

Environmental and Social Systems Assessment May 2021

The Hashemite Kingdom of Jordan

Jordan Inclusive, Transparent and Climate Responsive Investments Program For Result (P175662)

Environmental and Social Systems Assessment (ESSA)

FINAL

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Acronyms and Abbreviations

ASEZ	Aqaba Special Economic Zone
ASEZA	Aqaba Special Economic Zone Authority
CBD	Conventions on Biological Diversity
CBJ	Central Bank of Jordan
CSC	Citizen Services center
DLIs	Disbursement-Linked Indicators
DLRs	Disbursement-Linked Results
DoA	Department of Antiquities
DOS	Department of Statistics
E&S	Environmental and Social
EA	Environmental Assessment
EIA	Environmental Impact Assessment
ESSA	Environmental and Social Systems Assessment
GDP	Gross Domestic Product
GOJ	Government of Jordan
GRM	Grievance Redress Mechanism
JOD	Jordanian Dinar
IDU	Institutional Development Unit
LOB	Legislation and Opinion Bureau
MEMR	Ministry of Energy and Mineral Resources
MoA	Ministry of Agriculture
MOEnv	Ministry of Environment
MOF	Ministry of Finance
MoITS	Ministry of Industry, Trade, and Supply
MOL	Ministry of Labor
MoPIC	Ministry of Planning and International Cooperation
MoPWH	Ministry of Public Works and Housing
MoTA	Ministry of Tourism and Antiquities
NAF	National Aid Fund
NDC	Nationally Determined Contribution (under the Paris Agreement)
OHS	Occupational Health and Safety
PAP	Program Action Plan
PEIA	Preliminary Environmental Impact Assessment
PforR	Program for Results
PIM	Public Investment Management
POM	Program Operations Manual
PMU	Program Management Unit
PPP	Public-Private Partnership
RA	Result Area
RAP	Resettlement Action Plan
RSCN	Royal Society for the Conservation of Nature
SCA	Special Conservation Areas
SOP	Standards Operation Procedures

0. Executive Summary

Introduction

This Program for Results (PforR) is aimed at helping Jordan improve accountability to foster public and private investments (incl. for tourism) for economic recovery and achieving national climate goals in Jordan. The PforR will do so through supporting specific aspects of Jordan's updated Reform Matrix. Namely, it supports key elements of the result chain that enhances the quantity and quality of public and private investment (inc. for tourism), including PPPs, and set the stage for climate responsive economic growth.

An Environmental and Social Systems Assessment (ESSA) has been prepared by the World Bank for the proposed PforR operation. The present Annex presents the summary of findings of the ESSA. In the ESSA, the Bank assesses, at the Program level, the potential Environmental and Social effects (E&S Effects) of the PforR, including direct, indirect, induced, and cumulative effects as relevant; the borrower's capacity (legal framework, regulatory authority, organizational capacity, and performance) to manage those effects in line with the Core Principles of World Bank Policy on Program-for-Results Financing, and proposes measures to enhance both the E&S management systems and the E&S outcomes during implementation.

ESSA Methodology and Core Principles

The ESSA was prepared through reviews of existing program materials, available policy documents, technical literature and interviews with government staff and key experts. The list of documents reviewed in the ESSA is presented in Annex 1 of the report. The PforR Program and relevant government systems were assessed against the following core environmental and social principles of Bank Policy for PforRs (i.e. Core Principles):

1. Promote environmental and social sustainability in the PforR Program design; avoid, minimize, or mitigate adverse impacts, and promote informed decision-making relating to the PforR Program's environmental and social impacts.
2. Avoid, minimize, or mitigate adverse impacts on natural habitats and physical cultural resources resulting from the PforR;
3. Protect public and worker safety against the potential risks associated with: (i) construction and/or operations of facilities or other operational practices under the PforR Program; (ii) exposure to toxic chemicals, hazardous wastes, and other dangerous materials under the PforR Program; and (iii) reconstruction or rehabilitation of infrastructure located in areas prone to natural hazards;
4. Manage land acquisition and loss of access to natural resources in a way that avoids or minimizes displacement, and assist the affected people in improving, or at the minimum restoring, their livelihoods and living standards.
5. Give due consideration to the cultural appropriateness of, and equitable access to, PforR Program benefits, and to the needs or concerns of vulnerable groups; and

6. Avoid exacerbating social conflict, especially in fragile states, post-conflict areas, or areas subject to territorial disputes.

The ESSA comprises the following information: (a) a summary of environmental and social effects (impacts, risks and benefits) associated with proposed activities required to achieve the Program Development Objective (PDO) and the Disbursement Linked Indicators (DLIs) for each results area; (b) an assessment of the borrower's environmental and social management systems, which apply to these activities, for managing the identified E&S effects, including reviewing practices and the performance track record; (c) an assessment of the extent to which the borrower's environmental and social management systems are consistent with the Bank's core environmental and social principles spelled out in Bank policy and associated guidance materials; and (d) a set of recommendations and actions to address capacity for and performance on policy issues and specific operational aspects relevant to managing the Program.

ESSA Consultations

Consultations on environmental and social risks were held with GOJ and implementing agencies throughout the preparation and appraisal period. Respecting COVID-19 risks associated with public gatherings, all consultations were conducted only virtually.

The draft ESSA was disclosed on the World Bank website prior to Program appraisal in English, while an Arabic translation of the ESSA Executive Summary was also disclosed at the same time. The Final ESSA is disclosed by the Bank prior to Board discussion. MOPIC and implementing agencies will also be requested to disclose the document at the same time.

The draft ESSA was consulted by the World Bank with external stakeholders by Program appraisal on April 5th, 2021. Attendees consisted of: government representatives from various implementing agencies, CSOs and private sector associations. The consultation provided a general program overview consisting of the following:

- Introduction around the purpose and scope of the ESSA
- Key social and environmental effects, including benefits and potential risks
- Highlighting the capability of the borrower's systems to manage E&S effects
- Present a set of recommendations and actions to address capacity and performance issues on a policy level and specific operational aspects relevant to managing the Program.

Following the General Program Overview, additional sessions allowed more in depth discussions of environmental and social effects, systems and mitigation measures covering the following themes corresponding to the Result Areas of the Program:

- Public and Private Investment Management
- Tourism, Cultural Heritage and Natural Habitats
- Access to Information and Citizen Engagement.

Each presentation was followed by an open discussion where the participants were encouraged to give their feedback about the ESSA. A summary of the concerns, questions, comments and recommendations raised participants, and the manner in which they have been incorporated into the program are as follows:

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Summary of questions and comments raised during consultations	Responses
Need to establish grievance mechanisms for affected parties of public and private investments	The program will strengthen the existing Grievance Redress Mechanism (GRM) according to design principles consistent with good international practice and timeline set out in the Program Action Plan
How to better include climate change and the National Determined Contributions (NDC) under the Paris Agreement	DLI 12 is designed to specifically finance governance systems for achieving Jordan's NDC 2030 goals
Inclusion of Climate Change in the National Tourism Strategy	A Strategic Environmental and Social Assessment will be conducted
Environmental assessments of eco-tourism sites such as the Jordan Trail are needed	The program will support development of site management plans at MOTA tourist sites that include environmental and social aspects and are consulted with local communities and CSOs.
Data collection is integral for analyzing the business that is coming in and to plan for future investments that will drive economic value added.	Agreed.
What is the vision for the MIS for data collection (tourism)?	The MIS system will support Ministry operations (i.e., planning, budgeting, monitoring) and improved dissemination of sector data in order to inform decision making by members of the public and private sectors.
Can we have a figure for the project volume needs to implement the national tourism strategy and the period it covers?	As the national strategy is still being drafted, determining such a figure at this time is not possible. Further, the P4R instrument does not directly fund project implementation. The period of the strategy is expected to be for five years (2021-2025).
Responsibilities for managing E&S effects under the program	All implementing agencies are responsible for managing respective E&S effects under the program in accordance with national systems. The Reform Secretariat (PMU) and the PPP and PIM units will have dedicated E&S resources to further support implementing agencies.

Participants were offered the opportunity to provide further comments in writing. Participants expressed appreciation for the opportunity to contribute to the Program and the importance of discussing the environmental and social aspects. They offered their support for the management and sharing of data, notably on tourism.

PforR Program

The Program Development Objective (PDO) is to "Improve accountability to foster public and private investments for economic recovery and achieving national climate goals in Jordan". The project focuses on the following three result areas, with 12 indicators of implementation progress for project funding disbursement (DLI)

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a) **Result Area 1:** Improving the accountability and fiscal space for public investment, including national climate goals. DLIs related to Result Area 1 are:

- DLI1: Improving public investment preparation and implementation (through operationalizing PIM/PPP governance framework)
- DLI2: Increasing the fiscal space for public investment
- DLI3: Mainstreaming climate Responsive Capital Expenditure in Public Investments towards Jordan's NDC 2030 Goals mainstreamed

b) **Result Area 2:** Improving the business enabling environment and the capacity of key institutions to attract private investment and climate finance, including for the tourism sector. DLIs related to Result Area 2 are:

- DLI4: Strengthening JIC's institutional focus on investment promotion and related investor services to attract quality investment
- DLI5: Implementing new policies for investment incentives based on objective criteria, including value for money, to attract quality investment and achieve national investment objectives
- DLI6: Strengthening the strategic direction and enhancing the regulatory environment of the tourism sector to foster high-quality private and public investment
- DLI7: Implementing Investor Journey to streamline and digitize business registration and licensing, reducing the compliance time and costs for businesses
- DLI8: Identifying climate responsive private investment and non-Government financing towards Jordan's NDC 2030 goals

c) **Result Area 3:** Generating evidence and data for policy making implementation and stakeholder dialogue, DLIs related to Result Area 3 are:

- DLI9: Improving access, quality, continuity of business and infrastructure services in response to social demand
- DLI10: Increasing accessibility and usability of statistical and administrative data
- DLI11: Implementation and strengthening of good regulatory practices for evidence-based and predictable rulemaking
- DLI12: Establishing and operationalizing the climate finance governance system for achieving Jordan's NDC 2030 goals

The Program will build on the existing Reform Secretariat within MOPIC, established in 2019 based on an administrative decision of MOPIC (No. 34/2019), and supported by the World Bank- financed Strengthening Reform Management Project (P171965). The Reform Secretariat has been nominated as the PMU. The Reform Secretariat has dedicated environmental, social and stakeholder engagement resources and the project applies the World Bank's Environmental and Social Framework.

Across Result Areas and DLIs, seven implementing agencies will be vested with the responsibility of achieving targeted results. They have been selected based on their official mandate and existing capacity and expected leverage across government entities since the implementation of most of the policy reforms supported by the Program calls for compliance and enforcement across the board. The Ministry of Environment (MOEnv) is the nodal agency for coordinating the environmental efforts across government agencies.

Program coordination will be strengthened through the establishment of a Technical Steering Committee (TSC) to be chaired by Director of the Reform Secretariat. The TSC will institutionalize coordination consisting of representatives of all implementing agencies upon deputation from the heads of implementing agencies.

Program Environmental Social Effects

Environmental and social screening. The Program result areas and DLIs were screened for their potential environmental and social effects. The Program is expected to have a number of positive environmental and social effects in the areas of government accountability, information sharing, citizen engagement, improvement of livelihoods, resilience to climate change and reduction of GHG emissions. The project is also expected to have direct adverse environmental and social impacts and risks, expected to materialize in two project scenarios. On the one hand, the project will directly support some infrastructure investments, which are tied to DLIs for project funding disbursement. These investments could be in various sectors, with either public or private financing. They would have environmental and social impacts and risks in their construction and operation. On the other hand, several of the program activities are designed to improve the relevant policies and regulatory framework to improve the overall investment environment in the country. This is expected to attract more investment, particularly in infrastructure development. The consequential increase in infrastructure investment in all sectors will bring significant socioeconomic benefits but will be accompanied with a range of direct and indirect adverse environmental and social impacts and risks, if not adequately mitigated.

In line with the PforR instrument requirement and to minimize adverse environmental and social risks, the Program excludes any activities that are likely to have significant, sensitive, diverse or unprecedented impacts to the environment and/or affected people including significant land acquisition, economic or physical displacement or changes in land use; significant impacts to critical cultural heritage sites or natural habitats. Exclusion criteria have been developed under the project and all investments to be supported by the PforR will be screened against agreed criteria.

Program environmental effects. Assessment was conducted of the proposed activities in the results areas under the program. Anticipated effects are summarized below.

- **Result Area 1** is expected to achieve many environmental benefits, including early integration of the environmental aspects in the project concepts and design, enhancing the capacity of the PIM/PPP in environmental management, promotion of environmental best practices and strengthening climate response. Possible adverse environmental risks and impacts could happen with the construction and operation of large investment projects above JD 10 million, including dust, air emissions, noise, discharge of wastewater and disposal of solid/hazardous waste as well as Occupational Health and Safety (OHS) risks. Given the size of such projects the significance of such environmental impacts and risks would be substantial.
- **Result Area 2** will achieve environmental benefits, including strengthening the climate response strategies and improving the management of culture heritage and natural sites. Possible environmental risks and impacts relate to improved management and restoration of tourist sites, including dust, air emissions, noise, discharge of wastewater and disposal of solid/hazardous waste as well as Occupational Health and Safety (OHS). The size of investments under result area

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2 is expected to be less than the investments under result area 1, therefore the environmental risk would be moderate.

- **Result Area 3** will also achieve environmental benefits, including improved public access to environmental data and climate finance governance, and improvement of environmental outcomes from new strengthened regulations on impact assessment. Result area supports the sectoral guidelines and long-term strategy for climate response and its downstream activities would have some indirect moderate environmental risks and impacts.

Program social effects. Similarly, the three result areas would have both positive and negative effects. The overall social risks are considered substantial.

- **Result Area 1** will support improved methodologies and capacity for assessing and managing environmental and social impacts in the investment cycle. This will improve transparency and accountability in Jordan's public and public-private partnership investment projects. The construction and operation of large investment projects above JD 10 million could have potential adverse social risks and impacts related to land acquisition, labor, safety and health etc.
- **Result Area 2** will support the investment regulatory framework and promotional activities. There are long-term socio-economic benefits from increased investment in Jordan including job and entrepreneurial opportunities. Development of a National Tourism Strategy, maintenance and upgrades of existing tourism sites will improve preservation and restoration of cultural heritage sites. There could be indirect economic and social impacts. This could be accompanied by some impacts such as loss of access to natural resources or impacts on cultural heritage from increased tourists, as well as moderate risks of labor, health and safety. Implementation of climate responsive activities will bring economic and health benefits from the reduced risk to human health and welfare. These investments may social risks and impacts related to land acquisition, labor, community and worker health and safety.
- **Result Area 3** incentivizes improved government accountability and transparency. These activities are expected to enhance transparency, stakeholder engagement and government accountability.

Relevant existing environmental management system: Assessment and Gaps

Environmental assessment

Legal policy framework. The environmental legislation is relatively advanced in Jordan, especially with the recent Environment Protection Law No. 6 for the year 2017, the Decree 69/2020 for Screening and Environmental Licensing and Law 16/2020 for Waste Management.

Institutional setup and responsibilities. Both Law 6/2017 and Law 16/2020, and their related Decrees, are implemented by the MOEnv. Per the EIA Bylaw, environmental licensing is carried out through the Environmental Licensing Department, which makes sure that the needed environmental assessment instrument is prepared and fulfill the requirements. Once the License is issued, the Environmental Management Plan (EMP) which is included in the environmental assessment instrument, is transferred to the Inspection Department in MOEnv to follow up on the EMP implementation.

Implementation performance. The environmental licensing process for new projects is well integrated in the general licensing procedures. The capacity of MOEnv Inspection Department, in terms of staffing

related to the total facilities that are subject of inspections, is relatively limited. The focus of the Inspection Department is more on operating projects with limited inspections on construction projects, as the latter is usually done following a complaint. In terms of waste management, the MoEnv is responsible for hazardous waste management and oversees the Sawaqa Hazardous Waste Site, which has been receiving pharmaceutical, medical and other types of hazardous wastes and could potentially serve other developers in the future. Although this site has been in operation for the last decades, however there is room for improvements in terms of infrastructure and best practice.

Main gaps. In general, the environmental and social assessment and management system includes an adequate legal framework to guide environmental and social impact assessment, mitigation, management and monitoring for the PforR expected activities. The system functions with clear institutional responsibilities and capacities. However, gaps were observed between the system and the requirements of Core Principle 1 of the PforR Policy. Key gaps are related to the missing requirement for Strategic Environmental Assessment for major developments; limited consultations requirements, missing requirements for EIA disclosure, limited assessment of social impacts; limited capacity of MOEnv to follow up and enforce the requirements of EMPs and limited commitment of some developers to mobilize needed for the environmental management of their projects.

Natural habitats system

Legal policy framework. Law 6/2017, and related Decrees, is addressing biodiversity and natural habitats. Currently there are 12 declared protected areas in Jordan and 7 areas are under study for being declared protected. Moreover, four Special Conservation Areas (SCAs) have been declared by the government of Jordan following the decrees of the environmental law 6/2017.

Institutional setup and responsibilities. The Directorate of Nature Conservation in MOEnv is mandated to manage natural habitats and protected areas. MOEnv has assigned the Royal Society for the Conservation of Nature (RSCN), the management of 10 of the 12, protected areas. . In addition, two reserves are managed by the Aqaba Special Economic Zone Authority where the SCAs are managed by different entities including the RSCN, Royal Botanic Garden and Al Mawa for Nature and Conservation of the Princess Alia Foundation. All protected areas and SCAs should prepare their management plan and MOEnv monitors their implementation

Implementation performance. The management of protected areas is effective. The MOEnv Directorate of Nature Conservation has 7 staff members and RSCN includes a total of about 240 staff, which is considered adequate to manage protected areas. This is also applicable to ASEZA and the entities that manage SCAs

Main gaps. The system for conservation of natural habitats is quite organized and functions well, and it is considered in alignment with Core Principle 2. The key challenge is related to management of natural habitats outside protected areas and the less income from tourism inside protected area after the COVID-19 pandemic.

Cultural Heritage System

Legal policy framework. The main law regulating archeological sites and antiquities is the Law of Antiquities 21/1988. Furthermore, Law 5/2005 regulates the management of urban heritage and architectural sites. Decree 23/2014 aims at regulating the management, preservation, development, investment, and maintenance of tourist sites.

Institutional setup and responsibilities. The responsibility for protecting antiquities and cultural sites falls upon the DOA, which directly reports to the Minister of MOTA.

Implementation performance. There are 5 World Heritage Sites in Jordan that are supported by UNESCO. UNESCO is following closely on those sites and provides support to DOA, in terms of training and capacity building to ensure adequate management and protection of those sites. Other antiquity and heritage sites do not receive the same attention, but DOA has prepared Standards Operation Procedures (SOP) applicable to tourism and cultural heritage sites and will start to use the general SOPs at all sites.

Main gaps. The main assessed gaps, related to Core Principle 2, in the cultural heritage system are related to the missing management plans for many heritage sites and insufficient financial resources to implement those plans, requirements for consultation on the plans and absence of certain standards for restoration of archeological structures.

Health and safety system

Legal policy framework. The Jordanian Labor Law No. (8) (1996) includes general provisions for occupational health and safety at the workplace. The law is not explicit regarding non-discrimination and equal opportunity, however, the Constitution, Article 6 states that all Jordanians are equal before the law, and prohibits discrimination on grounds of race, language or religion. Jordan has ratified the two core ILO conventions addressing discrimination in respect of employment and occupation: 1) the Equal Remuneration Convention No. 100 of 1951 (C100) and 2) the Discrimination (Employment and Occupation) Convention No. 111 of 1958 (C111). General Buildings Law 9/1993 provides the requirements for ensuring the structural stability of all types of constructions including different types of buildings, roads and bridges.

Institutional setup and responsibilities. The National labour inspectorate under the Ministry of Labour (MOL), is responsible for labour law enforcement. The Law for General Security 14/2020 assigns the Directorate for Civil Defense to review the plans of different projects that are sent from Municipalities to check the measures for preventing the risks of fire. The Directorate of Civil Defense is also mandated to check the fire safety requirements at commercial and industrial facilities to make sure the needed measures are in place.

Implementation performance. MOL in Jordan has been working with the ILO for several years to strengthen the enforcement of labour laws, and the government is making a substantial effort to enforce the law. The labor force available to the OHS division is believed to be insufficient for effective enforcement of the OHS requirements and Labor inspectors also lack logistical support.

Main gaps. While there are no specific gaps, in relation to Core Principle 3, in the laws and the standards, the key challenge is the institutional capacity of implementing agencies in terms of staff, expertise and support.

Land acquisition system

Legal policy framework. Land Acquisition Law (LAL) 1987, Decree 12 governs land acquisition in the country. The law stipulates on the conditions of land acquisition, compensation for expropriated land, including principles, procedures, valuation, approval as well as institutional setup and responsibilities. Expropriation of buildings follows a similar procedure in Land Expropriation Decree 12, 1987.

Main gaps. The assessment has identified a few areas of gaps between the Land Acquisition Law and the Core Principles of Policy on Program for Results Financing. The key gaps are the following:

- LAL has no clear provision for restoring loss of income sources or means of livelihood.
- The Law permits expropriation without compensation for up to 25% of the area of a plot if the purpose of the expropriation is for: i) the construction, or expansion/widening of a road, or ii) the construction of a government housing project. Policy on Program for Results financing requires full compensation for all acquired assets.
- There is no specific provision in the law for tribal lands, or land to be acquired temporarily or for the loss of traditional use rights. There is therefore no requirement for compensation measures to be developed for the acquisition of tribal lands. Policy on Program for Results Financing requires full compensation for such acquisitions.
- There is no legislation that applies specifically to the rights of individuals or other parties in cases of physical resettlement and relocation. Policy on Program for Results financing require planning and implementation of relocation for those who lose their residential structures.
- The Jordanian LAL is not clear on the issues of compensation payments for squatters or illegal occupation or use of registered properties. Policy on Program for Results financing recognize those impacted but without title as eligible for compensation or assistance.

Environmental and Social Aspects of Public and Private Investment Process

Legal policy framework. For public investments, the 2018 and 2019 PIM/PPP policy documents have been approved. There is also a bylaw to establish a database of PIM/PPP projects called the National Registry of Investment Projects (NRIP) that will be subject to Council of Ministers approval as a prior result of the PforR. There are also Guidance documents on Concept Note preparation (approved in 2020) and on Project Appraisal which is a PforR prior Result that also apply to PPP investments. While the PPP/PIM governance framework already provides an improved structure, environmental and social considerations are not yet fully integrated. Within the regulatory framework, environmental and social aspects are only briefly mentioned in relation to preparation of feasibility studies to be prepared. The EIA systems, as described earlier, applies to all projects, however addressing social impacts, consultation and disclosure requirements, are noted to be weak under national systems. Any land acquisition would need to adhere

to the Land Acquisition Law and process described earlier, however there are noted gaps in the law in relation to core principles.

Institutional setup and responsibilities. Whilst the framework remains to be implemented, contracting authorities seeking public or PPP financing will interface with the following entities who will be responsible for developing all the required studies and proposals, meeting all legal requirements including EIA, environmental regulations, land acquisition, biodiversity etc., and monitoring environmental and social performance. These include the central Public Investment Management Unit (PIM), under MOPIC (established in Dec 2019), the PPP Directorate, within the Prime Minister's Office (established in Nov 2019). The two committees making public investment decisions are the Inter-ministerial Committee on Government Investment Projects, chaired by the Minister of Planning and International Cooperation, and the Higher Committee on PPPs, chaired by the Minister of Finance.

Implementation performance. As most of the regulatory authorities have been recently established, performance and track record could not yet be assessed. It should be noted that none of the entities have in house environmental or social expertise, although substantial technical assistance was provided supporting the finalization of the PIM/PPP legal, policy and governance framework.

Main gaps. The main challenges in relation to Core Principle 1 and 5 are related to the finding that preparation of PPP/PIM projects does not systematically take into account environmental and social considerations at early stages, and that responsibilities for environmental and social considerations in project preparation and management are not specified, and the entities do not have any in-house environmental or social capacity.

Access to Information and Citizen Engagement

Legal policy framework. Result Area 3 activities are assessed against Core Principle 5 "equitable access to, PforR Program benefits, and to the needs or concerns of vulnerable groups". Jordan's existing framework for transparency and social accountability is grounded in the Open Government Partnership (OGP). Jordan joined OGP in 2011, and has submitted four national plans to enhance partnership and dialogue between the public sector and Civil Society, develop and enhance a Government Open Data Policy, enforce measures for Access to Information Law; and seek to increase participation in the decision-making process between citizens and government officials. The Jordanian License for Open Government Data was issued and disclosed in 2019. The Code of Governance Practices of Policies and Legislative Instruments in Government Departments for the Year 2018 is a fundamental legislature and it indicates that, upon introducing a new Legislative Instrument or modifying an existing one, the concerned entity shall conduct a legislative impact study and the findings of the legislative Impact Study shall be binding on the concerned entity. The Law of the Access to Information of 2019 and the National Strategy for Development of Statistics are the legal policy frameworks governing access to information in Jordan. They specify that each regular Jordanian citizen or legal person may have access to the information they request in accordance with the provisions of this Law.

Institutional setup and responsibilities. The Institutional Development Unit within the Prime Minister's Office is the responsible ministry. It will be overseeing the operationalization of and the National Register

of Government Services (NRGS) and the “At Your Service” as well as the Beneficiary Satisfaction survey under DLI9. While the RIA under (DLI 11) will be jointly led by IDU and Legislation and Opinion Bureau (LOB)

Areas of Improvement. Assessed against the DLIs, the scope and implementation steps of connected NRGS to other governmental platforms, including At Your Service and the Governmental Portal is not clear. There is need to develop a scoping concept note that shows the linkage, connection, and/or complementarity between various governmental platforms that focus on mapping of services and measuring satisfaction. Public disclosure of NRGS content to be enforced, in line with the open data policy. There is also a significant gap in the regularity of updating and timely disclosure of the published data, as well as in the development of monitoring indicators on the effect of planned laws/by-laws on vulnerable population, women, and people with disability.

