforR.
 - Non-Government Representatives involved with the government in implementing the PforR.
4. **Focus Group Discussion (FGD) with 24 Civil Society Organizations (CSOs):** The FGD with CSOs relevant to the field of PforR focused on soliciting views on social and environmental risks related to PforR and understanding the context of implementation activities, including perceptions of government performance.
5. **Drafting the ESSA:** The ESSA team, drawing from insights gained through document reviews and consultations with various stakeholders, prepared the initial draft of the ESSA. This draft was then presented for review to the World Bank project team and relevant government agencies.

Consultation and Disclosure: The preparation of the ESSA included stakeholder mapping of stakeholders and inputs from the implementing agencies and key stakeholders relevant to the program, including governmental institutions, implementing agencies, CSOs, and international donor agencies supporting the women economic opportunities. The Bank, its representatives, and the Program's implementing agencies consulted with stakeholders on the Draft ESSA and findings in February 2022. The consultation outcomes have been considered in the assessment process, and relevant significant concerns have been considered in the ESSA and recommendations. The final ESSA will be disclosed on the Bank and MOPIC websites, incorporating stakeholders' feedback, before appraisal.

II. PROPOSED PROGRAM DESCRIPTION

2.1 Proposed Program Description

The proposed "Enhancing Women's Economic Opportunities" proposed Program is a key Program envisioned following the stated objectives and set targets of the Economic Modernization Vision (EMV). This proposed Program aims to address constraints that women face to enter and stay in the labor force

related to workplace conditions, financial inclusion, transportation, and childcare. It is harmoniously aligned with the Engendered Strategy and the thorough National Strategy for Women, fortified by a meticulously laid out Action Plan. Spanning from 2024 to 2027, this proposed Program is pivotal in enacting transformative measures aimed directly at dismantling the obstacles that prevent women from entering and remaining in the labor market.

This proposed initiative is poised to be a pivotal operation with multiple primary objectives, including the augmentation of the Government of Jordan's (GoJ) vision and execution of its gender-focused strategy. It aims to create a focal point for aiding the achievement of the Country Partnership Framework's (CPF) objective of enhancing Female Labor Force Participation (FLFP). The initiative is also designed to reinforce and improve the World Bank's current and prospective projects concerning FLFP.

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A key feature of the proposed Program is establishing an Evidence and Collaboration Hub, which is essential for applying the EMV Engendered Strategy. The Hub will ensure that complementary actions are taken, and partnerships are utilized to foster an evidence-based application and monitoring of strategic objectives. It will build upon the foundation of existing institutions and initiatives to maintain a robust integration and coordination system. Furthermore, the Hub will play a crucial role in continually identifying priorities that align with the ambitious targets set for a substantial impact on FLFP rates in conjunction with new World Bank operations and initiatives by the GoJ.

The Program's Proposed Development Objective (PDO) is to alleviate women's barriers to securing and maintaining employment, improving workplace conditions, enhancing financial inclusion, facilitating transportation, and providing childcare support.

The PDO level indicators identified for this proposed Program are:

- Number of private sector firms awarded the gender seal [RA1]
- Increase in women's basic bank accounts, bank accounts and e-Wallets (Number of women) [RA2]
- Increase in number of female university students who receive transport subsidy (number) [RA3]
- Increase share of children enrolled in nurseries (% of children under 5 years of age) [RA4]

In the framework of the proposed PforR Program, no major physical activities are anticipated. The table below presents the final proposed design of the Program DLIs.

Table 1: Proposed Program Design

Result Area	DLIs
RA 1. Better & more adaptive workplace conditions for women	
DLI1. Improved workplace environment for women	DLI 1.1. Amended bylaws for flexible work to remove conditionalities endorsed by GoJ DLI 1.2. Number of new companies that report application of FWA (incremental) DLI 1.3. National Gender Equality Seal initiative endorsed and launched DLI 1.4. Number of firms awarded with the Gender Equality Seal (incremental)

	DLI 1.5. Number of MoL workers receiving, transferring and handling SH complaints trained on applying the guidelines (incremental)
RA 2. Women’s increased financial inclusion & entrepreneurship	
DLI2. Increased women’s financial inclusion and entrepreneurship	DLI 2.1 Number of eWallets, basic bank accounts and bank accounts owned by women (incremental) DLI 2.2. Share of women obtaining credit from banks (2028) DLI 2.3. Number of new women owned and led businesses. - new women-owned firms registered with the company controller - number of businesses using e-shop platforms to sell their goods and services (incremental)
RA 3. Safe & affordable public transportation	
DLI3. Improved safety and affordability of transportation	DLI 3.1. Action/Implementation plan for women’s access to safe, affordable transport adopted and disseminated DLI 3.2. Number of bus stops constructed in accordance with the modernized design standards DLI 3.3. Increased number of universities that provide subsidized transportation fares for students (incremental)
RA 4. Expanding access to quality childcare	
DLI4. Expanded access to quality childcare services	DLI 4.1. National Childcare Policy adopted DLI 4.2. Number of new childcare workers accredited (incremental) DLI 4.3. Number of nurseries registered/licensed (incremental) (incremental) DLI 4.4. Number of women receiving MOSD or SSC childcare subsidies for nursery enrollment of their children
Total	

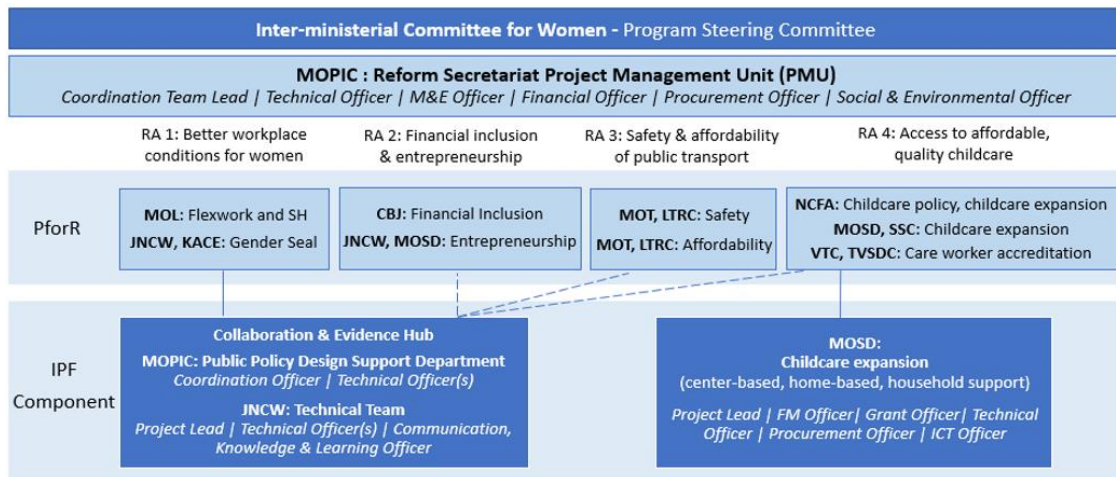
2.2 Proposed Institutional Arrangements for Program Implementation

The IMC-W will play the role of the Steering Committee for the Program which will oversee all activities and initiatives, given its responsibility in overseeing the engendered strategy of the EMV. The Reform Secretariat Program Management Unit (PMU) at MOPIC will lead the main functions of the Program’s implementation. The PMU will be strengthened by hiring additional team members to provide support for activities under this Program. A range of government agencies will be responsible for the DLIs under the specific RAs: (i) MOL, JNCW, KACE for RA1; (ii) CBJ MOSD and JNCW for RA2; (iii) MOT, LTRC, and MOSD for RA3, and (iv) NCFA, MOSD, VTC, and TVSDC for RA4. Under the IPF component, the PMU at MOPIC will also be the implementing body responsible for financial management, procurement, M&E, as well as addressing environment and social aspects. Specifically, the childcare IPF activities will be supported by teams that will be hired under MOSD to manage the grant schemes related to the supply and demand sides. MOSD is currently implementing a grant initiative for association nurseries. The IPF activities will leverage the implementation arrangements currently in place for this initiative. The childcare initiatives will be implemented in coordination with the SSC to ensure the activities remain complementary to the Reaya program.

The Collaboration and Evidence Hub is a team based in the Gender Unit at the Public Policy Design Support Department (PPDSD) and at the JNCW. This team will build on existing government structures and processes supporting women’s economic participation and be responsible for designing, monitoring, supervising, and reporting on government plans. The hub will lead the implementation and quality checks of the evaluation studies, development of campaigns and potential innovative pilot interventions which address constraints facing women’s economic participation. The JNCW has

previously engaged through grants and PforR commitments on similar topics and has delivered satisfactorily. The PPDS and JNCW will be strengthened by hiring additional staff to support the coordination and implementation of the Collaboration and Evidence Hub activities in close coordination with the IMC-W and the relevant government.

Figure 1. Program Implementation Arrangements



RA1: Better and more adaptive workplace conditions for women - led by the Ministry of Labor (MOL), National Commission for Women (JNCW), and King Abdullah II Center for Excellence (KACE). This area will focus on:

1. **Working with MoL** to amend flexible work legislation to remove restrictions on flexible work (Flexible Work bylaw 2017, Articles 3, 4, and 6), facilitate the accessibility of flexible workers to the pension system, and support women’s access to flexible forms of employment, including part-time and remote work **(DLI-1.1 & 1.2)**.
2. Working with **KACE** to introduce the Gender Equality Seal, aimed at the private sector to recognize companies advancing workplace conditions such as pay equity, childcare services, career growth, and tackling sexual harassment, thus promoting women's labor market participation. The seal will incorporate criteria drawn from national and international award programs (such as UNDP Gender Seal, EDGE Certification, UN Women WEPS). It will be developed and implemented by the KACE, the designated entity with a longstanding track record of national excellence awards, with the technical expertise and coordination across stakeholders provided by the JNCW. **(DLI-1.3 & 1.4)**.
3. Working with **MoL** to expand the capacity of the existing reporting and referral systems for workplace sexual harassment to be led by MoL GM by adopting guidelines on addressing Sexual Harassment (SH) complaints and building the capacity of MoL workers to apply these guidelines throughout the process of receiving, transferring, and handling SH complaints across different entry points such as through the Hemayah platform¹, walk-ins and the inspectors. Also, increase firms’ capacity to assess and address sexual harassment by providing guidelines and raising awareness related to legal rights and protections available to firms, and

¹ ‘Hemayah’ is online protection platform for labor complaints, which aims to preserve the rights of workers. It is run by MoL. (<https://complaint.Hemayah.jo/>)

recommendations for designing grievance mechanisms and referrals to support services. **(DLI-1.5)**.

RA2: Women’s financial inclusion and entrepreneurship – This area will be led by the Central Bank of Jordan (CBJ) and MOSD and JNCW. This Results Area focuses on:

1. Support the implementation of activities under the Financial Inclusion Strategy (2023-2027) by CBJ that are focused on improving women’s financial inclusion, such as expansion of the number of women’s bank accounts and e-wallets, expansion of the number of women’s basic bank accounts, increase in the number of loans to women, and increase in usage of digital payments by women. **(DLI-2.1 – 2.3)**.

.Responding to the need of increasing entrepreneurship and business support assistance provided to women across all stages of the business cycle, from ideation, to start-up, to growth, across all types of enterprises (including digital businesses, home-based businesses, sole proprietorships and companies), across all sectors, and all parts of Jordan, the JNCW will be supported to play a focal point role within the entrepreneurial ecosystem as the technical arm of the IMC-W in close collaboration with MOSD, and the Company Controller Department (CCD), and working across stakeholders (government agencies, development partners, civil society, and private sector – in particular, the Chambers of Commerce), with the objective of monitoring the number of new women owned and led firm **(DLI-2.3)** the

RA3: Safe and affordable public transport - The Ministry of Transport (MOT), and the Land Transport Regulatory Commission (LTRC) will lead this area, focusing on:

1. Developing and adopting an official action plan by MoT and endorsed by the inter-ministerial committee headed by MOSD to enhance women’s access to and use of public transportation. The Plan will identify the infrastructure and service delivery needs of women, including but not limited to safe access from and to bus stations, safety while in public transport vehicles, urban environment around a bus station, women-friendly bus design features for future investments, as well as the adoption of integrated fares for public transport in the major urban centers of the country **(DLI 3.1)**.
2. Implementing specific activities envisioned as part of the action plan. Namely: (i) modernizing the standards and design guidelines for bus stops (for women’s safety), these standards would include aspects related to walkability, lighting, water drainage, CCTV monitoring, openness, and visibility around bus stops, etc.² led by LTRC; (ii) construction of 40 of bus stops as part of a pilot program, showcasing best practices for a potential nationwide implementation. As Jordan is at risk of urban flooding and extreme heat, the modernization standards will incorporate climate-resilient measures such as improved drainage to increase resilience against flash floods and materials used for the bus shelter will be resistant to and protect against extreme temperatures. **(DLI. 3.2)**.
3. The provision of subsidized direct transport services for students of two public universities, led by LTRC. **(DLI-3.3)**.

RA4: Expanding access to quality childcare services - This area will be managed by the National Council for Family Affairs (NCFA), MoSD, Social Security Corporation (SSC), the Technical and Vocational

² These usability standards will also consider accessibility standards for people with disabilities and elderly people. In addition, they will build in response to existing climate vulnerabilities linked to excessive heat and drought, encouraging the use of greenery for shade around stations and the use of solar powered lightning.

Skills Development Commission (TVSDC), and the Vocational Training Center (VTC). The Program will focus on:

1. Develop a National Childcare Policy by the NCFA through extensive consultations with all stakeholders, adopt it by the GoJ, and endorse it by all relevant Ministries. The Policy will support much-needed system coherence by outlining clear roles and responsibilities for different governmental and non-governmental institutions related to process streamlining (including registration and licensing) and consistent standards for workers and service provision. The Policy will address accountability and governance structures, with coordination mechanisms facilitating a unified approach. **(DLI-4.1).**
2. Support the quality enhancement of childcare workers under the responsibility of TVSDC and VTC, by: (i) developing a skills-based occupational standards for childcare workers through the National Committee for Childcare, under the TVSDC (ii) incentivize and directly support the accreditation of childcare workers (iii) tailor the current VTC's training program for caregivers to accommodate the different needs of caregivers to provide different training modalities to women who are willing to work or are already working as caregivers (iv) Improve the accreditation's training material to include consumer awareness and capacity building modules on energy saving practices, installation, use and maintenance of energy efficient technologies that can be used at work and at home, water saving practices in the caregivers daily routine. Additionally, to ensure the program is disability inclusive and aligns with Jordan's disability laws, training will include disability awareness and methods for identifying developmental issues in children as part of the national certification for childcare workers. **(DLI-4.2).**
3. Support the expansion of childcare services by MoSD through the IPF component. This include **(i)** providing establishment grants for center-based and home-based nurseries, **(ii)** subsidizing childcare costs for low-income households, and **(iii)** facilitating access through an online childcare services platform. **(DLI-4.3 & 4.4).**

IPF component

- **Activity 1- The establishment of a Collaboration and Evidence Hub**, led by the Ministry of Planning and International Cooperation (MOPIC) and supported by the Jordan National Commission for Women (JNCW): The Hub will focus on improving the enabling environment for women in the labor force by conducting impact evaluations and studies and piloting innovative approaches that address constraints related to workplace conditions, financial inclusion, transportation, and childcare. It will also engage in capacity-building activities and awareness and behavioral campaigns. A work plan and monitoring framework will be developed to track progress of activities under the hub. The hub's outputs will be housed in the forthcoming National Women's Observatory managed by JNCW.
- **Activity 2- Program Management and Monitoring**, involving the expansion of the Program Management Unit at the Reform Secretariat of MOPIC to facilitate coordination between various stakeholders, including government agencies, civil society organizations, academia, and international partners. This unit will support implementation and ensure cross-sectoral coordination and ownership.

- **Activity 3- supporting the expansion of quality childcare**, as explained in area 4. It will focus on:
 - 3.1 Expanding the supply of childcare through start-up support program:** This activity will support the establishment of center-based (association and private sector nurseries) and home-based nurseries through grants. This grant size will vary based on the type of nursery (center- or home-based), the size, and the capacity of the nursery. To qualify for the program, the nursery must be ineligible for the Reaya program,³ and meet the selection criteria set by the MOSD. Childcare providers who cater to low-income households, and those that are in industrial zones or tourism hubs will be prioritized in the selection criteria. Selected recipients will receive the grants in three tranches over the year, upon meeting conditions set by the MOSD (e.g., completing caregiver accreditation), while entrepreneurship guidance will be provided on an ongoing basis. The establishment grants will allow for the procurement of energy efficient appliances (heaters, lighting, fridge, etc.) for up to 10 percent of the grant amount for center-based and up to 20 percent for home-based nurseries. Procurement standards will be set to ensure the appliances comply with Energy Star Standards / best available technology or match or surpass country appropriate technology benchmarks for performance.
 - 3.2 Increasing demand for services by subsidizing the cost of childcare for low-income households:** This activity will provide childcare cost subsidies for low-income families, covering licensed care (home-based or institutional) for children aged 0-3 for 6-12 months. The subsidy, up to US\$100 per month, will be scaled to the mother's income. About 3000 children will benefit from this pilot. Eligible mothers are those engaged with labor force initiatives e.g., signed up for a training-for-employment program, registered on national employment platform, enrolled in the national employment program etc.) and not currently benefiting from Reaya⁴, or those who will receive extended support post-Reaya. Subsidies are paid directly to chosen childcare providers, contingent on the mother's continued labor force participation.
 - 3.3 Expanding access through an online childcare platform:** This activity will create an online platform to bridge the divide between childcare service providers and families, improving the visibility of available services. The Ministry of Social Development will manage the platform, which will be integrated with the National Unified Registry (NUR)⁵ to assist Jordanian citizens seeking social aid. It will feature all licensed childcare providers, whether public, private, NGO-operated, or home-based, detailing their location, cost, operating hours, staff accreditation, and Reaya program enrollment. Families can use the platform to find childcare options in their area and submit complaints to the Ministry of Social Development, which will enhance the Grievance

⁴ The Reaya program provides 6 months of cash support to Social Security Corporation registered mothers who are currently employed and has contributed to the SSC for at least 6 months. Activity 2 will complement Reaya support by reaching women who do not qualify for Reaya, and by providing additional months of support to those benefiting from Reaya.

⁵ The National Unified Registry (NUR) serves as a single gateway for Jordanians seeking social assistance by connecting 34 government institutions, including the Civil Status Department, National Aid Fund, Social Security Corporation, Tax Department, Health Insurance, vehicle registration, and the Ministry of Education. NUR enables households to self-register for multiple social protection services, cross-checks their data with other databases, ranks them by poverty status, assesses their needs, and connects them to the necessary services.

Mechanism for childcare. Additionally, the platform will facilitate the selection of beneficiaries by exchanging referrals with the Reaya program, ensuring efficient coordination across various assistance programs.

III. PROGRAM'S ANTICIPATED ENVIRONMENTAL AND SOCIAL EFFECTS

3.1 Conceptual Approach to Environmental and Social Effects

The Environmental and Social Systems Assessment (ESSA) is a structured process designed to evaluate the environmental and social (E&S) effects associated with the proposed Program. This process unfolds in a series of methodical steps to ensure comprehensive coverage of all potential E&S risks and impacts.

1. **Step 1: Screening Proposed Program Activities** Under the World Bank Policy for Program for Results (PforR), activities that are “judged to be likely to have significant adverse impacts that are sensitive, diverse, or unprecedented on the environment and/or affected people are not eligible for financing and are excluded from the Program.” The Exclusion List is included in Section 3.2.
- **Step 2: Assessing E&S Principles** Following the preliminary screening, the next step, outlined in Section 3.4, is to evaluate the eligible activities against core E&S principles. This encompasses all activities delineated within the proposed Program's scope and expenditures, including those necessary for achieving the Proposed Program Development Objective (PDO), targeted results areas, overarching goals, and Disbursement-Linked Indicators (DLIs). This comprehensive screening serves to identify not just the direct impacts but also the secondary or consequential effects. These may include impacts indirectly associated with PforR financing or those resulting from proposed Program-related activities not directly funded by the PforR.
- **Step 3: Evaluating Borrower's E&S Management Systems** An analysis of the borrower's capacity to manage E&S risks tied to proposed Program activities is conducted and presented in Section 4. This evaluation is critical in understanding the robustness and effectiveness of existing management systems.