Program Grievance Redress Mechanism

The Government of Jordan has a centralized and specialized platform called “At Your Service” (Bekhedmetkom) that is directly responsible for managing and tracking citizens' complaints with all government agencies. The system is linked to approximately 89 government agencies and supported by approximately 100 liaison officers within such agencies and line ministries who follow up and solve complaints and suggestions received electronically according to their own standard operating procedures. The management and maintenance of the “At Your Service” system is supervised by a specialized unit under the PMO (IDU). As of January 2021, 160,000 grievances were received through the platform since its inception in December 2018), and 98% have been resolved. The satisfaction rate was 70% on average. In order to establish a Program GRM, the ESSA recommends further review and strengthening of the “At Your Service” system and of implementing agency systems according to international good practice and principles. The ESSA has identified some initial areas for improvement. For example, the current categorization of complaints should be further developed, to facilitate more efficient and standardized complaints handling and to enable tagging of complaints related to the Program for reporting purposes. Other areas of improvement involve standardizing operating procedures across entities, and improved measures for transparency and accessibility. The Program Action Plan sets out a timeline for the review, strengthening, establishing procedures and reporting on the grievances within the boundaries of the PforR.

Recommendations for the Program

Based on the above assessment, a series of interventions are proposed under the program activities to address the identified gaps between the government environmental and social management system and the core principles of Policy on Program-for-Results Financing. These would ensure adequate mitigation of environmental and social impacts and risks associated with the investment activities to be supported under the Program. These recommendations are to be considered for the DLI verification, PAP or POM. Key recommendations are summarized below.

Recommendations added to DLI Verification:

- DLR 1.1 to include and strengthen environmental and social aspects (including land, health and safety), consultation and information disclosure in appraisal guidelines. Particularly, verification

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protocol specifies that appraisal methodology will include risk mitigation strategies for land acquisition. This will ensure that E&S dimensions are included early in the projects cycle and addresses land-related risks where there are gaps. This also ensure that E&S studies are disclosed and consulted.

- DLR 1.3 to include environmental and social aspects and performance in the PIPs and PPP portfolio review, including land acquisition. This will also strengthen the environmental and social planning and management of the portfolio.
- DLI 2 & 3 to include the verification protocol specifies that the exclusion list of the PforR policy includes projects with activities likely to have significant adverse impacts that are sensitive, diverse, or unprecedented on the environment and/or affected people, including significant risks pertaining to land acquisition.
- DLR 6.4 to include having management plans, to selected sites for upgrading, in accordance with General SOPs (as developed with USAID), and to be consulted with local communities and seasoned archeological experts. This addresses the weakness in the cultural heritage system that some tourist sites do not have management plans, and resources. This also addresses the gap related to absence of national standards for restoring archeological sites through consulting with seasoned experts to apply the relevant international standards.
- DLR 9.2 Improvements in Service Standards should be disaggregated by social groups (including gender). This will promote access to benefits and services for vulnerable groups.
- DLR 11.4 Impact assessments and ex post evaluations need to be consistent with international good practice (to be detailed in the Program Operational Manual) and with GoJ guidelines (including on stakeholders' consultation)

Recommendations added to the PAP:

- PPP unit should have dedicated E&S resources. This will ensure that there will be sufficient capacity to carry out the environmental and social appraisal of projects under DLI2 and 3. This will also address the weakness mentioned, in the environmental and social assessment system, that investors do not mobilize sufficient resources to implement recommendations of EIAs, so the E&S staff will make sure that EIA recommendations are implemented on ground. Separately, E&S resources for the PIM Unit will be enhanced through existing Technical Assistance under World Bank-financed Strengthening Reform Management in Jordan (P171965).
- MoEnv to increase monitoring/inspection capacity (DLRs 1.5, 4.3 and all DLRs under DLIs 2 and 3, and all DLR under DLI 8). This will be done by increasing the inspection visits by 20% from the baseline of 2019 and by better targeting inspection visits to ensure that higher risk projects are more frequently monitored. This addresses the capacity issue in the following up the implementation of EIA recommendations.
- Conduct Strategic Environmental and Social Assessment of National Tourism Strategy based on agreed TOR, including consultations (DLR 6.1). This will address the issue about not having a SESA requirement in the environmental and social assessment system. This will also provide upstream strategic guidance to the tourist investments.

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- Program GRM Procedures and Action Plan to strengthen the existing GRM (At Your Service system and system at Implementing Agency level) will be included in the POM. A report on grievance data will be prepared on a semi-annual basis.

Recommendations to be added to the Program Operation Manual (POM):

- E&S studies need to be disclosed and consulted by line ministries (emerging from various DLRs, i.e. DLRs 1.5 and all DLRs under DLIs 2 and 3) consistent with the verification protocol for DLI 1.1. This addresses that disclosure of environmental and social assessment instruments are not required by the Environment Impact Assessment Bylaw.
- Screening criteria for different investments within the boundaries of the PforR to ensure that ineligible activities are excluded from the payment of those DLRs, including land acquisition. The POM will detail how the criteria described earlier in Section 3.1 will be applied.
- Methodology for embedding E&S aspects in project management during implementation (DLRs 1.5 and all DLRs under DLIs 2 and 3). This POM will detail how the E&S recommendations of the environmental and social assessment instruments will be included in construction and operation document for PIM/PPP investments, and how it would be monitored during implementation.
- Details and responsibilities related to the preparation, implementation, and monitoring of E&S instruments (for example ESMP or RAP that might be needed) (DLR 1.5, DLI2 and DLI3).
- To support implementation of DLI 10 and achieving improved ODIN score, the POM will outline considerations for optimizing transparency and accessibility of data and website content for a variety of stakeholders including people with disabilities referring to the Web Content Accessibility Guidelines (WCAG) <https://www.w3.org/WAI/standards-guidelines/wcag/>.
- Good practice for screening E&S risks in regulatory impact assessments and conducting stakeholder consultations, to support the verification protocol for DLI 11.1, 11.2 and 11.4.

Program GRM Procedures and Action Plan to strengthen the existing GRM (At Your Service and at Implementing Agency level) as per the Program Action Plan.

1. Introduction

This Program for Results (PforR) is aimed at helping Jordan improve accountability to foster public and private investments for economic recovery and achieving national climate goals in Jordan strengthen accountability for productive investments and pilot of solutions for climate-responsive economic recovery. The PforR will do so through supporting a very specific aspect of Jordan's updated Reform Matrix. Jordan created the Reform Matrix, in 2018, which filtered in the growth and job creation reforms from Jordan's various plans, including the Vision 2025 (developed in 2015) and the Jordan Economic Growth Plan (developed in 2017). The Government marked several successes with the implementation of the Five-Year Reform Matrix. It adopted a host of reforms in 2018-2020 to support the outward orientation of the economy. To reduce regulatory costs, it adopted a law and bylaws on monitoring and inspections and is implementing a strategy to reduce the number of licenses; the Government also introduced a Code with requirements for regulators to systematically consult with stakeholders and evaluate impacts of new and existing legislation. On the public sector side, Jordan has launched an income tax reform, reforms to modernize domestic revenue mobilization, and a full-fledged public procurement reform. It has also set the foundations for a more efficient public investment and PPPs, by adopting a public investment and PPP policy, and a new PPP law. Looking to eventually address the high energy costs, Jordan has also adopted a Roadmap for Financial Sustainability of the Energy Sector; included in this Roadmap is a climate bylaw was adopted in 2019 that sets up the framework for climate-responsive investment. Also, important governance reforms conducted in parallel under the Open government agenda are brought under the umbrella of the updated matrix (including access to information and open data). On the other hand, Jordan currently faces some challenges despite the fiscal policy efforts, among which Jordan did not manage to control its public debt, which has made it difficult to focus on public investments. The operation supports a very specific aspect of the updated Reform Matrix. Namely, it supports key elements of the result chain that enhances the quantity and quality of public and private investment, including PPPs, and set the stage for climate responsive economic growth. These specific elements of the results chains are based on policy and institutional decisions that have already been made and those that are foreseen. The operation (i) implements the systems that deliver support investments developed under DPL1 and DPL2, and (ii) it integrates in the design of systems the transparency and governance mechanisms that enable delivery.

1.1. Purpose of the ESSA

This Environmental and Social Systems Assessment (ESSA) has been prepared by the World Bank according to the requirements of the Bank's Policy for PforR financing for adequately managing the environmental and social effects of the program. The ESSA aims to assess the potential Environmental and Social effects (E&S) of the PforR (including direct, indirect, induced, and cumulative effects as relevant); the borrower's capacity (legal framework, regulatory authority, organizational capacity, and performance) to manage those effects; and the determination if any measures would be required to strengthen them. The specific objectives are as follows:

- Identify potential environmental and social benefits, risks, and impacts applicable to the 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 and legal framework and the 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 spelled out in 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 Program Action Plan (PAP) and the 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 program.

The findings and recommendations of the ESSA are subsequently factored into the operation's overall Integrated Risk Assessment, Program Appraisal Document (PAD), and PAP, which is presented at the appraisal stage as an input into Management's decision making.

The findings, conclusions and opinions expressed in the ESSA document are those of the 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

The ESSA considers to what degree the relevant Program Systems meet the the following core environmental and social principles¹:

- 1) Promote environmental and social sustainability in the PforR Program design; avoid, minimize, or mitigate adverse impacts, and promote informed decision-making relating to the PforR Program's environmental and social impacts.
- 2) Avoid, minimize, or mitigate adverse impacts on natural habitats and physical cultural resources resulting from the PforR
- 3) Protect public and worker safety against the potential risks associated with: (i) construction and/or operations of facilities or other operational practices under the PforR Program; (ii) exposure to toxic chemicals, hazardous wastes, and other dangerous materials under the PforR Program; and (iii) reconstruction or rehabilitation of infrastructure located in areas prone to natural hazards;
- 4) manage land acquisition and loss of access to natural resources in a way that avoids or minimizes displacement, and assist the affected people in improving, or at the minimum restoring, their livelihoods and living standards;
- 5) Give due consideration to the cultural appropriateness of, and equitable access to, PforR Program benefits, and to the needs or concerns of vulnerable groups; and
- 6) avoid exacerbating social conflict, especially in fragile states, post-conflict areas, or areas subject to territorial disputes

¹ Bank Policy Program for Results Financing, Section III, Paragraph 9

The assessment is undertaken by bank E&S specialists and consultants using the following systematic, qualitative, methods:

1.2.1 Document Review

The ESSA Report is based, in part, on information obtained from such sources as published studies; media reports; web-based information; assessments carried out in the context of other Bank-supported activities (e.g., other operations, country studies, technical assistance); assessments undertaken by other development agencies associated with the Program; or other relevant national, regional, or sectoral assessments or analyses. Annex 1 lists the information sources used in this ESSA.

1.2.2. Consultation and Direct Communication with Borrower Implementing Agencies during Drafting the ESSA

The ESSA was prepared during the COVID-19 pandemic and therefore, only virtual interviews and consultations were conducted during the preparation to limit risks associated with spreading the contagion at in-person meetings. An introductory workshop was held on January 13th with all implementing agencies to provide an overview of The program and to the ESSA. Subsequent bilateral meetings and interviews were conducted with each implementing agency to discuss the environmental and social risks as the program design evolved.

Follow-up meetings and discussions were conducted with representative of additional governmental entities, about environmental, social and citizen engagement's current practices and systems, information accessibility, public participation to budget and legislative process, national statistical framework, handling grievance and complaints. ESSA preparation also included review of available user satisfaction survey data on government services and grievance mechanism.

All discussions and responses were recorded and the outcomes confirmed with participants at the end of each session. Several documents were also spot-checked in order to validate the interviews' findings.

1.2.3. Consultation Activities after Drafting the ESSA

Consultations on environmental and social risks were held with GoJ and implementing agencies throughout the preparation and appraisal period. Respecting COVID-19 risks associated with public gatherings; all consultations were conducted only virtually.

The draft ESSA was disclosed on the World Bank website prior to Program appraisal. MOPIC and implementing agencies will also be requested to disclose the document. An Arabic translation of the ESSA Executive Summary was also disclosed.

The draft ESSA was consulted by the World Bank with external stakeholders by Program appraisal on April 5th, 2021. Attendees consisted of: government representatives from various implementing agencies, CSOs and private sector associations. The consultation provided a general program overview consisting of the following:

- Introduction around the purpose and scope of the ESSA
- Key social and environmental effects, including benefits and potential risks
- Highlighting the capability of the borrower's systems to manage E&S effects

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- Present a set of recommendations and actions to address capacity and performance issues on a policy level and specific operational aspects relevant to managing the Program.

Following the General Program Overview, additional sessions allowed more in depth discussions of environmental and social effects, systems and mitigation measures covering the following themes corresponding to the Result Areas of the Program:

- Public and Private Investment Management
- Tourism, Cultural Heritage and Natural Habitats
- Access to Information and Citizen Engagement

Each presentation was followed by an open discussion where the participants were encouraged to give their feedback about the ESSA. Concerns, questions, comments and recommendations raised by participants, and the manner in which they have been incorporated into the program are summarized as follows:

Summary of questions and comments raised during consultations	Responses
Need to establish grievance mechanisms for affected parties of public and private investments	The program will strengthen the existing Grievance Redress Mechanism (GRM) according to design principles consistent with good international practice and timeline set out in the Program Action Plan
How to better include climate change and the National Determined Contributions (NDC) under the Paris Agreement	DLI 12 is designed to specifically finance governance systems for achieving Jordan's NDC 2030 goals
Inclusion of Climate Change in the National Tourism Strategy	A Strategic Environmental and Social Assessment will be conducted
Environmental assessments of eco-tourism sites such as the Jordan Trail are needed	The program will support development of site management plans at MOTA tourist sites that include environmental and social aspects and are consulted with local communities and CSOs.
Data collection is integral for analyzing the business that is coming in and to plan for future investments that will drive economic value added.	Agreed.
What is the vision for the MIS for data collection (tourism)?	The MIS system will support Ministry operations (i.e., planning, budgeting, monitoring) and improved dissemination of sector data in order to inform decision making by members of the public and private sectors.
Can we have a figure for the project volume needs to implement the national tourism strategy and the period it covers?	As the national strategy is still being drafted, determining such a figure at this time is not possible. Further, the P4R instrument does not directly fund project implementation. The period of the strategy is expected to be for five years (2021-2025).
Responsibilities for managing E&S effects under the program	All implementing agencies are responsible for managing respective E&S effects under the program in accordance with national systems. The Reform Secretariat (PMU) and the PPP and PIM units will have

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dedicated E&S resources to further support implementing agencies.

Participants were offered the opportunity to provide further comments in writing. Participants expressed appreciation for the opportunity to contribute to the Program and the importance of discussing the environmental and social aspects. They offered their support for the management and sharing of data, notably on tourism.

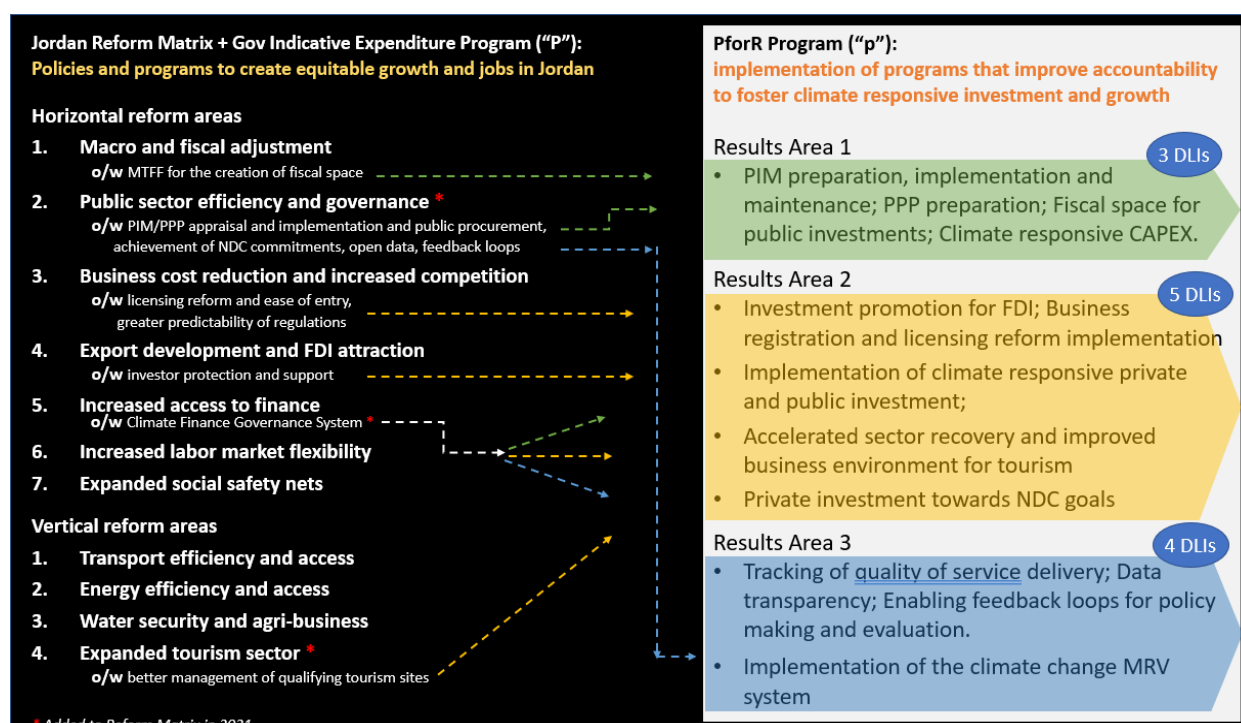
2. Program Description

2.1. Government Program and PforR Boundaries

The government program is the updated Reform Matrix. The Reform Matrix consists of reform pillars that aim to set foundations for equitable and sustainable growth and job creation. The series of reforms was initiated in 2018 based on the objectives of Jordan's Vision 2025 and the Jordan Economic Growth Plan 2017. Reform pillars cover cross-cutting (horizontal) reforms and sectoral (vertical) reforms. Horizontal reform pillars include: a) pursuing macroeconomic adjustment; b) reducing business costs, improving regulatory quality, and increasing competition; c) driving FDI and promoting export development of products, services, and markets; d) deepening access to finance from banks and non-bank financial institutions; e) creating more flexible labor markets for job creation; f) expanding and improving social safety nets to better protect the poor and vulnerable. Vertical reform pillars aim to a) improve public transport efficiency and access; b) increase energy efficiency and access; and c) promote water security and agribusiness. Upon arrival to power in October 2020, the new government set out to update the Reform Matrix and to develop an accompanying indicative expenditure framework, the Government Indicative Executive Program. The updated Reform Matrix maintains the original horizontal and vertical pillars and makes the following adjustments with a view to better support the fiscal consolidation and rationalization of public spending and to prioritize reforms that will help Jordan recover from the pandemic: (a) it adds public sector efficiency and governance pillar to the horizontal pillars, (b) adds tourism to the vertical pillars, and (c) embeds coordination of the climate responsive investments (both public and private) in the finance pillar.

Additionally, **Jordan's Paris Agreement goals** are directly associated with the sectoral (vertical) reforms. Building on Jordan's Vision 2025, the NDC and NGGP, Green Growth National Action Plans (2021-25) have been prepared for each priority green economy sectors: Transport, Agriculture, Energy, Water, Waste, and Tourism. The implementation of these actions is estimated to cost over US\$1.8billion from public and private funding.

Figure 1: The PforR supports some critical elements of the Reform Matrix and the tourism sector.



Elements of the Reform Matrix are identified based on a reprioritization that is taking place considering the challenges imposed by the pandemic. The priorities are investment, business cost reduction and predictability, plus climate responsive aspects of energy, transport, and water sectors) plus the tourism sector. In specific, the PforR supports the implementation of a combination of horizontal and vertical pillars, particularly, with regards the pillars that aim to a) reduce business costs and increase competition; b) strengthen FDI legislation and increase investor confidence; c) improve public transport efficiency and access; d) increase energy efficiency and access; and e) promote water security and agribusiness. These topics are the boundaries for the Government program. This scope will also enhance Jordan's ability to attract climate investment to achieve the Paris Agreement goals. The RED parts in Figure X reflect the scope of the PforR.

2.2. Project PDO and Result Areas

The Program development objective (PDO) of the operation is to **"Improve accountability to foster climate responsive investments and growth"**. To achieve the PDO and the PDO level results, the project will focus on three result areas, as follows promoting both public and private productive investment for resilient recovery by and achievement of Jordan's 2030 NDC goals:

- Result Area 1** Improving the accountability and fiscal space for public investment, including towards national climate goals;
- Result Area 2** Improving the business enabling environment and the capacity of key institutions to attract private investment and climate finance, including for tourism sector
- Result Area 3** Generating evidence and data for policy making implementation and stakeholder dialogue

2.3. Result Areas and Disbursement-linked indicators

Table 1: Program Disbursement-Linked Indicators

DLIs	DLRs
Result Area 1: Increasing the accountability and fiscal space for public investment, including towards national climate goals	
DLI #1: Improving preparation and implementation of public investment	DLR 1.1 MOPIC adopts Project appraisal methodology to apply to all large PIP and PPP (over JD 10M) and publishes an updated Project concept note template to apply to all PIPs and PPPs, with detailed guidance on (a) public consultation and citizen engagement, (b) social and environmental assessment (disaggregated by social groups, including gender), (c) disclosure of information, and (d) assessment for climate responsive projects
	DLR 1.2: The Office of the Prime Minister publishes in the Gazette Law No. ____ (2021) on Regulating the General Budget and Budgets of Government Units
	DLR 1.3 The PIM Unit within MOPIC completes a review of the pipeline of budgeted capital projects, informed by stakeholder consultations, and submits recommendations for efficiency gains to the inter-ministerial committee on government investment projects for approval.
	DLR 1.4: The Ministry of Finance adopts and discloses a Medium-Term Fiscal Framework to be appended to the budget bill submitted to the Parliament for approval, in compliance with the 2021 Law on Regulating the General Budget and Budgets of Government Units
	DLR 1.5: PIM unit, in consultation with the General Budget Department, validates the total cost of completion of appraisal reports for projects with size exceeding JD 10,000,000 per project as consistent with regulatory requirements
DLI2. Increasing the fiscal space for public investment	DLR 2.1: Increase in the GoJ's actual CAPEX expenditures in (a) goods and services, and (b) non-financial assets
DLI3. Mainstreaming climate responsive public investments towards Jordan's NDC 2030 Goals	DLR 3.1: MOEnv issues an instruction under the Climate Change Bylaw of 2019 to include a definition and eligibility criteria for government capital expenditure for climate responsive projects, consistent with Jordan's NDC under the Paris Agreement of 2015
	DLR 3.2: MOEnv demonstrates achievement of a cumulative increase in government capital expenditures in 2022-2025 budget towards NDC goals using the eligibility criteria for climate responsive projects published under DLR 3.1

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DLIs	DLRs
	DLR 3.3: Based on the recommendation of the PPP Unit of PMO, the relevant contracting authorities sign contracts for three climate responsive Public-Private-Partnership (PPP) projects registered in the National Registry of Investment Projects (NRIP)
Result Area 2. Improving the business enabling environment and the capacity of key institutions to attract private investment and climate finance, including for tourism sector	
DLI4. Strengthening JIC's institutional focus on investment promotion and related investor services to attract quality investment	DLR 4.1: To implement the new investment framework: (a) the Council of Ministers adopts a bylaw addressing investment window under the new Investment Law to be enacted; and (b) JIC adopts and publishes the Investment Promotion Strategy for CY21-24, including investment-specific KPIs.
	DLR 4.2: JIC publishes on its public website, on an annual basis, achievement levels for selected KPIs contained in the Investment Promotion Strategy for CY21-24 which address targeted investment promotion activities, operationalizing the monitoring and evaluation (M&E) framework, and customer relationship management (CRM) system
	DLR 4.3: New investment decisions announced to locate in Jordan per year, based on a published JIC annual report containing information about investments facilitated
DLI5. Implementing new policies for investment incentives based on objective criteria, including value for money, to attract quality investment and achieve national investment objectives	DLR 5.1: To implement the new investment incentives policy: (a) the Council of Ministers approves a bylaw on non-fiscal investment incentives; and (b) JIC establishes institutional arrangements for (i) granting of incentives and (ii) subsequent compliance monitoring with the conditions on which incentives were granted, including separate staffing and separate reporting/management lines
	DLR 5.2: JIC publishes an annual report on the implementation of the Bylaw enacted under DLR 5.1(a), including the number of investment incentives approved and disclosing how each investment met the eligibility criteria for the investment incentives
DLI6. Strengthening the strategic direction and enhancing the regulatory environment of the tourism sector to foster high-quality private and public investment	DLR 6.1: Ministry of Tourism and Antiquities adopts and publishes a National Tourism Strategy, and Gender and Inclusion Project Plan, both developed in consultation with sector associations
	DLR 6.2: MoTA revises and adopts three (3) bylaws identified in the Verification Protocol, including the Travel Agents and Tour Operators Bylaw No. 114, to streamline and improve tourism private sector enabling environment

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DLIs	DLRs
	DLR 6.3: MoTA strengthens its strategic and operational planning activities by operating a new comprehensive management information system, which includes data on tourism establishments, sites, projects, visitors and income
	DLR 6.4: MoTA increases expenditures going to tourism sites that have adopted an improved management plan, including on protection of environment and restoration of cultural heritage sites
DLI7. Implementing Investor Journey to streamline and digitize business registration and licensing, reducing the compliance time and costs for businesses	DLR 7.1: Registration of 100% of new businesses is fully integrated, digital, paperless and contactless using Integrated Business Registry System ("IBRS")
	DLR 7.2: MoITS reduces compliance time and costs for businesses by (a) abolishing 16 licenses; (b) simplifying 5 licenses and (c) digitizing 3 licenses through IBRS
DLI8. Identifying Climate Responsive Private and Non-government financing towards Jordan's NDC 2030 goals	DLR 8.1: MOEnv issues an instruction under the Climate Change Bylaw of 2019 to include a definition of private and non-government financing for climate responsive projects towards with Jordan's NDC under the Paris Agreement of 2015
	DLR 8.2. MOEnv publishes Green Bonds guidelines
	DLR 8.3. MOEnv, jointly with MOPIC and MOF, publishes a COM-approved 2030 climate investment pipeline and mobilization plan
	DLR 8.4. MOEnv confirms increase in verifiable reporting towards NDC goals from non-government financing
Result Area 3: Generating evidence and data for policy making implementation and stakeholder dialogue	
DLI9 Improving access, quality, continuity of business and infrastructure services in response to social demand	DLR 9.1: The Office of the Prime Minister: (a) deploys the National Registry of Government Services (NRGS) with technical support from the Ministry of Digital Economy and Entrepreneurship; and (b) discloses service cards, standards and indicators (in accordance with the 2019 Manual on Developing Service criteria and indicators approved by the Office of the Prime Minister) for investment and infrastructure services

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DLIs	DLRs
	DLR 9.2: : Enhancement of service standards and indicators for selected investment and infrastructure services as a result of the implementation of service improvement plans approved by the Office of the Prime Minister
DLI10. Increasing accessibility and usability of statistical and administrative data	DLR 10.1 Council of Ministers approves National Statistics Roadmap with components on (i) more transparent, efficient and effective GOJ regulatory role; (ii) DOS capacity building for methodologies, processes and internal organizational structure; and (iii) assessment of methodologies and datasets DLR 10.2: Jordan's Overall Open Data Score within ODIN improves to at least 73
DLI11. Implementing and strengthening good regulatory practices for evidence-based and predictable rulemaking	DLR 11.1: Prime Minister of Jordan issues a Memorandum on Legislative Data (November 22, 2020). DLR 11.2: Office of the Prime Minister amends Regulatory Impact Assessment Guidelines to ensure they include guidance for: (a) ex-post evaluation of legislation; and (b) the targeting and proportionality of Regulatory Impact Assessments to ensure appropriate targeting and proportionality of the assessments, and consideration of potential gender differentiated impacts. DLR 11.3: GOJ publishes at least 8 ex-ante impact assessments and at least 5 ex-post evaluations of legislative instruments in compliance with the guidelines issued under DLR 11.2. DLR 11.4: GOJ issues a legislative instrument at the level of a bylaw or above formalizing Good Regulatory Practices (GRP) across Government agencies based on lessons learned from ex-ante impact assessments and ex-post evaluations conducted under DLR 11.3, and consistent with international good practices. DLR 11.5: GOJ publishes at least 9 ex-ante impact assessments and at least 5 ex post evaluations of legislative instruments in compliance with new GRP legislative instrument enacted under DLR 11.4
DLI12. Establishing and operationalizing climate finance governance system for achieving Jordan's NDC 2030 goals	DLR 12.1. Council of Ministers approves the updated National Climate Change Policy DLR 12.2. MOEnv deploys MRV system in target government agencies and adopts a roadmap for operationalizing Climate Finance Governance System DLR 12.3 MOEnv operationalizes National GHG Registry and launches one carbon market transaction DLR 12.4 MOEnv establishes and operationalizes Climate Change Center of Excellence DLR 12.5. MOEnv adopts and operationalizes Climate Finance Governance System including a citizen engagement action plan and a Gender and Climate Change Strategy 2030

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DLIs	DLRs
	DLR 12.6 MOEnv publishes a progress report including the 2030 Climate Financing Plan and 2050 Long-Term LED Strategy

2.4. Program implementing agencies

The Program will build on the existing Reform Secretariat within MOPIC, established in 2019 based on an administrative decision of MOPIC (No. 34/2019), and supported by the World Bank- financed Strengthening Reform Management Project (P171965). The Reform Secretariat has been nominated as the PMU. The Reform Secretariat has dedicated environmental, social and stakeholder engagement resources and the project applies the World Bank's Environmental and Social Framework.