The legal and institutional aspects are carried out to determine if:

- The design of the Proposed Program's E&S management system promotes sustainability, seeks to avoid, minimize, or mitigate adverse impacts, and emphasizes informed decision-making relating to the Proposed Program's E&S effects.
- The system avoids significant conversion or degradation of natural habitats and physical and cultural resources under PforR financing criteria.
- Measures are instituted to protect public and worker safety against construction and/or operation risks, exposure to toxic substances, hazardous waste, dangerous materials, and infrastructure rehabilitation in natural hazard-prone areas.
- Land acquisition and natural resource access are managed to minimize displacement, with a commitment to improving or restoring the livelihoods and living standards of affected people.

- The Proposed Program's E&S system recognizes the importance of cultural appropriateness and equitable access, particularly regarding Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities and VG.
 - The system is designed to prevent the exacerbation of social conflicts, especially in areas identified as fragile, post-conflict, or subject to territorial disputes.
- **Step 4: Addressing System Gaps** Based on the assessment, recommendations are formulated to bridge any identified gaps within the borrower's E&S risk management frameworks. These recommendations, aimed at enhancing the systems, are comprehensively included in Section Five. While the ESSA acknowledges the spectrum of E&S effects, including benefits, known impacts, and potential risks, its predominant focus is gauging the adequacy of the borrower's systems in managing adverse impacts and associated risks. E&S risks are typically grouped into two broad categories for analysis:
 - Sustainability and Institutionalization: This category examines the durability and embeddedness of E&S management systems within the borrower's institutional framework.
 - Specific E&S Risks: This encompasses pollution, health and safety, cultural heritage, vulnerability of natural habitats, social inclusion, and equitable distribution of benefits. The interplay between these factors can amplify or mitigate the overall risk profile of the proposed Program.

The ESSA process ensures that the proposed Program's implementation aligns with environmental and social sustainability principles while effectively managing potential adverse impacts.

3.2 Exclusion List

Following the preliminary findings of the ESSA for this draft, the proposed Program does not anticipate yielding significant negative environmental or social impacts. Moreover, PforR financing should not be used to support the proposed Programs or activities within programs that, in the Bank's opinion, are restricted to funding. Consequently, an exclusion list has been formulated to delineate the specific activities that shall not be permissible within the Proposed Program's scope due to the potential risks and severe detrimental impacts they might inflict upon the environment or affected communities. The exclusion list shall comprise, but not be restricted to, the following:

- Significant conversion or degradation of critical natural habitats or critical cultural heritage sites.
- Air, water, or soil contamination significantly impacts the health or safety of individuals, communities, or ecosystems.
- Workplace conditions that expose workers to significant risks to health and personal safety.
- Land acquisition and/or resettlement of a scale or nature that will have significant adverse impacts on affected people or the use of forced evictions.
- Large-scale changes in land use or access to land and/or natural resources.
- Adverse E&S impacts cover large geographical areas, including transboundary impacts or global impacts such as greenhouse gas (GHG) emissions.
- Significant cumulative, induced, or indirect impacts.

- Activities that involve the use of forced or child labor.
- Marginalization of, discrimination against, or conflict within or among, social (including ethnic and racial) groups; or
- Activities that would (a) adversely impact land and natural resources subject to traditional ownership or under customary use or occupation.

3.3 Potential Environmental and Social Benefits and Risks

This section outlines potential effects⁶, including benefits and risks identified through the program's review and assessment by the E&S team. A summary of the overall benefits and risks is presented here, with Annexes (V.1&2) offering a comprehensive screening of these aspects. Additionally, Section 4.3 delves into detailed risk analysis against the PforR core principles, along with necessary mitigation measures.

3.3.1 Screening of Potential Environmental Benefits & Risks

Benefits

The proposed Program's activities are expected to deliver environmental benefits.

In the first area, the flexible working hours and remote work options can lead to reduced commuting, decreasing greenhouse gas emissions from transportation, and enhancing resource efficiency.

In the second area, linking women entrepreneurs to both financial and non-financial services (RA2) will include environmental awareness and access to environmental services linked to permitting and licensing businesses to ensure businesses' compliance with the national environmental regulations, to promote addressing climate change mitigation and adaptation, and to stimulate the sustainability and competitiveness. Also, the e-shop initiatives will improve women enterprises' access to digital businesses and facilitate access to markets through e-commerce channels. This will positively and gradually contribute to reducing the environmental footprint of women-led businesses through reducing reliance on physical marketing and, as such, limit the consumption of paper and ink to produce promotional materials and reduce GHG emissions from transportation linked to direct (face-to-face) marketing.

In the third area, the development and adoption of an Official Implementation Plan to enhance women's use of public transportation is anticipated to encourage women's use of public transport for commuting to workplaces and to childcare service facilities and, as such, positively contribute to controlling and reducing GHG emissions associated with the use of private cars.

In the fourth area, the multisectoral and inclusive policy will address the environmental requirements linked to establishing, expanding, and operating childcare facilities. This includes emphasizing the requirements for boosting children's health and safety, OHS, and resource efficiency (water and energy

⁶ Effect: Refers collectively to benefits, impacts, and risks under the PforR Program (Source: Bank Guidance on PforR Financing).

efficiency, conservation, and renewable energy). The establishment grants for the childcare facilities will allow for the procurement of energy-efficient appliances (heaters, lighting, fridge, etc.) for up to 10 percent of the grant amount for center-based and up to 20 percent for home-based nurseries. Procurement standards will be set to ensure the appliances comply with Energy Star Standards / best available technology or match or surpass country-appropriate technology benchmarks for performance. Also, the accreditation's training material will include consumer awareness and capacity-building modules on OHS, energy-saving practices, installation, use, and maintenance of energy-efficient technologies that can be used at work and home, and water-saving practices in the caregivers' daily routine.

Risks

The following risks have been identified through the screening process:

Public and Occupational Health and Safety Risks:

The proposed Program's activities are anticipated to introduce risks to public and occupational health and safety through the implementation of construction works connected to providing safe access to public transport (RA3) and to the registration and licensing of new childcare facilities (RA4). More specifically, the proposed Program will include undertaking several small-sized infrastructure and civil works to provide safe access to public transport, and minor renovation and rehabilitation of facilities is expected to ensure compliance with the policy and related regulations and to meet the licensing requirements.

The safe access infrastructure includes financing the construction of 40 bus stops as part of the pilot program, serving as good practice examples for a national roll-out. The construction of the bus stops will include bus shelters, safe pedestrian crossing (e.g., street lighting, connection to stormwater infrastructure and sidewalks maintenance, landscaping around the bus stops, etc.) The new childcare facilities discussed under RA4 will be supported to register and to obtain operation licenses, and this will entail minor renovation of existing facilities, and it will not include construction of new buildings or expansion of existing buildings. The renovation of childcare facilities will include tiling, painting, installation of temperature control equipment (heaters, air conditioning, etc.), and supply of childcare furniture and tools. Public and occupational health and safety risks and negative effects are linked to poor planning, weak OHS capacity and awareness within the contractors and client project teams, hiring of unskilled labor with poor OHS knowledge, weak monitoring and supervision during the construction phase and poor construction management, non-compliance with respective environmental and OHS regulations and guidelines, improper management of generated construction/demolition waste, road accident risks, etc. These risks are rated as low given the ability of Jordan's environmental and social management systems to prevent and control such risks. Hence, the rating of negative effects on affected people -if impacts occur may- range from insignificant/low to severe depending on the incident severity.

The growth of women-led businesses under RA2 is expected to entail a scale-up of operating women-led businesses and the establishment of new businesses. This is anticipated to be associated with OHS risks specific to the nature, type, and scale of each enterprise, and therefore, each new women-led enterprise should be screened for environmental and OHS risks as per the Environmental Classification and Licensing Regulation. Risks to public health and safety from certain types of women-led

businesses, like for example food and beverage, are also anticipated. Overall, these risks are anticipated to be low and avoidable if these businesses comply with the related regulations and guidelines.

Public and occupation health and safety risks connected to the expansion and operation of the childcare services includes health and safety risks to the children and to service providers which are mainly related to possible exposure to infections in crowded conditions, improper sanitary and hygiene conditions and practices, in addition to the traditional risks of fires, electrocution, fall down, cuts and injuries from using sharp tools, etc. The exposure to infections may on some occasions extend to the families of the children receiving childcare services, especially in case of vector borne diseases. Rarely, some infections with contagious and resistant pathogens can be life threatening, and their spread is mainly connected to poor sanitary and hygiene practices.

Waste Risks:

The proposed Program's activities are anticipated to generate (1) municipal waste from the scale-up, establishment and operation of existing and new women-led enterprises under RA2 and from childcare facilities under RA4, (2) construction and demolition waste from the construction of 40 bus stops and associated minor civil works, from the implementation of the Official Implementation Plan under RA3, and from the renovation of childcare facilities under RA4, and (3) e-waste from the operation of new and scaled up women enterprises and childcare service facilities. The scale-up and new women-led enterprises expected to be established under RA2 are anticipated to be mainly SMEs and are expected to generate very small volumes of municipal and e-waste which will have no or negligible impact on the waste management system and on the environment. Hence, it is possible that few women enterprises may generate other manufacturing/industrial waste depending on the type and size of business/industry, and therefore all new enterprises should be screened by the environmental classification and licensing as per the applicable national environmental regulations.

Under RA 3 and RA 4, The proposed Program does not include major construction or civil works connected to providing safe access to public transport stops/shelters, and to the support to new childcare businesses registration and licensing. Hence, the proposed Program will include the undertaking of several small-sized infrastructure and civil works to provide safe access to public transport stops, and minor renovation and rehabilitation of facilities is expected to ensure compliance with the policy and related regulations, and to meet the licensing requirements. Under RA 3, the proposed Implementation Plan will identify and plan for the infrastructure and service delivery needs of women. Environmental risks linked to the investments and activities designed under the Official Implementation Plan should be screened and assessed, and measures to avoid and mitigate these risks should be considered and incorporated into the plan.

As for e-waste, the proposed Program does not include construction or civil works connected to the establishment of IT infrastructures. Nevertheless, the uptake of digital services, expansion in childcare services and women enterprises will likely prompt these businesses to acquire modern electronic devices (computers, TVs, tablets, air conditions, refrigerators, etc.) to replace old ones or for expansion, resulting in the generation of very small volumes of e-waste. Noting weak enforcement of e-waste related policies and regulations, and the insufficient investment in e-waste segregation and recycling, e-waste is anticipated to accumulate in domestic landfills and dumpsites, hence Program contribution to such accumulation is marginal. Environmental risks associated with this e-waste

include soil and water contamination due to heavy metals, with consequential negative impacts on human and ecological health. Mitigation strategies will entail strengthened regulatory enforcement related to e-waste management and awareness raising.

Resource Efficiency Risks:

The proposed Program is not expected to significantly increase water and energy demand under any of the result areas, including the DLIs and activities focusing on the inclusion of flexible work provisions in companies' bylaws, linking women entrepreneurs to both financial and non-financial services, WOLB platform, supporting the GoJ undertaking to improve the affordability and safety in and around public transportation, the preparation of the official implementation plan to enhance women's access and use of public transportation, childcare services expansion and supporting the delivery of quality childcare services. Resources efficiency risks are not anticipated to be significant, hence, the proposed Program has the potential to stimulate resources efficiency in public transport, women enterprises and businesses, and in childcare services.

3.3.2 Screening of Potential Social Benefits and Risks

Benefits

The proposed Program will yield substantive social benefits across four key result areas.

In the first area, Flexible work legislation increases employment opportunities for a diverse workforce, including women and people with disabilities, leading to economic empowerment and improved well-being through better work-life balance. It reduces gender disparities and enhances accessibility for those with disabilities. Additionally, the Gender Seal fosters gender equity, empowering women and minorities and setting exemplary standards for social change. A robust Grievance Redress Mechanism (GRM) ensures a safe work environment, giving women a stronger voice and supporting survivors of harassment and abuse, thus contributing to a workplace culture of equality, respect, and heightened sensitivity towards the needs of women with disabilities.

In the second area, empowerment through financial inclusion enables women to control their finances, boosting autonomy and empowerment. Owning assets provides a security net, enhancing bargaining power and participation in decision-making. Women owning assets can invest in future opportunities, like business ventures or education. Women entrepreneurs serve as role models, promoting leadership and success in business. Their community-focused businesses contribute to local development, and their participation diversifies the economy, making it more resilient and adaptive.

In the third area, improving public transport connectivity enhances women's access to education, employment, and healthcare, driving social and economic development. It fosters social integration by making public spaces safer for women, contributing to social cohesion. This leads to a reduction in gender-based violence and a shift in societal attitudes towards women's presence in public spaces and the workforce. Affordable public transport lowers barriers to workforce participation and entrepreneurial activities, particularly in manufacturing and agriculture, thereby empowering women economically. It also enables greater educational access, especially in underprivileged regions, and supports higher educational attainment among women, which correlates with improved family health and child welfare. Additionally, reliable transport improves healthcare access for vulnerable groups like

pregnant women and the elderly, enhancing community health. The program also increases mobility for female workers in agriculture and manufacturing, opening up more employment opportunities.

In the fourth area, the implementation of a coherent national policy on childcare ensures consistent care standards, supporting children's development and well-being. It aids working parents by clarifying childcare options, reducing stress, and promoting family stability. High childcare standards across the country benefit both children and families, with certified workers providing quality care that fosters children's comprehensive development. Professionalization of childcare elevates the occupation's status and builds parental trust, encouraging employment or education pursuits. Increased childcare facilities improve accessibility, particularly aiding mothers in workforce participation, thus promoting gender equality and economic empowerment. It supports vulnerable communities, potentially breaking poverty cycles, and creates job opportunities in childcare services. Financial subsidies reduce the burden on low-income families. Licensed childcare environments ensure child safety and well-being. The policy enhances transparency and choice for families, streamlines access to services, and heightens accountability and childcare standards through a platform for complaints.

Collectively, these result areas aim to weave a social fabric supporting women's growth and advancement, advocating for gender equality, and nurturing a society that values economic diversity and community solidarity.

Risks

The proposed Program's ambitious goals to foster social benefits through its initiatives are accompanied by a spectrum of potential risks that require careful consideration and strategic planning.

Under area 1, implementing flexible work arrangements presents the risk of diminishing formal employment for women, leading to an increase in sector in formalization and potential gender inequality, especially for those with caregiving responsibilities. This could result in weakened social support and professional isolation, adversely affecting women's development opportunities, including those with disabilities. Concurrently, the introduction of the Gender Equality Seal faces potential resistance from traditionally gendered sectors, risking social discord. Furthermore, the establishment of a Grievance Redress Mechanism for addressing sexual harassment in the workplace may be less effective due to cultural barriers and system design flaws, potentially leading to underreporting and the subsequent marginalization of victims. This could erode confidence in the system and maintain silence around such critical issues, particularly impacting women in more conservative communities.

Under area 2, there's a notable risk of skewed access to entrepreneurship initiatives, which may disproportionately benefit urban women or those already versed in financial matters, potentially destabilizing traditional family roles and reinforcing gender stereotypes, especially if businesses fail. Additionally, women with disabilities might be inadvertently excluded from these initiatives. These issues could culminate in heightened stress and a higher risk of burnout for female entrepreneurs, particularly if they lack adequate support to navigate the challenges of starting and expanding their businesses.

Under area 3, the bus stops interventions would include minor civil works related to the installation of bus shelters, stone paving (interlock), reflective painting, lighting, connection to stormwater

drainage, etc. These works are normally of short duration (one week to 10 days) and do not have any permanent impacts. The potential risks resulting from these interventions are mainly related to labor and immediate surrounding community including OHS, availability of PPEs, road safety, and traffic management. The bus stops will be implemented on publicly- owned land and would not entail any land acquisition. This area will also comprise efforts to improve the affordability of direct transport through subsidies that could present a risk of creating dependency, which could impede the emergence of a self-sustaining public transport system and inadvertently exclude or marginalize those not covered by the subsidy, possibly leading to the stigmatization of women in specific sectors who require such support.

Under area 4, The coherence of childcare policy is at risk due to inconsistent quality standards among various service types, which could result in unequal child development outcomes and foster conflict and confusion within childcare systems. Additionally, there is a concern that the focus on merely certifying childcare workers without providing quality training could compromise caregiving standards. The expansion of childcare options is fraught with the risk of diminished care quality in the haste to build new facilities and complex subsidy eligibility criteria and definition of vulnerable groups, which, along with the digital divide, could restrict access to services.

IV. Assessment of Environmental and Social Management Systems

4.1 Relevant Environmental Management Systems for PforR

4.1.1 Regulatory Framework for the Environmental Management of the Proposed Program

Jordan's environmental and public health regulatory landscape is well-defined, with specific responsibilities allocated to different governmental entities.

- ***Under the Environment Protection Law No. 6 of 2017***, the MoEnv is designated as the primary authority for environmental protection. The MoEnv is empowered to issue environmental licenses, conduct inspections of establishments, and implement remedial measures in cases of significant pollution incidents.
- ***Under Public Health Law No. 47 of 2008*** (amended), the Ministry of Health (MoH) is the competent authority accountable for protecting public health in the country. MOH is empowered to issue licenses to healthcare facilities, conduct inspections of establishments, and implement preventive, control and remedial measures in cases of health risks including spread of diseases (epidemics, pandemics and vector-borne diseases).
- ***Under the Law amending Labor Law No. (10) of 2023***, the Ministry of Labor (MoL) is responsible for regulating and supervising employer-employee relations in all types of businesses. The law delineates the obligations and rights of the employees and their employers. Several bylaws, regulations and instructions have been developed and enacted to

address related considerations, including EHS and maintaining safe working environment, adherence to an appropriate code of conduct, and providing welfare benefits to employees.

- **The above-listed laws and decrees are applicable throughout the Kingdom of Jordan**, except for the Aqaba Special Economic Zone (ASEZ). The ASEZ follows its environmental regulations as specified in Decree 21/2001. This decree outlines the Environmental Impact Assessment (EIA) system in ASEZ, waste management protocols, standards for emissions, ambient air, noise, and the protection of natural habitats.

Table 4: General regulations applicable to the PforR in environmental matters

Law/Regulation	Description
<p>Environment Protection Law No. 6 of 2017</p>	<p>The law empowers the MoEnv with key responsibilities, including the issuance of environmental licenses and oversight of establishments. The licensing process comprises screening for environmental risks and requiring an EIA or a Preliminary EIA by accredited consultants. MoEnv must also approve any activity modifications and is authorized to conduct environmental audits for compliance. This framework ensures robust environmental governance and risk mitigation.</p> <p>Pursuant to Law No. 6 of 2017 and its associated decrees, the framework for biodiversity and natural habitats in Jordan has been established. Currently, 12 Protected Areas (PAs) have been officially designated, while an additional seven are under evaluation for potential designation. Furthermore, the GoJ has proclaimed four Special Conservation Areas (SCAs) in accordance with the stipulations of Environmental Law 6/2017.</p>
<p>Environmental Classification & Licensing Regulation No. 69 of 2020</p>	<p>The amended Environmental Classification & Licensing Regulation No. 69 of 2020 categorizes establishments and projects into four risk levels to guide environmental governance. High-risk entities necessitate a full EIA and licensing, while moderate-risk ones require a Preliminary EIA and licensing. Limited-risk activities need environmental approval for location but no EIA, and low-risk activities require neither approval nor licensing but must adhere to general environmental conditions. This stratification enables a tailored approach to environmental risk management.</p> <p>The Environmental Classification & Licensing Regulation No. 69 of 2020 outlines a structured approach to environmental governance. It includes annexes that describe specific activities within four risk categories and mandates the formation of an EIA Committee at MoEnv. This committee is responsible for reviewing EIAs, Preliminary EIAs, and licensing requests. The regulation also provides guidelines on safe distances between development activities and residential areas, taking into account factors like wind direction and water resources. The committee has the authority to grant waivers to these guidelines and to upgrade a project's risk category. Consultations are only mandated for high-risk projects, and a range of stakeholders, from community leaders to academia, are involved. Environmental licenses are valid for five years and must include comprehensive EIA and PEIA requirements.</p>

	<p>For existing facilities, an Environmental Audit is required under specific conditions, governed by 2014 instructions. The institution must commit to a mitigation plan backed by a bank guarantee once the audit is approved.</p>
<p>Inspection Law 33 of 2017</p>	<p>The Environmental Inspection Department at MoEnv oversees projects across all four EIA categories, irrespective of whether they have undergone an EIA/PEIA. Coordination with other inspections is facilitated by Inspection Law 33/2017, which integrates various inspection processes in Jordan to eliminate redundancies. Decrees like 110/2018 outline inspection procedures, while Decree 113/2018 specifies the qualifications required for inspectors.</p> <p>The regulatory system classifies economic activities based on their E&S risk levels, dictating the extent of environmental assessment needed—comprehensive, preliminary, or screening. It also lays out guidelines for environmental audits and inspections. Inspectors must adhere to specific requirements, such as maintaining data confidentiality, avoiding conflicts of interest, upholding integrity, and not hindering the facility's economic activities during inspections. MoEnv further specifies that inspectors should possess a relevant university degree, have between 3 to 7 years of experience depending on seniority, and complete training courses that enhance both managerial and technical skills.</p>
<p>ASEZ Law and its amendments No. 32 of 2000</p>	<p>The ASEZ follows its environmental regulations as specified in Decree 21/2001. This decree outlines the EIA system in ASEZ, waste management protocols, standards for emissions, ambient air, noise, and the protection of natural habitats.</p>
<p>Regulation for the Protection of the Environment in the Aqaba Special Economic Zone No. (21) for the Year 2001</p>	<p>In the ASEZ, the Environmental Regulation Directorate administers environmental regulations, a function otherwise performed by MoEnv in the rest of the country. Decree 21/2001, specific to ASEZ, categorizes projects into three risk-based categories, akin to Decree 69/2020. Both decrees necessitate full EIAs for Category 1 projects and Preliminary EIAs (PEIAs) for Category 2. However, ASEZ's Category 3 does not require any environmental assessment, diverging from the requirements under Decree 69/2020. Stakeholder consultations in ASEZ are limited to Category 1 projects, similar to Decree 69/2020. Furthermore, Decree 21/2001 sets out conditions under which environmental audits can be initiated, such as in response to complaints or pollution incidents, and mandates that these audits be conducted by a third-party entity approved by the Directorate.</p>
<p>Law amending the Labor Law No. (10) of 2023</p>	<p>The law serves as the foundational legal framework for managing employer-employee relations. It delineates both the obligations and rights of the employee and the employer. Specifically, it obliges employers to ensure a safe working environment, adhere to an appropriate code of conduct, and provide welfare benefits. Relevant regulations are:</p> <ul style="list-style-type: none"> ▪ Regulations for Health, Safety, and Environment (HSE) Committees: Regulation No. 7 of 1998 mandates each establishment to constitute an HSE Committee responsible for overseeing the establishment's HSE performance. The regulation also prescribes the committee's composition, including the number of members and their respective roles and responsibilities, contingent on the establishment's employee count.

	<ul style="list-style-type: none"> ▪ Medical Care and Occupational Disease Prevention: Regulation 42/1998 focuses on preventive and therapeutic medical care for workers. It outlines the responsibilities of employers in offering medical services to safeguard workers from occupational diseases and to provide appropriate treatment where necessary. ▪ Risk Management in the Workplace: Regulation 43/1998 stipulates measures to protect workers from mechanical, electrical, and chemical hazards in the workplace. This regulation is instrumental in defining the protocols for occupational risk management. ▪ Labor Inspection Standards: Regulation 56/1998 governs the work of Labor Inspectors, specifying their qualifications, responsibilities, and the procedures they must follow. This regulation establishes the criteria and operational guidelines for Occupational Health and Safety (OHS) inspectors.
<p>The General Buildings Law 9/1993</p>	<p>The Law outlines requisite provisions for structural stability across various constructions, encompassing buildings, roads, and bridges. The law mandates the formation of a committee tasked with developing engineering codes. These codes aim to govern the design, construction, supervision, maintenance, and operation of structures to ensure public safety. Concerns related to hazardous chemicals and wastes have been previously incorporated within the E&S assessment system.</p>
<p>Waste Management Framework Law No.16 of 2020.</p>	<p>Framework Law for Waste Management No. 16 of 2020 regulates waste management under the jurisdiction of the Ministry of Environment. The legislation mandates waste generators to employ waste reduction, reuse, and recovery techniques. Residual waste must be processed and disposed of according to environmentally approved protocols (e.g. MoH to regulate management of healthcare waste). The Law calls for the establishment of a High Guiding Committee for Waste Management, comprising representatives from line ministries. This committee is responsible for approving the national waste management plan, associated policies, action plans, and legislation.</p> <p>Key regulations under this Law include:</p> <ul style="list-style-type: none"> ▪ Decree 68 of 2020: Specifies procedures for obtaining hazardous waste management permits. It outlines requirements for the segregation, storage, transport, treatment, and disposal of hazardous waste, including detailed protocols for disposing of hazardous substance containers. ▪ Decree 85 of 2020: Calls for the implementation of a waste tracking information system. This system is mandated to include data on waste quantities (exceeding 1,000 tons/year for non-hazardous waste or any quantity for hazardous waste), transfer stations, landfill leachate, gas emissions, and waste handling facility operators. ▪ The Electrical and Electronic Waste Management Instructions of 2021, issued by the MoEnv on 16th February 2021, became effective as of mid-August 2021. Annex 1 of the Instructions enumerates a comprehensive list of covered electrical and electronic equipment, which includes large and small household appliances, IT and telecommunications gear, consumer and lighting equipment, and an array of other specific categories such as medical devices and batteries.

<p>The Public Health Law No. 47 of 2008 (amended)</p>	<ul style="list-style-type: none"> ▪ Article No. 4 states that the Ministry of Health is the competent authority accountable for the protection of public health in the country. It is also responsible for monitoring the water and food quality to ensure its safety and adequacy for human consumption. ▪ Under Item F of Article 4 of the Public Health Law, the MoH is responsible, in coordination with the relevant authorities, for providing preventive health services to government, kindergarten and kindergarten students and securing and providing health services as it deems appropriate for non-governmental schools and kindergartens or requiring their owners to provide these services under the supervision of the Ministry. ▪ Article No. 18 of the Public Health Law authorizes the director, government doctor, or any authorized employee who has the right to inspect any real estate or house if suspected of having a contagious disease, and the authorized persons has the right to cleanse that property and take all measures to reduce the spread of infectious disease. The same article clarifies that the Ministry of Health is responsible for taking the necessary measures to prevent the spread of diseases, including monitoring public and private water sources, crops, and any food or other sources that could constitute potential means of transmission of the infection. Articles 19 to 29 of the law further clarifies the roles and responsibilities linked to the prevention and control and treatment of epidemics, pandemics, and vector-borne diseases.
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4.1.2 Institutional Frameworks for Environmental Systems Management of the Proposed Program

In Jordan, the institutional architecture for environmental regulation and social management of projects is led primarily by the MoEnv - as guided by Law 6/2017 and Law 16/2020. The ministry operates through specialized departments and committees that ensure environmental compliance and social safeguarding in project implementation. Hence, the environmental screening process is occasionally initiated upon municipalities receipt of occupational licensing applications for recently registered companies/businesses or for the annual renewal of the occupational licenses. The municipality recipient of such applications/requests undertake initial screening to determine to which project category the application falls under Decree 69/2020.

The Environmental Licensing Department is the initial point of entry for project applications within the MoEnv. These applications are assessed by a Licensing Committee, which classifies projects according to EIA categories as stipulated in Decree 69/2020. Specifically, projects falling under Categories 1 and 2 are escalated to the EIA Department for further scrutiny and the preparation of either an EIA or a Preliminary Environmental Impact Assessment (PEIA).

The EIA Committee, a multisectoral body comprising 17 representatives from various governmental agencies, reviews the assessments. On approval, the Licensing Department issues the requisite environmental license, and the project documentation, including the EIA or PEIA and the associated

Environmental Management Plan (EMP), is forwarded to the Environmental Inspection Department for ongoing oversight.

For inspections, the Environmental Inspection Department operates within the framework of Inspection Law 33/2017 and is guided by additional decrees like 110/2018 and 113/2018, which clarify inspection protocols and inspector qualifications, respectively. This department is responsible for monitoring compliance across all EIA categories, and it coordinates its activities with other governmental entities to avoid redundancy and ensure efficiency. Inspectors are subject to stringent qualification criteria, which include academic credentials, years of experience, and mandatory training courses.

The Inspection Department employs a risk-based approach in planning inspections, considering variables such as project risk profile, previous compliance history, and complaints from the public. Non-compliance triggers a cascading set of actions that could result in fines or temporary project closure. The department collaborates with the Environment Police Department to enforce compliance, although its capacity is constrained relative to the number of facilities requiring inspection.

Remarkably, since the inception of the original environmental law in 2003, only a few Categories 1 EIAs have been rejected. The rejection criteria have included technical inaccuracies, non-compliance with spatial regulations, and public opposition.

The MoENV mandate is nationwide, except for Aqaba Special Economic Zone (ASEZ) where environmental protection and regulation is mandated to Aqaba Special Economic Zone Authority (ASEZA). The ASEZA Environmental Regulation Directorate is the directorate responsible for the administration and enforcement of the Regulation for the Protection of the Environment in the Aqaba Special Economic Zone for the year 2001.

4.2 Relevant Social Management Systems for PforR

4.2.1 Regulatory Framework for the Social Management of the Proposed Program

Jordan's regulatory framework regarding women's rights and employment has undergone progressive changes, particularly with recent constitutional amendments to reinforce women's legal status. Despite these advancements, there remains a discernible gap between legislative intentions and practical empowerment for women, especially in terms of labor market access and protection from discrimination and violence.

The amendment to the constitution in January 2022 to explicitly include the term "al-urduniat" (feminine form of Jordanian).⁷ Prior to this amendment, Article 6 of the Constitution had stated, "*Jordanians shall be equal before the law with no discrimination between them in rights and duties even if they differ in race, language or religion.*"⁸ As seen by many women, this change signifies an

⁷ In Jordan, senate passes extensive constitutional amendment (2022). ConstitutionNet, available at <https://bit.ly/3ojiKvX>.

⁸ Constitution of the Hashemite Kingdom of Jordan of 1952, Article 6(i). Available at <https://bit.ly/3Pr0axN>.

important recognition of women as equal citizens before the law. Another landmark addition to the constitution included a new paragraph (No. 6) to Article 6, which states, “*The State guarantees the empowerment and support of women to play an active role in building society in a way that guarantees equal opportunities on the basis of justice and equity and protects them from all forms of violence and discrimination.*”⁹. This change underscores the state's commitment to supporting women's active role in society and safeguarding them against all forms of violence and discrimination, a first in the constitutional history of Jordan. However, these constitutional amendments operate within a societal context where traditional views may challenge the adoption of international conventions like CEDAW, which Jordan has ratified with notable reservations that directly affect the marital, parental, and employment rights of women; when Jordan ratified CEDAW¹⁰ the government reserved the right to Article 16(1)(c), (d), and (g), limiting women’s access to some equal rights as men, including¹¹ :

Article 16 (1)(c): “The same rights and responsibilities during marriage and at its dissolution.”

Article 16 (1)(d): “The same rights and responsibilities as parents, irrespective of their marital status, in matters relating to their children; in all cases the interests of the children shall be paramount.”

Article 16 (1)(g): “The same personal rights as husband and wife, including the right to choose a family name, a profession and an occupation.”

Also, for Personal status rights, the Personal Status Law reveals gaps that impact women's empowerment, particularly in the areas of marriage, divorce, and child custody. Although the law prohibits marriage under 18, Article 10(b) allows for exceptions, permitting child marriage between the ages of 16 and 18 if deemed 'fully competent' by a judge with respect to marriage considerations. This can potentially undermine the youth's autonomy and welfare. The Personal Status Law also embodies discriminatory practices favouring men, notably related to marriage and divorce rights and authority. These legal disparities not only reflect gender bias but also pose significant barriers to women's empowerment, affecting their decision-making autonomy in personal and familial matters.

Further complicating the gender equality landscape is the issue of gender-based violence (GBV). Jordanian laws address GBV and criminalize sexual harassment, but the lack of a clear definition of sexual harassment within the legal framework leads to gaps in protection¹². Amendments to the Penal Code have been made to abolish laws that allowed perpetrators of rape to avoid punishment through marriage and to remove mitigating factors for honour killings¹³. Yet, the absence of a comprehensive definition of sexual harassment limits the effectiveness of these laws in protecting women from workplace harassment and public misconduct.

⁹ Constitution of the Hashemite Kingdom of Jordan of 1952, Article 6(i). Available at <https://bit.ly/3Pr0axN>.

¹⁰ UN Women (n.d.) Convention on the Elimination of all forms of Discrimination Against Women, available at <https://bit.ly/2Ux8qUB>

¹¹ Jordan’s CEDAW Shadow Report (2011). OHCHR, available at <https://bit.ly/3OTUFa3>.

¹² International Finance Corporation (IFC), World Bank Group & ILO, Better Work Jordan. Gender Strategy 2019-2022, p.13. Available at: <https://bit.ly/2U5zcE9>.

¹³ Jordan Gender Justice and the Law (2018). UNDP, p. 14, available at <https://bit.ly/3PtWtYg>; The Penal Code for the Year 1960. Anti-human Trafficking National Committee, available at <https://bit.ly/3PKQFJS>.

The legal provisions for domestic violence have been strengthened in recent years. However, the actual protection of victims and witnesses is often inadequate, with many women reluctant to seek help due to fears of retaliation or lack of faith in the protective measures offered by the law. This reluctance is exacerbated by the increase in domestic violence incidents, particularly highlighted during the COVID-19 pandemic¹⁴.

However, the effectiveness of these amendments, particularly those concerning sexual harassment, is still under discussion. The law's protection is limited and doesn't comprehensively address the issue. For example, it only applies if the harasser is the employer or their representative, overlooking harassment by other employees, clients, or contractors. Moreover, the law offers compensation only upon the termination of employment, lacks preventive measures against workplace harassment, and does not obligate employers to take action to prevent, address, or report harassment. It also fails to protect individuals who report harassment from discrimination and is redundant in some respects, as sexual assault, including harassment, is already covered under Penal Code Article 306. Additionally, the law is less accessible to unorganized or daily wage workers. Furthermore, the amendments delegate the authority to the Minister of Labor to verify cases of sexual assault or harassment and impose fines on employers. This delegation arguably oversteps the boundaries of labor law, encroaching upon the jurisdiction of criminal courts, which traditionally handle such matters.

Additionally, the application of labor laws in Jordan is uneven, particularly disadvantaging women in informal sectors, which often lack adequate social protection or health coverage. This disparity highlights the need for more comprehensive and practical implementation of labor laws to ensure equitable and safe working conditions for all women in Jordan.

In Jordan, even with advancements in legislation aimed at promoting economic gender equality, the participation of women in the workforce remains significantly lower than men's, with less than 15% of women engaged compared to about 60% for men. The Labor Law amendments of 2019 and 2023 have introduced important measures like flexible work arrangements and criminalizing wage discrimination. Additionally, these laws have enhanced protections for pregnant women and new mothers, including maternity leave and insurance benefits. Notably, a 2023 amendment allows workers to terminate their employment without notice in cases of assault or sexual harassment while retaining their legal rights and compensation.

The preceding summary offers insight into the legal landscape in Jordan regarding women's rights and employment within the regulatory framework. Additionally, other legal frameworks that impact the initiatives of the proposed Program are detailed in Table 6 below.

Table 6: General regulations applicable to the Proposed Program for Results in Social Matters

No.	Law/Bylaw/Policy	Description
1.	Labor Law No. 10 of 2023	The Labor Law in Jordan comprises a set of legal rules that govern the relationship between the employer and the subordinate worker. The term "subordinate" refers

¹⁴ Al Muheisen, R. (2021, October 3). Jordan sees rise in domestic violence cases — report. The Jordan Times. Retrieved from <https://bit.ly/3SgPLr8>

		<p>to a worker who follows the orders and instructions of the employer, works under their supervision and direction, and is subject to their monitoring. A legal relationship based on legal subordination arises from the employment contract. The law was recently amended in 2023. In 2023, the Jordanian Labor Law was amended to strengthen gender equality and enhance the protection of vulnerable groups within the workforce. The revisions categorically prohibit gender-based discrimination, ensuring equal employment opportunities for all genders. Specific measures were introduced to safeguard pregnant and nursing women, as well as individuals with disabilities, by mandating safer work conditions, especially for those engaged in night shifts.</p>
<p>2.</p>	<p>Child Rights Law- Act No. 17 of (2022)</p>	<p>The Child Rights Act No. 17 of 2022 defines a child as anyone under 18 years unless specified otherwise by existing laws. It ensures evidence-based determination of a child's birth date and entitles children to all rights in the Act, considering public order and religious and social values.</p> <p>The Act emphasizes the child's right to life, dignified upbringing, and name registration. It advocates for children's freedom of expression, the right to be heard in legal matters, and respect for their privacy. The Act prohibits exposing children to harmful content or abuse and ensures their breastfeeding, guardianship, and parental contact rights. The child is entitled to day-care services in accordance with the legislation in force.</p> <p>Healthcare for children, especially those without health insurance, is prioritized. The Ministry of Health is tasked with developing comprehensive child health policies and programs. The Act also mandates a high standard of living for children, protection against poverty, and special care for those without a normal family environment. Education, as a right, must be compulsory and free. The Ministry of Education is responsible for preventing school dropouts, providing quality education, and raising awareness about health and substance abuse. The Act requires educational institutions to respect children's dignity and prohibits all forms of violence and bullying.</p> <p>Children can participate in associations and clubs under guardian approval, and the Act ensures a safe traffic environment. It protects from violence, abuse, neglect, exploitation, and economic exploitation. Mandatory reporting of such cases is outlined. Legal assistance is guaranteed for children, and the Act addresses the rights of children with disabilities, ensuring their access to public education, vocational training, and participation in public life. Media cooperation is sought to raise awareness of these rights.</p> <p>The Ministry of Social Development provides balanced care to children in juvenile homes. The National Council for Family Affairs (NCFA) prepares periodic reports on children's rights in Jordan. Penalties are specified for violations of certain provisions, and the Council of Ministers is authorized to issue bylaws for the Act's implementation. The Prime Minister and ministers are responsible for enforcing the Act.</p>

3.	Flex Work Bylaw No. 22 of 2017 and its regulation	The Flex Work Bylaw No. 22 of 2017 in Jordan establishes a legal framework for flexible employment, accommodating workers with diverse needs. Eligible individuals include long-term employees, those with family responsibilities, students, and persons with disabilities. The bylaw introduces flexible work options such as part-time, variable hours, compressed workweeks, designated working months within a year, and remote work, all subject to employer approval. The bylaw was further detailed through regulations issued in 2018 under Article 13. This additional legislation provides clarity on the operational aspects of the bylaw, outlining the specifics of part-time work, flexible hours, compressed workweeks, annual work distribution, and remote working conditions. The bylaw will be amended to reflect the new Labour law within this proposed Program.
4.	Guiding Manual for Combating violence and sexual harassment in the workplace 2019	In 2019, the Ministry of Labor in Jordan developed a guiding manual that delineates the forms and nature of violence and sexual harassment within workplace settings. This manual not only defines these issues with precision but also catalogues their various forms, clarifying the commitment required from employers to prevent and address such unacceptable behaviours. Employers are presented with a framework for preventive action and response protocols, while employees are guided on their role in maintaining a work environment free from harassment. The document emphasizes the enforcement role of labor inspectors, ensuring adherence to the established standards. The manual addresses the development and implementation of both preventive and corrective strategies to combat workplace violence and harassment. It concludes with legal references of the Violence and sexual harassment. The guiding Manual is expected to be updated to reflect the new Labour law.
5.	Draft National Strategy for Women in Jordan 2020-2025 and its Action Plan for 2023-2025	The National Strategy for Women in Jordan 2020-2025 is a strategic framework aimed at enhancing women's empowerment and promoting gender equality in Jordan. With a comprehensive methodology and thorough consultation process, the strategy provides an in-depth analysis of the current status of women in various spheres, including education, economic empowerment, political participation, health, and protection against gender-based violence. It sets out four strategic goals, each with specific outcomes, to improve women's access to opportunities and rights. Key to its approach are active partnerships, clear role identification, robust monitoring, evaluation, and adequate resource provision. The National Strategy for Women (NSW) in Jordan emphasizes the following goals: <ol style="list-style-type: none"> 1. Women and girls are able to exercise their economic, political, and human rights, and freely lead and participate in society free of gender-based discrimination. 2. Women and girls enjoy a life free of all forms of gender-based violence. 3. Positive gender norms, roles, and attitudes support gender equality and women's empowerment. 4. Institutions are executing and sustaining policies, structures, and services that support GEWE in alignment with Jordan's national and international commitments.