Across Result Areas and DLIs, seven implementing agencies will be vested with the responsibility of achieving targeted results. They have been selected based on their official mandate and existing capacity and expected leverage across government entities since the implementation of most of the policy reforms supported by the Program calls for compliance and enforcement across the board. The Ministry of Environment (MOEnv) is the nodal agency for coordinating the environmental efforts across government agencies.

Program coordination will be strengthened through the establishment of a Technical Steering Committee (TSC) to be chaired by Director of the Reform Secretariat. The TSC will institutionalize coordination consisting of representatives of all implementing agencies upon deputation from the heads of implementing agencies.

The NDC goals are implemented by the entire country with Ministry of Environment (MOEnv) being the nodal agency for coordinating the efforts across line ministries. In accordance with this cross-sectoral and inter-agency nature of the climate DLIs, MOEnv is noted as a coordinating agency . However, MOEnv will work in close coordination with MOPIC and establish relevant inter-ministerial working groups and will require support from PMO and Cabinet of Ministers to achieve the national climate goals.

There is no IPF component of the PforR. The Program builds on substantial technical assistance provided in parallel to the Program to the overall government capacity and institutional set up for coordination of reform implementation, under the World Bank administered Multi-Donor Trust Fund (MDTF) and IFC.

Additional components for capacity building have been incorporated, by design, in the project Action Plan in addition to the pricing of DLIs and the advance.

2.5. Introduction to Implementing Agencies Mandate:

This section briefly describes the mandate of implementing agencies under the program and their key responsibilities vis a vis the Program. Their environmental and social capacity are further described in Section 4.

MoPIC: The Ministry of Planning and International Cooperation manages the distribution of funding for available funds on various development programs and projects, in cooperation with international financing institutions, the Ministry also coordinates with international and national stakeholders around the allocation and use of funds, on the sectorial and geographic level. MoPIC also manages national level planning, by setting up medium- and long-term plans, comprehensive development programs, and development projects of all kinds, economic, social, human and cultural, to represent plans and programs for government action.

PIM Unit: the PIM unit under MoPIC as well as the PPP unit, under the Prime Minister's office will be responsible for operationalizing the PIM/PPP governance Framework. The PPP directorate was established within the Prime Minister's Office, to provide for a "gate keeper" function in the PPP lifecycle, i.e. the screening and reviewing of proposed PPP projects for their feasibility; the directorate was established under the PPP Law as an autonomous entity that is authorized to independently operate both legally and financially. **PIM unit** was set e set up in accordance with Administrative Directive No. 1 of 2016 by the Ministry of Planning and International Cooperation (MoPIC). The Central PIM Unit, located at MoPIC, is the central expert body for Public Investment Projects (PIPs), which shall assist Contracting Authorities in providing oversight and conducting technical and economic analyses of these projects.

MoF: The establishment of The Ministry of Finance dates back to 1920. Several government departments were linked to the ministry, including: the Customs Department, the Income & Sales Tax Department, the General Budget Department, the Department of Land & Survey, the General Supplies Department. It undertakes the following tasks: Developing the state's fiscal policy and supervising its implementation; Steering government investments into a direction that is consistent with the Kingdom's fiscal policies; Managing the government's domestic & external debt; Achieving integration between the fiscal policy and the monetary policy to serve the national economy, through cooperating and coordinating with the Central Bank of Jordan (CBJ) and other relevant institution.

The **Ministry of Environment (MOEnv)** was established in 2003 under the Temporary Environmental Protection Law No. (1) for the year 2003, which was approved by the National Assembly to become the Environmental Protection Law No. (52) for the year 2006, which has been amended by Law 6 for the year 2017. The Ministry is the competent authority to protect the environment at the level of the Kingdom, and the official and civil authorities shall implement the legislation, instructions and decisions issued by them. The Ministry is the competent reference at the national, regional and international level in relation to all environmental issues and the donor agencies, in cooperation and coordination with the competent authorities.

The **Ministry of Tourism and Antiquities (MoTA)** is the national stakeholder for developing tourism resources and investing them in order to increase its contribution to supporting the national economy and includes the Department of Antiquities; it's also responsible for: Preserving tourism sites, Licensing tourism professions, Concluding tourism agreements with regional and international tourism organizations and bodies with the approval of the Council of Ministers, to regulate, sponsor and encourage investment in the tourism sector, and lead the tourism research scheme.

The **Jordan Investment Commission (JIC)** stimulates and activates investments in Jordan by keeping pace with and developing infrastructure and promoting investment opportunities and exports to increase the effectiveness of domestic and foreign investments and ensure financial sustainability. In specific, JIC aims to: increase the effectiveness of the investment environment, increase the effectiveness of investment, enhance solvency and financial sustainability, enhance institutional capacity.

The Ministry of Industry, Trade, and Supply (MoITS) takes on the responsibilities of regulating the industry by type, classifying and registering it according to an internal regulation, and preparing the programs and studies that work on developing the industry and increasing its competitiveness. The Ministry also takes on the task of regulating the internal and external trade, monitoring it, and preparing the studies and the agreements that protect the interest of the country and the citizen. Also, the Ministry takes upon itself the study of trade and industrial blocs and authorities, Arab and international, recommending to The Council of Ministers ways to deal with them, the feasibility of joining them, and showing their effect on the national economy.

Institutional Development Unit (IDU), under the Prime Minister's Office is responsible of advancing services provided to citizens by soliciting the needs of citizens. Its tasks are to lay down general policies for the development of government services, to define government priorities and objectives in the field of service provision, to identify the reality of providing government services in various sectors, and to determine the level of the service delivery indicator to be achieved.

The Department of Statistics (DOS): was established in the late 1949 and assumed its activities in accordance with the Statistics Law No. 24 for the year 1950 which identified its responsibilities and duties. DOS is responsible of producing, analyzing and disseminating data, and improving the performance Jordanian statistical system components. The Legislation and Opinion Bureau was established in the Cabinet in 1974 and has been linked directly to the President. It undertakes a number of tasks, which it submits its recommendations regarding these tasks to the Prime Minister, such as studying the project submitted to him, scrutinizing it, expressing opinion on it, amending its provisions and reformulating it; the Bureau also has the initiative to propose any project or suggest amending any existing legislation, and to contribute to updating and developing legislation in the Kingdom; the Legislative Bureau has the right to formulate organizational decisions and instructions of a general nature issued by the Council and place them in the appropriate legal framework upon the request of the Prime Minister.

LOB: The Legislation and Opinion Bureau was established at the Prime Ministry in 1974 and is directly linked to the Prime Minister and established By Law No.(1) year 1993. The Bureau enjoys financial and administrative independence and comprises of a Chief of the Bureau, several legal consultants, employees and users. The Legislation and Opinion Bureau undertakes several duties and presents the Prime Minister with recommendations regarding them. Such duties include the review of project draft legislation submitted to the Bureau, auditing them, expressing an opinion regarding them, amending their provisions and redrafting them. The Bureau also drafts project draft

legislation as directed by the Prime Minister. The Bureau may also take the initiative to propose any project draft legislation or propose an amendment to any existing legislations, contribute to the development and modernization of the Kingdom's legislations, prepare [conduct] researches and studies, and, hold seminars and lectures.

As part of its duties, the Legislation and Opinion Bureau further provides its opinion on legal inquiries that ministries, government departments, official public establishments and local authorities present to the Prime Minister or directly to the Bureau. Such inquiries include cases that are presented to these institutions during the course of carrying out their duties, matters of difference of opinion in between these institutions, their interpretations of matters related to their functions and powers, or differences of opinion on the application of legal texts. The Legislation and Opinion Bureau, on the request of the Prime Minister, may formulate decisions and regulatory instructions of a general nature issued by the Council [of Ministers] and place them in the appropriate legal framework. The Bureau may also address any other tasks presented to it related to the legislation or issues of a legal nature.

The Legislation and Opinion Bureau prepared this strategic plan to reflect the current situation and the future strategic aspirations of the Bureau, to achieve legislative stability through legislation that meets the needs of the society, and to be compatible with the entire legal system. The Office of Legislation and Opinion through its strategic plan 2020-2022 will enhance its contribution and role in the development and modernization of the Kingdom's legislations in a participatory and comprehensive manner to achieve legislative stability, ensure the consistency of the legislative system through the continuous development of institutional capabilities, improve and automate services, and, activate communication with partners and the public.

PPP Unit: The PPP unit at the Prime Ministry provides a “gate keeper” function in the PPP lifecycle, i.e. the screening and reviewing of the proposed PPP projects for their feasibility. A Public Private Partnership Directorate within the Prime Ministry has been established officially as per the PPP law of 2020

Table 2: Key Implementing Agencies per Program DLI.

DLI	Description	Implementing agencies
Result Area 1: Increasing accountability and fiscal space for public investment, including national climate goals		
1	Improving preparation and implementation of public investment	MOPIC (PIM Unit), MOF & PMO (PPP Unit)
2	Increasing the fiscal space for public investment	MOF
3	Mainstreaming climate responsive public investments towards Jordan's NDC 2030 Goals	MOEnv, with MOPIC (PIM unit) & PMO (PPP unit)

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Result Area 2: Improving the business enabling environment and the capacity of key institutions to attract private investment and climate finance, including for tourism sector		
4	Strengthening JIC's institutional focus on investment promotion and related investor services to attract quality investment	JIC
5	Implementing new policies for investment incentives based on objective criteria, including value for money, to attract quality investment and achieve national investment objectives	JIC
6	Strengthening the strategic direction and enhancing the regulatory environment of the tourism sector to foster high-quality private and public investment	MOTA
7	Implementing Investor Journey to streamline and digitize business registration and licensing, reducing the compliance time and costs for businesses	MOITS
8	Identifying Climate Responsive Private and Non-government financing towards Jordan's NDC 2030 goals	MOEnv, with MOPIC and relevant agencies
Result Area 3: Generating evidence and data for policy making, implementation and stakeholder dialogue		
9	Improving access, quality, continuity of business and infrastructure services in response to social demand	PMO (IDU)
10	Increasing accessibility and usability of statistical and administrative data	MOPIC (DOS)
11	Implementing and strengthening good regulatory practices for evidence-based and predictable rulemaking	PMO (incl. LOB)
12	Establishing and operationalizing climate finance governance system for achieving Jordan's NDC 2030 goals	MOEnv, with MOPIC & MOF

3. Project anticipated environmental and social effects

Conceptual Approach to Social and Environmental Effects:

The ESSA process involves a systematic assessment of program environmental and social effects. The first step elaborated in Section 3.1, is a screening of program activities applying the exclusion criteria to eliminate activities that are not eligible for PforR financing. The second step is to screen eligible activities for potential environmental and social effects against the core environmental and social principles. This is elaborated in Section 3.2. The activities include those defined in the program of expenditures or activities required to meet the PDO, results areas, goals, and DLIs. Screening identifies not only direct impacts, but also any indirect or induced Program impacts—that is, effects that may arise from activities that are not necessarily proposed for PforR financing but are a foreseeable result of the PforR financing, as well as those arising from activities associated with the Program. An assessment of the borrower's systems to manage environmental and social risks associated with program activities is provided in Section 4, while recommendations to address system gaps are provided in Section 6.

While the definition of E&S effects includes benefits, known impacts, and potential risks, the primary emphasis of the ESSA is to determine the extent to which the borrower's systems can manage the adverse impacts and risks.

Predominantly, factors affecting environmental and social risks can be classified into two broad categories: (i) Sustainability and institutionalization of E&S systems and (ii) risks related to pollution, health and safety, culture heritage, natural habitats vulnerability issues, social inclusion, and equal accessibility to benefits and the interaction between these factors may multiply or minimize overall program risk.

3.1. Environmental and social screening

The assessment of environmental and social risks is substantial. The program is expected to have a number of positive environmental and social effects (benefits) in the areas of government accountability; information sharing and accessibility; citizen engagement; improvement of livelihoods; resilience to climate change and reduction of GHG emissions. The program is also expected to have direct adverse environmental and social impacts and risks. These impacts are expected to materialize in two scenarios under the project. The project will directly support infrastructure investments, which are tied to Disbursement-Linked Indicators. These investments could be in various sectors, supported with either public or private financing. Their environmental and social impacts and risks will be assessed and mitigated in line with relevant laws of Jordan and the core principles of Bank Policy on Program for Results Financing. Several of the program activities are designed to improve the overall investment policies and regulatory framework in the country. This in turn, is expected to attract more investment, particularly in infrastructure development. The increase in infrastructure investment in all sectors will bring significant socioeconomic benefits, but will be accompanied with a range of direct and indirect adverse environmental and social impacts, such as pollution, land acquisition or involuntary relocation, labor risks, etc. Measures to improve the national environmental and social management systems and processes, have accordingly been incorporated into the Program.

3.1.2 Exclusion Criteria

In line with the World Bank PforR Policy requirements, the Program will exclude any activities that are likely to have significant, sensitive, diverse or unprecedented impacts to the environment and/or affected people including significant land acquisition, economic or physical displacement or changes in land use; significant impacts to critical cultural heritage sites or natural habitats. Activities that would involve any of the following consequences will be excluded:

- Significant conversion or degradation of critical natural habitats or critical cultural heritage sites;
- Air, water, or soil contamination leading to significant adverse impacts on the health or safety of individuals, communities, or ecosystems.
- Workplace conditions that expose workers to significant risks to health and personal safety, such as projects requiring major works in confined spaces (such as tunnels); or projects with high risk of exposure to toxic chemicals (such as mines)
- **Land acquisition and/or resettlement of a scale or nature that will have significant adverse impacts on affected people²** or the use of forced evictions
- Large-scale changes in land use or access to land and/or natural resources;
- Adverse E&S impacts covering 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, or conflict within or among, social groups; or
- Activities that would have adverse impacts on land and natural resources subject to traditional ownership or under customary use or occupation

Normally those consequences are likely to be associated with the below activities, therefore, such activities will be excluded from the PforR:

- Power plants;
- Major transport infrastructure—for example, new highways, expressways, urban metro systems, railways, and ports;
- Operations in mining and extractive industries;

² In the context of this ESSA, resettlement includes physical relocation of individuals and communities as well as the acquisition of land for program purposes. There is no defined fixed numerical thresholds for “significant adverse impact” because the significance of impacts depends very much on local contextual factors.

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- Commercial logging or large-scale forest-products-processing operations;
- Large-scale water (surface and groundwater) resource infrastructure, including greenfield dams, or activities involving the allocation or conveyance of water, including inter-basin water transfers or activities resulting in significant changes to water quality or availability;
- Manufacturing or industrial processing facilities associated with high levels of pollution
- Modification of World Heritage sites
- Displacement of archeological sites from their original locations

Because not all the investments that will be supported by the PforR are known at this stage, there will be screening criteria for the activities that falls within the boundaries of the PforR and directly supported by DLIs/DLRs. Those activities are either included in the expenditure framework of the PforR or need to be implemented to fulfill the requirements of different DLIs. Applying this process, the following activities were found to be within the borders of the PforR and will need to be screened for E&S eligibility before being verified for disbursement:

- Investment projects that will be supported as part of DLRs 1.5 as those projects will be part of the expenditure framework and the projects appraisal need to be completed and/or projects go to implementation to allow for calculating actual costs.
- Projects supported as part capex under the DLI 2 (DLR 2.1)) as those projects will be part of the expenditure framework and the DLRs will pay against actual spending on those projects.
- Proposed projects under DLRs 3.2 as those projects will be part of the expenditure framework and the DLRs will pay against actual spending on those projects.
- Upgrading of tourist sites supported by DLR 6.4 as this will be part of the expenditure framework and the DLR will pay against implementing site management plans

The following activities are either soft interventions and do not pose considerable environmental and social risks, or not considered within the boundaries of the PforR for the reasons illustrated below. Accordingly, they do not need to be screened:

- Activities under DLRs 1.1, 1.2, 1.3, and 1.4 are upstream soft interventions that include preparation of methodologies, studies and registry systems that are not associated with physical activities on ground.
- Activities under DLR 3.1 which are soft-type interventions to introduce legislation to identify the eligibility criteria for climate finance
- Activities under DLR 4.3 which is related to investment decisions that are not related to certain projects on ground but rather comprises investors deciding to start investment in Jordan by starting the investor registration process. Activities under DLRs 4.1, 4.2 and 5.1 as they are upstream policy interventions not associated with any physical works.
- Activities under DLR 5.2 as the DLR aims at improving the transparency in allocating investments incentives and the related activities are limited to tracking the incentives reporting and disclosing them. The actual incentives are not included in the expenditure framework of the PforR and are rather included in the national program.
- Activities under DLRs 6.1, 6.2 and 6.3 as they are upstream policy interventions not associated with any physical works.
- All activities under DLI 8 are related to reviewing the private and non-governmental investments that are already under implementation and screening them for eligibility as actions towards the

achievement of the NDC goals. None of the CAPEXT and OPEX of the recorded investments under this DLI, nor their correspondent feasibility studies or designs, are included in the expenditure framework of the PforR. All activities under DLIs 7, 9, 10, 11 and 12 as they are upstream policy and soft type interventions not associated with any physical works.

The implementing agencies will carry out screening of the investments under the identified DLRs and ineligible investments, according to the above-mentioned criteria, will be excluded

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Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
DLI 1: Improving preparation and implementation of public investment	DLR 1.1. MOPIC adopts Project appraisal methodology to apply to all large PIP and PPP (over JD 10M) and publishes an updated Project concept note template to apply to all PIPs and PPPs, with detailed guidance on (a) public consultation and citizen engagement, (b) social and environmental assessment (disaggregated by social groups, including gender), (c) disclosure of information, and (d) assessment for climate responsive projects	<p>PPP/PIM bylaws approved by cabinet (Jan 2021)</p> <p>Adoption of Project appraisal methodology, including detailed guidance on 1) public consultation and citizen engagement, 2) social and environmental impact and climate co-benefits assessment.</p> <p>Updating of Project appraisal template incorporating detailed guidance on public consultation, citizen engagement, Environmental and Social Impact Assessment and the measurement of climate co-benefits.</p>	Positive effects of improved environmental and social risk management, strengthened stakeholder engagement in the appraisal process of public and private investment projects	<p>PPP/PIM regulatory Framework and processes</p> <p>National Environmental Impact Assessment and environmental impact management system</p> <p>Involuntary land acquisition system,</p> <p>Labor management system</p>
	DLR 1.2: The Office of the Prime Minister	Updates to the Public Financial Management Law, inter alia, for	No direct environmental and social effects.	

Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
	publishes in the Gazette Law No. ____ (2021) on Regulating the General Budget and Budgets of Government Units	strengthening foundations for medium term budgeting		
	DLR 1.3 The PIM Unit within MOPIC completes a review of the pipeline of budgeted capital projects, informed by stakeholder consultations, and submits recommendations for efficiency gains to the inter-ministerial committee on government investment projects for approval.	Completion of a portfolio review by PIM unit (informed by stakeholder consultation) including with regards to social and environmental impact assessment and climate co-benefits evaluation	Positive effects of contributing to improvements in environmental and social assessment process for public and private investment projects	Environmental and social assessment and management system
	DLR 1.4: The Ministry of Finance adopts and discloses a Medium-Term Fiscal Framework to be appended to the	Medium Term Fiscal framework	No direct environmental and social effects..	

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Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
	budget bill submitted to the Parliament for approval, in compliance with the 2021 Law on Regulating the General Budget and Budgets of Government Units			
	DLR 1.5: PIM unit, in consultation with the General Budget Department, validates the total cost of completion of appraisal reports for projects with size exceeding JD 10,000,000 per project as consistent with regulatory requirements	Appraised projects implemented and the difference between initial and final costs evaluated	Environmental and social risks and impacts during construction and operation of such projects, including possible impacts on land, water, air, health and safety of workers, other labor-related and community and land-related impacts	<p>Environmental and social assessment and E&S risk management system</p> <p>Management system of natural habitats and culture heritage sites</p> <p>Management of occupational health and safety, and labor</p> <p>Community health and safety management system</p> <p>Involuntary land acquisition system</p>

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Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
DLI #2: Increasing the fiscal space for public investment	DLR 2.1: Increase in the GoJ's actual CAPEX expenditures in (a) goods and services, and (b) non-financial assets	Disbursement against actual CAPEX spent on projects.	Environmental and social risks and impacts during construction and operation of the projects that have received the CAPEX, including possible impacts on land, health and safety of workers, other labor-related and community and land-related impacts.	-Environmental and social assessment and E&S risk management system - Management system of natural habitats and culture heritage sites - Management of occupational health and safety, and labor -Community health and safety management system -Involuntary land acquisition system
DLI3. Mainstreaming climate responsive public investments towards Jordan's NDC 2030 Goals	DLR 3.1. MOEnv issues an instruction under the Climate Change Bylaw of 2019 to include a definition and eligibility criteria for government capital expenditure for climate responsive projects, consistent with Jordan's NDC under the Paris Agreement of 2015	Reviewing the revised NDC and preparing eligibility criteria and definition of projects that will respond to both mitigation and adaptation.	No direct environmental and social effects. Indirect impacts related to downstream investments. There will be environmental and social benefits related to downstream investments including reducing GHG emissions, improving climate resilience	
	DLR 3.2. MOEnv demonstrates	The government implement mobilize finance to implement	Environmental and social risks and impacts during construction and operation of such projects, including possible impacts on land,	Environmental and social assessment and E&S risk management system

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Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
	achievement of a cumulative increase in government capital expenditures in 2022-2025 budget towards NDC goals using the eligibility criteria for climate responsive projects published under DLR 3.1	project that respond to NDC goals	<p>health and safety of workers, other labor-related and community and land-related impacts.</p> <p>There will be environmental and social benefits related to downstream investments including reducing GHG emissions, improving climate resilience</p>	<p>Management system of natural habitats and culture heritage sites</p> <p>Management of occupational health and safety, and labor</p> <p>Community health and safety management system</p> <p>Involuntary land acquisition system</p>
	DLR 3.3 - Based on the recommendation of the PPP Unit of PMO, the relevant contracting authorities sign contracts for three climate responsive			

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Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
	Public-Private-Partnership (PPP) projects registered in the National Registry of Investment Projects (NRIP)			
Result Area 2: Improving the business enabling environment and the capacity of key institutions to attract private investment and climate finance, including for tourism sector				
DLI4. Strengthening JIC's institutional focus on investment promotion and related investor services to attract quality investment	DLR 4.1: To implement the new investment framework: (a) the Council of Ministers adopts a bylaw addressing investment window under the new Investment Law to be enacted; and (b) JIC adopts and publishes the Investment Promotion Strategy for CY21-24, including investment-specific KPIs.	Adoption of Bylaws, preparing, publishing and adopting the investment promotion strategy.	No direct environmental and social effects Positive socioeconomic benefits from increased and diversified investment.	
	DLR 4.2: JIC publishes on its public website, on an	Improve M&E/CRM system and implement	No direct environmental and social effects	Environmental and social management systems

Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
	annual basis, achievement levels for selected KPIs contained in the Investment Promotion Strategy for CY21-24 which address targeted investment promotion activities, operationalizing the monitoring and evaluation (M&E) framework, and customer relationship management (CRM) system	investment promotion activities	Positive socioeconomic benefits from increased and diversified investment.	
	DLR 4.3: New investment decisions announced to locate in Jordan per year, based on a published JIC annual report containing information about investments facilitated	Investors decide to start investment registration process. The DLR is not associate with certain projects on ground.	No direct environmental and social effects	

Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
DLI5. Implementing new policies for investment incentives based on objective criteria, including value for money, to attract quality investment and achieve national investment objectives	DLR 5.1: To implement the new investment incentives policy: (a) the Council of Ministers approves a bylaw on non-fiscal investment incentives; and (b) JIC establishes institutional arrangements for (i) granting of incentives and (ii) subsequent compliance monitoring with the conditions on which incentives were granted, including separate staffing and separate reporting/management lines	Bylaws on new investment incentives approved and published. Institutional arrangements allow for reviewing different investments and checking their eligibility for incentives.	No direct environmental and social effects	
	DLR 5.2 JIC publishes an annual report on the implementation of the Bylaw enacted under DLR 5.1(a), including the	Investments received incentives are reported and disclosed including their environmental licenses. The DLR is paying for transparency	No direct environmental and social effects Positive environmental and social impacts from disclosing environmental licenses	

Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
	number of investment incentives approved and disclosing how each investment met the eligibility criteria for the investment incentives	in identifying the investments and the incentives themselves are not paid through the PforR.		
DLI6. Strengthening the strategic direction and enhancing the regulatory environment of the tourism sector to foster high-quality private and public investment .	DLR 6.1: Ministry of Tourism and Antiquities adopts and publishes a National Tourism Strategy, and Gender and Inclusion Project Plan, both developed in consultation with sector associations	Developing the strategy based on analytical work	Indirect environmental and social impacts related to downstream investments and activities under to the strategy and action plans	Environmental and social assessment and management Management of natural habitats and culture heritage sites Occupational health and safety, labor Community health and safety
	DLR 6.2: MoTA revises and adopts three (3) bylaws identified in the Verification Protocol, including the Travel Agents and Tour Operators Bylaw No. 114, to streamline and improve tourism private	Revising and issuing Bylaws that improves the enabling environment for tourism private sector	No direct environmental and social effects	

Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
	sector enabling environment			
	DLR 6.3 MoTA strengthens its strategic and operational planning activities by operating a new comprehensive management information system, which includes data on tourism establishments, sites, projects, visitors and income	Improve M&E system	No direct environmental and social effects	
	DLR 6.4: MoTA increases expenditures going to tourism sites that have adopted an improved management plan, including on protection of environment and restoration of cultural heritage sites	Disburse against improved management and monitoring of established MoTA-operated tourism sites (e.g. Jordan Trail). Activities include protection, maintenance and restoration of sites	Environmental and social risks and impacts during management and operation of those sites. Some of those sites could be natural habitats and cultural heritage sites Benefits of restoration of culture heritage sites and management of natural sites	Environmental and social assessment and impact management Management of natural habitats and culture heritage sites Occupational health and safety, labor Community health and safety

Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
DLI7. Implementing Investor Journey to streamline and digitize business registration and licensing, reducing the compliance time and costs for businesses	<p>DLR 7.1: Registration of 100% of new businesses is fully integrated, digital, paperless and contactless using Integrated Business Registry System ("IBRS")</p> <p>DLR 7.2: MoITS reduces compliance time and costs for businesses by (a) abolishing 16 licenses; (b) simplifying 5 licenses and (c) digitizing 3 licenses through IBRS</p>	<p>Study the registration process and integration and automation of business registry.</p> <p>Reducing regulatory burden from licenses: licensing laws / bylaws / instructions discontinued or amended; reform of additional sectoral licenses by simplifying licenses and eliminating other unnecessary licenses</p> <p>extending the validity of licenses by eliminating or reducing the frequency of the current annual license renewals</p>	<p>Negligible environmental and social impacts or risks</p> <p>Indirect environmental effects may arise (e.g. if environmental licensing process is modified)</p> <p>Limited social impacts or risks for certain types of licenses (e.g. schools).</p>	<p>Licensing systems and requirements for different sectors</p>

Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
DLI8. Identifying Climate Responsive Private and Non-government financing towards Jordan's NDC 2030 goals	DLR 8.1. MOEnv issues an instruction under the Climate Change Bylaw of 2019 to include a definition of private and non-government financing for climate responsive projects towards with Jordan's NDC under the Paris Agreement of 2015	MOEnv review private and non-governmental projects implemented and define those projects that respond to both mitigation and adaptation according to the NDC.	No direct environmental and social effects. Environmental benefits for identifying climate responsive projects for better planning the NDC	
	DLR 8.2. MOEnv issues Green Bonds Guidelines	Issue guidelines for green bonds to be available to investors. Implementation of certain projects through the green bonds is not supported by the PforR	As above	
	DLR 8.3. MOEnv, jointly with MOPIC and MOF, publishes a COM-approved 2030 climate investment pipeline and mobilization plan	A report is published including the pipeline to achieve the NDC objectives till 2030. The DLR only pays for identifying the pipeline and not for mobilizing finance. Pipeline	As above	

Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
		investments are outside the PforR borders		
	DLR 8.4. MOEnv confirms increase in verifiable reporting towards NDC goals from non-government financing	Implemented private and non-governmental investments are marked and tracked, with increase in the verifiable tracking	As above	
Result Area 3: Generating evidence and data for policy making, implementation and stakeholder dialogue				
DLI 9. Improving access, quality, continuity of business and infrastructure services in response to social demand	DLR 9.1. The Office of the Prime Minister: (a) deploys the National Registry of Government Services (NRGS) with technical support from the Ministry of Digital Economy and Entrepreneurship; and (b) discloses service cards, standards and indicators (in accordance with the 2019 Manual on	Adoption of user survey, Operation of the NRGS	No significant environmental effects. Positive social effects of improved access to government services/government accountability.	At Your Service (Government GRM) Government service delivery models

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Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
	Developing Service criteria and indicators approved by the Office of the Prime Minister) for investment and infrastructure services			
	DLR 9.2. Enhancement of service standards and indicators for selected investment and infrastructure services as a result of the implementation of service improvement plans approved by the Office of the Prime Minister .	Measurement of user's satisfaction	No significant environmental effects Positive social effects of improved stakeholder engagement through the platform	At Your Service (Government GRM) Government service delivery models
DLI. 10. Increasing accessibility and usability of statistical and administrative data	DLR 10.1. Council of Ministers approves National Statistics Roadmap with components on (i) more transparent, efficient and effective GOJ	--National Statistics Roadmap prepared. --DOS capacity building for methodologies, processes and internal	Positive social effects of improved transparency Positive environmental effects as environmental researchers will have access to data and statistics that support their research	DOS Public website and data mining and analysis tools/systems

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Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
	regulatory role; (ii) DOS capacity building for methodologies, processes and internal organizational structure; and (iii) assessment of methodologies and datasets	organizational structure delivered Assessment of methodologies and datasets		
	DLR 10.2: Jordan's Overall Open Data Score within ODIN improves to at least 73	Either increasing accessibility and/or increasing data available on DOS website.	Positive social effects of improved transparency and access to information Positive environmental effects as environmental researchers will have access to data and statistics that support their research	DOS Public website and data mining and analysis tools/systems
DLI 11. Implementing and strengthening good regulatory practices for evidence-based	DLR 11.1: Office of the Prime Minister issues a Memorandum on Legislative Data (November 22, 2020).	Issuance of guidelines document	Negligible environmental and social impacts or risks	
	DLR 11.2: Office of the Prime Minister amends	Approval of guidelines	Negligible environmental and social impacts or risks	

Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
and predictable rulemaking	Regulatory Impact Assessment Guidelines to ensure they include guidance for: (a) ex-post evaluation of legislation; and (b) the targeting and proportionality of Regulatory Impact Assessments to ensure appropriate targeting and proportionality of the assessments, and consideration of potential gender differentiated impacts.			
	DLR 11.3: GOJ publishes at least 8 ex-ante impact assessments and at least 5 ex-post evaluations of legislative instruments in compliance with the guidelines issued under DLR 11.2.	Regulatory impact assessments and ex post evaluations are carried out	Indirect environmental and social effects from policy proposals Positive social effects of enhanced transparency and consultation within the regulatory impact assessment process	Regulatory Impact Assessment process Strategic environmental and social assessment

Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
	DLR 11.4: GOJ issues a legislative instrument at the level of a bylaw or above formalizing Good Regulatory Practices (GRP) across Government agencies based on lessons learned from ex-ante impact assessments and ex-post evaluations conducted under DLR 11.3, and consistent with international good practices.	As above	As above	As above
	DLR 11.5: GOJ publishes at least 9 ex-ante impact assessments and at least 5 ex post evaluations of legislative instruments in compliance with new GRP legislative instrument enacted under DLR 11.4	As above	As above	As above

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Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
DLI 12: Establishing and operationalizing climate finance governance system for achieving Jordan's NDC 2030 goals	DLR 12.1. Council of Ministers approves the updated National Climate Change Policy	MOEnv support different agency to have the MRV system registering GHG	Negligible environmental and social impacts or risks Environmental benefits for identifying climate responsive projects for better planning the NDC	
	DLR 12.2. MOEnv deploys MRV system in target government agencies and adopts a roadmap for operationalizing Climate Finance Governance System	Operation of the MRV system and guidelines for carbon market prepared.	As above	
	DLR 12.3 MOEnv operationalizes National GHG Registry and launches one carbon market transaction	Operationalizes the tracking of GHG emissions and carbon credits	As above	
	DLR 12.4 MOEnv establishes and operationalizes Climate Change Center of Excellence	Center of excellence (institutional body no physical or civil works needed)	As above	

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Table 3: Program Environmental and Social Effects Screening

DLIs	Definition	Activities within PforR boundaries	Environmental and social effects	Systems Assessed
Result Area 1: Improving the accountability and fiscal space for public investment, including towards national climate goals				
	DLR 12.5. MOEnv adopts and operationalizes Climate Finance Governance System including a citizen engagement action plan and a Gender and Climate Change Strategy 2030	Track financial flows related to climate finance. Develop a gender strategy document and a citizen engagement plan.	As above Positive social benefits from focused gender and citizen engagement planning.	
	DLR 12.6 MOEnv publishes a progress report including the 2030 Climate Financing Plan and 2050 Long-Term LED Strategy	Progress report published	As above	

3.1.2. Environmental effects

Result Area 1

Activities under result area 1 will achieve many environmental benefits, including:

- Improving projects appraisal and early integration of the environmental aspects in the project concepts and design. This process will enhance the capacity of the PIM/PPP unit in planning for environmental management of those projects. This will be taken forward on the portfolio review (DLR 1.2) and the environmental appraisal will be applied to the portfolio review.
- The integration of environmental appraisal of projects is expected to trigger the implementation of environmental best practices that will proof best utilization of resources, such as energy, water and waste management, adaptation to climate change, etc. The benefits of such measures, on economic and environmental aspects, would be easier to be demonstrated and captured if environmental assessment is added at an early stage of project planning.
- Strengthen the climate response strategies and portfolio which will lead to reduction of GHG emissions and improve the country resilience to climate change.

Possible adverse environmental risks and impacts related to result area 1 are:

- The construction and operation of large investment projects above JD 10 M (DLR 1.3) will be associated with some environmental impacts including dust, air emissions, noise, discharge of wastewater and disposal of solid/hazardous waste. There will be also some Occupational Health and Safety (OHS) risks to the workers and possibly to the public, if such projects are located near populated areas that could be accessed by the public. Given the size of such projects the significance of such environmental impacts and risks would be substantial. It is worth noting that the ESSA provides qualitative assessment at the systems level, since no specific investments have been identified at this stage, and specific impacts to different components of the environment will be identified through environmental and social assessment instruments to be prepared for each individual investment. Such investments will be screened for eligibility according to the criteria highlighted in Section 3.1

Result Area 2

Activities under result area 2 will achieve environmental benefits, including:

- Strengthen the climate response strategies and portfolio which will lead to reduction of GHG emissions and improve the country resilience to climate change.
- Improve the management of culture heritage and natural sites and restoration of some culturally valuable sites on which sustainable tourism depends.

The environmental risks and impacts related to result area 2 are:

The improved management and restoration of tourist sites will be associated with some environmental impacts including dust, air emissions, noise, discharge of wastewater and disposal of solid/hazardous waste. There will be also some Occupational Health and Safety (OHS) risks to the workers and possibly to the public, if such projects are located near populated areas that could be accessed by the public. The improvements at tourist sites would lead to an increase of number of tourists, which will add some pressures at those sites. Developing the Tourism Strategy would lead to some environmental impacts

related to downstream investments, therefore preparing a Strategic Environmental and Social Assessment (SESA) has been recommended. The high-level investment incentives under DLI 4 and 5 will lead to downstream investments with indirect environmental and social risks and impacts during their construction and operation. The size of investments under result area 2 is expected to be less than the investments under result area 1, therefore the environmental risk would be moderate

Result Area 3

Activities under result area 3 will also achieve environmental benefits, including:

- Improved access to data will enable environmental researchers and practitioners improve their range of available data to improve their work performance.
- Improving climate finance governance which would improve adaptation and mitigation of climate change at the strategic level.
- Improve environmental outcomes from new regulations after adding the environmental dimension to the regulatory impact assessment

The environmental risks and impacts related to result area 3 are:

- The sectoral Guidelines to be developed under DLR 12.2 and the Long Term Strategy for climate response would lead so some downstream activities that would cause environmental risks and impacts similar to what is mentioned above. The risks and impacts are indirect and expected to be moderate.

Generally, there are no expected contextual or sensitivity risks related to those projects as normally such projects are implemented away from sensitive areas and this is a requirement that is well integrated in the environmental assessment system (more details are in Chapter 4). There are no known institutional complexities in the environmental management of such projects and there is clear definition of the roles and responsibilities of environmental governance agencies (more details in Chapter 4). Also, there is no legacy of reputational risks related to the environmental performance of such projects, especially that the projects with high environmental significance will be excluded according to the above-mentioned criteria.

3.2. Social effects

Result Area 1

Result Area 1 will result in a number of social benefits related to improved transparency and accountability in Jordan's public, and public-private partnership investment projects. The PforR will support improved methodologies and capacity for assessing, managing and consulting on environmental and social impacts in the investment cycle.

The construction and operation of large investment projects above JD 10 M (DLR 1.3) could have potential adverse social risks and impacts such as economic and social impacts caused by land acquisition or loss of access to natural resources, risks associated with project labor, community and worker safety and health risks; and risks related to adequacy of consultation and disclosure processes. All of these risks may be disproportionately experienced by vulnerable and marginalized groups. In line with World Bank PforR guideline, the ESSA recommends a set of practical screening criteria to exclude public or PPP investments that have significant and severe adverse social impacts and risks. Many of the priority public investments

under the program are considered low to moderate social risk (e.g. establishing and maintaining government buildings, modernizing equipment and provision of services) and these are expected to be adequately managed under Jordan's existing social systems as described in Section 4 as well as necessary provisions to bridge an gaps between relevant government laws and World Bank Policy on Program-for-Results Financing. A pipeline of PPP investments has not yet been finalized however the prospectus indicates priority sectors of energy, water, transportation, ICT, health, education and tourism.

Result Area 2

Result Area 2 will support the investment regulatory framework and promotional activities including new incentives to investors (**DLI5**). There are long-term socio-economic benefits from increased investment in Jordan including job and entrepreneurial opportunities. Indirect social impacts during construction of these downstream investments are considered beyond the boundaries of the program.

Result Area 2 also supports development of a National Tourism Strategy and increased expenditures going to maintenance and upgrades of existing tourism sites (**DLI6**). (This should help with increasing tourist visitors and thereby incentivizing private investment and job creation). This is expected to result in social benefits from improved preservation and restoration of cultural heritage of Jordan from improved site management and maintenance under the PforR including developing Site-Specific Management Plans. There could be indirect economic and social impacts caused by loss of access to natural resources or impacts on cultural heritage from increased tourism development flowing from implementing the national tourism strategy to be adopted under the Program. The PforR will require a Strategic Environmental Assessment of the National Tourism Strategy to assess possible indirect and cumulative impacts of tourism development.

Low to moderate social impacts from community and worker health and safety during upgrading of existing tourist sites under the program. Upgrades may consist of signage, small improvements to structures, and improved security measures. Land acquisition is not considered to be a significant risk as these are existing sites with established boundaries.

Risks and opportunities to promote equitable access to the PforR program benefits giving special attention to vulnerable groups, and to locals working in the tourism sector including women. Reverse effect on local tourism workers, due to competition focus amongst private sector which could potentially affect small local businesses in the tourism sector. Site Management Plans will be consulted with local communities.

Result Area 2 will support the regulatory framework, project pipeline development, mobilization of financing (i.e. green bond issuance) and implementation of climate responsive projects (**DLI8**). These activities have a number of economic and health benefits from the reduced risk to human health and welfare that results from lower emissions of greenhouse gases and less global warming and climate change. The climate responsive investments may possibly have social risks and impacts related to land acquisition, labor, community and worker health and safety. The specific climate projects are not known at this time. The program will follow relevant national laws, regulations, and World Bank Policy on Program-for-Results financing in addressing such impacts. Where there are gaps between national laws and Policy on Program-for-Results financing, necessary provisions will be proposed and incorporated into the project operational manual under the PIM/PPP process under Result Area 1.

Result Area 3

Result Area 3 incentivizes improved government accountability and transparency. Activities under this Result Area will disburse against: piloting consistent application of an enhanced regulatory impact assessment process for selected new policies and regulations, including requirements for public consultations; enhancements in regulatory framework for public access to information and data (Access to Information and Open Data); and Improving government responsiveness to social demand for better business and infrastructure services.

These activities are expected to have a number of positive social effects in enhanced transparency and government accountability. Indirect impacts from new policies or regulations are possible. The ESSA has recommended measures to promote equitable access to program benefits, giving special attention to vulnerable groups including women. For example, enhanced capacity for stakeholder engagement within regulatory impact assessment processes; measures to improve the quality of data accessible to the public, including differently abled.

4. Relevant existing environmental and social management system

4.1 Environmental and social assessment and management system

4.1.1 Legal policy framework

The environmental assessment legislation is relatively advanced in Jordan, especially with the recent update of the Environment Protection Law in 2017 (Law 6/2017) and the Decree 69/2020 for Screening and Environmental Licensing.

Law 6/2017 Identifies MOEnv as the entity responsible for protecting the environment. The Law gives MOEnv the authority of issuing environmental licensing, carrying out environmental inspections of establishments, take necessary actions in case of severe pollution incidents. The Law stipulates that environmental licensing for establishments is done through: i) screening the establishments according to the environmental risks of its activities; ii) preparing an Environmental Impact Assessment (EIA), or Preliminary Environmental Impact Assessment (PEIA), by one of the accredited consultants; iii) requiring having MOEnv approval of any modification or expansion of the activities; iv) conducting an environmental audit for existing establishments that could cause environmental impacts or that was established without having an EIA.

Decree 69/2020 screens the establishments to four categories according to their environmental risks: i) high risk (full-fledged EIA required): activities that cause large environmental impacts on elements of the environment and their ecosystem services, or significant risks on the environment and/or human health; ii) moderate risk (PEIA required): activities that cause moderate environmental impacts on elements of the environment, their ecosystem services and/or human health; iii) limited risk (environmental approval required for verifying the location but no environmental assessment instrument is required): activities that cause possible limited impacts on elements of the environment, their ecosystem services and are geographically limited to their locations; and iv) low risk (no need for MOEnv approval, apply general environmental conditions related to noise and disposal of sewage): activities of low environmental impacts.

The Annexes of Decree 69/2020 include four tables that describe different activities under each of the above four categories. The Decree requires that an EIA Committee be formed at MOEnv to review and approve EIAs, PEIAs or environmental licensing requests. The Decree includes certain guidance on minimum distance between different development activities and nearest residence or residential area, which should also consider prevailing wind directions, land use requirements and the conditions of Ministry of Water and Irrigation for drinking water resources. The EIA Committee could give waivers to those minimum distance, if it does not exceed 15% deviation, according to the type of the project and its location. The EIA Committee could upgrade a project from the second to the first category if there is potential for wide or significant impacts. Consultation requirements are limited to the high-risk category of projects, where it is required for the consulting entity preparing the EIA to conduct a scoping session with selected stakeholders by MOEnv for identifying the ToRs of the EIA, and other consultation may be required as necessary. The environmental license is valid for 5 years.

Annex 2 and 3 of the Decree include the minimum requirements that should be included in an EIA and PEIA respectively, and it is clearly mentioned that all environmental, social, cultural and economic impacts should be identified including cumulative impacts. Also, analysis of alternatives, mitigation measures and

remaining impacts (after mitigation) an environmental management and monitoring plan are required per the Decree.

For existing and operating facilities there are certain requirements for conducting an Environmental Audit (EA). This is regulated by the Environmental Auditing instructions issued in 2014. According to those instructions, in case of dangerous violation, the violating institution will be notified on the obligation to do an EA. The EA must be performed by a Consultant approved by the MOEnv within a certain timeline set by the MOEnv. When the EA is approved, the institution shall submit a commitment to implement the mitigation plan with a bank guarantee.

Waste management is regulated by the Framework Law for Waste Management (Law 16/2020). The Law requires waste generators to apply reduction, reuse and recovery of waste and for remaining waste to be treated and disposed according to proper environmental procedures. The Law requires the forming of a High Guiding Committee for Waste Management, with representation from line ministries, which is mandated to approve the national plan for waste management and the associated policies, action plans and related periodic reports, legislation and standards. The Law assigns each specialized entity the management of their correspondent special waste (e.g. Ministry of Health to regulate management of healthcare waste). The Law requires that generators of any amount of hazardous waste to keep records of those amounts and how they are handled, and requires operators of hazardous waste facilities to be licensed from MOEnv and to apply processes that would minimize the environmental impacts of handling and disposal of such hazardous wastes. A number of Decrees have been issued in 2020 related to waste management, including:

- Decree 68/2020: includes certain procedures obtaining a permit for hazardous waste management and certain requirements for segregation, storage, transport, treatment, disposal and process documentation of hazardous waste. The Decree includes specific requirements for the disposal of containers of hazardous substances.
- Decree 85/2020: requires the establishment of an ITS that includes information about the quantities of waste generated (from sources that exceeds 1,000 tons/year non-hazardous waste or any quantities of hazardous waste) waste admitted to transfer stations and landfills, monitoring data of landfill leachate and gas emissions, information about operators of waste handling facilities

Other environmental management aspects related to air quality, water quality and noise are covered under Law 6/2017 and different Decrees and standards that identify emission/discharge standards and ambient air and noise standards.

It is worth noting that the above Laws and Decrees apply in the whole Kingdom, except for the Aqaba Special Economic Zone (ASEZ), where it has its own environmental regulations (Decree 21/2001 for the Protection of the Environment in the Aqaba Special Economic Zone). Decree 21/2001 regulates the EIA system in ASEZ, waste management, protection of natural habitats and includes standards for emissions and ambient air and noise. The EIA system in ASEZ classifies projects to 3 categories according to their risks. As in Decree 69/2020, Decree 21/2001 requires Category 1 projects to prepare a full EIA, and Category 2 to prepare a PEIA, while Category 3 projects do not require an environmental assessment instrument. There is no equivalent to Category 3 in Decree 69/2020, which requires an environmental license without an EIA instrument. The consultation requirements in ASEZ is also limited to Category 1 projects, and it also involves selected stakeholders as the case in Decree 69/2020. Decree 21/2001 includes requirements for carrying out an environmental audit under certain circumstances, such as having a complaint or a

pollution incident from a certain facility. The audit, when deemed necessary, is carried out by a third party that should be approved by the Directorate.

4.1.2 Institutional setup and responsibilities

Both Law 6/2017 and Law 16/2020, and their related Decrees, are implemented by the MOEnv. Environmental licensing is carried out through the Environmental Licensing Department, which receives the licensing applications and a Licensing Committee screens the project to one of the EIA Categories of Decree 69, and those projects under Category 1 and 2 are transferred to the EIA Department to supervise the preparation of EIA and PEIA respectively according to the requirements of Decree 69/2020. EIAs and PEIAs are reviewed by an EIA Committee that includes representatives from different line ministries. When an EIA or PEIA is accepted, the Licensing Department is notified to issue the license. Once the License is issued the EIA/PEIA with the correspondent Environmental Management Plan (EMP) is transferred to the Inspection Department in MOEnv to follow up on the EMP implementation.

The Environmental Inspection Department in MOEnv is carrying out inspection for projects under the 4 EIA categories, even if they do not have an EIA/PEIA. Environmental inspection is coordinated with other inspections, conducted by other entities, per Inspection Law 33/2017. The Law streamlines inspection mandates and processes of several inspectorates in Jordan, including inspection units at MOEnv, MoL, MoTA and Civil Defense Directorate (for safety against fires and community risk issues) and reduces overlapping inspection mandates and unplanned inspection visits. Different Decrees were issued in 2018 to further clarify inspection process, including Decree 110/2018 which identifies the procedures for monitoring and inspections ³that should be followed by different entities, and Decree 113/2018 which identifies the qualifications of inspectors⁴

Decree 21/2001 that are implemented in ASEZ are implemented by the Environmental Regulation Directorate at Aqaba Special Economic Zone Authority (ASEZA). All environmental licensing and inspection activities are carried out by the Directorate and not by the MOEnv as for the rest of the country.

^[1] Including the classification of the economic activity according to its degree of risk, the annual inspection plan, inspection procedures, repeated inspections, inspections according to certain complaints, timing of inspections and reporting requirements. Such procedures should be according to the national strategy for improvement of monitoring and inspection works

^[2] Including required skills, certificates and training courses to be acquired by the inspectors. The Decree identifies certain requirements to be respected by inspectors, including ensuring the confidentiality of data, avoiding conflict of interest, ensuring integrity, and avoiding obstruction of the economic activity of the facility during inspection. MOEnv issued further instructions on the qualifications of environmental inspectors, including having a university degree in a related subject, 3-7 years of experience (according to the degree of seniority) and training courses on different managerial and technical skills.

³ Fires have erupted in the site before and a fire system was installed

⁴ <https://www.eia.ni/en/projects/7285-01>

4.1.3 Implementation performance

The environmental licensing process for new projects is well integrated in the general licensing procedures, especially for large projects of high environmental significance, and MOEnv effectively responds to all licensing request applications. This also includes projects where the proponent is a government or a public entity. Table 4 below shows the number of licenses issued in 2019 and 2020 for different project Categories.

Table 4. Issued Licenses by MOEnv in 2019 and 2020

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

It is worth noting that few EIAs have been refused since the issue of the original environment law in 2003 (according to the EIA Department only 5 EIAs from Category 1 have been refused). The reasons for refusal included using the wrong environmental model, breaching the minimum distance requirements to certain receptor and public objections on the project.