		<p>The NSW Action Plan for 2023-2025 encompasses 50 initiatives and 268 programs and projects, carried out by 76 partners, with a total cost of JD 216.2 million. The funding comes from various sources: 45% from the general budget, 35% from external grants, and 19% self-funded, alongside some jointly-funded projects. The projects align with four strategic goals. Strategic Goal 1, focusing on women and girls' rights and participation in society, is the costliest at JD 198.3 million, divided among economic empowerment, political participation, and human rights. Strategic Goal 2, aiming to eradicate violence against women and girls, is allocated JD 10.9 million. Strategic Goal 3, promoting positive gender norms, has a budget of JD 2.3 million. Strategic Goal 4, ensuring institutional support for gender equality and women's empowerment, receives JD 4.6 million. The 2022 expenditure was JD 94.3 million. The Operation Management Team monitors the plan's progress, coordinating with partners and tracking the change in key indicators.</p> <p>The NSW Action Plan targets key areas relevant to the proposed Program, as follow:</p> <p>Decent Work Environment: The plan includes revising labor market policies to foster a family-friendly work environment, enhancing women's participation in the formal economy, and ensuring a safe workplace. It emphasizes capacity building to increase employment opportunities and raise awareness among women about their labor rights.</p> <p>Entrepreneurship: The focus is on revising entrepreneurship-related legislation to encourage women to start businesses. It supports women's entrepreneurship, facilitates access to finance for women entrepreneurs, and enhances the skills of women business owners.</p> <p>Transportation: The plan provides safe and responsive transportation for women and girls, including those with disabilities and the elderly.</p> <p>Gender Mainstreaming in Public and Private Sectors: It involves monitoring and analyzing gender-sensitive data, developing the National Index of Women's Economic Participation, and building capacity for gender-responsive policies in government institutions. The plan also emphasizes strengthening civil society's role in promoting women's empowerment, with a focus on collaborations in the private sector.</p>
6.	The 2019 Nursery Regulations and their subsequent amendments	<p>The Regulations set forth a detailed framework for the registration, licensing, and operation of nurseries. Under the supervision of the Ministry of Social Development (MoSD), these regulations define the processes for nursery registration and obtaining necessary licenses, ensuring compliance with health, safety, and educational standards. They delineate the roles and responsibilities of nursery owners, which include managing the facility in accordance with the regulatory requirements and safeguarding the well-being of children under their care. The regulations also empower the MoSD with inspection authority to enforce compliance and maintain operational standards. Additionally, nurseries are mandated to submit regular reports detailing their activities, staff, and the list of children availing of their services. The regulations stipulate sanctions for non-compliance and outline operational guidelines, including working hours, to ensure a structured and safe environment for early childhood development.</p>

7.	2021 Instructions for Regulations for the licensing of home childcare facilities.	The 2021 regulations for licensing home nurseries in Jordan set forth essential criteria to ensure the safety, accessibility, and quality of childcare services. Central to these regulations are stringent location requirements, mandating nurseries to be situated in residential zones away from health hazards and environmental nuisances. The physical infrastructure of nurseries is emphasized, with specifications for ground-floor operations, emergency exits, and adequate natural lighting. The rules stress the importance of safe, child-friendly furniture and supplies, alongside ensuring easy and secure access to the facilities. A pivotal aspect of these regulations is the inclusion and accessibility for children with disabilities, requiring nurseries to create an environment conducive to their equal participation. The regulation also set forth specific qualifications and conditions for caregivers and the facility management and the capacity of children based on age.
8.	Draft Financial Inclusion Strategy 2024-2027.	The Central Bank of Jordan (CBJ) is currently in the process of drafting the Financial Inclusion Strategy, a pivotal initiative aimed at enhancing financial access and literacy for women in Jordan. This strategy, still under development, is set to focus on several key objectives: significantly increasing the access of women and youth to loans, developing specialized financial products for them, and aspiring to elevate women's bank account ownership to 40%. It also targets boosting women's formal saving rates and integrating digital solutions in savings groups, particularly to benefit those in rural areas. A core component of the strategy is the emphasis on financial literacy, with plans to implement targeted educational programs covering banking, digital payments, and effective saving strategies. Additionally, the strategy seeks to reduce the gender gap in digital payment usage and actively support women-led businesses through various awareness campaigns and literacy programs.

4.2.2 Institutional Frameworks for Social Systems Management of The Proposed Program

The Inter-Ministerial Committee for Women's Empowerment (IMC-W): The IMC-W was established under a directive from the Prime Minister dated March 22, 2015. The committee aims to prioritize women's issues within the Jordanian government's agenda and ensure their inclusion in all programs and projects on the ground, facilitating coordination and cooperation among various national frameworks striving towards this goal and preventing duplication of efforts and waste of resources.

Subsequently, by an official directive dated February 26, 2020, the Ministerial Committee was institutionally integrated into the standing committees of the Prime Ministry. The Ministerial Committee is reconstituted as needed, with its chairperson and rapporteur appointed by a decision from the Prime Minister, ensuring that its membership includes representatives from the following entities: The President of the Legislation and Opinion Bureau, The Secretary-General of the National Council for Family Affairs, The Secretary-General of the Higher Council for the Affairs of Persons with Disabilities, The Director of the Family and Juvenile Protection Department, The Secretary-General of the Higher Population Council, The Government Coordinator General for Human Rights, The Secretary-General of the Jordanian National Commission for Women, and The General Director of the Development and Employment Fund.

The Ministerial Committee for Women's Empowerment represents the Kingdom in national, regional, and international meetings at the ministerial level. The IMCWE is recognized for its collaborative approach, working closely with the Jordanian National Commission for Women, security and military sectors, international partners, and civil society organizations (CSOs).

The proposed program will feature additional institutional arrangements related to the Program Areas and corresponding Disbursement-Linked Indicators (DLIs).

The Ministry of Labor (MoL) – Area 1-DLIs 1.1, 1.2, and 1.5: The Ministry, originally part of the Ministry of Social Affairs established in 1951, has played a pivotal role in the nation's socio-economic development. Recognizing the importance of the workforce, a labor department was created in 1960 following Labor Law No. 21, leading to the Ministry being renamed to include 'Labor'. In 1976, it became an independent entity under the organization system No. (40). The Ministry's evolution continued with the introduction of Labor Law No. (8) in 1996 administrative reforms through system No. (38) in 1994 and its subsequent amendments.

Tasked with overseeing labor and workers' affairs, the Ministry is instrumental in regulating the Jordanian labor market, ensuring job opportunities within Jordan and for Jordanians abroad, and supervising foreign workers in the Kingdom. It also handles the registration of trade and employers' unions and actively contributes to the Tripartite Committee for Labor Affairs. Furthermore, the Ministry fosters relationships with labor-receiving countries and collaborates with Arab and international labor organizations, enhancing the labor sector and protecting the interests of Jordanian workers domestically and internationally.

The King Abdullah II Center for Excellence (KACE) – Area 1-DLIs 1.3 & 1.4: The center was established in 2006, according to Bylaw Number (6) of the Year 2006, under the chairmanship of His Royal Highness Prince Faisal Bin Al Hussein. The center operates under a structured organizational hierarchy to promote a culture of excellence and innovation in Jordan. The Center's governance is overseen by a Board of Trustees chaired by a member appointed through a Royal Decree. The Board comprises at least nine experienced and qualified members appointed by the Chairman for a two-year term, subject to renewal. This Board is crucial in guiding the Center's strategic direction and ensuring adherence to its mission of developing excellence models and criteria, managing the prestigious King Abdullah II Awards for Excellence, and fostering excellence and innovation across various sectors.

Additionally, KACE includes a Steering Committee and a sub-committee of the Board of Trustees. This Committee is tasked with monitoring the Center's progress, adopting issues for Board consideration, and overseeing the implementation of Board decisions. The operational aspect of KACE is managed by the Executive Director, who reports directly to the Chairman of the Board of Trustees. This role involves executing the Board's decisions and managing the day-to-day activities of the Center.

The KACE offers specialized services in training and consulting, focusing on building a culture of excellence and innovation. These include training programs in organizational excellence, EFQM courses, innovation management, consulting services for self-assessment, institutional excellence assessment, and the development of excellence centers, all designed to enhance organizational and individual competencies in various sectors.

The KACE offers two main award schemes. The first is the King Abdullah Award for Excellence in Government Performance and Transparency, which encompasses several sub-awards, each focusing on different themes. These include the Environmental Sustainability Award, Innovation in Public Sector Award, the Distinguished Secretary General - General Manager Award, the E-government Transformation Award, the Distinguished Government Employee Award, the Municipality Excellence Award, and the Public University Excellence Award. The second main award is the King Abdullah II Award for Excellence for the Private Sector. Under this scheme, there is a sub-award known as The Jordanian Exporter Award. The Excellence in Public Service Award is another key recognition under this category, further emphasizing the center's commitment to fostering excellence in various sectors.

The Jordanian National Commission for Women (JNCW) – Area 1-DLIs 1.3 &1.4: The JNCW established in 1992, is a semi-governmental body that is the leading authority on women's affairs in Jordan. It is recognized for advocating and advancing the interests of women both nationally and internationally. The JNCW, under the leadership of HRH Princess Basma, has been pivotal in integrating gender equality perspectives into policy areas and reducing the gap between formal recognition of women's rights and societal attitudes.

The Commission's goals are to substantially change women's status, eradicate discrimination, and enable women's full and equal participation with men across all societal sectors. Its role in advocacy has significantly contributed to increasing the profile of women in Jordan's political domain, as evident by the growing number of women engaging in political campaigns and securing electoral positions.

Through collaborative efforts with the Inter-Ministerial Committee for Women Empowerment, the JNCW ensures that government development plans align with the National Strategies for Women, formulated in 1993, to address women's issues comprehensively. These strategies are developed with multi-sector participation and serve as a roadmap for donors, reflecting national priorities and commitments endorsed by Jordanian civil society and stakeholders.

The Central Bank of Jordan (CBJ) – Area 2-DLIs 2.1 and 2.2: The CBJ, established in the late 1950s and commencing operations in 1964, is a pivotal institution in Jordan's financial landscape. With a vision centered on maintaining monetary stability and contributing to financial and banking stability, the CBJ is integral to fostering sustainable development within the kingdom. The mission of the CBJ is multifaceted, focusing on preserving monetary stability through maintaining the Jordanian Dinar's exchange rate and price stability, providing an investment-friendly environment, and enhancing financial inclusion. The Bank optimizes its financial, human, technical, and knowledge resources to achieve these goals.

As an independent corporate body entirely owned by the government, the CBJ's objectives, as stipulated by its establishing law, include ensuring monetary stability, guaranteeing the convertibility of the Jordanian Dinar, and promoting sustained economic growth in alignment with the government's policy. Its functions are broad and encompass issuing currency, managing the country's reserves of gold and foreign exchange, acting as a banker and fiscal agent to the government and public institutions, and supervising the banking system to ensure its safety and soundness. Moreover, the CBJ advises the government on fiscal and economic policies and manages monetary issues, including credit regulation, to meet the developmental and monetary stability needs of Jordan. The Bank has also

played a foundational role in establishing significant financial institutions that contribute to the country's economic development.

The Companies Control Department (CCD)-Area 2-DLI 2, established as an independent entity from the Ministry of Industry and Trade in early 2002, aims to foster a secure and conducive investment environment in line with the provisions of Companies Law No. (22) of 1997, its amendments, and related laws. The CCD offers a broad spectrum of services encompassing registration, post-registration modifications, and regulatory oversight. Initially, CCD facilitates the registration of a diverse range of company types, including general partnerships, limited liability companies, public and private shareholding companies, and foreign entities, among others, through an electronic application process. Post-registration, it manages amendments to company contracts and statutes, authenticates share transfers and inheritance, issues and certifies required official documents, and provides advisory support on registration and modification procedures. Additionally, CCD engages in regulatory supervision through procedural audits, legal compliance verification, financial data analysis in line with international accounting standards, and corrective measures for non-compliant companies, ensuring legal and financial adherence across the corporate sector.

The Ministry of Transport (MoT) – Area 3-DLI 3.1-3.3: The MoT, originally established as the Ministry of Communications in 1965 and gaining official status in 1971, plays a crucial role in developing and supervising the country's transport policy. It focuses on regulating and monitoring the road and rail freight transport sectors, continuing the application of standards, and upholding bilateral transport agreements. Additionally, the Ministry represents Jordan in international transport entities and is responsible for investigating transport accidents and establishing prevention measures. It also plays a pivotal role in preparing research and studies to develop the transport sector and establish a transport data warehouse. Governed by the Transport Law No. (89) of 2003, the Ministry oversees various governmental institutions related to transport, such as the Jordanian-Syrian Land Transport Company (HQ in Amman) and the Arab Bridge Maritime Company (HQ in Aqaba), emphasizing the development of a safe and efficient transport sector.

The Land Transport Regulatory Commission (LTRC) – Area 3-DLIs 3.13.3: Initially established in 2001 as the Authority for Regulating the Public Transport Sector, focusing solely on passenger transport, the LTRC's scope was expanded in 2010 to encompass all aspects of land transport in Jordan under the established 2010 Land Transport Regulatory Authority Law. This expansion replaced the Authority for Regulating the Public Transport Sector with the LTRC.

Under the 2010 law, the LTRC is an independent entity with financial and administrative autonomy. The LTRC, headquartered in Amman, has the authority to own movable and immovable property and engage in all legal transactions necessary to achieve its goals, including signing contracts and accepting donations.

The primary objectives of the LTRC are to stimulate the business environment and investment, foster economic growth, improve the quality of services provided to citizens, enhance governmental efficiency, and enforce accountability and performance measurement. To achieve these strategic goals, the LTRC has implemented several projects as part of its strategic plan for 2017-2020. These projects

include legal legislation programs, encouraging investment in land transport, developing land transport infrastructure, activating intelligent transport systems, meeting the demand for land transport services, and enhancing the efficiency of workers in the land transport sector.

The LTRC's responsibilities include implementing public land transport policy, meeting and securing the demand for land transport services at an appropriate level and cost, planning the land transport service network and its facilities and routes, planning, operating, and executing the construction of land transport facilities, coordinating with relevant entities for road construction and maintenance plans, developing and improving preventative measures for land transport accidents in line with global standards, and collaborating with related entities in these endeavours.

The Ministry of Social Development (MoSD) – Area 2-DLIs 2.3 and Area 4 DLIs 4.3 & 4.4: The MoSD, originally established as the Ministry of Social Affairs and Labor in 1956 under Law No. 14, has undergone significant transformations in its purpose and structure. Initially aimed at providing comprehensive social security and productive efficiency, coordinating social services for all citizens, and organizing their employment, the ministry shifted in 1975 to social development and labor. By 1979, it further specialized into social development alone. The MoSD plays a crucial role in developing Jordanian social work through the application and enforcement of social work legislation within its jurisdiction, including four laws (Ministry of Social Affairs and Labor Law, Juvenile Law, Domestic Violence Protection Law, and Associations Law) and eight regulations covering various social aspects like childcare, family protection, and licensing of special education institutions.

The MoSD has nurtured several social work institutions, granting some administrative and financial independence, such as the Cooperative Organization, the National Aid Fund, and the Higher Council for Persons with Disabilities (HCD). The ministry conducts field studies in areas like poverty, delinquency, and disability, highlighting its focus on preventive, therapeutic, and developmental strategies in social work. The Ministry also licenses, supervises, and financially supports (in some cases) various social work institutions, including associations, orphanages, special education centers, nurseries, and elderly care homes, ensuring their effective operation and contribution to the social fabric of Jordan.

The National Council for Family Affairs (NCFA) – Area 4-DLI 4.1: The NCFA, established by the "National Council for Family Affairs Law of 2001," is dedicated to enhancing the status of Jordanian families and maximizing their societal role. This enhancement aligns with the country's evolving economic, social, and cultural landscape, aiming to preserve the nation's cultural and value heritage. The NCFA's core objectives include developing, monitoring, and implementing family-related policies, strategies, and developmental plans. It strives to improve the quality of family life, empower families to meet their members' needs and ensure their security. Additionally, the NCFA contributes to the family's advancement and protection, focusing on maintaining its cohesion and identity.

The NCFA is tasked with formulating and implementing its general policy, identifying national priorities for family affairs, and enhancing family participation in public life, with special emphasis on women, youth, and children. It provides technical support to related entities, encourages family-focused educational, social, cultural, and media programs, and oversees the national strategy for early childhood development. The Council also aligns its efforts with international conventions related to

family, women, children, and youth affairs ratified by Jordan. Furthermore, it plays a role in developing family-centered legislation and collaborates with relevant civil institutions. Lastly, the NCFA reviews and evaluates family-related activities and programs, research, and establishes databases to support continuous improvement in this vital sector.

The Technical and Vocational Skills Development Commission (TVSDC) – Area 4-DLIs 4.2: The TVSDC was established in 2019 under Article 31 of the Jordanian Constitution and the provisions of Law No. 9 of 2019, known as The Technical and Vocational Skills Development Law. This law was aligned with the National Strategy for Human Resources Development directives, which specify organizational frameworks to govern the sector and ensure accountability. The TVSDC is overseen by a council called "The Technical and Vocational Skills Development Council," chaired by the Minister of Labour. The council's membership comprises the Minister of Education, the Minister of Higher Education, the Secretary-General of the Ministry of Labour, the president of the Accreditation and Quality Assurance Commission for Higher Education Institutions, a delegate from the Crown Prince Foundation, and representatives from the private sector, including the tourism, industrial, commercial, construction, communications, and health sectors.

The Vocational Training Corporation (VTC) – Area 4-DLIs 4.2: The VTC was established under Temporary Law No. 35 of 1976 as part of Jordan's five-year Development Projects plan (1976-1980). Its founding objective was to expand workforce training and organize the labor market. Officially commencing operations in 1977, the VTC now functions under the permanent Vocational Training Corporation Law No. 11 of 1985, including its amendments made in 2001.

VTC's services are accessible to all citizens, regardless of their educational levels, embracing continuous education and lifelong learning. It offers vocational preparation programs, efficiency enhancement programs for current labor market workers, and training and consulting in occupational safety and health to minimize workplace accidents. Additionally, VTC focuses on training of trainers (ToT) and supervisors in behavioral and administrative aspects and the development of small and medium enterprises.

The Social Security Corporation (SSC): The SCC of Jordan, which has evolved through a series of laws since 1978 to its current iteration in 2014, is a key player in providing social security benefits and ensuring the socio-economic welfare of the workforce in Jordan. The SSC aims to provide a secure income for insured individuals and their families, enhance job security, and strengthen the bond between employees and employers. It stands on self-finance, inclusivity, integrity, sustainability, and a mandatory subscription system, ensuring pensions are commensurate with the contributors' average wages. Functioning with financial and administrative independence, the SSC is governed by a Board of Directors composed of diverse representatives from various sectors, including trade unions, the armed forces, and employers from industrial and commercial chambers. This board is charged with the oversight of investment policies, approval of budgets, appointment of actuarial experts, and ensuring good governance within the corporation.

Integral to the SSC's structure are several councils and committees, which include the Council of Insurances, which oversees insurance operations; the Social Security Investment Fund's Council, which manages the investment portfolio; and the Control Committee, which is responsible for monitoring

and auditing functions. These bodies play a crucial role in the administration and strategic guidance of the SSC's operations.

4.3 Evaluation of The Proposed Program's Environmental and Social Management Systems compared to the Core Principles of The PforR Policy

This section outlines the key risks related to the proposed program, identified following a thorough review of all risks detailed in section 3.3. After examining the program design and the implementing entities' Environmental & Social (E&S) systems. The following are the primary risks that need to be discussed, and most of them need to be mitigated with appropriate measures.

The overall screening of the environmental and social risks revealed that the environmental risks are low, while the social risks are moderate, and thus, the overall risk is rated Moderate. Detailed information about these risks and impacts is presented below:

4.3.1 Core Principle #1

Program E&S management systems are designed to (a) promote E&S sustainability in the Program design; (b) avoid, minimize, or mitigate adverse impacts; and (c) promote informed decision-making relating to a Program’s E&S effects.

Implementation of Environmental Management Systems Performance

Environmental Licensing and EIA Process:

The MoEnv has streamlined the environmental licensing process within the broader regulatory framework, ensuring effective response to all applications, irrespective of whether the project proponent is a governmental or public entity. This aligns with findings from the Netherlands Commission for Environmental Assessment, which in February 2020 concluded that Jordan maintains a robust and user-friendly regulatory framework for Environmental Impact Assessments (EIAs) as mentioned below. Approximately 30 comprehensive EIAs are performed annually in Jordan (See Table 6), bolstering a growing community of experts in government and consultancy sectors.

The evaluation of the streamlined environmental licensing process notes the role municipalities play as responsible authorities for businesses occupational licensing, and as such responsible for the undertaking of initial environmental screening of projects and companies. Upon consultation of the MoEnv (Environmental Licensing Directorate) in January 2024, it is noted that the capacity of municipalities to effectively apply the initial environmental screening process is in need for further enhancement, the licensing system needs improvement, and the streamlining and collaboration processes needs to be strengthened.