The EIA and Licensing Departments are staffed with 2 and 4 staff respectively, but the EIA/PEIA and licensing decisions are taken by the correspondent committee as mentioned above. As the Licensing Department is responsible to carry a site visit for each Licensing application under categories 1, 2 and 3, it seems the workload for each staff member is relatively high. However, because most of those visits are under Category 3, which are small sites, the Licensing Department is processing all applications on a timely basis. EIA department is supported by technical capacity building from international donors on aspects relating to the new 2020 decree such as risk assessment. EIA department is also working with GIZ on how to incorporate gender into environmental impact assessment.

For environmental inspections, the Inspection Department is planning the inspections based on different factors including the risk level of the project, the compliance and violation record and complaints received from affected persons. When inspection reports certain violations the Inspection Department usually conduct a follow up inspection after 2-4 weeks. If violations continue, the project proponent could be subject to legal procedures that could lead to fines and temporary closure of the facility. Most of the violations are related to inadequate disposal of wastes, dusts, noise, and non-compliance of air emissions and wastewaters with the standards per the analysis of MOEnv accredited labs. Most of the inspections

are precoordinated with project proponents, except if the inspection is triggered by a complaint or a certain environmental issue.

The Inspection Department of MOEnv includes 58 inspectors that cover the whole country, except ASEZ. The inspectors are also supported by the Environment Police Department to handle the violations. In terms of staffing related to the total facilities that are subject of inspections the available capacity in the Inspection Department is relatively limited. The focus of the Inspection Department is more on operating projects with limited inspections on construction projects, as the latter is usually done following a complaint.

In terms of waste management, the Waste Department in MOEnv is mandated to coordinate the High Committee of Waste Management, which includes representatives from line ministries that are regulating the wastes related to their domains. There is one facility managed by MOEnv, the Swaqa hazardous waste treatment facility that is authorized to receive, treat and dispose hazardous wastes. The facility is located about 125 km south of Amman and has started operation in the late 1990s. The site receives different types of hazardous waste, mostly expired medicine from pharmaceutical plants, and special waste including IT waste, asbestos, expired and waste chemicals, etc. The site is located over about 800 ha (only one quarter is used till today) and it includes hangers for different types of waste and 6 landfilling cells for stable waste. The site is provided with fire extinguishing system^[1] and a groundwater monitoring well. In addition to Swaqa facility, there are 5 licensed companies for treating hazardous healthcare waste (in autoclaves), 2 incinerators for healthcare waste, 3 factories for recycling acid-lead batteries, 5 companies for dismantling electronic waste, a number of facilities for recycling used oils and a number of companies for recycling used tires. Furthermore, there are 12 licensed companies for transferring hazardous waste from generators to Swaqa and other waste recycling/treatment centers. According to the above, it is considered that the country has well established infrastructure for hazardous waste management, which could serve different developers, however, there is room for improvements to this system through providing further control measures and treatment processes in Swaqa site.

It is worth noting that the Netherlands Commission for Environmental Assessment conducted an assessment of the ESIA system in collaboration with MOEnv in February 2020^[2] and the conclusions of the assessment are summarized in the following:

- There is a strong regulatory framework, with clear and effective mechanisms for the important steps in the process, such as screening and review. The procedure is user-friendly, and timelines are upheld.
- There is a steady level of ESIA practice in Jordan: around 30 comprehensive ESIA's are undertaken on an annual basis. A professional community has grown around this practice, consisting predominantly of governmental staff and consultants, but complemented in small numbers by academics and experts working for international organizations
- There is room for improvement, especially concerning the follow-up on these measures during project implementation. Here both requirements and practice are less strong
- Jordan could benefit from increased stakeholder engagement in ESIA. This calls for the development of capacity amongst NGOs, as well as for improving the arrangements for stakeholder engagement
- There is a need to strengthen capacity amongst government staff at the Ministry who have a task in the ESIA procedure, the technical committee in charge of review, and those involved in compliance monitoring and enforcement of the conditions that are attached to environmental approval on the basis of the ESIA's

- There may be potential to tie ESIA more directly to topics that are high on the political and social agenda, such as climate resilience and water security

4.1.4 Main gaps

In general, the environmental and social assessment and management system includes an adequate legal framework to guide environmental and social impact assessment, mitigation, management and monitoring for the PforR expected activities. The system functions with clear articulation of institutional responsibilities for different entities, and regulatory bodies have capacity, that needs to be improved as indicated below, to operate the system to a reasonable degree of efficacy. However, the following gaps were observed between the system and the requirements of Core Principle 1 of the PforR Policy⁵:

- The environmental laws and regulations do not require preparation of a Strategic Environmental Assessment for major developments, masterplans and sectoral strategies. Absence of such requirement is a lost opportunity to integrate environmental and social aspects in an early stage of planning such strategies and masterplans. This is applicable to some of the PforR requirements, such as the development of a Strategy for Tourism.
- The consultation requirements are limited projects from Category 1 and consulted parties might not cover the whole range of stakeholders that could be impacted or interested in the environmental and social performance of the project.
- There are no requirements for EIA disclosure to establish transparency with stakeholders. There may be some concerns from developers that disclosing EIAs may lead to having access to sensitive process/marketing information by their competitors, however, there could be a process to only disclose environmental and social aspects and remove such sensitive information from the disclosed versions.
- The capacity of MOEnv to follow up and enforce the implementation of mitigation measures as required in EIAs and other special conditions are limited. The workforce, although working according to the risk levels of projects, would not be sufficient to cover an effective and comprehensive enforcement of EIA requirements. This is particularly applicable to the construction phase, as environmental inspections are derived by complains, where some recommended measures in the design and during construction of projects may be missed.
- Sometimes developers do not mobilize enough resources (human resources and investments) to adequately manage their commitments in EIAs, PEIAs or special conditions. In those cases, such developers treat environmental assessment instruments as a licensing requirement that does not imply further commitments during implementation. In many cases this risk is captured through the environmental inspection process, but such inspection is only capable to capture certain percentage of violations.
- Only a limited amount of social aspects are addressed in the impact assessment. Gender and vulnerability considerations are not required to be addressed.
-

⁵ Core Principal #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

4.2 Natural habitats system

4.2.1 Legal policy framework

Law 6/2017, as the main environmental law in the Kingdom, is addressing biodiversity and natural habitats. The Law bans any activities that could negatively impact protected areas and terrestrial and marine habitats, such as removal or hunting of terrestrial/marine species, ruin geological or geographic features or habitats, mining, road construction or any agricultural, industrial or commercial activities with such effect, except the are allowed in the specific plan of the protected area.

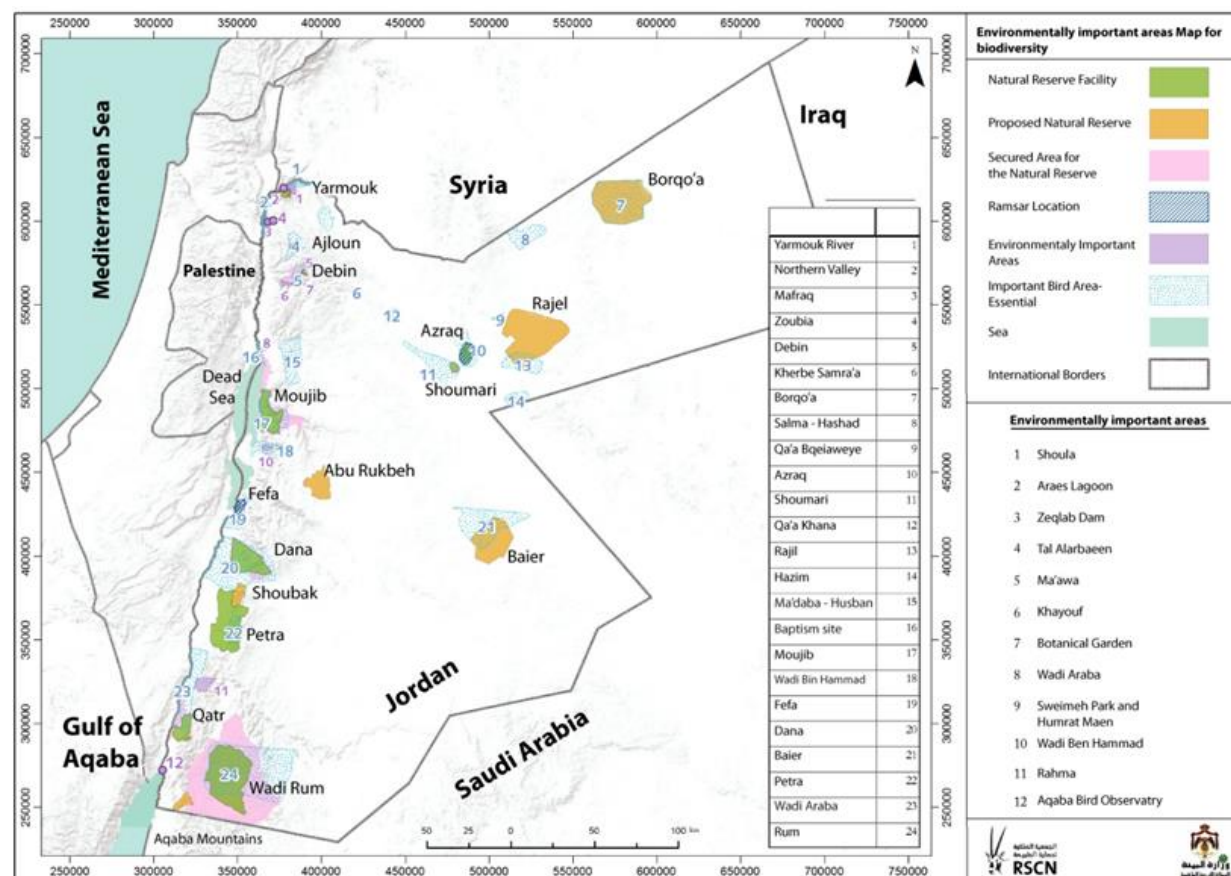
Decree 29/2005 defines the procedures for identifying an area declared as a natural protected site or national park, including the purpose of having the subject areas protected, the borders of the area, the needed studies to support the request and the protection measures. The Council of Ministers assigns the responsible body for managing protected area by an official Decree, and the assigned body provides a detailed management plan for the area within 1.5 years from the issuing the Decree. It is worth noting that, according to interviews with MOEnv during the preparation of this ESSA, Decree 29/2005 is under further study to be updated, and the draft update includes certain provisions for protection from intrusive and alien species, ecosystem services and benefit sharing among others.

In 2013, MOEnv issued instructions for protection and management of areas that require special protection. According to those instructions, special protected areas have environmental and natural significance, and consequent cultural significance, and are not included in the national network of natural protected areas. The instructions detail the technical requirements and procedures for identifying special protection areas. Annex 1 of the instructions includes a template to be filled for the land use restrictions in those special protected areas, and Annex 2 includes the information to be provided with the request for adding an area to the special protection areas.

Currently there are 12 declared protected areas in Jordan and 7 areas are under study for being declared protected, as shown in Figure 1 below. There are 2 Ramsar sites, both are in protected areas, 27 important bird areas (12 of them are in the declared protected areas) and 24 natural sites and environmental special areas.

In ASEZ, Decree 21/2001 also address the protection of natural habitats and biodiversity in the zone. According to the Decree the hunting or killing wild birds and animals, and possessing, transporting, selling, displaying for sale dead or live birds, or destroying nests or eggs of such birds are prohibited. The Decree also prohibits the pollution of the marine environment, which will affect marine habitats. It is worth noting that 2 of the 12 protected areas are in ASEZ, as shown in Figure 1: Aqaba Marine Reserve and Wadi Rum. In addition, an SCA is located at Aqaba which is the Aqaba Bird Observatory

Figure 1: Network of Jordan's protected areas map



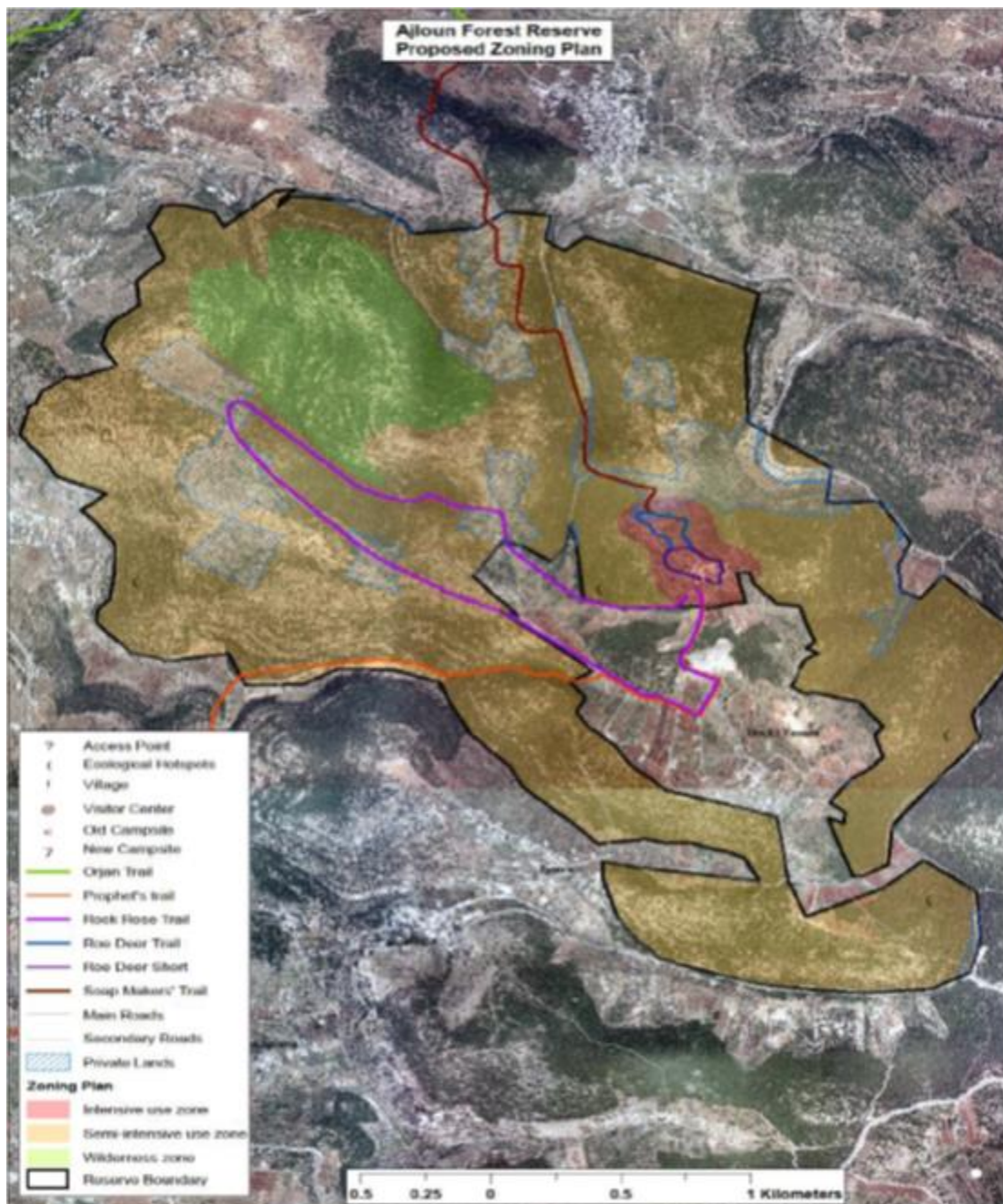
4.2.2 Institutional setup and responsibilities

MOEnv is responsible for preserving biodiversity, the protected areas and the areas of special environmental significance per Law 6/2017. The Directorate of Nature Conservation in MOEnv is mandated to manage natural habitats and protected areas, and it is the national focal point for the Conventions on Biological Diversity (CBD). However, according to Decree 21/2001, ASEZA is mandated to monitor the quality of marine environment and biodiversity.

MOEnv has assigned the Royal Society for the Conservation of Nature (RSCN), which is an independent national organization devoted for the conservation of Jordan's natural resources, the management of 10, of the 12, protected areas through memorandum of understanding. For each of those protected areas, RSCN prepares a management plan (with span of 3-5 years) and submits it to MOEnv for approval. After MOEnv approval, RSNC sends periodic reports to MOEnv which monitors how well the management plans are being implemented. The management plans include the biodiversity features of the area, different sensitivities and threats, protection measures that are needed and the limitations on land use and activities.

For the 2 protected areas in the ASEZ, ASEZA has signed a MOU with the MOEnv to strengthen the governance and reporting in the same manner done by RSCN and mentioned above. (Figure 2 below presents land use map for Ajloun Forest Reserve).

Figure 3: Land use zoning for Ajloun Forest Reserve



It is worth noting that there is a kind of overlap with Ministry of Agriculture (MoA) on the management of the forest protected areas (3 out of the 12 protected areas) as the Agriculture Law 13/2015 regulates the hunting and grazing in forest areas, and this is overcome through assigning RSCN to manage those protected areas and implement measures for preventing hunting and regulating grazing that complies with the both the Agriculture Law and the protection needs of the area.

4.2.3 Implementation performance

The management of protected areas, in terms of putting in place appropriate plans and implementing those plans on ground, are effective. The MOEnv Directorate of Nature Conservation has 7 staff members which is adequate to cover the policies and strategies of conservation of natural habitats, review and oversee the implementation of management plans for protected areas. RSCN includes a total of about 240 staff, including reserve rangers, which implement the management plans inside protected areas. According to the interviews carried out by the ESSA team, management is adequate inside protected areas and violations are limited in number and usually captured. The income generated by tourism in protected area is participating to the financial resources available for the management of those areas, and in 2019 (pre-COVID-19) the income in 10 protected areas was about JD 2 million, which was made a major contribution to the management costs of those protected areas. These protected areas managed by RSCN are considered development foci and have contributed positively to the establishment of many projects and contributed to the socio-economic development.

The main threats (such as hunting, habitat degradation, overgrazing) are in the natural habitats that are not within the 12 protected areas. The risks of impacting natural habitats, out of the protected areas, from development projects are captured through the EIA system as new projects are overlaid through the biodiversity sensitivity map (Figure 1) and in case any of the natural habitats could be impacted, the EIA Committee (where RSCN has a representative) either request changing the location of the project or demand certain mitigation measures to ensure that the risks and impacts on natural habitats are minimized.

4.2.4 Main gaps

The system for conservation of natural habitats is quite organized and functions well, and it is considered in alignment with Core Principle 2^[1]. Two gaps were identified according to the above analysis:

- Projects in natural habitats outside protected areas that may be supported by the PforR may not have sufficient resources, as indicated in one of the gaps in the EIA system, to manage the designated mitigation measures to ensure minimizing the risks on natural habitats
- With decreased income from tourism after the COVID-19 pandemic, and the weak budget allocated for nature conservation; the finance to natural habitats may not be sufficient to maintain adequate management of protected areas at the same pre-COVID-19 level.

^[1] 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

4.3. Cultural heritage system

4.3.1. Legal policy framework

Physical cultural resources in Jordan are mainly the archeological sites of previous civilizations, related movable artifacts and sites with specific urban heritage value. The main law regulating archeological sites and antiquities is the Law of Antiquities 21/1988⁶. The Law defines antiquities as any movable or immovable object which was made, written, inscribed, built, discovered or modified by a human being

⁶ Amended by Law 23/2004

before the year AD 1750⁷, and human, animal or plant remains which date back before AD 600. The law details the duties and responsibilities entrusted to the Department of Antiquities (DoA). It states that the ownership of immovable antiquities is limited in the state, and that ownership of the land does not give its owner the right to own the antiquities on its surface or in its interior and does not entitle him to excavate antiquities in it.

Law 21/1988 states that it is prohibited to destroy, sabotage, or deface antiquities, or cause any damage to them, including changing their features or separating any of its parts, altering it, sticking advertisements on it or placing signs over it. It is not permissible to permit the establishment of any construction, including buildings and fences, unless it is far from any trace by a distance ranging between 5-25 meters. It is permissible, by decision of the Minister, upon the recommendation of the Director of Antiquities, to increase this distance. It is prohibited to set up heavy or dangerous industries, fire lime, or quarries at a distance of less than a kilometer.

The DoA exclusively has the right to carry out excavation work for antiquities in the Kingdom, and with the approval of the Minister, it allows institutions, bodies, scientific societies and archaeological missions to excavate antiquities with a license. It is prohibited for any person to excavate for antiquities anywhere in the Kingdom, even if it is owned by him without a license. The law stipulates that it is forbidden to trade in antiquities in the Kingdom.

Law 5/2005 regulates the management of urban heritage and architectural sites. The Law identifies cultural heritage sites as any location (e.g. public spaces or landscapes) or building that is of importance either with regards to the structural technique, or its relation to a historically important personality, or its relationship to important national or religious events and was constructed after the year 1750. The law stipulates the formation of a National Committee for the Protection of the Urban Heritage and provide details on its duties and responsibilities. It also calls for the establishment of the Built and Urban Heritage Protection Fund and states its different potential financial resources and the different alternatives of disbursement from the fund, including acquiring heritage sites from their owners and support owners to restore their cultural sites. This law forbids to demolish, destroy, or vandalize the heritage sites or cause any damage to them and gives the owner of the heritage site incentive to exploit and preserve it.

The Ministry of Tourism and Antiquities (MoTA) issued Decree 23/2014 for regulating the management of tourist sites. The Decree defines tourist sites as areas of lands or water springs that the Ministry identifies as tourist areas, and this includes antiquity, urban heritage and architectural sites.⁸The Decree aims at regulating the management, preservation, development, investment and maintenance of tourist sites in line with its cultural, archaeological and environmental importance and preparing it to receive visitors. The Decree states the establishment of a Tourism Sites Management Committee to be responsible for implementing the requirements of this Decree. In 2021 MoTA has prepared draft instructions for regulating investments and different activities in tourist sites, those instructions put certain conditions for organizing different activities and events in tourist sites including respecting the cultural and religious values of the Jordanian culture, ensuring the health and safety of the workers and visitors, providing necessary mobile medical units and first aid facilities, using renewable energy to the extent possible and if mobile generators will be used they should be silent, providing adequate waste management facilities, avoid any damage to the environment (e.g. cutting trees or hunting wild animals)

⁷ Could be after that if declared by the Minister as antiquity in the Official Gazette

⁸ List of tourist sites have been issued by MoTA

and antiquities and cultural sites, maintaining car parks that would be sufficient for the number of visitors.

4.3.2. Institutional setup and responsibilities

The responsibility for protecting antiquities and cultural sites falls upon the DoA, which directly reports to the Minister of MoTA. Under MoTA Secretary General there is a Department for the management of tourist sites, which is mandated to fulfill the requirements of Decree 23/2014 mentioned above.

Some Decrees have been issued for the management of 23 tourist/antiquity sites, such as Decree 44/2017 for the establishment of the Baptism Site Authority which is responsible for the protection and management of the Baptism site on the River Jordan.

4.3.3. Implementation performance

The highest performance record in management of antiquity and heritage sites is for the World Heritage Sites. Currently there are 5 World Heritage Sites in Jordan that are supported by UNESCO: Petra site (Ma'An Governorate); Qusayr Umrah (Zarqa Governorate); Um Ar-Rasas (Madaba Governorate); Wadi Rum (Aqaba Governorate) and Maghtas of Baptism site (Balqa Governorate). UNESCO is following closely on those sites and provides support to DoA, in terms of training and capacity building to ensure adequate management and protection of those sites.

Other antiquity and heritage sites do not receive the same attention, but DoA in cooperation with USAID, through the Building Economic Sustainability Through Tourism Project (BEST), has prepared Standards Operation Procedures (SOP) applicable to tourism and cultural heritage sites which will be rolled out. The SOPs provide processes for maintenance, repair, sanitization and cleaning standards at cultural heritage sites. The SOPs include zoning of the site and each of the zones has different maintenance regimes, staff allocations and priorities (Figure 3 shows an example for the zoning of Amman Citadel). For the Citadel Site in Amman, USAID has further supported the development of a detailed site conservation and management plan based on the general SOP. Reportedly the Citadel Site Management Plan⁹ was consulted extensively during its development. While MoTa and DoA will start by implementing the Citadel management plan as a pilot and will start to use the general SOPs at all sites, site-specific management plans, and related resources, currently do not exist in many of the cultural heritage and tourist sites. This is basically because the DoA budget and manpower are not sufficient to maintain and conserve all these sites, an issue that would be addressed by the PforR.

⁹ Standard Operating Procedures and Guidelines. The Amman Citadel Site Report DRAFT 2019, USAID Building Economic Sustainability Through Tourism Project

Figure 4. Amman Citadel Zoning Plan as in the SOP of 2019



DoA and MoTA maintain on-going dialogue with communities surrounding many tourist sites with an effort to promote economic opportunities. Consultations with a variety of stakeholders should be systematically undertaken as part of the process of developing all site-specific management plans, and the plans themselves should assign responsibilities for community liaison.

In terms of keeping the buffer zones around antiquity sites (5-20 meters for normal activities and 1 km for heavy and polluting industries) as required by Law 21/1988, this is well respected especially with having a representative from MoTA in the EIA committee and the good coordination with MOEnv. MOEnv gives high importance to keeping the buffer zones as mentioned previously.

In terms of chance finds, the requirements of Law 21/1988 are clear and well addressed in management arrangements of construction works that include major excavation works. It seems that the resources available to DoA and its branches would not be sufficient to ensure monitoring of all excavation sites, but DoA strategizes such monitoring in the areas where it is likely to find some antiquities. Recently, a major project, a box culvert for storm water, has been stopped in Amman as there were some archeological findings during the excavation works of the project, and, accordingly, DoA conducted a geophysical survey

of the area which confirmed existence of major archeological remains that require long-term archeological research. In a common announcement between Amman Municipality and DoA on January 7, 2021, it was announced that works on the culvert projects have stopped and other alternatives for the culvert will be studied.¹⁰

4.3.4. Main gaps

The main assessed gaps, related to Core Principle 2, in the cultural heritage system are:

- There are no management plans for many of the archeological and urban heritage sites, and the resources available to DoA are not sufficient to carry out the needed maintenance and restoration of such sites.
- As management plans are developed, they should be systematically consulted with surrounding communities and community liaison roles assigned.
- There are no specific guidelines for the restoration of archeological structures in Jordan. Accordingly, the restoration of some structures, if included in the PforR, needs to follow international best practices.

4.4. Health and safety system

4.4.1. Legal policy framework

Overall there is a national legal framework for health and safety that covers the requirements of Core Principle 3: i) construction and/or operations of facilities or other operational practices under the PforR Program and (ii) exposure to toxic chemicals, hazardous wastes, and other dangerous materials under the PforR Program, noting that the PforR is not expected to include reconstruction or rehabilitation of infrastructure located in areas prone to natural hazards.

Chapter 9 of the Jordanian Labor Law No. (8) (1996) includes general provisions for occupational health and safety at the workplace. Under the law, employers are required to abide by all occupational health and safety standards set by the Labor Law. The law requires employers to protect workers from hazards caused by the nature of the job or its tools, provide any necessary protective equipment, train workers on hazards and prevention measures, provide first aid as necessitated by the job, and protect employees from explosions or fires by storing flammable materials appropriately. The law (article 80) requires the employer to take precautions necessary to protect employees from hazards that are life threatening.

Under Article 78, the employer must provide necessary precautions and personal protection to protect employees from hazards and diseases. The employer must inform the employee of the risks and hazards and provide instructions. Emergency facilities and equipment must be provided. All of the above is provided at the employer's expense.

Articles under Chapter 10 of the Labor Law (titled "Work Injuries and Occupational Diseases") provide for remedies and compensation related to work injuries and occupational diseases.

Recent Amendments Following the issue of the Labor Law in 1996, several regulations have further detailed the requirements for different OHS aspects, including:

¹⁰ Source (in Arabic): <http://doa.gov.jo/NewsViewen.aspx?Id=42>

Regulation No. 7 of 1998 on Forming Committees and Supervisors of Occupational Safety and Health (OHS) (relating to LC, art. 85) sets out the requirement for occupational safety and health committees and supervisors in enterprises with over 20 workers (establishments with over 20 workers should have a full-time OHS technician and those over 50 workers should have a full-time technician plus an OHS committee) in the sectors specified by the Ministry of Labor. Regulation 7 provides the details the qualifications and the responsibilities of those supervisors/committees in managing OHS within the establishment.

Regulation 42/1998: which regulates prevention and therapeutic medical care of workers. The regulation identifies the duties of employers for providing medical care for the workers to prevent and treat vocational diseases

- Regulation 43/1998: which includes the required measures to protect workers from mechanical, electrical and chemical risks at workplace.
- Regulation 56/1998: which regulates the work of Labor Inspectors. The Regulation identifies the qualifications, duties and procedures for OHS inspectors.

It worth noting that Regulations 7, 42 and 43 are currently under revision and would be updated/modified in the coming period.

Regarding safety of structures and fire safety precautions in buildings, the General Buildings Law 9/1993 provides the requirements for ensuring the structural stability of all types of constructions including different types of buildings, roads and bridges. The Law requires the establishment of a committee to prepare engineering codes for the design, construction, supervision, maintenance and operation of different structures to ensure the public safety. The issues related to hazardous chemicals and wastes were previously addressed as part of the environmental and social assessment system.

To ensure continuity of administrative services and reducing burdens During the COVID-19 crisis, the Prime Minister's office issued a Policy document (2020) to serve as a guiding reference to help government institutions to provide vital administrative government services to individuals and business owners and to ensure their continuity and uninterrupted provision during the pandemic by identifying organizational options and policies derived from international best practices, re-adapting and simplifying services and identifying the expected risks of alternative procedures,

4.4.2. Institutional setup and responsibilities

The National labour inspectorate under the Ministry of Labour (MoL), is responsible for labor law enforcement). The aspects related to fire safety are addressed in the Modified Law for General Security 14/2020. The Law assigns the Directorate for Civil Defense to review the plans of different projects that are sent from Municipalities to check the measures for preventing the risks of fire. The Directorate of Civil Defense is also mandated to check the fire safety requirements at commercial and industrial facilities to make sure the needed measures are in place.

The labor law is not explicit regarding non-discrimination and equal opportunity. However, the Constitution of the Hashemite Kingdom of Jordan, Article 6 states that all Jordanians are equal before the law, and prohibits discrimination on grounds of race, language or religion. Jordan has ratified the two core ILO conventions addressing discrimination in respect of employment and occupation: 1) the Equal Remuneration Convention No. 100 of 1951 (C100) and 2) the Discrimination (Employment and Occupation) Convention No. 111 of 1958 (C111).

The Jordanian Labor Law protects women from discrimination during pregnancy and while on maternity leave. Employers may not terminate women starting from the sixth month of pregnancy or during maternity leave. The labor law is not explicit regarding measures to prevent or address sexual harassment, intimidation, or exploitation in the workplace. It is also vital to ensure pay equity for male and females. However, MoL has issued the Code of Conduct for Employers and Employees in the Workplace to be adopted by companies as part of their annual registration process will be applied during the project implementation period. The Codes make explicit references to sexual harassment and gender-based discrimination and specify Grievance Redress Mechanisms in the instructions. The Code should be part of the workers contracts package.

The Jordan National Defense Law No. 13 of 1992 has come into force as of 17 March 2020 following a royal decree issued upon the recommendation of the Council of Ministers. The law grants the Prime Minister wide powers to undertake all necessary measures to combat the COVID-19 outbreak in the Kingdom, including the temporary suspension of ordinary legislation.

Regarding the COVID-19 pandemic, Ministry of Health is mandated to issue the instructions related to infection control and case management. Defense Order No. (8) was issued on 15 April 2020 and relates to protecting public health and limiting the spread of the coronavirus. It outlines several actions to be carried out by all Jordanians and foreign residents alike, currently present in the Kingdom, including a) all individuals must immediately notify the competent authorities if they are infected by the coronavirus. They must also inform the authorities if they have come into close contact with an individual who has contracted the virus, and disclose any infection they are aware of; b) all individuals must adhere to the decisions, measures and procedures laid out by the competent authorities and the Epidemic Investigation Committee, including medical quarantine and home lockdown; c) all individuals must respect the privacy of patients infected by the virus or those being suspected of having the virus, and refrain from sharing any private information relating to any COVID-19 patients, or take part in disseminating such information through social media or otherwise.

4.4.3. Implementation performance

MoL in Jordan has been working with the ILO for several years to strengthen the enforcement of labour laws, and the government is making a substantial effort to enforce the law. In 2016, there were 256 inspectors distributed across 35 local labour offices carrying out 60,617 inspections, issuing over 5,000 warnings and closing 516 workplaces for failures to observe the labour law¹¹.

MoL includes OHS Division that is responsible of conducting related inspections. The Division includes only 18 OHS inspectors that cover the whole country; and the OHS inspections are also covered under the general Inspection Law 33/2017, which has been presented earlier in this report. The labor force available to the OHS division is believed to be insufficient for effective enforcement of the OHS requirements of the Labor Law, especially that the general OHS awareness among contractors and labor force is relatively low.

¹¹ US Department of State (USDoS), 2017. *Country Reports on Human Rights Practices – Jordan*: <https://www.state.gov/reports/2017-country-reports-on-human-rights-practices/>

This is particularly evident in the construction sector, which is one of three sectors (along with retail and hospitality) accounting for half of all work-related OHS incidents¹². OHS Division is also responsible for covering constructions sites which makes the load on this Division even higher. Labor inspectors also lack logistical support. Furthermore, some sectors such as agricultural and domestic work have remain excluded from the national labour inspection system leaving workers in these sectors without sufficient access to legal protection ¹³. Ministry of labor is currently drafting an Agricultural by-law to partially address this gap and ILO is working with MoL on an upgraded Labor Inspection Information Management System and labour inspection tools available to inspectors, including checklists, manuals and standards of practice.

It is worth noting that environmental inspections, described in a previous Section of the report, also cover OHS aspects, however, environmental inspectors are not legally mandated to issue OHS violations, therefore, in case they observe such violations they report it to MoL whom follows up on this.

For the fire safety aspects, integrating fire safety aspects in the licensing procedures of new works well, and the Directorate of Civil Defense is following up on the safety needs, however, there is a risk that project proponents do not adequately maintain fire safety.

In terms of COVID-19 management, Jordan has been one of the first countries in the region to take strong measures to minimize the risk of infection. Ministry of Health has issued clear instructions for lock-downs and other precautionary measures in different sectors to stop the spread of the disease. It is worth noting that the World Bank is supporting the COVID-19 Emergency Response Project that is currently under implementation.

4.4.4. Main gaps

While there are no specific gaps, in relation to Core Principle 3, in the laws and the standards, the following main gaps are identified in terms of institutional capacity of implementing agencies:

- Enforcement of occupational health and safety remains weak, with insufficient numbers of labor inspectors (USDoS, 2019). However it is worth noting that that the World Bank's economic opportunities PforR supports a number of improvements in MoL systems including issuing a bylaw specifying acceptable working conditions in the agriculture sector, improving the risk-based inspections enhanced by an ICT system, improving the GRM system related to workers complaints and issuing inspections manuals for different sectors
- The construction workers seem to be at relatively higher OHS risks due to the various risks in the industry, the low level of awareness among contractors, especially small scale ones, and the large number of construction sites that cannot be effectively covered by MoL inspections

4.5. Land acquisition system

4.5.1. Legal policy framework and provisions

Land Acquisition Law (LAL) 1987, Decree 12: Land acquisition is undertaken in accordance with Decree (12) of 1987 referred to as the Land Acquisition Law (LAL) and in accordance to its amendments. The LAL

¹² ILO, 2018. *Decent Work Country Programme – The Hashemite Kingdom of Jordan*: https://www.ilo.org/wcmsp5/groups/public/---arabstates/---ro-beirut/documents/genericdocument/wcms_656566.pdf

¹³ Ibid

applies in all cases of land acquisition in the Kingdom of Jordan. There have been no significant changes to the regulatory framework governing land acquisition since 2017. Based on World Bank experience in other projects, and MOEnv procedures, the land tenure system and key provisions of the LAL as well as gaps between practices and the PforR Core Principle #4 are described and summarized below.

Land and Property Ownership

Private land: Article 7 of the LAL specifies that the owner of the property is the person in whose name the property is registered at the Land Registry. If the property is not registered, the person seizing the land on the day of issuance of the Council of Ministers' Resolution to acquire shall, for the purposes of compensation, be considered the owner. This stipulation does not preclude anyone else from claiming ownership through the courts. The entitlements of legally established renters are also confirmed.

The Jordanian LAL in Article 11 does not place limit on what a PAP can be compensated for. However, it permits expropriation without compensation for up to 25% of the area of a plot if the purpose of the expropriation is for:

- Linear projects, e.g. the construction, or expansion/widening of a road, or
- The construction of a government housing project

Article 12 of the LAL stated that, if for the above purposes all the area is expropriated or if what is left is not of use, compensation shall be paid in full for the whole property without any part being acquired for free.

Multiple ownerships: It is the general practice of the government of Jordan to deal with the multiple owners as a body and to ask them to select a representative to act and negotiate on their behalf. Nonetheless, all owners or shareholders will be entitled to property compensation according to their shares.

Government lands: The process of acquisition of government lands and assets will be handled through intra-government discussions and agreements.

Tribal lands: There are no specific provisions in the LAL or other legislation for tribal lands to be acquired or for the loss of traditional use rights. However, all lands affected by the project are registered by the appropriate authority to owners or government departments (or are under dispute).

Improvements and water rights: Compensation for farmlands may include separately itemized compensations for features such as walls, greenhouses, wells, water rights, etc.

Article 10 of LAL clearly stated that compensation should be fair to all PAPs, - both owners and renters. Owners should be compensated for their properties which include not limited to buildings, improvements, trees and, etc. at full replacement cost. In principle, any damage or injury caused by the project may be compensated.

Crops and trees: Under the LAL, tree and annual crops are subject to compensation but no guidelines are defined except that the expropriation shall be in consideration of an equitable compensation.

Renters: The LAL restricts the awards to renters proportionately as a percentage of the compensation for the plot. The highest amounts payable to renters are:

- (a) 15% of the compensation of the plot, if the payment is to compensate for property occupied for industrial or commercial purposes,
- (b) 5% of the compensation of the plot, if the payment is to compensate for property occupied for any other purpose.

The LAL does not preclude private agreements between renters and owners as settlement without the agreement of the renter is extremely unlikely.

Source of funds: The necessary funds for compensation will be provided by the Government of Jordan as part of its contribution to the project. The total compensation amount allocated shall be kept in a separate budget line item in the Department of Lands and Survey (DLS), a Department of the Ministry of Finance or the appropriate government agency.

Key Land Acquisition Provisions

Conditions for land acquisitions: Article 3 and Article 9 of the LAL stated the two main conditions under which land can be expropriated:

- No land can be taken away unless it is for public benefit and that there is fair and just compensation for any Project Affected Peoples (PAPs) -Article 3 of the LAL
- The law requires direct negotiation between the purchasers or public benefit project and land owners until agreement is reached - Article 9 of LAL. In the event that agreement cannot be found between the two parties' cases are referred to the Primary Court that has jurisdiction in this area and to higher courts if necessary.

Compensation for expropriated land: Article 10 of LAL states compensation should be fair to both PAP owners and tenants. Owners should be compensated for their properties including (e.g., buildings, improvements, trees) at full replacement cost.

Compensation Principles: Articles 11-26 of the LAL lists the following key principles and stages under which compensation shall be processed:

- Setting the proper amount of compensation for land value is dependent on:
 - The amount of land confiscated
 - The purpose of confiscation
 - The percentage of land confiscated and,
 - The status and size of the leftover land.
- The landowner is responsible for paying any previous taxes on the property concerned prior to compensation.
- Upon final agreement reached on compensation amount, approval and authentication by the Directorate of Land followed by an authentication of the Cabinet is required,

- The relevant party or the public benefit project is required to pay the compensation to the landowner directly or deposited the full compensation amount in the Treasury under the beneficiary name within three months.
- Non-payment results in a 9% annual interest being added to the compensation starting the day after the three month's period.

4.5.2. Institutional setup and responsibilities

Decree 12, 1987 provides all concerned parties involved in land acquisition with a clear summary of the process to be followed and defines the roles of the various parties.

Land expropriation approval: Land expropriation requires the Cabinet's approval. When acquiring land, public benefits projects are required to provide fair compensation and are subjected to provide evidence that they have the needed resources to pay compensations relating to their operations.

Articles 3.9B and 10 of the LAL stated that direct negotiation between land owners and the relevant purchasing party or public benefit project should occur to allow for agreement to be made on a fair and just level of compensation of any confiscated land.

In the cases where the parties reach into negotiated agreement, the project will ensure that compensation for land is directed to the PAPs or placed under bank accounts in their names in accordance with the Land Acquisition Law of 1987, article 16. Grievance procedures are set according to articles 10-14 of the Land Acquisition Law.

Valuation committee: Valuation committee will be established, and its primary responsibility is to estimate fair compensation for expropriated lands and properties. According to LAL, valuation methods will include the following steps:

- Demonstration of public benefit from the project concerned.
- Assessment of replacement values of confiscated land.
- Establishment of compensation rates for all assets to be confiscated.

Valuations are based on current land values and prices. While the Valuation Committee essentially governmental in its make-up, the law specifically empowers the Director of Lands and Surveys to call upon any advice in a review of compensation if necessary.

Residential building: Residential building acquisition procedures in Jordan are similar to land acquisition procedures charted in Table 4 below, as stated in Land Expropriation Decree 12, 1987, through residential building acquisitions not subject to Prime Ministerial approval, and the process for acquiring residential building is listed below:

- A committee is formed at the local district or municipality level at the request of the appropriate ministry to value the structures affected. This committee comprises the district representatives of the Ministries represented on the acquisition committee, namely the MOPWH, Department of Lands and Survey, Ministry of Finance, Ministry Agriculture, and the Auditing Bureau.
- This committee evaluates the affected structures and provides a valuation report. The valuation is given on a unit rate per square meter. This valuation is presented to the owner who may object. A

period of 30 days is permitted for objection. If they wish the committee may seek additional technical assistance in drawing up their valuation,

- If no objection is forthcoming, the valuation report is sent to the Minister of Finance for approval. If objections are raised the valuation is not forwarded to the Minister and negotiations are entered into. If these are successfully concluded the process is restarted and the agreed valuation passed on to the Minister. If no agreement is reached the issue is referred to the courts.
- After ministerial approval the valuation report is forwarded to the Director of Lands and Survey for payment. The funds utilized are drawn from specific appropriate agency budget allocations.

Table 5. Procedure for Land Expropriation: Decree 12 of 1987

Project Proponent	Other Relevant Agencies	Project Affected Persons
Step 1: The appropriate project proponent provides detailed information on the land and properties to be expropriated.	The relevant agency assists the concerned project proponent to identify and finalize information on the land and properties to be expropriated.	
Step 2: The appropriate project proponent announces in two daily newspapers the municipality intent to expropriate specified land, providing full details.	The relevant agency will help the project proponent to estimate the budget for the proposed expropriation and ensure budget allocations.	Any objection to the acquisition must be lodged within 15 days of publications of the intent to acquire
Step 3: Establish valuation committee (VC) to estimate compensation (valuations are based on current land values and prices).	Appropriate agencies will monitor the valuation process and make sure total cost within the allocated budget.	
Step 4: Announce the details of land acquisition profile including compensation cost and publish them in the official magazine.		Step 5: Affected persons will have 30 days to discuss the offered compensation with concerned authorities and valuation committee. Owners have the right to object, and appeal against the amount offered to them.
Step 6: Negotiation and establish final offer in full coordination with valuation committee.		Step 7: If no agreement is reached, owners have recourse to the Courts.
Step 8: Approval by appropriate authorities	Step 9: The cost of compensation is finalized on ratification is made by the appropriate authorities.	

Project Proponent	Other Relevant Agencies	Project Affected Persons
Step 10: Disburse funds to PAPs.	The designated authority will follow-up and ensure that PAPs receive their compensation without any delay.	
	Step 11: Judicial involvement when no agreement is reached.	

4.5.3. Main gaps

The potential investments under PIM and PPP in Result Area one, and the climate response investments in Result Area 2 may very likely have footprint on the ground and require land for their construction or development, thus triggering the issue of possible land acquisition using eminent domain. These investments under the project would need to follow Jordanian laws of land acquisition as well as World Bank Policy on Program-for-Results Financing. It is therefore important to understand the differences and gaps between Jordanian Land Acquisition Law and core principles of the World Bank Policy on Program-for-Results Financing, specifically 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.

The gap analysis between the Core Principle #4 and Jordanian Law covers, but is not limited to the following elements:

- Avoiding or minimizing land acquisition and related adverse impacts
- Addressing economic or social impacts caused by land acquisition. This should include the impacts on those who lack title or any recognizable claim, informal users or occupiers of land
- Compensation sufficient to purchase replacement assets of equivalent value and to meet any necessary transitional expenses, paid before taking land or restricting access
- Livelihood improvement or restoration measures
- Restoring or replacing public infrastructure and community services
- Disclosure of information, consultation, and informed participation, including GRM

Table 6 highlights the potential gaps between Jordanian Law and PforR Policy when applied to a potential investment supported under the PforR, including but not limited to the aspects above, as well as recommendations for good practice.

Table 6 Gap Analysis between Jordanian Law and World Bank PforR Policy

Project Impact	Jordanian Law	Policy on Program-for-Results Financing
Minimize or avoidance of Impacts	<ul style="list-style-type: none"> no specific provisions 	<ul style="list-style-type: none"> Avoiding or minimizing land acquisition and related adverse impacts <p>Good practice: Conduct an alternative analysis to demonstrate that impacts have been minimized to the extent possible in siting and planning in</p>
Loss of land from permanent acquisition	<ul style="list-style-type: none"> Cash compensation is more preferred option, Permits expropriation without compensation for up to 25% of the area of a plot if the purpose of the expropriation is for: i) the construction, or expansion/widening of a road, or ii) the construction of a government housing project 	<ul style="list-style-type: none"> Compensation at full replacement cost Where domestic law does not meet the standard of compensation at full replacement cost, compensation under domestic law is supplemented by additional measures necessary to meet the replacement cost. Provision of equivalent land nearby (if available). Cash compensation to village for arable land for (compensation unit prices based on output value of cultivated land, land compensation times and relative land management regulations).
Loss of land from temporary acquisition	<ul style="list-style-type: none"> No provision – or need further study 	<ul style="list-style-type: none"> Compensation for temporary land acquisition based on the annual output of the leased land plus the costs associated with land preparation and re-cultivation. Return of temporary land to the land user after use in similar to pre-project or better condition
Loss of Tribal Land	<ul style="list-style-type: none"> There is no specific provision for tribal lands to be acquired or for the loss of traditional use rights. There is therefore no requirement for compensation measures to be developed for the acquisition of tribal lands. 	<ul style="list-style-type: none"> Policy on Program-for-Results Financing recognizes...individuals or groups who depends on open access to resources, whose customary right are not legally recognized, Entitled to compensation for crops, moving allowance and transition support.
Loss of physical resettlement or relocation	<ul style="list-style-type: none"> There is no legislation that applies specifically to the rights of individuals, government and other parties in cases of physical resettlement and relocation. 	<ul style="list-style-type: none"> Compensation for housing including private housing (rural and urban). Replacement land for households to be provided within the original village (internal settlement), if available.

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		<ul style="list-style-type: none"> • If replacement land not available provide alternative household enterprise location as close to the original location as possible (collective resettlement). • House-for-house replacement in urban areas. • Cash compensation based on original house area to urban resettles. <p>Good practice:</p> <ul style="list-style-type: none"> • Assistance to be provided to the resettlers in procurement of labor and material for construction of new housing. • Provisions to be made for temporary housing and financial assistance accorded where rental support needed for temporary accommodation. • Transportation/relocation allowance to be provided to the resettles on household basis.
Expropriation without compensation	<p>LAL allows up to 25 percent of the area of a plot to be expropriated without compensation:</p> <ul style="list-style-type: none"> • The construction, or expansion/widening of a road • The construction of a government housing project 	<ul style="list-style-type: none"> • PAPs losing more than 20 percent of their total agricultural land are entitled to a land replacement option • PAPs losing more than 20 percent of their agricultural land are generally considered severely affected • If they chose so, they cash compensation and economic rehabilitation can be given instead of land
Loss of crops	<ul style="list-style-type: none"> • No guidelines are defined except that the expropriation shall be in consideration of an equitable compensation, • Under past practice in Jordan, confiscation of tree crops has been compensated on the basis of a flat rate single payment defined according to a schedule developed for this purpose based on the type and age of tree. 	<ul style="list-style-type: none"> • Cash compensation to affected farmers based on the average of the previous year's production value <p>Good practice:</p> <ul style="list-style-type: none"> • Crop loss to be minimized to the extent possible by avoiding acquisition during harvesting
Squatters and Encroachers	<ul style="list-style-type: none"> • The Jordanian LAL is not clear on the issues of compensation payments for squatters or illegal occupation or use of registered properties. 	<ul style="list-style-type: none"> • Policy on Program-for-Results Financing states that those without legal title to affected land may be compensated for their structures and may qualify for other resettlement and rehabilitation assistance. • The Bank's involuntary resettlement policy is explicit on the compensation entitlement to people without title or use of rights.
Loss of enterprises/ loss of income	<ul style="list-style-type: none"> • LAL has not made clear provision for restoring loss 	<ul style="list-style-type: none"> • Whether or not the affected persons must move to another location, it requires that PAPs should be assisted in their efforts to improve their livelihoods and

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sources or means of livelihood	of income sources or means of livelihood.	<p>standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher,</p> <ul style="list-style-type: none"> • Compensation for land and reconstruction of enterprises' structure/buildings and facilities. • Compensation for loss in production and relocation of enterprises. <p>Good practice:</p> <ul style="list-style-type: none"> • Provision for continuance of employment of workers affected from enterprise relocation during the transition period through provision of temporary premises, or compensation for lost wages.
Loss of settlement utilities	<ul style="list-style-type: none"> • No mention of how to handle loss of settlement utilities in any of the RPF/RAP revised and need further study 	<ul style="list-style-type: none"> • Compensation for reconstruction/ reconnection to water supply/electricity/ sanitation (previous infrastructure).
Loss of public infrastructure	<ul style="list-style-type: none"> • Although LAL stated that owners should be compensated for their properties including (buildings, improvements, trees) at full replacement cost, the application of the law raises some concern and further study and clarification in this area is strongly advised 	<ul style="list-style-type: none"> • Compensation to owners/operators for infrastructure replacement. <p>Additional measures:</p> <ul style="list-style-type: none"> • Prompt allocation of land for reconstruction of public infrastructure including labor and material.
Impact to vulnerable groups	<ul style="list-style-type: none"> • LAL provides for the protection of vulnerable people • However, review of the application of the rule indicated that there are vulnerable people who may be at a disadvantage in a system where the process of estimation of compensation is complicated and dominated by official representation and there is a need for paying close attention to this concern 	<ul style="list-style-type: none"> • Additional cash allowances provided to vulnerable and economically disadvantaged groups • Prompt payment to vulnerable and economically disadvantaged groups early in the resettlement process
Land Tenants	<ul style="list-style-type: none"> • LAL restricts the compensations to renters proportionately as a percentage of the compensation for the plot 	<ul style="list-style-type: none"> • Tenants are entitled to some form of compensation whatever the legal recognition of their occupancy. • Tenants on agricultural land (such as sharecroppers or lessee) are usually entitled to moving costs, transition allowance and crop value for minimum of a year.