Table 5: Number of license applications and granted licenses by the Ministry of Environment in the period 2019 to 2022 (Source: Ministry of Environment)

Year	Number of license applications for new projects and expansions	Number of granted licenses for category (1) projects	Number of granted licenses for category (2) projects	Number of granted licenses for category (3) projects
2019	2496	21 (4 of them for public/ Government projects)	17 (4 of them for public/ Government projects)	2025
2020	1500	28 (8 of them for public/ Government projects)	3 (1 of them for public/ Government projects)	1207
2021	1909	22	21	1647
2022	1884	35	24	1502

Staffing and Workload in Environmental Oversight:

- **Structure and Staffing:** The EIA and Licensing Department are relatively small, consisting of two and four staff members, respectively. However, the final decisions related to EIA and Preliminary Environmental Impact Assessments (PEIAs) are not solely dependent on these staff members but are made by specific committees for this purpose.
- **Workload and Efficiency:** Despite being leanly staffed, the Licensing Department manages a substantial workload, particularly conducting site visits for licensing applications across Categories 1, 2, and 3. Most of these visits relate to Category 3 projects, which are generally smaller in scale. This focus enables the department to process all applications promptly.
- **Capacity Building and Technical Support:** The EIA Department benefits from international donor-supported capacity building, especially concerning the new 2020 decree on risk assessments. In addition, the department collaborates with Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) to integrate gender considerations into the EIA process.
- **Capacity Building and Gender Sensitivity:** The EIA department gains technical strength through international donor support. Collaborative efforts with GIZ are also in place to integrate gender considerations into EIA protocols.

In compliance with existing regulations, the proposed Program activities under discussion are classified as Category (iii) or Category (iv) projects, signifying low or no environmental risk. Therefore, they do not require MoEnv approval or an environmental license. However, they must adhere to general environmental conditions of noise management and waste disposal. Despite the low-risk classification, the proposed Program must still consult MoEnv for environmental screening if activities fall under the first three project categories outlined in Regulation 69 of 2020. This is particularly related to (1) the support awarded to women enterprises under RA2, (2) the support to the GoJ undertaking to improve the affordability and safety in and around public transportation under RA3 which will include supporting the preparation of official implementation plan to enhance women's access and use of public transportation would be developed and adopted, (3) the activities designed to enhance safety in public transportation (by LTRC, under RA3), and (4) the support to the establishment, expansion and operation of childcare facilities under RA4. Additionally, the proposed Program must comply with the Waste Framework Law (Law 16 of 2020) and any pertinent regulations or instructions issued by the Ministry of Environment. The program needs to (1) build the capacity of the implementing agencies and directly related stakeholders about OHS, public health and safety, environment protection and compliance with national environmental regulations, resources efficiency, and waste management, and (2) to raise Program actors and beneficiaries' environmental awareness and capacity to Environmental risks and impacts.

Inspection Protocols and Enforcement:

Environmental inspections are orchestrated by a separate Inspection Department consisting of 58 inspectors who cover the entire country, excluding the ASEZ. Inspections are planned according to multiple criteria, such as project risk level, past compliance records, and public complaints. When violations are identified, the Inspection Department conducts a follow-up visit within 2 to 4 weeks. Persistent non-compliance triggers legal repercussions, including fines and potential temporary

closure of the offending facility. The bulk of identified violations relate to non-compliance in waste disposal, dust, noise, and emissions, according to analyses by MoEnv-accredited laboratories.

The Environment Police Department supplements the Inspection Department's activities. However, given the extensive scope of facilities subject to inspection, the current staffing levels provide limited capacity for comprehensive oversight, and is in need for enhancement. The department focuses on operational projects and conducts fewer inspections during construction, often initiated only in response to complaints.

While both departments are efficiently managing their respective duties despite staffing constraints, there are areas where additional resources and focus are required for more comprehensive and proactive environmental oversight. It's worth mentioning that the World Bank-supported Inclusive, Transparent, and Climate Responsive Investments Program for Results (P175662) aims to bolster MoEnv's monitoring and inspection capacities, addressing some of the gaps identified. This support successfully increased the number of environmental inspection visits conducted by the Directorate of Environmental Inspection and Control from 437 visits in 2019 to 1180 visits in 2022 and 1024 visits in 2023 (until November 2023).

Waste Management:

MoEnv oversees the High Committee of Waste Management, which collaborates with line ministries responsible for regulating waste in their respective domains. Among the facilities managed by MoEnv is the Swaqa hazardous waste treatment facility, located about 125 km south of Amman. Operational since the late 1990s, this facility primarily handles expired medicines from pharmaceutical plants, IT waste, asbestos, and other special types of waste. The Swaqa facility is well-equipped with fire-extinguishing systems and groundwater monitoring wells. Additionally, private sector involvement includes 5 companies for treating healthcare waste, two incinerators for healthcare waste, and various companies for recycling materials like used oils and batteries. Furthermore, 12 licensed companies transfer hazardous waste to Swaqa and other recycling/treatment centers. This infrastructure suggests that Jordan possesses a well-established framework for hazardous waste management, albeit with room for improvement.

Under Waste Management Law No. 16 of 2020, the MoEnv is in the final stages of developing a centralized national hazardous materials and waste database. This database aims to collate information on users of hazardous materials and generators of hazardous waste, thus facilitating enhanced monitoring and disposal procedures. However, the ministry cannot closely monitor hazardous material (HAZMAT) management due to constrained human resources unless specifically approached by waste generators. Therefore, the primary challenge lies in enforcing regulations compromised by limited resources and capacity within MoEnv to control and monitor hazardous materials and waste handling adequately.

The analysis of risks, capacities and challenges linked to ESF implementation in Jordan¹⁵ and the assessment by the Netherlands Commission for Environmental Assessment in February 2020 highlighted:

15 World Bank. 2022. Implementing the Environmental

- The regulatory framework for EIA is robust, featuring well-defined procedures for key steps like screening and review. The process is user-friendly and adheres to specified timelines.
- Annually, Jordan conducts approximately 30 comprehensive EIAs. This work is primarily carried out by governmental personnel and consultants, with limited contributions from academics and international experts.
- The existing EIA system needs stronger follow-up mechanisms during project implementation to ensure that outlined measures are effectively executed.
- Enhanced stakeholder participation in the EIA process is recommended, necessitating capacity building within NGOs and optimized frameworks for stakeholder engagement.
- Capacity enhancement is required for governmental staff involved in EIA procedures, particularly in the technical committees responsible for review and those who monitor compliance and enforce stipulated conditions.
- Opportunities exist to align EIA practices more closely with high-priority topics, such as climate resilience and water security.

By integrating the above findings and considering the existing operational landscape, it is evident that while Jordan has made significant strides in environmental management, areas requiring improvement remain. Particularly, gaps in stakeholder consultation, enforcement capabilities, and transparency must be urgently addressed.

MoSD, CBJ, KACE, JNCW, NCFA, TVSDC and VTC organization structures are lacking functional units or staff responsible for addressing environmental and climate change issues and priorities. MoL organization structure include OHS Directorate, which is responsible for strategic and operational planning for OHS at the national level, supervision and oversight OHS inspection and record keeping, enforcement of the labor law and regulations, OHS incidents investigation, awareness raising and training, licensing OHS supervisors and inspectors, etc.

The MoT organization structure shows Environment Section under the Transport and Environment Safety Directorate. This section is responsible for the follow up and development of policies concerned with the environmental impacts of the transportation sector, and with climate change issues linked to the transport sector. The section is also responsible for preparing environmental reports and submitting the necessary recommendations to take appropriate measures to mitigate the environmental impact of all types of the transportation sector in coordination with the main partners, organizing workshops concerned with the environment and transportation and participating in national workshops held by government or private agencies in this regard, in addition to representing MoT in official events and committees related to environmental issues in the transportation sector.

The LTRC organization structure is lacking functional units or staff responsible for addressing environmental, social and climate change issues and priorities. Though operating under the umbrella of MoT, LTRC is responsible for regulating the terrestrial transport sector across the country, including public transport. Absence of adequate environmental planning and management capacities within

LTRC limits its ability to address environmental risks and impacts, and the ability to address Jordan climate change mitigation and adaptation priorities in the transport sector.

Assessment of the Implementation of Social Management Systems Performance

The Environmental Impact Assessment (EIA) system exhibits a significant gap in effectively addressing social risks and impacts. This shortfall is largely due to the absence of explicit requirements for "social impacts" assessment within the EIA regulations. Although the EIA Outline template appended to the regulations suggests including socio-economic baselines and cultural heritage descriptions, the actual practice often relies on outdated demographic and socio-economic data, without conducting thorough project-specific social assessments or engaging with stakeholders.

Furthermore, the accreditation process for consultants, overseen by the Ministry of Public Works and Housing, demands licensure from engineering firms, inadvertently sidelining environmental consultants with specialized expertise crucial for comprehensive EIA, including those proficient in social risk and impact assessment. This process limits the diversity and depth of expertise available for conducting EIAs, especially since there are no specific accreditation criteria for social specialists. As a result, there's a noticeable dearth of consultants equipped to handle the nuances of social risk management within the current framework.

Moreover, the involvement of sectoral ministries in the EIA Reviewing Committee does not extend to those with a broader social development mandate, such as the Ministry of Social Development or the Ministry of Labor, thereby restricting the scope of social risk and impact consideration in project assessments. The limited stakeholder engagement, primarily confined to the scoping stage for high-risk projects, along with the lack of requirements for continuous public consultation and disclosure of EIA documents, further exacerbates the gap in addressing social concerns and impacts throughout the project lifecycle.

This systemic gap not only undermines the comprehensive assessment and management of social risks but also limits opportunities for meaningful and ongoing stakeholder engagement, critical for enhancing the environmental and social sustainability of projects. The absence of a legal framework for project-specific grievance mechanisms during project implementation further diminishes the capacity for addressing and mitigating environmental and social risks, leaving communities with limited avenues to raise and resolve grievances. This scenario highlights a critical need for revising the EIA process to incorporate a more inclusive and thorough approach to social risk and impact assessment, ensuring that EIAs serve not only as a tool for environmental protection but also as a mechanism for safeguarding and promoting social well-being.

In examining the social management system and capacity within each implementing agency, the analysis uncovered the following insights:

The MoT mandates social and gender studies for some of its projects, typically conducted by third-party consultants. While there is adherence to Environmental Impact Assessment Regulations, Social Impact Assessments are not systematically integrated into the ministry's standard procedures. They are conducted reactively, often only upon request by international partners. There is no established institutional framework mandating systematic SIAs for each project.

The MoSD does not have a dedicated budget or a systematic social assessment process for its initiatives. While there is an effort to increase the visibility and understanding of their initiatives through research and mapping, a structured system for conducting Environmental and Social assessments is lacking.

JNCW conducts studies on social impacts, such as childcare, micro-lending, and women's economic participation. These studies are critical for proposed Program design and are publicly available, suggesting a systematic approach to understanding and addressing social impacts in their initiatives.

The NCFA does not perform social risk assessments for its projects. While some standards under regulations ensure the safety of nurseries, there is no Standard Operating Procedure (SoP) for general safety in nurseries established by the NCFA in their projects, with some focus materials related to managing simple accidents within their curriculum.

Staffing and Capacity

As seen above, all institutions and agencies implementing different activities under the proposed Program generally lack a systematic and proactive approach to social impact assessments (SIA) and social risk management.

- ***Staffing and Organizational Framework:*** No specific staff or roles are allocated to managing social risks and impacts within implementing agencies. A SIA department is absent, and such assessments are typically carried out by external parties as required by donors, with oversight provided by personnel from relevant policy and research departments.
- ***Capacity and Expertise:*** Since SIA functions are not formally established within organizations, staff from departments tasked with policy analysis or research often lack the requisite expertise in SIA methodologies and principles.

Overall, the gaps and key areas of improvement within the implementation of environmental and social management systems include:

- The existing legal framework for the EIA does not mandate strategic environmental and social assessments for large-scale developments, leading to ad-hoc and inconsistent assessment practices, and missing an early opportunity to integrate E&S considerations. Also, stakeholder consultation for environmental impacts is insufficient, particularly for category 1 projects, lacking comprehensive representation of impacted or interested parties in the E&S performance of the project.
- The Environmental Impact Assessments (EIAs) system exhibits gaps in addressing social risks and impacts due to the absence of explicit requirements for assessing "social impacts" and limited stakeholder engagement. The accreditation process for consultants prioritizes engineering firms over specialists in social risk, leading to a lack of expertise in comprehensive social assessments. Furthermore, the EIA process restricts meaningful public consultation to the initial stages and lacks mechanisms for ongoing community feedback or grievance resolution. This oversight undermines the potential for EIAs to effectively manage social risks and ensure the environmental and social sustainability of projects.

- Overall, the environmental management capacity of all implementing agencies is absent, perhaps except OHS capacity by MoL and VTC, while social management capacity for all entities is lacking to conduct or oversee third-party assessments effectively.
- MoEnv's capacity for follow-up and enforcement of EIA requirements (i.e., recommendations, mitigation, and monitoring plans, etc.) is limited, particularly during the construction phase. Workforce allocation doesn't suffice for effective compliance monitoring.
- Social aspects like gender and vulnerability are inadequately addressed in the impact assessments, resulting in an incomplete evaluation of project implications.
- Transparency is lacking due to the absence of requirements for EIA and SIA disclosure, raising concerns about stakeholder engagement and trust. Developers often inadequately allocate human and financial resources to meet EIA and SIA or special condition commitments, treating these requirements as mere licensing formalities rather than ongoing obligations.

Measure: (PAP action # 1): Strengthening of the E&S capacities of the PMU and all the implementing agencies by assigning qualified E&S staff (E&S Focal Points) to oversee the E&S aspects of program implementation and provide them with adequate training on E&S risk management and reporting as needed.

4.3.2 Core Principle #2

Program E&S management systems are designed to avoid, minimize, or mitigate adverse impacts on natural habitats and physical cultural resources resulting from the Program. Program activities that involve the significant conversion or degradation of critical natural habitats or critical physical, cultural heritage are not eligible for PforR financing.

Natural Habitats and PAs

- **Description:** The Directorate of Nature Conservation, a subsidiary of the MoEnv, holds the regulatory responsibility for natural habitats and PAs. MoEnv has subcontracted the Royal Society for the Conservation of Nature (RSCN) to manage 10 of the existing 12 PAs, leaving the ASEZA in charge of the remaining two. Various organizations, such as RSCN, the Royal Botanic Garden, and Al Mawa for Nature and Conservation of the Princess Alia Foundation, collaboratively oversee the management of SCAs. It is a regulatory requirement for all PAs and SCAs to establish and execute management plans, the compliance of which is monitored by MoEnv.
- **Implementing Agency Approach:** Administrative capabilities for overseeing PAs by the national system are considered sufficient. MoEnv's Directorate of Nature Conservation operates with a seven-member team, and RSCN has a substantial staff strength of around 240, which includes ASEZA, and other entities involved in SCAs' management. Hence, the implementing agencies are lacking the capacity and staff to address natural habitat and PAs related priorities by itself without the support of MoEnv, ASEZA and/or RSCN.
- **Assessment:** While the existing framework for habitat conservation is efficiently structured and aligned with Core Principle 2, there is an identified gap in the governance of natural areas

that fall outside the perimeter of officially designated PAs. The program is not anticipated to cause risks and impacts on natural habitat, PAs and critical habitats, or to critical physical cultural resources. Therefore, there is no need for any additional measures.

- **Measure:** No further measure is needed

4.3.3 Core Principle #3

Program E&S management systems are designed to protect public and worker safety against the potential risks associated with (a) the construction and/or operation of facilities or other operational practices under the Program; (b) exposure to toxic chemicals, hazardous wastes, and otherwise dangerous materials under the Program; and (c) reconstruction or rehabilitation of infrastructure located in areas prone to natural hazards.

Risk of Environmental and Public Health and safety in Public Transportation and Childcare Services

- **Description:** The proposed Program poses minor environmental risks linked to (1) public health and safety (especially children at childcare) and OHS risks linked to the undertaking of improvements to the affordability and the safety in and around public transportation (mainly from small-scale civil works), and to the expansion of childcare services, and linked to (2) environmental and social risks linked to women enterprises. Hence, these environmental and social risks should be further investigated during the preparation of the Official Implementation Plan and the policies and plans for expanding childcare services. The plans should reflect the mitigation and management measures required to address these risks and impacts.
- **Implementing Agency Approach:** While Jordan has established regulations for projects environmental screening and EIA, addressing health and safety risks remains undervalued and requires further enhancement. Regulatory measures are in place to monitor OHS and environmental impacts for similar operations. Despite these safeguards, the lack of human resources limits the capacity for effective monitoring and enforcement, particularly for hazardous material management.
- **Assessment:** The proposed Program offers an opportunity to mitigate some of these environmental issues. By leveraging (1) reducing the generation of GHGs from the transport sector by improving access and safety of public transport, and through the e-shop platform which will improve women-led businesses access to digital businesses and facilitate access to markets (including e-commerce channels), (2) environmental awareness and access to environmental services linked to permitting and licensing women enterprises which can positively contribute to businesses compliance with the national environmental regulations, promoting private sector action for climate change mitigation and adaptation, and to stimulate the sustainability, competitiveness and reach of women-enterprises; (3) implementing the proposed quality assurance system which will monitor compliance with the E&S requirements,

and (4) through the skills-based professional occupational standards for care workers which will include the basic knowledge and skills required to address E&S risks and impacts, and the training of the care works should incorporate E&S modules focusing on the developed standards.

▪ **Measure:**

- **(PAP action # 2):** The interventions to be included in the proposed Action/Implementation Plan to enhance women’s accessibility to safe and reliable affordable transport to be screened against the national E&S requirements and the E&S Exclusion List as stated in the ESSA, and mitigation measures to be incorporated into the plan.
- **(DLI Verification #1):** A training module on E&S aspects, including OHS and public health and safety, incorporated into the skills-based professional occupational standards and in the training and accreditation process under DLI 4.2.

Lack of Reporting of SEA/SH Complaints Due to System Inefficiency (Area 1-DLI 1.5)

- **Description:** Inefficiency in the grievance mechanism quality due to its design and application and lack of anonymity poses a risk of unresolved complaints, especially given the existing social norms. This may lead to a loss of trust among women if confidentiality and protection are not upheld, deterring them from utilizing the system and compromising workplace safety and equity.
- **Implementing Agency Approach:** The current GRM implemented by the MoL necessitates the completion of a comprehensive profile with all relevant details before submitting a complaint. MoL is considering expanding the grievance mechanism to international workers and others, anticipating that this may embolden them to lodge complaints.
- **Assessment:** If the current system's management of SEA/SH grievances remains unchanged, this expansion could widen the gap between incident occurrence and complaint registration. The perception that SEA/SH complaints are not given the requisite attention or are treated with the same procedure as other complaints may deter individuals, particularly women, from coming forward. This could perpetuate the silence around SEA/SH, impacting women’s well-being and equal participation in the workplace. The risk is that the current grievance system, unless specifically tailored to address the complexities of SEA/SH, may contribute to a culture where women feel marginalized, and their grievances are underreported. This affects their well-being and can influence the workplace environment, impeding progress towards equality and safety. The agency’s approach must ensure that the grievance mechanism is considered safe, confidential, and effective for addressing such sensitive issues.

Measure (DLI Verification #2): MoL to provide options for SH complainants within the proposed guidelines in the DLI (1.5) by enabling complainants to report incidents anonymously for the record or to reveal their identity if they wish to pursue justice. The MoL should modify the current GRM system for handling SH complaints to reflect this.

Risk of Compromised Service Quality in National Childcare Service Expansion (Area 4- DLI 4.3)

- **Description:** The childcare service expansion is designed to enhance childcare facilities' availability substantially. Nonetheless, this initiative could inadvertently lead to reduced service quality, which is pivotal for ensuring child safety and protection, potentially diminishing parental trust and engagement and consequently affecting the benefits women derive from these facilities. Contributory factors to this risk encompass the swift expansion that might surpass the pace of staff training, child safeguard, and protection, including sexual harassment, the possibility of diluted childcare standards, and quality assurance systems that are not adequately equipped. The ESSA has also identified pertinent risks of inconsistent basic childcare service standards. Additionally, the potential for inconsistent access to high-quality services in different regions could significantly impact the capacity of women to access the labor market and maintain their employment.
- **Implementing Agency Approach:** The implementing agencies, following the established procedures, focus on operational frameworks such as the National Childcare Policy and worker certification programs. Yet, the approach must be scrutinized to ensure it effectively addresses the holistic needs of the expansion. The agencies are tasked with safeguarding the well-being of childcare workers and ensuring equitable access to high-quality childcare services nationwide.
- **Assessment:** The existing regulations do not fully cover the requirements for assessing the potential E&S associated with expanding childcare services. A comprehensive E&S assessment would be necessary to scrutinize the E&S risks and impacts of the current operational policies and the impending expansion.
- **Measure:**
 - **(PAP action # 3):** NCFCA to conduct and institutionalize social impact assessment (SIA) and stakeholder engagement (SE) as part of the new National Childcare Policy.
 - **(PAP action # 4):** MOSD to prepare, adopt and implement the SOPs to be prepared under the IPF Component as part of the childcare expansion activities.
 - **(PAP action # 5):** MOSD to identify roles, responsibilities, and authorities for the endorsement, adoption, and implementation of the SOPs, as well as conduct training on the new SOPs for all relevant persons, including childcare service providers, enforcement authorities, childcare workers, etc.