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Owner's of non permanent buildings	<ul style="list-style-type: none"> No mention of how to handle non-permanent buildings in any of the RPF/RAP revised and need further study 	<ul style="list-style-type: none"> Entitled to in-kind compensation or cash compensation at full replacement cost including labor and relocation expenses, prior to displacement.
Owner's of permanent buildings	<ul style="list-style-type: none"> The valuation is given on a unit rate per square meter and the LAL do not provide further details on compensation for buildings 	<ul style="list-style-type: none"> Entitled to in-kind compensation or cash compensation at full replacement cost including labor and relocation expenses, prior to displacement. Replacement values will be based on: <ul style="list-style-type: none"> Average replacement costs of different types of household buildings and structures based on information on the quantity and type of materials used for construction (e.g. bricks, rafters, bundles of straw, doors etc.), Prices of these items collected in different local markets and as provided by the Ministry of Public Works and Housing, Costs for transportation and delivery of these items to acquired/replacement land or building site, Estimates of construction of new buildings including labor required.
Timeframe	<ul style="list-style-type: none"> The law specifically states that no court case shall impede the appropriation process. In effect therefore, the law judges the property and the structure to have been acquired from the moment of notification. 	<ul style="list-style-type: none"> Compensation payments for acquired land and affected assets and resettlement of households as described above, must be completed as a condition for the taking away of land and before commencement of the civil works under the project. No civil work shall start unless all resettlement issues are negotiated and are completely handled
Information and consultation	<ul style="list-style-type: none"> The Jordanian LAL process is not inherently consultative. Consultation requirements are minimal – notice of expropriation is published in the newspaper. A clear process for land acquisition is defined in the law. 	<ul style="list-style-type: none"> Policy on Program-for-Results Financing 0 stated that the affected persons must be made aware of: <ul style="list-style-type: none"> Their options and rights pertaining to resettlement and compensation, Specific technically and economically feasible options and alternatives for resettlement sites, Process of and proposed dates for resettlement and compensation, That compensation rate is at full replacement cost for loss of assets and services, Proposed measures and costs to maintain or improve their living standards.
Payment Delay	<ul style="list-style-type: none"> Non-payment results in a 9% annual interest being added to the compensation starting the day after the three month's period. This provision raises great concern as Policy on Program-for-Results 	<ul style="list-style-type: none"> Policy on Program-for-Results Financing stated that the resettlement plan provides prompt and effective compensation at full replacement cost for losses of assets attributable directly to the project

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	<p>Financing required payment prior to acquisition</p> <ul style="list-style-type: none"> • The provision is contrary to Policy on Program-for-Results Financing provision that stated that no civil work shall begin unless all compensations are paid in full. • It is strongly advised that Bank Task Team takes appropriate action to accommodate and address this issue within the context of the project. 	
Grievance redress	<ul style="list-style-type: none"> • The law specifically states that no court case shall impede the appropriation process. 	Should grievances remain unresolved at executing agency level, they can be referred to the court of law.

Land Acquisition Law (LAL) No. 12 of 1987 and the Municipalities Law No. 41 of 2015 are the two main governing legislations in regard to land acquisition, in case PPP or PIM projects take place within municipal jurisdictions. The LAL mainly provides all concerned parties (including municipalities) involved in land acquisition with a clear summary of the process to be followed and defines the roles of the various parties. In the event agreement cannot be found between the two parties (possibly a municipality) articles 10-14 of the LAL make provision and set grievance procedures for cases to be referred to the Primary Court that has jurisdiction in this area and to higher courts if necessary.

The above assessment concludes that there are gaps between the LAL and Policy on Program-for-Results Financing. For example, the World Bank policies specify that resettlement and compensation plans provide prompt and effective compensation at full replacement cost for all losses of assets or displacement of livelihoods directly attributable to Bank-financed projects. While, Jordanian law also stipulates to provide such compensation to those with legal rights, squatters and occupants without official rent contracts have no legal rights and therefore are not compensated for eviction, replacement of assets, or displacement of livelihoods. In addition, for certain types of projects there is a threshold under which no compensation is required which does not meet Policy on Program-for-Results Financing; LAL allows up to 25 percent of the area of a plot to be expropriated without compensation for projects involving construction, or expansion/widening of a road; and for projects involving construction of a government housing project. Lastly, World Bank stipulates that compensation and necessary measures are in place before displacement occurs, a requirement which is absent from Jordanian Law. .

To comply with Policy on Program-for-Results Financing, the Government will need to address the above gaps and to ensure that impacts on informal land users are identified and that these individuals and households are compensated for any impacts on their livelihoods or assets. Any individuals and households whose livelihoods are impacted will also need to receive assistance in efforts to restore or improve their livelihoods or standards of living to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.

As highlighted previously, the project will exclude significant adverse impact from land acquisition or resettlement. There is no defined fixed numerical thresholds for “significant adverse impact” because the significance of impacts depends very much on local contextual factors.

The program employs the following screening and risk management measures to exclude significant adverse impacts related to land acquisition and resettlement, particularly in PPP/PIM and climate investments under DLI 1, 2 and 3. No direct land acquisition risks are expected under any other program activities (DLIs or DLRs).

At screening stage of investments, The Bank team will train the assigned social specialists on conducting a risk assessment for the various interventions before determining if the intervention is eligible for funding.

(1) Screening criteria outlined in the POM will be applied to investments under the program. The screening will include an initial assessment of the severity of impact, in terms of the size of land acquisition and its implications on the users and owners will be conducted. Significant land acquisition or resettlement will be excluded. The Bank team will train the assigned social specialists on conducting the screening before determining if the intervention is eligible for funding. In addition, the verification protocols (DLR 2.1 and 3.2) conducted by the Audit Bureau for including investments towards disbursement, will also confirm that screening has been applied and significant environmental and social impacts including land acquisition, meet the PforR Policy.

(2) As part of the Project Appraisal Methodology adopted by MOPIC, specific requirements to develop risk mitigation strategies for land – related risks, consistent with national legislation) (DLR 1.1)

(3) requiring a portfolio review of budgeted projects, with TORs subject to Bank clearance, that will include environmental and social aspects and land acquisition (DLR 1.3).

With this approach, projects that involve some land acquisition that do not have significant risks as stipulated in the PforR policy can be financed by the operation, under National legislation. In all cases, the Program must demonstrate that impacts have been avoided, to the extent possible.

4.6 Environmental and Social Aspects of Public and Private Investment Process

4.6.1. Legal policy framework

The program will support the operationalization of an established Public Investment Management (PIM) /Public-Private Partnership (PPP) governance framework has been introduced by the GoJ in the past three

years to mitigate weaknesses highlighted in the 2017 IMF PIM assessment report.¹⁴ The framework applies to:

- National and sub-national public sector entities and their agencies (“Contracting Authorities”) when planning and implementing public investments.
- Public investment projects whether wholly or partially funded through public finances. Projects across all sectors considered for implementation through PPP arrangements, in accordance with the PPP Law, PPP regulations, and guidelines

For public investments, the 2018 and 2019 PIM policy documents have been approved. There is also a by-law to establish a database of PIM/PPP projects called the National Public Registry that will subject to cabinet approval as a prior result of the PforR. There are also Guidance documents on Concept Note preparation (approved in 2020) and on Project Appraisal (PforR prior Result that also apply to PPP investments.

There is also a dedicated governance framework for projects that could potentially become PPPs. In 2019, the Jordanian government proposed a new draft law to repeal and replace the Public Private Partnership Law No. (31) of 2014, with the Public-Private Partnership Law No. (17) of 2020 (‘PPP Law’). The PPP Law has now been approved and is legally in force. The PIM/PPP project cycle is described in the schematic below.

While the PPP/PIM governance framework already provides an improved structure and process that is expected to result in overall improved management and sustainability of projects, environmental and social considerations are not yet fully integrated. Within the regulatory framework, environmental and social aspects are only explicitly mentioned in relation to preparation of feasibility studies to be prepared by the government entity or Contracting Authority that should encompass “all technical, economic, legal, environmental, social, public safety, democracy and project sustainability aspects”. The EIA systems as described in Section 4.1 apply to all projects, however addressing social impacts, consultation and disclosure requirements, are noted to be weak under national systems. Any land acquisition would need to adhere to the Land Acquisition Law and process described in Section 4.2, however there are noted gaps in the law in relation to core principles (e.g. no explicit requirement to minimize or avoid such impacts at early concept stages through analysis of alternatives) which can significantly impact the cost of such projects

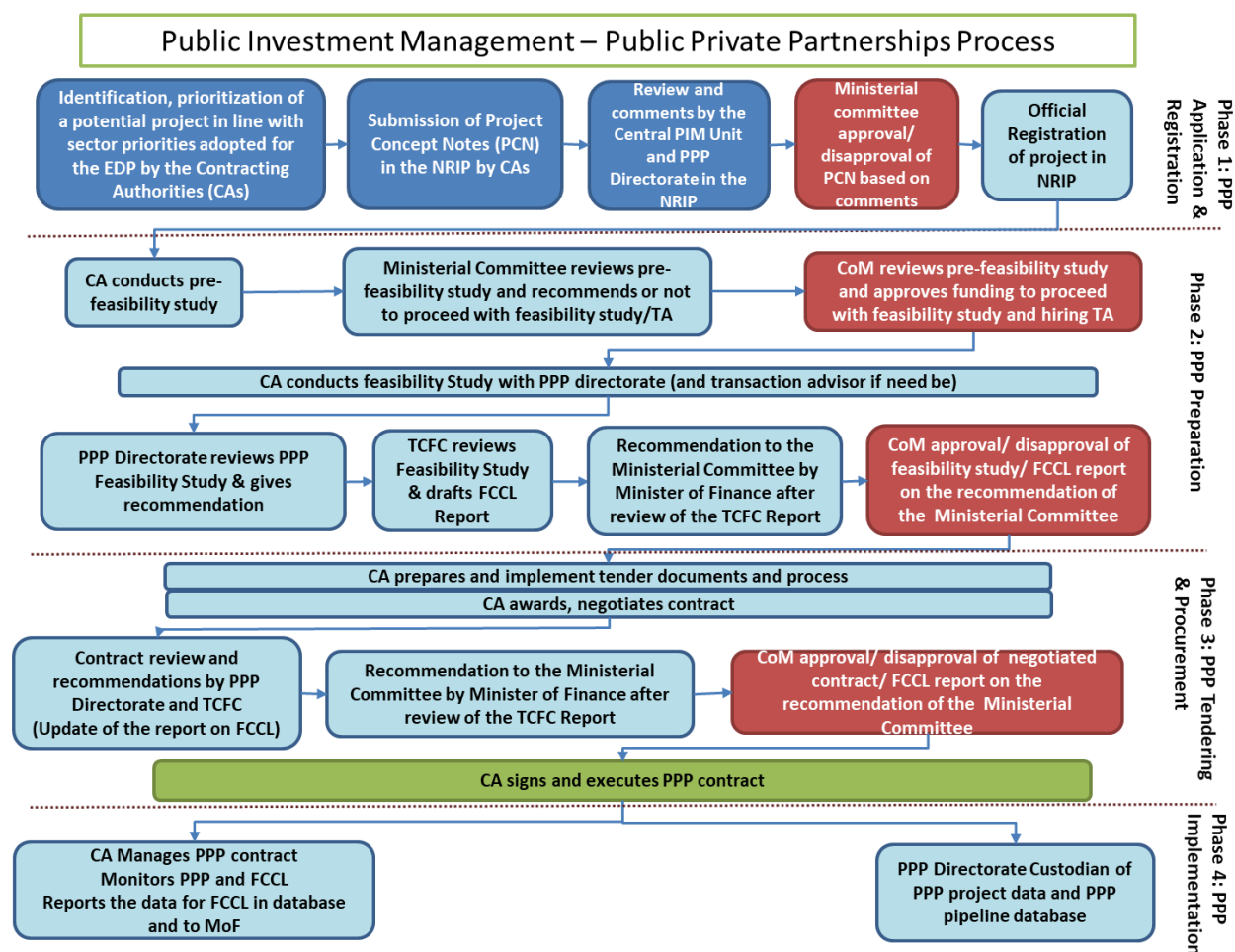
The core principles and good international industry practice recommends that environmental and social risk and impact assessment and community engagement^{15 16} be integrated into early, and all phases of PPP/PIM project development. This will be addressed by the PforR through development of detailed guidelines for both concept and appraisal stage, incorporating environmental and social assessment and public consultation.

¹⁴ <https://www.imf.org/en/Publications/CR/Issues/2017/12/18/Jordan-Technical-Assistance-Report-Public-Investment-Management-Assessment-PIMA-45461>

¹⁵ A Guide to Community Engagement for Public-Private Partnerships (Draft for Discussion), World Bank Group, IFC and UKAID, June 2019

¹⁶ Environmental and Social Framework of the World Bank

Figure 5 PIM – PPP process



4.6.2. Institutional setup and responsibilities

Whilst the framework remains to be implemented, by Contracting Authorities (ministries, departments and agencies) seeking public or PPP financing will interface with the following entities as shown in Figure 4. Contracting Authorities are responsible for developing all the required studies and proposals with the support of these entities and will be primarily responsible for negotiating and executing PPP contracts, meeting all legal requirements including EIA, environmental regulations, land acquisition, biodiversity etc, and monitoring environmental and social performance in relation to the contracts and legal requirements.

a) The Central Public Investment Management Unit (PIM), under MoPIC (established in Dec 2019)

The Central PIM Unit, located at MoPIC, shall be the central expert body for Public Investment Projects (PIPs), which shall assist Contracting Authorities in providing oversight and conducting technical and economic analyses of the public investment initiatives submitted by contracting authorities. They also participate in the implementation and management of publicly procured projects by preparing and operating manuals containing detailed descriptions of functions and responsibilities for project

management, conducting analytical studies regarding the impact created by the completion of such projects, building institutional capacity, and monitoring and evaluating public investments.

With respect to PPP investments, their role is to screen project proposals for the purposes of: evaluating the alignment of the project with existing national strategies and ensuring proper Project Concept Note (PCN) template submission by the Contracting Authority; preliminary indication of financing options based on PCN information (grants, donors, PIPs, PPPs, fully private etc.), and registration of the project into the NRIP upon approval of the Ministerial Committee.

b) The PPP Directorate, within the Prime Minister's Office (established in Nov 2019)

To provide for a “gate keeper” function in the PPP lifecycle, i.e. the screening and reviewing of proposed PPP projects for their feasibility, a PPP Directorate within the Prime Minister's Office has been established under the PPP Law [as an autonomous entity that is authorized to independently operate both legally and financially]. PPP Directorate acts as a gateway for quality control and be responsible for the project development process through technical assistance, monitoring and evaluation. PPP Directorate provides technical support and capacity building to other entities on PPP development.

c) The Ministerial Committee

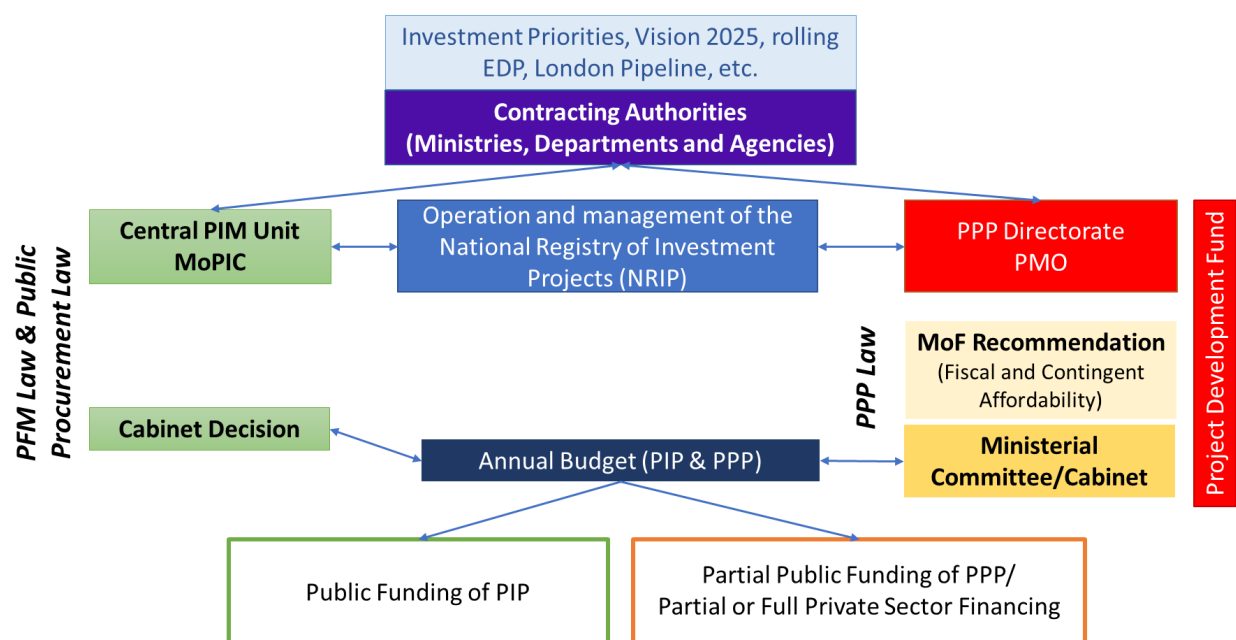
In relation to PPP investments there is a Ministerial Committee that reviews and recommends for approval, PCNs, Appraisal documents, feasibility studies, tender documents and contracts with winning bidders

d) The Ministry of Finance

The Ministry of Finance (MoF), including the Public Debt Directorate (PDD) and General Budget Department (GBD), shall make recommendations when assessing, and managing PPPs over their lifecycle as they are linked to long-term risks for government concerning fiscal commitments and contingent liabilities (FCCL).

The conceptual design of the National Registry of Investment Projects includes a Stakeholder Engagement Platform to capture and track internal and external feedback during project preparation, implementation and ex post evaluation. Grievances regarding infrastructure services can be submitted under the At Your Service platform run by the PMO (Refer to Section 5).

Figure 6 PIM-PPP Governance Framework



4.6.3. Implementation performance

As most of the regulatory authorities have been recently established, performance and track record could not yet be assessed. It should be noted that none of the entities have in house environmental or social expertise.

However, the PforR Program builds on substantial technical assistance provided in parallel under the Jordan MDTF (including under the Strengthening Reform Management project). Such technical assistance is supporting the finalization of the PIM/PPP legal, policy and governance framework whose implementation will be supported by the Program. Technical assistance is also granted to the PIM and PPP units by the Jordan MDTF to help complete the PIM/PPP regulatory framework to be implemented and complied with under the Program including the the drafting of the project appraisal methodology and environmental and social guidelines and public consultation guidelines.

It is also capacitating the three main implementing agencies in charge of the PIM/PPP agenda, i.e. the PIM and PPP units and the Fiscal Commitment and Contingent Liabilities (FCCL) unit in the Ministry of Finance. And it ensures that those three entities will be adequately staffed and equipped, including environmental and social expertise as needed to assist line ministries to prepare adequate studies.

4.6.4. Main gaps

The main gaps in relation to Core Principle 1 and 5 of the core principles are as follows:

- i) Preparation of PPP/PIP projects do not systematically take into account environmental and social considerations at early stages including land related impacts and stakeholder engagement.
- ii) Responsibilities for environmental and social considerations in project preparation and management are not specified, and the entities do not have any in-house environmental or social capacity.

- iii) Systematic GRM mechanism should be embedded within the managerial systems as part of the institutional arrangements **(recommendation)**

4.7. Access to Information and Citizen Engagement

4.7.1. Legal policy framework

Result Area 3 supports several measures to improve data transparency and stakeholder dialogue that and enhance social accountability. Result Area 3 activities are assessed against Core Principle 5 “equitable access to, PforR Program benefits, and to the needs or concerns of vulnerable groups”

Jordan’s existing framework for transparency and social accountability is grounded in the Open Government Partnership (OGP). Jordan joined OGP in 2011, and has submitted four national plans. The fourth Open Government Plan (OPG) was published in 2018, included five national priorities: i) Enhancing partnership and dialogue between the public sector and Civil Society; ii) Development and enhancement of the application of Government Open Data Policy; iii) Unification and development of the national Human Rights violations’ complaints mechanism; iv) Institutionalization of the enforcement measures for Access to Information Law; and v) Fostering national dialogue to achieve political reform: seeks to establish dialogue as an essential tool in the decision-making process and to promote the integration of all sectors, including youth, women, elected council members, community representatives and university students. It also seeks to increase participation in the decision-making process between citizens and government officials. The Jordanian License for Open Government Data was issued and disclosed in 2019. This license was issued pursuant to the provisions of Article No. (8), Clause No. (5) of the “Instructions for Publication of Governmental Data Open to the Data Platform”. According to this license, the government entity that has open data and publishes it on the open government data platform grants permission for the beneficiary to use these data within the conditions stated therein.

The Code of Governance Practices of Policies and Legislative Instruments in Government Departments for the Year 2018 is a legislative base for DL9: Operationalization of National Registry of Government Services, NRGs and adoption of methodology for user survey (DLR 9.1.), Increased service standards and user satisfaction of selected business and infrastructure services (DLR 9.2.), and DL11: Timely preparation and publication of impact assessments supporting policy proposals and publication of ex-post policy evaluations (DLR11.2). The Code indicated that, upon introducing a new Legislative Instrument or modifying an existing one, the concerned entity shall conduct a legislative impact study then prepare a report on the final form of the Impact Study, including the findings and recommendations, according to special forms and reports prepared for this purpose. The findings of the legislative Impact Study shall be binding on the concerned entity. The concerned entity abiding by the code should also consult with target groups on all legislative instruments and comply with the following principles: Justice and equality provisions, inclusion of underrepresented groups, Participation in the Consultation process is open to all. Neutrality, independence, integrity, and transparency, manage conflict of interest and preference of the public interest over the private interest, duration of Consultation should be sufficient to involve all target groups, not charging fees or adding financial burdens on the Target Group, Flexibility and responsiveness if any variables arise. Corresponding “Regulatory Impact Assessment guidelines” were produced in line with the Code as well as a “beneficiary satisfaction survey”.

Law of the Access to Information of 2019 (and the Law No. 47 of 2007) and the **National Strategy for Development of Statistics** are the legal policy frameworks governing access to information in Jordan, thus informing **DLI 10. Improving quality and public access to statistical and administrative data**. The Law of the Access to Information specifies that “Each regular Jordanian citizen or legal person may have access to the information they request in accordance with the provisions of this Law; the resident non-Jordanian natural or legal person may access to the information they request in accordance with the provisions of this Law in case they have a legitimate interest or reason, on condition of reciprocity”. It also declares that a “competent” person shall be assigned to receive and respond to data accessibility requests; it specifies types of information for which the sharing request could be rejected.

The National Strategy for Development of Statistics (NSDS; 2018-2022), developed by DOS, pursues three main goals: (i) producing statistical data to satisfy national development uses, administrative records and sustainable development indicators; (ii) enhancing the leadership and development role of the (DoS) in improving the statistical systems; and (iii) developing the statistical techniques and technological means used for data production, dissemination and use. In its Matrix of key strategic objectives and institutional strategic objectives, the strategy specifies the milestones and key statistical objectives of data production and sharing, for 12 Ministries and governmental entities.

4.7.2. Institutional setup and responsibilities

The Institutional Development Unit (IDU), under the Prime Ministers’ Office is responsible for implementing **DLIs 9** “Improving government responsiveness to social demand for better business and infrastructure services” and **11** “Implementation and strengthening of Good Regulatory Practices for evidence-based and predictable rulemaking”. In specific, IDU will oversee operationalization of the National Register of Government Services (NRGS), as well as the Beneficiary Satisfaction survey of government services. IDU also has a role in implementing Regulatory Impact Assessment, jointly with LOB, under (**DLI 11**).

The NRGS will capture the performance indicators of about 2300 public services, and the establishment of Citizen Service Centers (CSCs) across governorates to facilitate access to administrative services by citizens and business. It will collect and monitor the following service standards and indicators: the NRGS manual on performance indicators for government services lists the following criteria to be used to gauge level of access and quality (such as average waiting time; average time to provide the service; the satisfaction rate of service applicants; percentage of errors in service delivery; the rate of complaints on the service; the number of documents required from applicants; and the volume of demand for the service).

IDU under the Prime Minister’s Office will be responsible of implementing the satisfaction survey in five sectors (water, education, health, transport, and investment). The survey was conducted in 2019 and should be updated in 2021.

The responsibility for conducting RIA in Jordan is principally with regulating ministries, but subject to advice and support from oversight functions at the center of government, i.e. the Institutional Development Unit (IDU), Decision Support Unit (DSU) and the Legislative Opinion Bureau (LOB). To

operationalize the RIA Code, a corresponding guideline was developed in 2020 by the Department of Institutional Performance and Policy Development (Decision Making Support Unit). The guidelines have been endorsed by the COM and are binding to all Gov entities. The Decision Support Unit under the Prime Ministers' office is responsible of enforcing these guidelines and training Governmental entities on the mechanism of conducting a Regulatory Impact Assessment, then to monitor that the assessment process has been applied in line with the prementioned guidelines. Each concerned entity must prepare the impact assessment study and attach it to the policy/project they are submitting, including laws, by-laws and decisions, governmental instructions, and anything that has an impact on citizens' lives. LOB is responsible of ensuring that the recommendations of the impact study and the rational have been reflected in the legislation.

IDU also houses the government's centralized national Grievance Mechanism ("At Your Service" (Bekhedmetkom)) – See Section 5 for further description and assessment of this grievance system.

DLI 10 "Improvement of quality and public access to statistical and administrative data" will be implemented by the **Department of Statistics (DOS)** is the responsible entity of implementing producing, analyzing and disseminating data, and improving the performance Jordanian statistical system components. DOS publishes its statistics and macro data on its online and publicly accessible platform.

4.7.3. Implementation performance

Regarding NRGs operationalization (DLI9), The implementation timeline indicates that, by Q4 of 2020 the development, operationalization and connection of the NRGs with other governmental services will be concluded. Implementation was suspended, due to challenges in the dialogue between IDU and MODEE. As per February 2021, the NRGs is not operationalized.

The beneficiary satisfaction survey (DLI9) was successfully implemented in 2019 using a sampled data collection approach, the variables and data presentation could be further enhanced (refer to section (4.6.4)

Regarding the RIA (under DLI11), The Decision-Making Support Unit is planning to get all ministries agencies trained on the guidelines, by September 2021. A training of Trainers (ToT) has been designed with the Public Administrative Institute, which will then cascade the training to all entities based on the implementation plan. The pilot will include 3 laws. Noting that the law has not been implemented yet, a performance track record is not available.

(Under DLI 10), the Department of Statistics (DOS) has a track record of statistical research and census rolling, since 1949. In 2010, DoS has unified the statistical number in Jordan and developed correlating administrative records. Starting in 2015, DOS has mainstreamed its leverage on online surveying tools and methods. DOS publicly disclosed data includes key national statistical figures and macro data.

4.7.4. Areas of Improvement ¹⁷

Result Area 3 supports several measures to improve data transparency and stakeholder dialogue that and enhance social accountability. Result Area 3 activities are assessed against Core Principle 5 “equitable access to, PforR Program benefits, and to the needs or concerns of vulnerable groups”. In this regard, the assessment has identified the following areas to further promote equitable access to program benefits.

DLI 9: The scope and implementation steps of connected NRGs to other governmental platforms, including “At Your Service” and the e-government portal is not clear. There is a need to develop a scoping concept note that shows the linkage, connection, and/or complementarity between various governmental platforms that focus on mapping of services and measuring satisfaction. Public disclosure of NRGs content to be enforced, in line with the open data policy.

DLI10: Whilst the macro level data is available on DOS website, there is a significant gap in the regularity of updating the published data. The program aims to address this through DLI10 that will result in an improved score/ranking under Open Data Inventory (ODIN) standards. The ODIN assesses the coverage and openness of official statistics to identify gaps, promote open data policies, improve access, and encourage dialogue between national statistical offices (NSOs) and data users. . From a social inclusion perspective, data disclosure should follow an approach of accuracy, regularity and comprehensiveness. Data collection tools and methods should be disclosed alongside output data. Data should be published in a machine-readable format, and with consideration of web content accessibility standards for people with disabilities (e.g. ability to increase font size, and use voice capability)¹⁸.

DLI11: The tools used in the Regulatory Impact Assessment process do not include any indicators on measuring the effect of planned laws/by-laws on vulnerable population, women, people with disability etc. A chapter on inclusive evaluation should be added; the RIA guideline will also include guidance on environmental and social screening and designing stakeholder engagement processes appropriate and proportional to the environmental and social risks and impacts of new regulations and policies. Given the key role of the LOB unit to provide oversight of ensuring that the recommendations of the impact study and the rational have been reflected in the legislation, the environmental and social capacity of the unit should be strengthened. Technical Assistance under the Multi-Donor Trust Fund (MDTF) will be used to support E&S resources and expertise for this unit.

¹⁷ Areas of Improvement around “At your Service” are reflected under section 5.2. and 6.0

¹⁸ Web Content Accessibility Guidelines (WCAG) <https://www.w3.org/WAI/standards-guidelines/wcag/>

5. Program Grievance Redress Mechanism

GoJ has a centralized and specialized platform called “At Your Service” (Bekhedmetkom) that is directly responsible for managing and tracking citizens' complaints with all government agencies. The system is linked to about 89 government agencies (including all implementing agencies under the program) and about 100 liaison officers within such agencies and line ministries who follow up and handle complaints and suggestions received electronically according to their own standard operating procedures. The management and maintenance of the system is supervised by a specialized unit under IDU.. The “At your service” was developed in 2018, when the gateway was approved as the official platform for GRM.

At your service” is an established and functional national GRM platform, its use is mandatory, enforced and monitored by the GoJ. As of January 2021, 160K grievances were received through the platform, and 98% were resolved. The satisfaction rate was 70% on average. Its uptake channels include an online form and a toll-free National Call center, thus ensuring accessibility to a wide range of population, including technologically illiterate persons. The online platform is user-friendly in terms accessibility, selection of entities, and submitting the feedback/complaint. Each case (inquiry, suggestion or complaint) receives a serial number and is trackable, complainants may track the status of their case.

Once complaints are received, online notifications are emailed to a designated focal point in each governmental entity (usually ministry) who is responsible for preparing a response and uploading to the system. A preliminary assessment of the At Your Service Platform and associated processes at implementing agencies, with areas of improvement are set out below.

The Government with support from the Bank will review existing GRM related processes of implementing agencies (including At Your Service and agency own systems) to strengthen Program GRM according to GRM design principles that are consistent with good international practice. The timelines for the review of the system, making improvements where necessary and preparing reports, are set out in the Program Action Plan. The GRM Design Principles as follows:

- Ability to address concerns related to program activities promptly and effectively, in a transparent manner
- Readily accessible to all program-affected parties, at no cost, without retribution
- Program-affected parties are informed about the grievance process
- Multiple ways that users can submit their grievances (e.g. phone text message, mail, email or via a website)
- Allow anonymous complaints
- A log where grievances are registered in writing and maintained as a database
- Based on publicly disclosed procedures, setting out the length of time users can expect to wait for acknowledgement, response and resolution
- Referral mechanisms for complaints related to Gender-Based Violence
- Transparency about the grievance procedures including escalation process, and governing
- An appeals process (including the national judiciary) to which unsatisfied grievances may be referred when resolution of grievance has not been achieved.

5.2. GRM System Description and Areas for improvement

The “At Your Service” System is deemed to be resolving around 98% of received cases. The ESSA identified areas for system improvement to enable it to underpin an effective program GRM (Table 7). For example, the current categorization of complaints should be further developed, to facilitate more efficient and standardized complaints handling and to enable tagging of complaints related to the program. Other areas of improvement involve standardizing operating procedures across entities, and improved measures for transparency and accessibility. As part of the Program Action Plan, the PMU and the Bank will work together to strengthen the Program GRM.

Table 7: Assessment of the “At Your Service”

System Element	Status Quo	ESSA Assessment
Organizational Structure	The GRM has an advisory body to ensure the resolution outcomes and the performance of the GRM function (IDU)	
	There are various types of uptake channels (online, phone)	Face to face grievance channels are not included in uptake channels for “At Your Service” although all ministries have these.
	There is a GRM manual that specifies the roles and over all use of the platform processes	Gap on providing guidance to focal points on preparation their own technical standard operating procedures for their respective entities, including escalation procedures and referral mechanisms for complaints related to Gender-Based Violence
	GRM Principles are not disclosed on the platform (fairness, objectiveness, independence, confidentiality, accessibility, responsiveness, efficiency, social inclusion, etc)	Principles mainstreaming in training materials and in disclosure to public
	There is a stipulated resolution timeline depending on the urgency of the case, urgency categorization is done by each focal point	Customized and documented criteria on urgency and importance of each case, for each entity
Communications & Awareness Raising	There aren’t communication materials available to the frontline staff on GRM for grievance resolution processes	Developing standard/minimum requirements for an Operations Manual or SOP for each entity (depending on its nature of work or received cases)

System Element	Status Quo	ESSA Assessment
	and procedures, besides the training materials	
	Materials available to general public include banners in public places	Gap in producing flyers and disseminating them in CSOs or public locations
	The platform is advertised via mass media	
	Complainants receive an immediate acknowledgment of receipt of complaint and a timeframe for resolution.	Transparency about the grievance procedure and governance structure and decision-making.
	CSOs are not engaged in the GRM process	Gap in engaging the civil society
Training & Peer-to-Peer Learning	A training exists on grievance resolution and is mandatory for focal point in concerned entities	
	There isn't a regular/systematic way of coordination and sharing best practices amongst GRM focal points (e.g. working group per sector, coordination group over whatsapp, etc).	Peer to peer learning and coordination is not systemized
GRM Value Chain		
Uptake		
Uptake Channels	Webpage and phone, nationwide	Face to face uptake channels are not available. National Call center is not connected to at your service MIS
Categories of cases and disaggregation of data	Inquiry, complaint, suggestion, compliment Data is categorized per type and status	Gap in sub-categories (currently written as free text), which makes the report generated unclear and in need of data cleaning by the focal points Gap in requesting optional data about the complainant (e.g. age/gender/location) – only phone number is requested
Ability to submit anonymous complaints	Yes, only phone number is mandatory	
Sorting and Processing		

System Element	Status Quo	ESSA Assessment
Categorization of case (inquiry, complaint, suggestion, compliment) is don't by the beneficiary Sorting based on urgency is done by the entity		Sub-categories are not available
Acknowledgement & Follow-up		
GRM users receive acknowledgement upon submission of feedback and are provided with a case number; progress update is trackable through the case number; response is also accessible online through the case number or via phone if the beneficiary contacted the NCC; the timeline for feedback		
Verify, Investigate & Act		
At Your Service tracks resolution of each grievance and satisfaction rates of complainants.		Gap in horizontal referrals
Monitoring & Evaluation		
Grievances are documented in "At your Service" platform as well as the National Call center MIS. Regular reports are submitted by the user entities as well as IDU Reports are used to estimate the responsiveness rate of governmental entities, the PMO notifies entities that are not responsive to GRM cases (not responding, not addressing cases in a timely manner, etc.)		GRM reports are not accessible to public There may be opportunities to better use the reports to produce recommendations around enhancing programs design or processes or analyzing recurring complaint topics

6. Recommendations for the Program

Based on the above assessment, a series of interventions are proposed under the program activities to address the identified gaps between the government environmental and social management system and the core principles of Policy on Program-for-Results Financing. These would ensure adequate mitigation of environmental and social impacts and risks associated with the investment activities to be supported under the Program. These recommendations are to be considered for the DLI verification, PAP or POM. Key recommendations are summarized below.

Recommendations added to DLI Verification:

- DLR 1.1 to include and strengthen environmental and social aspects (including land, health and safety), consultation and information disclosure in appraisal guidelines. Particularly, verification protocol specifies that appraisal methodology will include risk mitigation strategies for land acquisition. This will ensure that E&S dimensions are included early in the projects cycle and addresses land-related risks where there are gaps. This also ensure that E&S studies are disclosed and consulted.

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- DLR 1.3 to include environmental and social aspects and performance in the PIPs and PPP portfolio review, including land acquisition. This will also strengthen the environmental and social planning and management of the portfolio.
- DLI 2 & 3 to include the verification protocol specifies that the exclusion list of the PforR policy includes projects with activities likely to have significant adverse impacts that are sensitive, diverse, or unprecedented on the environment and/or affected people, including significant risks pertaining to land acquisition.
- DLR 6.4 to include having management plans, to selected sites for upgrading, in accordance with General SOPs (as developed with USAID), and to be consulted with local communities and seasoned archeological experts. This addresses the weakness in the cultural heritage system that some tourist sites do not have management plans, and resources. This also addresses the gap related to absence of national standards for restoring archeological sites through consulting with seasoned experts to apply the relevant international standards.
- DLR 9.2 Improvements in Service Standards should be disaggregated by social groups (including gender). This will promote access to benefits and services for vulnerable groups.
- DLR 11.4 Impact assessments and ex post evaluations need to be consistent with international good practice (to be detailed in the Program Operational Manual) and with GoJ guidelines (including on stakeholders' consultation)

Recommendations added to the PAP:

- PPP unit should have dedicated E&S resources. This will ensure that there will be sufficient capacity to carry out the environmental and social appraisal of projects under DLI2 and 3. This will also address the weakness mentioned, in the environmental and social assessment system, that investors do not mobilize sufficient resources to implement recommendations of EIAs, so the E&S staff will make sure that EIA recommendations are implemented on ground. Separately, E&S resources for the PIM Unit will be enhanced through existing Technical Assistance under World Bank-financed Strengthening Reform Management in Jordan (P171965).
- MoEnv to increase monitoring/inspection capacity (DLRs 1.5, 4.3 and all DLRs under DLIs 2 and 3, and all DLR under DLI 8). This will be done by inspection visits by 20% from the baseline of 2019 and by better targeting inspection visits to ensure that higher risk projects are more frequently monitored. This addresses the capacity issue in the following up the implementation of EIA recommendations.
- Conduct Strategic Environmental and Social Assessment of National Tourism Strategy based on agreed TOR, including consultations (DLR 6.1). This will address the issue about not having a SESA requirement in the environmental and social assessment system. This will also provide upstream strategic guidance to the tourist investments.
- Program GRM Procedures and Action Plan to strengthen the existing GRM (At Your Service system and system at Implementing Agency level) will be included in the POM. A report on grievance data will be prepared on a semi-annual basis.

Recommendations to be added to the Program Operation Manual (POM):

- E&S studies need to be disclosed and consulted by line ministries (emerging from various DLRs, i.e. DLRs 1.5, and all DLRs under DLIs 2 and 3) consistent with the verification protocol for DLI 1.1. This addresses that disclosure of environmental and social assessment instruments are not required by the Environment Impact Assessment Bylaw.
- Screening criteria for different investments within the boundaries of the PforR to ensure that ineligible activities are excluded from the payment of those DLRs, including land acquisition. The POM will detail how the criteria described earlier in Section 3.1 will be applied.
- Methodology for embedding E&S aspects in project management during implementation (DLRs 1.5, and all DLRs under DLIs 2 and 3). This POM will detail how the E&S recommendations of the environmental and social assessment instruments will be included in construction and operation document for PIM/PPP investments, and how it would be monitored during implementation.
- Details and responsibilities related to the preparation, implementation, and monitoring of E&S instruments (for example ESMP or RAP that might be needed) (DLR 1.5, DLI2 and DLI3).
- To support implementation of DLI 10 and achieving improved ODIN score, the POM will outline considerations for optimizing transparency and accessibility of data and website content for a variety of stakeholders including people with disabilities referring to the Web Content Accessibility Guidelines (WCAG) <https://www.w3.org/WAI/standards-guidelines/wcag/>.
- Good practice for screening E&S risks in regulatory impact assessments and conducting stakeholder consultations, to support the verification protocol for DLI 11.1, 11.2 and 11.4.

Program GRM Procedures and Action Plan to strengthen the existing GRM (At Your Service and at Implementing Agency level) as per the Program Action Plan.

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Table 8: Recommendations

DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
RESULT AREA 1					
DLI1. Improving preparation and implementation of public investment	DLR 1.1 MOPIC adopts Project appraisal methodology to apply to all large PIP and PPP (over JD 10M) and publishes an updated Project concept note template to apply to all PIPs and PPPs, with detailed guidance on (a) public consultation and citizen engagement, (b) social and environmental assessment (disaggregated by social groups, including gender), (c) disclosure of information, and (d) assessment for climate responsive projects	Concept and appraisal methodologies include and strengthen environmental and social aspects. This includes risk mitigation strategies for land acquisition, health and safety, public consultation and information disclosure.	PPP units should have dedicated E&S resources		
	DLR 1.2: The Office of the Prime Minister publishes in the Gazette Law No. ____ (2021) on Regulating the General Budget and Budgets of Government Units				

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DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
	DLR 1.3 The PIM Unit within MOPIC completes a review of the pipeline of budgeted capital projects, informed by stakeholder consultations, and submits recommendations for efficiency gains to the inter-ministerial committee on government investment projects for approval.	The portfolio review will include environmental and social aspects and performance including land acquisition	PPP units should have dedicated E&S resources		
	DLR 1.4: The Ministry of Finance adopts and discloses a Medium-Term Fiscal Framework to be appended to the budget bill submitted to the Parliament for approval, in compliance with the 2021 Law on Regulating the General Budget and Budgets of Government Units				
	DLR 1.5: PIM unit, in consultation with the General Budget Department, validates the total cost of completion of appraisal reports for projects with size	Verification by PPP/PIM unit that appraisal methodology has been applied. Verification protocol specifies that the exclusion	PPP units should have dedicated E&S resources Increased monitoring/inspection capacity at MOEnv	Screening criteria for PPP/PIM investments, including for significant land acquisition Guidance on information disclosure including E&S studies	Results of E&S screening E&S studies (including resettlement action plans)

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DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
	exceeding JD 10,000,000 per project as consistent with regulatory requirements	list of the PforR policy includes projects with activities likely to have significant adverse impacts that are sensitive, diverse, or unprecedented on the environment and/or affected people, including significant risks pertaining to land acquisition		E&S aspects are embedded in project management during implementation	completed, disclosed and consulted.
DLI #2: Increasing the fiscal space for public investment	DLR 2.1: Increase in the GoJ's actual CAPEX expenditures in (a) goods and services, and (b) non-financial assets			Details and responsibilities related to the preparation, implementation, and monitoring of E&S instruments (for example ESMP or RAP that might be needed)	E&S performance of projects
DLI #3: Mainstreaming climate responsive public investments towards Jordan's NDC 2030 Goals	DLR 3.1: MOEnv issues an instruction under the Climate Change Bylaw of 2019 to include a definition and eligibility criteria for government capital expenditure for climate responsive projects, consistent with Jordan's NDC under the Paris Agreement of 2015	Verification protocol specifies that the exclusion list of the PforR policy includes projects with activities likely to have significant adverse impacts that are sensitive, diverse, or unprecedented on the environment and/or affected people, including significant risks pertaining to land acquisition	PPP units should have dedicated E&S staff Increased monitoring/inspection capacity at MOEnv	Screening criteria for PPP/PIM investments including significant lands acquisition E&S aspects are embedded in project management during implementation Details and responsibilities related to the preparation, implementation, and monitoring of E&S instruments (for example ESMP or RAP that might be needed)	Results of E&S screening E&S studies (including resettlement action plans) completed, disclosed and consulted.

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DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
	<p>DLR 3.2: MOEnv demonstrates achievement of a cumulative increase in government capital expenditures in 2022-2025 budget towards NDC goals using the eligibility criteria for climate responsive projects published under DLR 3.1</p> <p>DLR 3.3: Based on the recommendation of the PPP Unit of PMO, the relevant contracting authorities sign contracts for three climate responsive Public-Private-Partnership (PPP) projects registered in the National Registry of Investment Projects (NRIP)</p>				E&S performance of projects
RESULT AREA 2					
DLI #4: Strengthening JIC's	DLR 4.1: To implement the new investment				

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DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
institutional focus on investment promotion and related investor services to attract quality investment	framework: (a) the Council of Ministers adopts a bylaw addressing investment window under the new Investment Law to be enacted; and (b) JIC adopts and publishes the Investment Promotion Strategy for CY21-24, including investment-specific KPIs.				
	DLR 4.2: JIC publishes on its public website, on an annual basis, achievement levels for selected KPIs contained in the Investment Promotion Strategy for CY21-24 which address targeted investment promotion activities, operationalizing the monitoring and evaluation (M&E) framework, and customer relationship management (CRM) system				
	DLR 4.3: New investment decisions announced to locate in Jordan per year, based on a published JIC annual report containing		Increased monitoring/inspection capacity at MOEnv		

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DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
	information about investments facilitated				
(5) DLI #5: Implementing new policies for investment incentives based on objective criteria, including value for money, to attract quality investment and achieve national investment objectives	DLR 5.1: To implement the new investment incentives policy: (a) the Council of Ministers approves a bylaw on non-fiscal investment incentives; and (b) JIC establishes institutional arrangements for (i) granting of incentives and (ii) subsequent compliance monitoring with the conditions on which incentives were granted, including separate staffing and separate reporting/management lines				
	DLR 5.2: JIC publishes an annual report on the implementation of the Bylaw enacted under DLR 5.1(a), including the number of investment incentives approved and disclosing how each investment met the eligibility criteria for the investment incentives		Increased monitoring/inspection capacity at MOEnv		

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DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
DLI #6: Strengthening the strategic direction and enhancing the regulatory environment of the tourism sector to foster high-quality private and public investment	DLR 6.1: Ministry of Tourism and Antiquities adopts and publishes a National Tourism Strategy, and Gender and Inclusion Project Plan, both developed in consultation with sector associations		Conduct Strategic Environmental and Social Assessment of National Tourism Strategy based on agreed TOR, including consultations		
	DLR 6.2: MoTA revises and adopts three (3) bylaws identified in the Verification Protocol, including the Travel Agents and Tour Operators Bylaw No. 114, to streamline and improve tourism private sector enabling environment				
	DLR 6.3: MoTA strengthens its strategic and operational planning activities by operating a new comprehensive management information system, which includes data on tourism establishments, sites, projects, visitors and income				
	DLR 6.4: MoTA increases expenditures going to	All sites should have site management plans in accordance with General			

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DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
	tourism sites that have adopted an improved management plan, including on protection of environment and restoration of cultural heritage sites	SOPs (USAID), sufficient resources to implement the plans and those plans should be consulted and finalized with local communities and seasoned archeological experts.			
DLI #7: Implementing Investor Journey to streamline and digitize business registration and licensing, reducing the compliance time and costs for businesses	DLR 7.1: Registration of 100% of new businesses is fully integrated, digital, paperless and contactless using Integrated Business Registry System ("IBRS")				
	DLR 7.2: MoITS reduces compliance time and costs for businesses by (a) abolishing 16 licenses; (b) simplifying 5 licenses and (c) digitizing 3 licenses through IBRS				
DLI #8: Identifying Climate Responsive Private and Non-government financing towards Jordan's NDC 2030 goals	DLR 8.1: MOEnv issues an instruction under the Climate Change Bylaw of 2019 to include a definition of private and non-government financing for climate responsive projects towards with Jordan's NDC under the Paris Agreement of 2015		Increase capacity of MOEnv as per above		

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DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
	DLR 8.2: MOEnv issues Green Bonds Guidelines		Increase capacity of MOEnv as per above		
	DLR 8.3: MOEnv, jointly with MOPIC and MOF, publishes a COM-approved 2030 climate investment pipeline and mobilization plan		Increase capacity of MOEnv as per above		
	DLR 8.4: MOEnv confirms increase in verifiable reporting towards NDC goals from non-government financing		Increase capacity of MOEnv as per above		
RESULT AREA 3					
(9) DLI #9: Improving access, quality, continuity of business and infrastructure services in response to social demand	DLR 9.1: The Office of the Prime Minister: (a) deploys the National Registry of Government Services (NRGS) with technical support from the Ministry of Digital Economy and Entrepreneurship; and (b) discloses service cards, standards and indicators (in accordance with the 2019 Manual on Developing Service criteria and indicators approved by the Office of the Prime Minister) for investment and infrastructure services	Specification for NRGS to include harmonization of information with the Official Site of the Jordanian e-government			

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DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
	DLR 9.2: Enhancement of service standards and indicators for selected investment and infrastructure services as a result of the implementation of service improvement plans approved by the Office of the Prime Minister	Improvements in Service Standards should be disaggregated by social groups (including gender). This will promote access to benefits and services for vulnerable groups.			
DLI10. Increasing accessibility and usability of statistical and administrative data	DLR 10.1: Council of Ministers approves National Statistics Roadmap with components on (i) more transparent, efficient and effective GOJ regulatory role; (ii) DOS capacity building for methodologies, processes and internal organizational structure; and (iii) assessment of methodologies and datasets			Outline considerations for optimizing transparency and accessibility of data and website content for a variety of stakeholders including people with disabilities referring to the Web Content Accessibility Guidelines (WCAG) https://www.w3.org/WAI/standards-guidelines/wcag/ .	
	DLR 10.2: Jordan's Overall Open Data Score within ODIN improves to at least 73				

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DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
DLI11. Implementing and strengthening good regulatory practices for evidence-based and predictable rulemaking	DLR 11.1: Office of the Prime Minister issues a Memorandum on Legislative Data (November 22, 2020).	Impact assessments and ex post evaluations need to be consistent with international good practice (to be detailed in the Program Operational Manual) and with GoJ guidelines (including on stakeholders' consultation		Good practice for screening E&S risks in impact assessments and conducting stakeholder consultations	
	DLR 11.2: Office of the Prime Minister amends Regulatory Impact Assessment Guidelines to ensure they include guidance for: (a) ex-post evaluation of legislation; and (b) the targeting and proportionality of Regulatory Impact Assessments to ensure appropriate targeting and proportionality of the assessments, and consideration of potential gender differentiated impacts.				
	DLR 11.3: GOJ publishes at least 8 ex-ante impact assessments and at least 5 ex-post evaluations of legislative instruments in compliance with the guidelines issued under DLR 11.2.				

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DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
DLI12. Establishing and operationalizing climate finance governance system for achieving Jordan's NDC 2030 goals	DLR 11.4: GOJ issues a legislative instrument at the level of a bylaw or above formalizing Good Regulatory Practices (GRP) across Government agencies based on lessons learned from ex-ante impact assessments and ex-post evaluations conducted under DLR 11.3, and consistent with international good practices.	Impact assessments and ex post evaluations need to be consistent with international good practice (to be detailed in the Program Operational Manual) and with GoJ guidelines (including on stakeholders' consultation)		Good practice for screening E&S risks in regulatory impact assessments and conducting stakeholder consultations	
	DLR 11.5: GOJ publishes at least 9 ex-ante impact assessments and at least 5 ex post evaluations of legislative instruments in compliance with new GRP legislative instrument enacted under DLR 11.4				
	DLR 12.1: Council of Ministers approves the updated National Climate Change Policy		Increase capacity of MOEnv as per above		
	DLR 12.2: MOEnv deploys MRV system in target government agencies and adopts a roadmap for operationalizing Climate		Increase capacity of MOEnv as per above		

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DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
	Finance Governance System				
	DLR 12.3: MOEnv operationalizes National GHG Registry and launches one carbon market transaction		Increase capacity of MOEnv as per above		
	DLR 12.4: MOEnv establishes and operationalizes Climate Change Center of Excellence		Increase capacity of MOEnv as per above		
	DLR 12.5: MOEnv adopts and operationalizes Climate Finance Governance System including a citizen engagement action plan and a Gender and Climate Change Strategy 2030				
	DLR 12.6: MOEnv publishes a progress report including the 2030 Climate Financing Plan and 2050 Long-Term LED Strategy				
Program Grievance Mechanism			(1) Within 3 months of effectiveness, the Government with support from the Bank will review existing GRM related processes of implementing agencies (including At Your Service and agency own systems), and develop	<u>Program GRM Procedures and Action Plan</u>	(3) Reports are prepared on a semi-annual basis on the functioning of the GRM throughout

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DLIs	Definition	Recommendations added to DLR verification	Recommendations included in the PAP	Recommendations to be included in the POM	Reporting
			<p>an action plan to strengthen Program GRM according to GRM Principles as shown in the ESSA, as necessary.</p> <p>(2) Make necessary improvements and prepare a first report on the GRM, which needs to be functioning within 6 months of effectiveness.</p>		<p>implementation.</p> <p>The semi-annual report to the Bank will include grievances received and resolved, and types of complaints received, on the activities within the boundaries of the PforR</p>

Annex 1. Reviewed Resources

Result Area1:

- PIM Draft by-law (2020)
- PPP/PIM regulatory Framework and processes
- National Environmental Impact Assessment and environmental impact management system
- Labor Law (Law 8/1996)
- Environmental and social assessment and E&S risk management system
- Management system of natural habitats and culture heritage sites
- Management of occupational health and safety, and labor
- Community health and safety management system
- Involuntary land acquisition system
- Environmental and social assessment and management system
- Environment Protection Law in 2017 (Law 6/2017)
- the Decree 69/2020 for Screening and Environmental Licensing

Result Area2:

- National Tourism Strategy (2011-2015)
- Law of Antiquities 21/1988
- Decree 23/2014 for management of tourist sites
- Standard Operating Procedures and Guidelines. The Amman Citadel Site Report DRAFT 2019, USAID Building Economic Sustainability Through Tourism Project

Result Area3:

- Open Government Plan (OPG) (2018)
- Law of the Access to Information (2019)
- The National Strategy for Development of Statistics (NSDS; 2018-2022),
- Code of Governance Practices of Policies and Legislative Instruments in Government Departments (2018)
- Service Users Survey Report (2019)
- Manual for Impact Evaluation Policy (2020)
- National Register of Government Services (Implementation PPT; 2020)
- At Your Service Platform (Accessed Feb 2021;