4.3.4 Core Principle #4

Program E&S systems manage land acquisition and loss of access to natural resources in a way that avoids or minimizes displacement and assists affected people in improving, or at the minimum restoring, their livelihoods and living standards.

Based on the existing scope, no indications exist that the Program's activities under areas 3 and 4 would give rise to land acquisition issues or loss of access to natural resources. The proposed interventions relevant to transport will be small-scale and mainly related to modernizing the standards and design guidelines for bus stops (for women's safety), construction of a select number (40) of bus stops to the modernized design standards (mainly bus shelters), provision of subsidized direct transport services for students of two public universities, and women working in the manufacturing and agricultural sectors.

4.3.5 Core Principle #5

Program E&S systems give due consideration to the cultural appropriateness of, and equitable access to, Program benefits, giving special attention to the rights and interests of Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities, and to the needs or concerns of VG.

Risk of Inequitable Benefits for Flexible versus Full-Time Workers (Area 1-DLI 1.1)

- **Description:** There is a risk of unequal benefits and protections for part-time or gig workers compared to full-time employees. This discrepancy can lead to a reduction in social equity and job security, which are fundamental to the well-being of employees within the flexible work framework.
- **Implementing Agency Approach:** The SSC recognizes that social security contributions are commensurate with the number of hours or days worked each month. Whereas full-time workers make 12 contributions annually, flexible workers may make fewer, influencing their eventual pension benefits. However, no system is in place yet, awaiting the amended bylaw of Flex work by MoL.
- **Assessment:** It's important to address the social risks of unequal benefits and pension entitlements between employment types. Clear instructions must be established to ensure part-time and gig workers receive benefits proportional to their work input. Adherence to best practices would involve setting minimum social security standards for all workers, irrespective of their job structure, and considering additional pension schemes or benefits to compensate for any discrepancies flexible workers face in their social security provisions.

Mitigation (DLI verification # 3): The MoL, while working with the Social Security Corporation (SSC) to enhance the pension system's accessibility for flexible workers under DLI 1.1, should ensure that the pension system's provisions are in alignment with the highest international standards and practices to protect the workers.

Risk of Inadvertent Exclusion of Women with Disabilities (WwDs) from entrepreneurship support programs (Area 2-DLI 2.3):

- **Description:** If the design of the entrepreneurship support programs or initiatives fails to account for the needs of WwDs it may inadvertently perpetuate their exclusion. This oversight hinders the ability of WwDs to access essential economic resources and opportunities.
- **Implementing Agency Approach:** Prior initiatives did not systematically include considerations for WwD as identified by the HCD. Acknowledging this oversight, HCD has offered its expertise and is prepared to collaborate to ensure the Hub materials and communication campaigns comply with accessibility standards for Persons with Disabilities (PWD).
- **Assessment:** The exclusion of WwD from such initiatives hampers their economic empowerment and contravenes principles of equality and inclusivity.
- **Mitigation (POM #1):** The MoSD under the IPF component of Area 4 must develop and implement a clear set of criteria to define 'vulnerability' for program eligibility.

Risk of Potential Complex Eligibility Criteria and Uneven Benefits Distribution (Area 4-DLI 1.1)

- **Description:** The risk in the program arises from complex eligibility criteria and potential uneven distribution of benefits, especially for vaguely defined 'vulnerable' families. This could limit access for those in need and distribute benefits inequitably across regions.
- **Implementing Agency Approach:** The criteria will be identified under the proposed Program.
- **Assessment:** If the eligibility criteria remain complex and the definition of vulnerability is not clarified, it may prevent needy families from accessing the program and result in unequal benefit distribution.
- **Measure (DLI Verification #4):** The MoSD should implement simplified, uniform eligibility criteria and a system for fair distribution of benefits. Regular monitoring and data-driven adjustments are essential to reach and support the intended beneficiaries effectively. The program must ensure clear, accessible criteria and equitable distribution to effectively support all vulnerable families.

4.3.6 Core Principle #6

Program E&S systems avoid exacerbating social conflict, especially in fragile states, post-conflict areas, or areas subject to territorial disputes.

Risk of Disruption of Traditional Family Dynamics of Women Entrepreneurs

- **Description:** Women's increased financial autonomy may disrupt traditional family roles, leading to social tension. This tension could arise from a challenge to the long-standing cultural

norms around gender and money management or work outside of the house. This also will put pressure on female entrepreneurs who may face the impact of burnout as they struggle to balance the demands of their business with other personal and caregiving responsibilities, considering the existing social norms. This can affect their well-being and their ability to sustain their business ventures.

- **Implementing Agency Approach:** The program focuses on awareness raising and monitoring and studying the social behavior among the work of the evidence and Hub is managed by MoPIC and JNCW.
- **Assessment:** This risk stems from deeply entrenched societal norms and expectations around gender roles. Women entrepreneurs are often subjected to the dual pressures of business success while fulfilling traditional caregiving roles. This dual burden can lead to stress and anxiety, particularly during the transition from domestic roles to business management.
- **Mitigation (DLI Verification #5):** MoPIC, MoSD, and NCW, under DLIs 2.6-2.8 should (i) implement national awareness campaigns that educate the public on the significance of shared caregiving responsibilities and the evolving roles of women in the business sector. These campaigns should aim to shift traditional perceptions and foster a more supportive environment for women entrepreneurs; (ii) Offer training programs that focus on building self-efficacy and resilience for women and offer tools and strategies for effective problem-solving, confidence-building, and stress management.

4.4 Proposed Program GRM

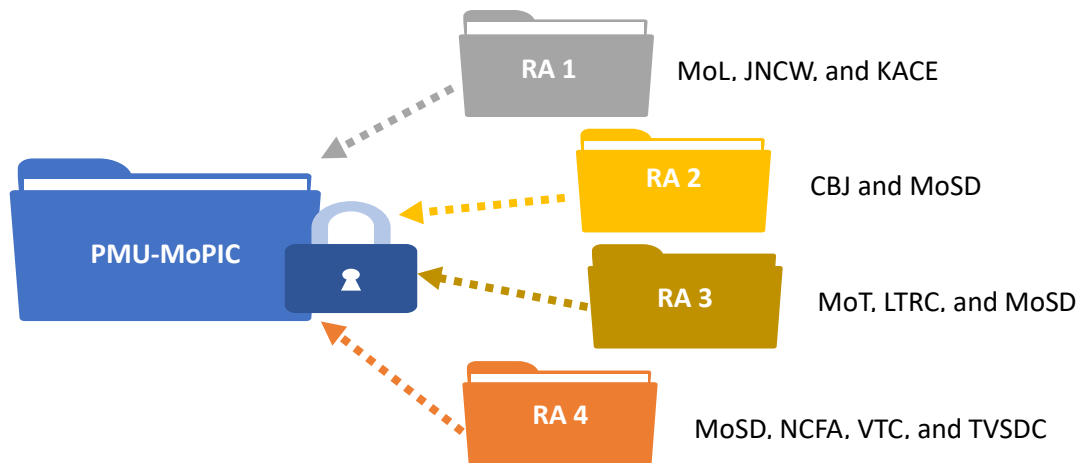
Government organizations implement Grievance Redressal Mechanisms (GRMs) at two distinct levels:

1. **National-Level GRM: "At Your Service":** This GRM facilitates interaction between the public and government, including all implementing entities for this proposed Program, through five channels: inquiries, suggestions, praise, complaints, and reports of corruption. It utilizes a mobile app, e-government portal, the National Information Center, and physical complaint boxes for grievances, although the latter is inactive. A chatbot for the Prime Ministry's Facebook page is being developed. The platform processes are well-defined but lack detailed data segmentation by demographics like location, gender, or age, with anonymity preserved except for contact details. An optional GPS feature is available, but its precision is debatable. The platform has a structured protocol for handling complaints, including categorization, logging, and case referral, as per the Organizational and Procedural Regulations. Complaints are sorted by severity and type, and users receive SMS notifications throughout the resolution process. There's a system for the automatic escalation of unresolved issues, and a national dashboard documents all activities, with various metrics used for analysis and performance assessments. Complaint resolutions are communicated through updates, with cases marked as resolved, cancelled, or returned. The World Bank's 2022 report on the "At Your Service" GRM assessment highlighted deficiencies in organizational structure and performance management within the GRM, which the government has yet to address to align with the World Bank's Citizen Engagement and Environmental and Social Framework (ESF) standards.

2. **Entity-Level GRM:** This refers to mechanisms specific to individual government entities or organizations generally, and those included under the proposed Program. The predominant tools employed by government entities for grievance redressal encompass a blend of digital and traditional mechanisms to ensure inclusivity and accessibility. These include comprehensive online platforms such as dedicated websites and specialized systems like 'Himaya' platform at MoL and the PWDs complaints system which facilitate electronic complaint submission and tracking. Direct communication is maintained through hotlines, email, and messaging services like WhatsApp, allowing immediate contact. Physical complaint boxes are stationed within entity premises for those preferring tangible means. Applications offer another layer of digital convenience, and social media platforms provide interactive forums for public engagement. In-person visits remain integral, ensuring personal contact for issue resolution. These tools signify the public sector's commitment to responsive, accountable, and transparent service provision. In relation to SEA/SH complaints in the transport sector, the MoT has developed a specific application named "mwasalati" ("my transport") intended for users to submit complaints. However, the launch of this application has been delayed, and it has not become available for public use as of yet. Additionally, the MoT's approach requires users to register their personal information to use the app, which means complaints cannot be submitted anonymously. This requirement for personal information registration introduces a significant gap in ensuring anonymity for users, potentially deterring individuals from reporting issues due to concerns over privacy and reprisal.

The GRM for the proposed Program will be mandated by the Ministry of Planning and International Cooperation (MoPIC), functioning within the Program Management Unit (PMU). The government agencies implementing the four key result areas (RAs) must report complaints about the Program directly to the PMU, ensuring a streamlined and effective grievance redress mechanism, as seen in Figure (2) below. The PMU, to be established in MoPIC, will be in charge of liaising with the main implementing agencies under the project to compile all complaints received against the project from the public and project's stakeholders. The PMU should assign a GRM Focal Point, who will be tasked with managing the GRM of the project. Other GRM Focal Points should also be nominated within each implementing agency under the proposed Program. The main GRM FP within the PMU will be tasked with preparing the project's GRM report, which must be submitted to the Bank bi-annually.

Figure 2: Proposed Program GRM



Systems Assessment of the Entity-Level GRM

Based on the ESSA team assessment provided in Annex V, the entities proposed as implementing agencies under the project face key gaps when it comes to the efficiency and transparency of their GRM that may influence their commitment under the proposed Program GRM. This includes:

- **Lack of Centralization:** Many entities lack a centralized system for handling and documenting complaints, which may lead to inefficiencies and inconsistent responses.
- **Manual Processes:** Several entities still rely on manual processes to classify and manage complaints, which can be time-consuming and prone to errors.
- **Data Segmentation:** There is a general absence of detailed data analysis by demographics, which could be valuable for targeted responses and policy improvements.
- **Public Awareness and Accessibility:** Entities could improve in making their processes more known and accessible to the public, ensuring that all demographic groups can lodge complaints easily.
- **Gap in GRM Anonymity and Reporting Reluctance:** The requirement for personal identification in the GRM processes could be a barrier to reporting, particularly for sensitive issues. The absence of anonymity might result in the underreporting of grievances due to privacy concerns, significantly in cases like sexual harassment or discrimination, thereby hindering the system's effectiveness.
- There are no requirements for projects to develop and publicize a grievance mechanism for discrete projects or programs. National legislation does not oblige contractors and project developers to implement grievance mechanisms during project construction and operation.

Recommendations for GRM Improvement:

1. **Enhance Digital Integration:** Move towards fully automated systems to streamline the complaint management process and reduce manual errors.
2. **Improve Data Management:** Implement detailed data segmentation in GRM systems to enhance targeted policy responses.

3. **Increase Transparency:** Make GRM processes more transparent and publicly accessible, ensuring widespread awareness and ease of use.
4. **Standardize Processes:** Standardize GRM procedures across entities to align with best practices and international frameworks like the World Bank's ESF.
5. **Regular Auditing:** Regularly audits GRM systems to identify and address inefficiencies, ensuring continuous improvement.
6. **Enhancing GRM Anonymity:** It is recommended that options for anonymous submissions be implemented to fortify the effectiveness of Grievance Redress Mechanisms (GRM). This would encourage a higher reporting rate of sensitive issues, as anonymity can significantly influence a complainant's willingness to come forward. Ensuring confidentiality will likely lead to increased utilization of the GRM, providing a safer platform for individuals to report issues without fear of reprisal, stigma, or breach of privacy. Such an enhancement will contribute to a more trustworthy and comprehensive grievance system, capturing a broader spectrum of concerns and improving the overall responsiveness of the entities to their stakeholders' needs.

V. Recommendations and Actions

Based on the above assessment, the following measures are proposed under the proposed Program activities to address the gaps between the national and sub-national E&S management systems and the core principles of Policy on Program-for-Results Financing. These measures ensure adequate mitigation of E&S impacts and risks associated with the proposed Program’s activities.

5.1 Recommendations Added to the PAP

Table 6: E&S Proposed PAP Actions

Action Description	Source	DLI#	Responsibility	Timing	Completion Measurement
1. Strengthening of the E&S capacities of the PMU and all the implementing agencies by assigning qualified E&S staff (E&S Focal Points) to oversee the E&S aspects of program implementation and provide them with adequate training on E&S risk management and reporting as needed.	E&S	All DLIs	MOPIC/PMU	July 2024	<ul style="list-style-type: none"> ▪ List of assigned E&S staff in MOPIC/PMU and E&S Focal Points in the other implementing agencies shared with the Bank. ▪ Training needs assessment as well as a training plan prepared. ▪ Training implemented.
2. The interventions to be included in the proposed Action/Implementation Plan to enhance women’s accessibility to safe and reliable affordable transport to be screened against the national E&S requirements and the E&S Exclusion List as stated in the ESSA, and mitigation measures to be incorporated into the plan.	E&S	DLI# 3.1	LTRC MoT MoEnv.	June 2025	<ul style="list-style-type: none"> ▪ Finalized Official Implementation Plan including all intended interventions. ▪ E&S screening results report of the prepared Implementation Plan against national E&S regulations and the exclusion list in the ESSA. ▪ Mitigation measures to be proposed and incorporated in the Plan.
3. NCFA to conduct and institutionalize social impact assessment (SIA) and stakeholder engagement (SE)	E&S	DLI# 4.1	NCFA	January 2025	<ul style="list-style-type: none"> ▪ A New National Childcare Policy is developed and adopted. ▪ Social Impact Assessment and stakeholder engagement are

<p>as part of the new National Childcare Policy.</p>					<p>conducted for the new policy, and recommendations incorporated into the new policy.</p> <ul style="list-style-type: none"> ▪ Institutionalize the SIA practice and stakeholder engagement for all initiatives under the policy.
<p>4. MOSD to adopt and implement the SOPs to be prepared under the IPF Component as part of the childcare expansion activities, including the identification of roles and responsibilities; and training of relevant staff on the SOPs.</p>	<p>E&S</p>	<p>DLI# 4.1 and 4.3</p>	<p>MOSD NCFA</p>	<p>December 2024</p>	<ul style="list-style-type: none"> - SOPs are prepared and adopted for all childcare facilities. This should also include: Child Protection Policy or Code of Conduct (CoC), workers and community health and safety measures, and other procedures covering other areas as it will be determined in the ToR. - Mapping of roles and responsibilities and relevant authorities for the endorsement, adoption, and implementation of the SOPs. - SOPs adopted and implemented as part of the selection criteria for the childcare expansion program (and beyond program). - Training needs assessment as well as a training plan prepared related to the new SOPs. - Conduct training on the new SOPs for all relevant parties, including childcare service providers, enforcement authorities, childcare workers, etc.

5.2 Recommendations to Be Added to The Program Operation Manual (POM)

1. The MoSD under the IPF component of Area 4 must develop and implement a clear set of criteria to define 'vulnerability' for program eligibility.

5.3 Recommendations Added to DLI Verification

1. A training module on E&S aspects, including OHS and public health and safety, and other areas incorporated into the skills-based professional occupational standards and in the training and accreditation process under DLI 4.2.
2. MoL to provide options for SH complainants within the proposed guidelines in the DLI (1.5) by enabling complainants to report incidents anonymously for the record or to reveal their identity if they wish to pursue justice. The MoL should modify the current GRM system for handling SH complaints to reflect this.
3. The MoL, while working with the Social Security Corporation (SSC) to enhance the pension system's accessibility for flexible workers under DLI 1.1, should ensure that the pension system's provisions are in alignment with the highest international standards and practices to protect the workers.
4. The MoSD should implement simplified, uniform eligibility criteria and a system for fair distribution of benefits. Regular monitoring and data-driven adjustments are essential to reach and support the intended beneficiaries effectively. The program must ensure clear, accessible criteria and equitable distribution to effectively support all vulnerable families (DLI 4.4).
5. MoPIC, MoSD, and NCW, under DLIs 2.3 should (i) implement national awareness campaigns that educate the public on the significance of shared caregiving responsibilities and the evolving roles of women in the business sector. These campaigns should aim to shift traditional perceptions and foster a more supportive environment for women entrepreneurs; (ii) Offer training programs that focus on building self-efficacy and resilience for women and offer tools and strategies for effective problem-solving, confidence-building, and stress management.

VI. Supporting Annexes and Reference Documents

6.1 Annex I: Reviewed Resources

Legislations:

1. Labor Law No. 10 of 2023.
2. Act No. 17 of (2022)
3. Flex Work Bylaw No. 22 of 2017 and its regulation.
4. Instructions for the licensing of home childcare facilities 2021.
5. The 2019 Nursery Regulations and their subsequent amendments.

Policies and strategies documents:

1. Jordan Economic Modernization Vision
2. Draft Financial Inclusion Strategy 2024-2027.
3. National Strategy for Women in Jordan 2020-2025
4. National Strategy for Women Action Plan 2023-2025
5. Guiding Manual for Combating violence and sexual harassment in the workplace 2019.

Other Resources:

1. Grievance Mechanism (GRM) Assessment and Strengthening, a report by the World Bank 2022.

6.2 Annex II: Stakeholder Mapping Matrix

Stakeholder	Internal/External	Role in Project	Interest in Project	Relevant Area
Ministry of Labor (MoL)	Internal	Implementer	To increase the employment rate for women by ensuring a safe and accessible work environment, implementing flexible work, Sexual Exploitation, Abuse, and Harassment (SEA/SH) policies, and monitoring pay equity in the private sector.	Result Area 1
Social Security Corporation (SSC)	Internal	Implementer	To increase the number of social security subscribers, including beneficiaries of flexible work arrangements.	None
CBJ	Internal	Implementer	Leading the development and implementation of the Financial Inclusion Strategy aimed at increasing women's access to financial services and benefits and decreasing their financial illiteracy.	Result Area 2
Ministry of Transport (MoT)	Internal	Implementer	Ownership of the Amman-Zarqa BRT pilot project to improve transport for women, aiming to introduce accessible transport for all, including women.	Result Area 3
Land Transport Regulatory Commission (LTRC)	Internal	Implementer	Ownership of the plan for women's access to safe, affordable transport and aims to improve public transport in Jordan.	Result Area 3
Ministry of Social Development (MoSD)	Internal	Implementer	MoSD is tasked with the registration, licensing, and inspection of childcare facilities to support women's access to the market.	Result Area 2 & 4
Inter-Ministerial Committee for Women's Empowerment (IMC)		Consultation and coordination	IMC is mandated with women's economic empowerment under the EMV and involved in various activities under this domain. The Minister of Social Development (MoSD) chairs the IMC.	All Result Areas

Ministry of Environment (MoEnv)	Internal	Regulatory Authority	Focused on ensuring compliance with environmental regulations and effective waste management to protect natural habitats and public health.	All Result Areas
Ministry of Health	Internal	Regulatory Authority	Focused on ensuring compliance with the Public Health Law and related regulations linked to the protection of public health in the country. MoH is responsible, in coordination with the relevant authorities, for providing preventive health services, and for securing and providing health services to government, kindergarten and kindergarten students. MoH is also responsible for monitoring the water and food quality to ensure its safety and adequacy for human consumption.	Result Area 4
JNCW	External	Implementer	Ownership of the national strategy for women, including programs related to women's economic empowerment and access to the labor market.	Result Area 1 & 2
National Council for Family Affairs (NCFA)	External	Implementer	Ownership of the National Childcare Policy and leader of the national team for early childhood.	Result Area 4
Technical and Vocational Skills Development Commission (TVSDC)	Internal	Implementer	Responsible for providing certification for childcare workers.	Result Area 4
Higher Council for People with Disability (HCD)	External	Consultation	Aiming to ensure accessibility of women with disabilities to the labor market.	All Result Areas
CSOs working on the field for all RAs	External	Consultation	Working on program topics as part of their mandate to support women's economic empowerment and access to the labor market, with extensive experience working with women across Jordan.	All Result Areas
Private sector women owners/women's entrepreneurs	External	Consultation	Interested in voicing their challenges and overcoming obstacles to access economic opportunities and growth.	All Result Areas

6.3 Annex III: Stakeholders Consultation Meetings During ESSA Preparation

Target stakeholders	Topic of consultation	Date
Ministry of Transport (MoT)	Result Area 3	27/12/2023 17\2\2024
Ministry of Social Development (MoSD)	Result Area 2 & 4	27/12/2023 21\2\2024
Social Security Corporation (SSC)	Result Area 1	28/12/2023 16\1\2024
GAM	Result Area 3	28/12/2023
CSOs workshop	All Result Areas	28/12/2023
JNCW	Result Area 2	31/12/2023 23\2\2024
Higher Council for People with Disability (HCD)	All Result Areas	31/12/2023
Ministry of Labor (MoL)	Result Area 1	31/12/2023 21\2\2024
NCFA	Result Area 4	2\1\2024 18\2\2024
KACE	Result Area 1	21\2\2024
TVSDC	Result Area 4	22\2\2024

6.4 Annex IV: CSOs Stakeholders consultations Key findings

The topic of consultation / message	Key discussions Outcomes
<p>Consultation and Engagement of CSOs and stakeholders</p>	<ul style="list-style-type: none"> ▪ Coordination and Information Gap: There is a significant lack of coordination and information sharing regarding the programs. This gap hinders the effective implementation and public perception of the initiatives. ▪ Inadequate Involvement of CSOs: A key concern raised was the insufficient engagement and consultation of CSOs in the planning and implementation phases of these programs. This lack of involvement limits the ability of these organizations to contribute their expertise, resources, and community insights.
<p>Result Area 1. Better and more adaptive workplace for women</p>	<ul style="list-style-type: none"> ▪ Industry-Specific Feasibility: There is scepticism about the feasibility of flexible work arrangements in certain industries, with anticipated resistance from the public sector. ▪ Cost Concerns: The additional financial burden on the public sector to incorporate flexible work practices might result in a reluctance to hire women, due to the perceived cost implications. ▪ Career Development for Women: The CSOs expressed concerns about the long-term impact of flexible work arrangements on women's professional development and their progression to leadership roles. ▪ Ineffective Grievance Resolution Due to Cultural Norms: There is a risk that cultural norms might impede the effectiveness of the GRM system. Women, especially those with disabilities, might face societal pressure that discourages them from reporting incidents, leading to underutilization of the GRM and continued social injustice. ▪ Risk of Reduced Employment Opportunities for Women: The introduction of a SEA/SH GRM may inadvertently lead business owners in conservative communities to hire fewer women. This is due to fears of potential reputation damage, legal liabilities, and challenges in managing gender-sensitive workplace dynamics, thus limiting women's access to economic opportunities.
<p>Result Area 2. Women's increased financial inclusion</p>	<ul style="list-style-type: none"> ▪ Financial Literacy and Management Issues: Financial support often does not include essential financial literacy training, leading to women facing challenges in managing their funds, accruing debts, and potentially leading to financial crises. ▪ Bureaucratic Hurdles: The process is riddled with cumbersome requirements such as guarantees, extensive paperwork, and licensing, which can be overwhelming.

<p>& entrepreneurship</p>	<ul style="list-style-type: none"> ▪ Lack of Support in Transition to Entrepreneurship: There is a notable absence social support for women transitioning from household roles to entrepreneurial roles. The need for support mechanisms was highlighted, especially in the initial, more demanding phases of entrepreneurship. ▪ Balancing Responsibilities: Programs need to consider women's availability and responsibilities. Many women discontinue their engagement due to the challenge of balancing program participation with social and familial obligations. ▪ Awareness and Accessibility: Despite the availability of financial opportunities from banks and institutions, there is a lack of awareness among women about these resources. Additionally, there is a concern regarding the limited access to data on women's financial inclusion, which hampers CSOs' ability to address related issues effectively. ▪ Enhanced financial independence for women could potentially create social tension by disrupting established family roles and societal expectations. To mitigate such issues, it is vital to involve male champions in advocating for these changes and to emphasize family awareness, thereby addressing and easing societal norms that may act as barriers to women's empowerment. ▪ Cultural and Social Norms: Participants emphasized the need for campaigns aimed at changing cultural and social norms, which are crucial for building trust in these programs among the community.
<p>Result Area 3. Safe & affordable public transport</p>	<ul style="list-style-type: none"> ▪ Geographical Expansion: The need to extend transportation projects beyond the capital to all governorates was highlighted, recognizing that transportation is a critical factor affecting women's work opportunities. ▪ Private Bus Practices: Issues with private bus services that negatively impact women's ability to work were discussed, suggesting the need for regulatory oversight or alternative transportation solutions.
<p>Result Area 4. Expanding access to quality childcare</p>	<ul style="list-style-type: none"> ▪ Impact on Home Childcare: The CSOs called for careful examination of how new projects might affect existing home childcare arrangements, especially in governorates, to ensure they complement rather than compete with these initiatives. ▪ Cost Implications for Public Sector Employers: Concerns were raised about the costs involved for the public sector in adapting to new work dynamics, including childcare initiatives, which could make them hesitant to hire women. ▪ Legal Liability Concerns: CSOs expressed apprehension about the Business owners' legal liabilities associated with running childcare facilities, which discourage them from establishing such facilities. ▪ Quality versus Quantity in Childcare: The importance of ensuring quality in childcare facilities was stressed, alongside the necessity of regulatory reform, particularly in establishing such facilities in industrial zones where investment laws may pose challenges.

6.1 Annex V.1: Screening of Potential Environmental Effects

Results Area / Tentative DLIs (and DLRs)	Possible Benefits	Possible Negative Risks & Effects
RA 1. Better & more adaptive workplace conditions for women		
DLI1. Improved workplace environment for women		
DLI 1.1. Amended bylaws for flexible work to remove conditionalities endorsed by GOJ DLI 1.2. Number of new companies that report application of FWA (incremental)	Reduction in Commuting and GHG Emissions through Flexible Working Arrangements: Allowing employees to have greater flexibility in their working hours and place of work is expected to reduce the need for commuting to and from workplaces, and as such reduce the generation of GHGs from the transport sector and enhance resources efficiency.	No foreseeable activities to have negative environmental risks and effects
DLI 1.3. National Gender Equality Seal initiative endorsed and launched. DLI 1.4. Number of firms awarded with the Gender Equality Seal (incremental)	No foreseeable activities to have environmental benefits	
DLI 1.5. Number of MOL workers receiving, transferring and handling SH complaints trained on applying the guidelines (incremental)	No foreseeable activities to have environmental benefits.	
RA 2. Women's increased financial inclusion & entrepreneurship		
DLI2. Increased women's financial inclusion and entrepreneurship		

<p>on Strategy (early 2024). [CBJ]</p> <p>DLI 2.1. Number of e-Wallets, basic bank accounts and bank accounts owned by women (incremental)</p> <p>DLI 2.2. Share of women obtaining credit from banks (2028)</p>	<p>Decreased Emissions from Reduced Physical Banking Needs due to Digital Financial Services: Digital financial services reduce the need for physical banking facilities and travel to these facilities, thereby reducing vehicle emissions.</p>	<p>No foreseeable activities to have negative environmental risks and effects.</p>
<p>DLI 2.3. Number of new women owned and led businesses (incremental)</p>	<ul style="list-style-type: none"> ▪ Fostering Environmental Compliance and Sustainability in Women-Led Businesses: Linking women entrepreneurs to both financial and non-financial services is crucial for their success. This will include environmental awareness and access to environmental services linked to permitting and licensing businesses, to ensure businesses compliance with the national environmental regulations, promote addressing climate change mitigation and adaptation, and to stimulate the sustainability, competitiveness and reach of women-led businesses through obtaining environmental and social certification. ▪ Reducing Environmental Footprint of Women-Led 	<p>Potential Environmental Risks: A few firms might present low to moderate environmental risks and impacts, primarily related to waste management, occupational health and safety (OHS), and public health concerns.</p>

	<p>Businesses through E-Commerce and Digital Marketing: The E-Shop platform will improve women enterprises access to digital businesses and facilitate access to markets, including through e-commerce channels. This will positively and gradually contribute to reducing the environmental footprint of women-led businesses through reducing reliance on physical marketing, and as such limit the consumption of paper and ink to produce promotional materials and reduce GHG emissions from transportation linked to direct (face-to-face) marketing.</p>	
<p>RA 3. Safe & affordable public transportation DLI3. Improved safety and affordability of transportation</p>		

<p>DLI 3.1. Action/Implementation plan for women’s access to safe, affordable transport adopted and disseminated</p> <p>DLI 3.2. Number of bus stops constructed in accordance with the modernized design standards.</p>	<p>▪ Promoting Public Transport to Reduce GHG Emissions from Private Car Use: This plan is anticipated to encourage women use of public transport for commuting to workplaces and to childcare service facilities, and as such positively contribute to controlling and reducing GHG emissions associate with the use of private cars.</p> <p>Advancing Environmental Sustainability through Green Infrastructure Investments: The plan has the opportunity to incorporate investments and measures to ensure the designs of required infrastructure as ‘Green Infrastructure’ to stimulate environmental sustainability and improve the environmental performance of the proposed Program in particular and the public transport sector in general (e.g., PV lighting system, green sidewalks and walkable spaces, efficient stormwater management, waste collection and segregation bins, etc.), and to ensure wider stakeholders and beneficiaries engagement in the identification and design of needed infrastructure.</p>	<p>▪ Small-Sized Infrastructure and Civil Works: The proposed plan includes several small-scale infrastructure and civil works to ensure safe access to public transport. Potential public and occupation health and safety risks and negative effects are linked to poor planning, weak OHS capacity and awareness within the contractors and client project teams, hiring of unskilled labor with poor OHS knowledge, weak monitoring and supervision during the construction phase, and poor construction management, non-compliance with respective environmental and OHS regulations and guidelines, improper management of generated construction/demolition waste, road accident risks.</p> <p>Construction Waste Management: Improper handling of construction waste from these activities could pose safety risks to pedestrians and potentially block stormwater networks, leading to further safety hazards.</p>
<p>DLI 3.3. Increased number of universities that provide subsidized transportation fares for students (incremental</p>		<p>No foreseeable activities to have negative environmental risks and effects</p>
<p>RA 4. Expanding access to quality childcare DLI4. Expanded access to quality childcare service</p>		

<p>DLI 4.1. National Childcare Policy adopted</p>	<p>Incorporating Environmental Considerations in Childcare Facility Management: The multisectoral and inclusive policy will address the environmental considerations linked to the establishment, expansion, and operation of childcare facilities. This includes emphasizing the requirements for boosting children health and safety, OHS, and resources efficiency (water and energy efficiency, conservation, and renewable energy). The quality assurance system will improve the monitoring of childcare services compliance with the E&S requirements.</p>	<p>Occupational Health and Safety Risks During Renovation: The renovation activities, which include tasks such as tiling, painting, and installing temperature control equipment, pose occupational health and safety risks. These activities, necessary for aligning facilities with policies and regulations, carry inherent dangers for the workers involved in the renovation process.</p> <ul style="list-style-type: none"> ▪ Environmental Impact of Construction Waste: The modifications and refurbishments generate construction waste, presenting an environmental risk. The proper management and disposal of this waste are crucial to prevent environmental pollution and ensure compliance with environmental regulations.
<p>DLI 4.2. Number of new childcare workers accredited (incremental)</p>	<p>Enhancing Energy and Water Efficiency through Training and Awareness for Care Workers: The skills-based professional occupational standards for care workers and the training materials will include consumer awareness and capacity-building modules on energy-saving practices, installation, use, and maintenance of energy-efficient technologies that can be used at work and home, and water-saving practices in the caregivers' daily routine.</p>	<p>Health and Safety Risks in Childcare Facilities: The operation of both new and new registered/licensed childcare facilities carries risks related to the health and safety of children and service providers. These risks are mainly associated with potential exposure to infections in crowded conditions</p>
<p>DLI 4.3. Number of nurseries registered/licensed(incremental)</p> <p>DLI 4.4. Number of women receiving MOSD or SSC childcare subsidies for nursery enrollment of their children</p>	<p>Supporting Energy Efficiency in Childcare through Grants for Energy-Efficient Appliances: The establishment grants will allow for the procurement of energy efficient appliances (heaters, lighting, fridge, etc.) for up to 10 percent of the grant amount for center-based and up to 20 percent for home-based nurseries. Procurement standards will be set to ensure the appliances comply with Energy Star Standards / best available technology or match</p>	<p>and challenges in maintaining adequate sanitary and hygiene standards. If not properly managed, these conditions can adversely affect the health and safety of individuals in these facilities</p>

	or surpass country appropriate technology benchmarks for performance.	
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6.2 Annex V.2: Screening of Potential Social Effects¹⁶

Proposed Activity	Possible Benefits ¹⁷	Possible Risks ¹⁸ & Impact ¹⁹
RA 1. Better & more adaptive workplace conditions for women DLI1. Improved workplace environment for women		
<p>Flexible work arrangement Operationalize and amend flex work legislations [MOL] DLI 1.1. Amended bylaws for flexible work to remove conditionalities endorsed by GoJ DLI 1.2. Number of new companies that report application of FWA (incremental)</p> <p>DLI 1.1. Amended bylaws for flexible work to remove conditionalities endorsed by GOJ</p> <p>DLI .1.2 Number of new companies that report application of FWA) incremental(</p>	<ul style="list-style-type: none"> ▪ Increased Employment Opportunities: Flexible work legislations can lead to more inclusive labor markets, accommodating diverse workforces including women, people with disabilities, and those with caregiving responsibilities, as it helps companies in adapting to market fluctuations through various modalities, such as implementing compressed workweeks or years. ▪ Economic Empowerment: Higher employment rates contribute to household income and overall economic stability. ▪ Improved well-being: Enhanced work-life balance can lead to reduced stress and better well-being for employees. It can greatly benefit women in specific by providing the flexibility needed to balance professional and personal responsibilities, such as child-rearing or caregiving. ▪ Reduced Gender Disparities: Flex work can help narrow the employment gap between genders by accommodating the unique challenges that women often face in the workforce. 	<p>Risks:</p> <ul style="list-style-type: none"> ▪ Reduced Formal Employment for Women Leading to Sector Informalization: Legislation for flexible work hours, while intended to provide greater work-life balance, could inadvertently result in employers perceiving an increase in associated costs. There is a stereotype that women, who are often primary caregivers, are more likely to request flexible hours. Employers anticipating higher costs or logistical challenges may then be disinclined to hire women. If women face discrimination in formal employment due to potential employers' hesitancy around flexible work arrangements, they might be driven to seek employment in the informal sector. The informal sector often lacks proper worker protections, benefits, and job security, leading to precarious working conditions for women.

¹⁶ Effect: Refers collectively to benefits, impacts, and risks under the PforR Program (Source: Bank Guidance on PforR Financing).

¹⁷ Benefits: Positive consequences of actions taken, and/or activities implemented under the PforR Program (Source: Bank Guidance on PforR Financing).

¹⁸ Risk: The potential for the loss or damage of something of Environmental and Social value (Source: Bank Guidance on PforR Financing).

¹⁹ Impacts: Adverse or negative consequences of actions taken, and/or activities implemented under the PforR Program (Source: Bank Guidance on PforR Financing).

	<ul style="list-style-type: none"> ▪ Accessibility for PwDs: Flex work can be a game-changer for PwD including women with disabilities (WwD), offering the possibility of working from home or having flexible hours to accommodate medical appointments and manage energy levels. 	<ul style="list-style-type: none"> ▪ Risk of Inequitable Benefits for Flexible versus Full-Time Workers: There exists a risk of unequal benefits and protections for part-time or gig workers in comparison to full-time employees. This discrepancy can lead to a reduction in social equity and job security, which are fundamental to the well-being of employees within the flexible work framework. ▪ Exacerbating Gender Inequality for Caregiving Women: Flexible work arrangements introduce a risk of reinforcing gender inequality, notably affecting caregiving women. This risk is tied to possible obstacles in career advancement due to workplace biases, potential wage gaps, and the compounded pressures of managing both work and caregiving responsibilities. <p>Impact</p> <ul style="list-style-type: none"> ▪ Weakened Social Support Structures: The shift to flexible work arrangements can have a pronounced impact on social support networks, particularly leading to isolation among women workers, including those with disabilities. The decrease in face-to-face interactions and collaborative work environments can adversely affect professional development opportunities and well-being.
<p>Gender Seal</p> <p>Operationalize Gender Equality Seal [JNCW, KACE]</p>	<ul style="list-style-type: none"> ▪ Enhanced Gender Equity: The Gender Seal can lead to improved gender balance in employment and leadership roles, fostering a more equitable society. 	<p>Risks:</p> <p>Resistance from Traditional Sectors: Certain sectors with entrenched gender roles may resist adopting the necessary</p>

<p>DLI 1.3. National Gender Equality Seal initiative endorsed and launched</p> <p>DLI 1.4. Number of firms awarded with the Gender Equality Seal (incremental)</p> <p>DLI 1.3. National Gender Equality Seal initiative endorsed and launched.</p> <p>DLI 1.4. Number of firms awarded with the Gender Equality Seal (incremental)</p>	<ul style="list-style-type: none"> ▪ Empowerment: Women and gender minorities in the workforce may feel more empowered and valued, contributing to social well-being. ▪ Role Modeling: Awarded firms become role models for social change, inspiring others to follow suit and creating a ripple effect towards gender equality. 	<p>changes to qualify for the Gender Seal, leading to social tension.</p>
<p>DLI 1.5. Number of MOL workers receiving, transferring and handling SH complaints trained on applying the guidelines (incremental)</p>	<ul style="list-style-type: none"> ▪ Safe Work Environment: A robust GRM ensures a safer work environment, essential for employee well-being and productivity, especially women. ▪ Voice and Agency: By having clear avenues to report grievances, women can assert their rights and have a more significant voice in the workplace. ▪ Support for Survivors of Harassment and Abuse: Including survivor-centered SEA/SH response mechanisms ensures that women have the support and resources they need to address and recover from workplace abuses. ▪ Cultural Shift: An effective GRM can contribute to a cultural shift within the workplace, promoting values of equality, respect, and dignity for all employees. ▪ Awareness and Sensitivity to WwD: The existence of a GRM, especially one that addresses SEA/SH, can raise awareness and sensitivity to the additional vulnerabilities that women with disabilities may face. 	<p>Risk</p> <ul style="list-style-type: none"> ▪ Lack Of Reporting of SH Complaints Due to Cultural and Social Norms: There is a risk that cultural and social norms might impede the effectiveness of the GRM system. Women, especially those with disabilities, might face societal pressure that discourages them from reporting incidents, leading to underutilization of the GRM and continued social injustice, especially that the GRM require full information of the applicant, especially with the current system that lack anonymity. ▪ Lack of Reporting of SH Complaints Due to System Inefficiency: Inefficiency in the grievance mechanism quality, due to its design and application and lack of anonymity poses a risk of unresolved complaints. This may lead to a loss of trust among women if confidentiality and protection are not upheld, deterring them from utilizing the system and compromising workplace safety and equity.

		<ul style="list-style-type: none"> ▪ Reduced Employment Opportunities for Women because of SEA/SH GRM: The introduction of a SEA/SH GRM may inadvertently lead business owners in conservative communities to hire fewer women. This is due to fears of potential reputation damage, legal liabilities, and challenges in managing gender-sensitive workplace dynamics, thus limiting women's access to economic opportunities. <p>Impact</p> <p>Marginalization from Underreported Grievances: Marginalization occurs when individuals who have experienced SEA/SH feel unable to report these incidents due to fear of stigma, disbelief, or retaliation, which can be prevalent in conservative societies. This can result in a lack of trust in the system's efficacy and perpetuate a culture of silence, impacting women's well-being and workplace equality. Marginalization could also be if the woman does report and the grievance is not handled with the appropriate level of confidentiality and sensitivity, or if there's a perceived lack of justice, it can reinforce her feeling of being marginalized—not just by her harasser but by the system supposed to protect her.</p>
<p>RA 2. Women's increased financial inclusion & entrepreneurship DLI2. Increased women's financial inclusion and entrepreneurship</p>		
	<ul style="list-style-type: none"> ▪ Empowerment Through Financial Inclusion: Women with their own bank accounts or eWallets have greater control over their 	<p>Risks:</p>

<p>DLI 2.1. Number of e-Wallets, basic bank accounts and bank accounts owned by women (incremental)</p> <p>DLI 2.2. Share of women obtaining credit from banks (2028)</p>	<p>financial resources, contributing to their autonomy and empowerment.</p> <ul style="list-style-type: none"> ▪ Asset Ownership as a Basis for Security: Ownership of property provides a tangible security net that can improve a woman's bargaining power within the household and society, leading to greater participation in decision-making processes. ▪ Foundation for Future Investment: Having assets in their name allows women to invest in future opportunities, such as starting a business or investing in education for themselves or their children. 	<ul style="list-style-type: none"> ▪ Entrepreneurship Initiative Access Imbalance: The entrepreneurship initiative may inadvertently favour urban women or those with pre-existing financial and digital knowledge, leading to unequal access and benefits, which can increase social stratification within communities. Also, insufficient awareness and limited access to information about financial opportunities and inclusion could prevent women from fully utilizing support mechanisms.
<p>DLI 2.3. Number of new women owned and led businesses (incremental)</p>	<ul style="list-style-type: none"> ▪ Creation of Role Models: The increase in women-owned businesses can create role models for other women and girls, showcasing the potential for success and leadership in business. ▪ Strengthening Community: Some women entrepreneurs are focused on community-oriented businesses, which can contribute to local development. ▪ Diversification of the Economy: Supporting women in business encourages a more diverse and resilient economy, which can be more adaptive to changes and challenges 	<ul style="list-style-type: none"> ▪ Disruption of Traditional Family Dynamics: Women increased financial autonomy may disrupt traditional family roles, leading to social tension. This tension could arise from a challenge to the long-standing cultural norms around gender and money management or work outside of the house. ▪ Risk of Business Failure and Reinforcing Gender Stereotypes: Insufficient financial literacy and support may lead to women's business failures, causing economic and emotional setbacks. Such outcomes can deter female entrepreneurship and perpetuate stereotypes about women's financial competence, especially in rural areas with traditional gender norms. ▪ Risk of Inadvertent Exclusion of Women with Disabilities (WwDs): If the design of the economic empowerment hub or initiatives fails to account for the needs of WwDs it may inadvertently perpetuate their exclusion. This oversight

		<p>hinders the ability of WwDs to access essential economic resources and opportunities.</p> <p>Impact:</p> <ul style="list-style-type: none"> ▪ Entrepreneurial Stress and Burnout Among Female Entrepreneurs: Female entrepreneurs may face the impact of burnout as they struggle to balance the demands of their business with other personal and caregiving responsibilities, considering the existing social norms. This can affect their personal well-being and their ability to sustain their business ventures.
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RA 3. Safe & affordable public transportation
DLI3. Improved safety and affordability of transportation

<p>DLI 3.1. Action/Implementation plan for women’s access to safe, affordable transport adopted and disseminated</p> <p>DLI 3.2. Number of bus stops constructed in accordance with the modernized design standards.</p>	<ul style="list-style-type: none"> ▪ Improved public transport connectivity to Opportunities: Safe public transport expands women's access to education, employment, and healthcare services, which are fundamental to social and economic development. ▪ Social Integration: Women feeling safer in public transport can lead to increased participation in community and social activities, fostering greater social cohesion and integration. ▪ Reduction in Gender-Based Violence: Establishing safety norms in public transport can contribute to a broader cultural shift towards reducing gender-based violence and harassment. ▪ Improve Social Norms: The program can help shift societal attitudes by normalizing women's presence in public spaces and their participation in the workforce. 	<p>Risks:</p> <ul style="list-style-type: none"> ▪ Inadequate Implementation: If the action plan is not effectively enforced, the anticipated safety and accessibility improvements may not materialize, potentially leaving women's needs unmet.
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<p>DLI 3.3. Increased number of universities that provide subsidized transportation fares for students (incremental</p>	<ul style="list-style-type: none"> ▪ Economic Empowerment: Affordable public transport can significantly lower the barrier for women to engage in the workforce and entrepreneurial activities, especially in the manufacturing and agriculture fields leading to increased economic empowerment. ▪ Educational Access: Lower transport costs can enable more women and girls to attend universities, leading to improved education outcomes, especially in poor regions. ▪ Educational Advancement: Subsidized transport for university students can lead to higher educational attainment among women, which is linked to broader social benefits like improved family health and child welfare. ▪ Healthcare Access: Affordable and reliable transport can improve access to healthcare services, particularly for pregnant women, mothers, and the elderly, enhancing overall community health. ▪ Increased Mobility for working women: By providing better transportation for female workers in the agriculture and manufacturing sectors, the program facilitates greater access to employment opportunities and working environment. 	<p>Impacts:</p> <ul style="list-style-type: none"> ▪ Dependency on Subsidies: Long-term reliance on subsidized services may hinder the development of a sustainable, self-sufficient public transportation system that can operate without external financial support. ▪ Marginalization of Non-Beneficiaries: Women who do not work in the targeted sectors or attend the selected universities might feel marginalized if they do not see similar improvements in their transportation options. ▪ Stigmatization: There's a risk that specialized transportation services for women in manufacturing and agriculture sectors could inadvertently stigmatize them, reinforcing the notion that they need special treatment to participate in public life.
<p>RA 4. Expanding access to quality childcare DLI4. Expanded access to quality childcare service</p>		
<p>DLI 4.1. National Childcare Policy adopted.</p>	<ul style="list-style-type: none"> ▪ Consistent childcare basic Standards: A coherent system emphasized in the national policy ensures that all children receive a consistent level of care, which can contribute to their healthy development and well-being. 	<p>Risk</p> <ul style="list-style-type: none"> ▪ inconsistent Childcare Minimum Quality Standards: In Jordan, childcare service types (public nurseries, private sector employee nurseries, standalone, and home-based and NGOd-based) have inconsistent basic level quality

	<ul style="list-style-type: none"> ▪ Support for Working Parents: Clear mandates and roles can help working parents understand and access the childcare options available to them, reducing stress and improving overall family stability. ▪ Policy Impact: A national policy can streamline the process of setting and maintaining high standards for childcare across the country, which benefits children and families alike. 	<p>standards²⁰, with each following different regulation. This inconsistency means that the baseline quality of care can differ significantly depending on the type of childcare service, leading to unequal experiences and potentially unequal developmental opportunities for children based on where they receive care.</p> <p>Impact: Conflict and Confusion: Lack of clarity in roles for different agencies can lead to inefficiencies and conflicts within childcare systems, adversely affecting service delivery.</p> <p>Regulatory Hurdles: Establishing a coherent system could introduce new regulatory hurdles for existing childcare providers, potentially leading to closures or reduced services if they can't comply.</p>
DLI 4.2. Number of new childcare workers accredited (incremental)	<ul style="list-style-type: none"> ▪ Enhanced Child Development: Certified childcare workers are likely to provide higher-quality care that supports children's cognitive, emotional, and social development. ▪ Professionalization of Childcare: A certification program raises the professionalism of childcare workers, which can elevate the respect for and attract more individuals to this critical occupation. 	<p>Impact</p> <ul style="list-style-type: none"> ▪ Caregivers Quality vs. Quantity Risk: Focusing mainly on the number of certified workers without sufficient emphasis on the quality of training and ongoing support.

²⁰ Basic level of quality that all childcare providers must meet to ensure safe, healthy, and developmentally appropriate care for children. These standards typically include regulations on staff qualifications, child-to-caregiver ratios, safety protocols, health and hygiene practices, physical environment, and educational content.

	<ul style="list-style-type: none"> ▪ Parental Trust: Certified workers increase parents' trust in childcare services, encouraging them to pursue employment or education knowing their children are in good hands. 	
<p>DLI 4.3. Number of nurseries registered/licensed(incremental)</p> <p>DLI 4.4. Number of women receiving MOSD or SSC childcare subsidies for nursery enrollment of their children</p>	<ul style="list-style-type: none"> ▪ Accessibility: More facilities mean greater accessibility for families, which can enable more parents, especially mothers, to enter or re-enter the workforce. ▪ Economic Empowerment: With reliable childcare, women have more opportunities for employment growth, which contributes to gender equality and economic empowerment. It also contributes to creating new jobs in the sector. ▪ Vulnerable Community Support: Childcare options that focus on vulnerable families provide essential support that can help break cycles of poverty and improve long-term outcomes for children. ▪ Job Creation for women: Expanding nurseries can create employment opportunities in childcare services. ▪ Reduced Financial Burden: Subsidies alleviate the financial strain of childcare on low-income families. ▪ Child Safety and Well-being: Children can benefit from being in a licensed, regulated childcare environment. ▪ Increased Transparency and Choice: Families can make informed decisions with clear metrics and comparisons. ▪ Streamlined Access: Simplifies the process of finding and selecting childcare services. ▪ Enhanced Accountability: The platform allows for complaint registration, which can improve childcare standards. 	<p>Risks:</p> <ul style="list-style-type: none"> ▪ Childcare Quality Dilution: There's a social risk that the drive for more childcare facilities, especially in industrial zones, might compromise quality due to regulatory challenges, adversely affecting child development and societal trust. ▪ Complex Eligibility Criteria for subsidies: The criteria might be too restrictive or complicated, limiting access for some families. ▪ Digital Divide: Not all families may have equal access to the internet or digital platforms, limiting the utility of the service. ▪ Data Privacy Concerns: Handling of personal data on the platform may raise privacy issues. ▪ Uneven Distribution of Benefits: Some families might benefit more than others, depending on their location or the availability of childcare options, or the judgement of their eligibility as a result of their vulnerability. <p>Impact:</p> <ul style="list-style-type: none"> ▪ Dependency on Subsidy: Beneficiaries might become dependent on the subsidy, potentially facing difficulties once the support period ends, especially if the employment or training or job they

		<p>are engaged in does not lead to sustainable income or job opportunity.</p> <ul style="list-style-type: none">▪ Stigma: There might be a social stigma associated with receiving subsidies, particularly in more traditional communities.▪ Overemphasis on Metrics: Quality metrics might not fully capture the nuances of what makes a good childcare provider.▪ Potential Misuse: There's a risk that the platform could be misused for misleading information or commercial exploitation.
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6.3 Annex VI: Overview of GRM Systems at the Entity Level

Entity	GRM Systems
MoT (RA3)	<ul style="list-style-type: none"> ▪ The Ministry of Transport (MoT) utilizes various channels to receive complaints and inquiries, which include an official website, a dedicated email for information, a contact phone number, physical complaints boxes located within the Ministry's premises, and the 'At Your Service' Grievance Redress Mechanism (GRM). ▪ Upon receipt of a complaint, the process entails routing it to the relevant department within the MoT or an external body if necessary. Complaints concerning the Amman BRT are shared with the Greater Amman Municipality (GAM) for their attention and action. ▪ Responses to complaints are coordinated through email correspondence or traditional paperwork, which are then processed by the archiving department for record-keeping. ▪ Within the MoT, a designated 'complaint box focal point' is responsible for distributing the complaints to the complaints committee. Additionally, a staff member assigned to monitor the information email also forwards complaints to the committee and is tasked with compiling statistics on the complaints received. ▪ A separate focal point for the 'At Your Service' GRM is responsible for preparing quarterly reports summarizing the nature and status of complaints received. ▪ Any trial to report complaints data to the project under the PforR will require manual registration and reporting from all these parties. ▪ Currently, no dedicated division within the MoT handles all types of complaints in a centralized manner; however, plans are in place to establish such a division to streamline the complaints handling process and improve efficiency.
MoSD /IMC (RAs 2&4)	<ul style="list-style-type: none"> ▪ MoSD has established a variety of channels for receiving complaints, demonstrating a commitment to responsiveness and transparency. These channels include: <ol style="list-style-type: none"> 1. A dedicated hotline for immediate communication. 2. The 'At Your Service' system, which serves as an additional platform for submitting complaints. 3. An official email address, published on the MoSD website, for receiving complaints. 4. Physical complaints boxes, which are directly accessible by employees. This method bypasses the need for committee intervention, which can sometimes delay the review of complaints. 5. A WhatsApp number for complaints to be handled by the internal monitoring unit. ▪ A policy of resolving complaints within 30 days, unless more time is needed, in which case the complainant is informed. ▪ On an annual basis, the MoSD receives approximately 800 complaints. ▪ The responsibility for escalating complaints lies with the complaints focal point. When the resolution of a complaint is deemed inadequate, it can be escalated to the Secretary-General (SG) for further action. ▪ In some instances, complainants are required to visit the ministry to follow up on their complaints. ▪ There is no specific division within the ministry solely responsible for collecting and following up on all complaints. Instead, each field office associated with the ministry is responsible for resolving its own complaints. ▪ There is a focal point for archiving complaints, ensuring that all feedback is recorded and stored when it's on paperwork.

	<ul style="list-style-type: none"> ▪ The Institutional Development Directorate is currently working on developing a complaints mechanism for the third time, reflecting ongoing efforts to improve this aspect of the ministry's operations. ▪ The MoSD is contemplating the use of the Management Information System (MIS) for archiving complaints, although the system is not currently operational. ▪ Following a study conducted in collaboration with the World Food Programme (WFP), the MoSD may implement actions similar to a Grievance Redress Mechanism (GRM) like the one used in the National Aid Fund (NAF). ▪ The Childhood Division is responsible for handling and following up on complaints related to childcare facilities. ▪ Complaints regarding childcare facilities are directed to the SG's assistant for care affairs. A committee is promptly formed to investigate the complaint, including conducting facility visits. ▪ Complaints of sexual harassment in nurseries are addressed through the same complaints tools and are treated with urgency, similar to other complaints. ▪ As per the regulatory framework, all nurseries must have cameras installed for safety and monitoring.
SSC (RA1)	<ul style="list-style-type: none"> ▪ The Social Security Corporation (SSC) has established multiple avenues for receiving complaints and inquiries, which include: <ol style="list-style-type: none"> 1. A hotline service previously managed by a third-party provider, where operators were trained by the SSC to address public queries. 2. In-person visits to SSC offices for direct communication and assistance. 3. WhatsApp messaging for convenient digital communication. 4. Engagement through various social media platforms. 5. An online system dedicated to complaints and suggestions on the SSC website. ▪ When SSC decisions are communicated to companies or individual subscribers, they have the right to accept or contest these decisions. In cases of disagreement, there is an option to appeal, which initiates a review by one of the seven dedicated committees responsible for overseeing complaints within the organization's governance structure. These committees operate within specific timeframes to ensure timely resolution. ▪ There is an established manual that outlines the procedures for handling complaints and suggestions, providing clear guidance on the process. ▪ A system is in place to categorize complaints and generate reports on them. This allows for better tracking and resolution of issues raised by stakeholders. ▪ The complaint reporting system at SSC is structured to align with and support the reporting of KPIs related to their initiatives and programs. ▪ Therefore, it is anticipated that this system will be capable of reporting on PforR activities by effectively connecting specific program actions with their corresponding KPIs.
JNCW (RA 2)	<ul style="list-style-type: none"> ▪ JNCW does not maintain a Grievance Redress Mechanism (GRM) as their role is not in direct service provision but in facilitating programs and offering technical assistance to implementing agencies. ▪ Their core tasks include designing policies for women's empowerment, monitoring the adherence to these policies, and advocating for policy reform.
HCD (All RAs)	<ul style="list-style-type: none"> ▪ The Grievance Redress Mechanism (GRM) related to PWD complaints from the workplace is integrated within the Equal Opportunity Committee's (EOC) processes (Role below). PWD can submit complaints to a fully automated system that is accessible to all disability types.

	<ul style="list-style-type: none"> ▪ Complaints submitted through the system are directed to the EOU director and the committee's secretary. The committee tracks these complaints until they are resolved, with all related communication recorded and documents. ▪ Confidentiality in the automated complaint system is paramount; complete contact details must be provided when complaining to enable the committee to follow up with the employer effectively. Meaning the system does not accept anonymous complaints. ▪ The HCD also receives general types of complaints via phone, in person, on paper, through the 'At Your Service' system, or Facebook, and are handled by the Coordination and Monitoring Division. ▪ Reports on all complaints of different channels are compiled manually from all sources, including data automatically extracted from the automated system of Workplace complaints, to create a comprehensive overview. ▪ The HCD has the capability to manually compile and report the number of workplace complaints received from PWD. This report can categorize the complaints by type, including issues related to sexual harassment, pay equity, and flexible work arrangements, drawing manual data from all communication channels. ▪ The Equal Opportunities Committee²¹, emanating from the principles of the Disability Rights Law No. (20) of 2017, is formed within the council under the leadership of the Secretary-General. Its membership consists of: <ul style="list-style-type: none"> ▪ A representative from the Ministry of Labor. ▪ A representative from the Civil Service Bureau. ▪ A representative from the Jordan Chamber of Commerce. ▪ A representative from the Jordan Chamber of Industry. ▪ A representative from the General Federation of Jordanian Trade Unions. ▪ Three representatives from the private sector. ▪ Three persons with disabilities who have relevant expertise for the committee's tasks. ▪ A representative from the National Centre for Human Rights, appointed by the Commissioner-General. ▪ The committee's mandate includes: <ul style="list-style-type: none"> ▪ Receiving and resolving complaints related to discrimination or exclusion based on disability within the workplace. ▪ Issuing technical reports on the provision of reasonable accommodation and accessibility in the workplace upon written request from individuals or employers. ▪ Exchanging information and expertise with the Ministry of Labor, Civil Service Bureau, private sector, and other related entities to promote the inclusion and integration of persons with disabilities in the labor market. ▪ Collaborating with the council, the Ministry of Labor, Civil Service Bureau, and employers to publish guidelines and awareness materials on enhancing the rights of persons with disabilities in employment. ▪ Undertaking any other tasks assigned by the HCD President. ▪
MoL (RA 1)	<ul style="list-style-type: none"> ▪ The Ministry of Labor (MoL) operates the "Himaya" platform for workplace complaint submission at https://complaint.Hemayah.jo/. ▪ "Himaya," meaning "protection," addresses complaints across various issues, including flexible work, pay equity, and sexual harassment. The platform is accessible to non-Jordanians as well.

²¹ Information on the EOC complaints at: <https://bit.ly/3tFAeZQ>

	<ul style="list-style-type: none"> ▪ A specific section for Gender-Based Violence (GBV) complaints has been integrated into the platform. Although the complaint entry is generic without specific categorization at the first face (Mai observation). ▪ Platform review shows that users must provide detailed personal information for registration (ID, phone, residence, but not sex). ▪ MoL emphasizes the need for complainants' identities to be verifiable for formal processing and inspection. ▪ Submitted complaints are directed to the appropriate department, with MoL's 170 inspectors tasked with verification and resolution efforts. The director of the complaint division distributes complaints to directorates throughout Jordan. ▪ Complainants can track their complaints and appeal multiple times through the system, and unresolved issues can be taken to court. ▪ Delays in resolutions are addressed by escalating through official correspondence. ▪ A majority of complaints, about 75%, originate from Amman's first district, with minimal reports from other governorates. ▪ The "Himaya" platform provides options for complainants to choose between classified or non-classified complaints. Certain complaints, for effective resolution, are required to be non-classified, a policy that is explained during the application process to the complainants. ▪ The Ministry of Labor (MoL) has a policy to handle all sexual harassment complaints confidentially, in recognition of community and social norms. This approach is designed to protect the identities and reputations of both the complainant and the accused during the resolution process. ▪ To date, no complaints of sexual harassment have been reported. ▪ MoL's other grievance mechanisms include service desks, email, and paper complaints, which are also accessible to workers. If they use these channels, complainants are directed to register complaints on "Himaya" to consolidate into a single database for comprehensive reporting on complaint numbers, types, complainant nationality, sex, and location. ▪ "Himaya" produces annual complaint reports, with approximately 12,000 complaints recorded up to November 2023, available on the ministry's website.
<p>NCF (RA 4)</p>	<ul style="list-style-type: none"> ▪ The NCF does not have a formal GRM for their stakeholders and beneficiaries during their projects, only an internal system for staff as part of Human Resources (HR).