



REGIONAL RESILIENCE & PRIVATE SECTOR INNOVATION WORKSHOP FOR IMPROVED CRISIS RESPONSE

8 MAY 2018
GRAND HYATT HOTEL
AMMAN, JORDAN

SUMMARY REPORT



EXECUTIVE SUMMARY

The UNDP Regional Bureau for Arab States (SRF), in partnership with the Ministry for Foreign Trade and Development of Finland, organized on Tuesday, 8 May 2018 a half-day **Regional Resilience and Private Sector Innovation Workshop for Improved Crisis Response**. Held at the Grand Hyatt Hotel in Amman, Jordan, the workshop was attended by approximately 75 participants. Over 50 **Regional Refugee and Resilience Plan (3RP)** stakeholders engaged with 20 Finnish private sector participants from 14 companies on how to utilize technology and new innovative approaches to address challenges to building resilience in the region.

The workshop kicked off with a partnership matchmaking session where regional participants engaged in a networking exercise consisting of 5-minute bilateral conversations with Finnish business private sector stakeholders. Then, using the design thinking process, participants engaged in dialogue in six thematic areas - education, the environment, energy, living conditions, housing and data and ICT - understanding the context, articulating the human needs, and generating solutions in each area.

The closing session included key note addresses from H.E Anne-Mari Virolainen, Minister for Trade and Development of Finland, Ms. Sarah Poole, Deputy Director of the UNDP Regional Bureau for Arab States and Dr. Samuel Rizk, UNDP Sub-Regional Response Facility Manager.

OBJECTIVES

- I. **Develop a shared understanding of the context** of the sub-region and to understand the needs of stakeholders in each of the six sectors: education, health, energy, environment, housing and living conditions.
- II. **To generate a list of innovative solutions** that could solve key challenges in building resilience – and also to take a first step in developing one solution together in each area.
- III. **To get to know each other as potential partners** from a variety of sectors and backgrounds and to grow the network of response to the crisis.



CHALLENGES, NEEDS, SOLUTIONS

Split up into thematic areas, each table consisted of 6-8 participants from varying NGOs, UN agencies and Finnish private sector stakeholders.

EDUCATION (Two teams focused on education. One concentrated on Jordan and the other looked across the region.)

CHALLENGES

- **Regional: How to ensure quality of learning process and educational content and training as well as linkage to market needs across the region**
 - How to ensure career path development
 - Legal and market issues with regards to jobs
 - How to foresee needs of the labor market and align that with schools and the ministry of education and ultimately the beneficiaries – the students
 - How to ensure teachers can impart needed 21st century skills
 - How to ensure the wellness of youth
 - How to foster curiosity in the classroom
 - How to ensure education is more relevant
 - How to assess challenges of current system and effect change
 - More jobs in vocational areas, but lack of clear careers
 - Lack of readiness of sectors (i.e. chemical sectors not safe)
- **Jordan: Providing education for refugees and Jordanians – addressing the skills mismatch between graduates' skills and labor market needs**
 - How can we improve the quality of education and training to improve employability for all youth in Jordan?
 - Understanding the context of Jordan education
 - How can we improve the quality of education/ training in Jordan?
 - Minimum wage not sustainable (220 JD per month)
 - Reduce the gap between informal and formal sector opportunities
 - How to ensure that education itself is more relevant?

NEEDS

- **Regional**
 - What
 - Targeted provision of education linked to market needs and available jobs
 - Employers difficult to find
 - Labor market data analysis needed
 - Who
 - All youth/ male and female
 - More focus on the vulnerable



- **What**
 - Access to meaningful employment (not minimum wage unless progression)
 - Career path
- **Why?**
 - Family income, dignity, independence, start a career, national security, reduce burden on donors/ environment, prepare for the time when funding ends, contribute to economic targets and 2025 strategy as well as sustainable development goals
- **Jordan**
 - All youth in Jordan should have a chance to get employed and be considered equals; quality of education and training should not limit their opportunities to get employed

SOLUTIONS

- **Regional**
 - A three-part solution between the market, the education system and the students (beneficiaries)
 - Market: employers, labor market, connections (job fairs, shark tank - entrepreneurs present to investors, microfinance community funds) ... survey and analyse needs of the market
 - Education: curriculum design, teacher training, content, targeted skills, content
 - Students (beneficiaries): Career path, awareness building, information sessions, inspiration and motivation
- **Preparing youth for employment**
 - Engage with needed curricula
 - Internships more available to students
 - More relevant preparation for teachers
 - Interns for staff at educational institutions
 - More practical, hands-on training
 - Vocational education to meet the gaps in education, skills in the market, focus on practical skills, introduce vocational training into schools
- **Jordan**
 - Improving the quality of education for youth in Jordan
 - Teacher training to ensure that 21st century skills are imparted (critical thinking, creativity, problem solving, teamwork, etc.)
 - Engaging employers with needed skills, curricula, internships (make it more relevant)
 - Skills exchange between Jordanians and Syrians
 - Awareness for the families of options for students
 - Enhancement of work environment and career path
 - Why? Provides a future, promotes hope



LIVING CONDITIONS

CHALLENGES

- Poor living conditions, political instability, future of refugee camps, reliance on assistance, need for social cohesion, reaching refugees not in camps
- How can we bring hope for a clearer future for refugees and host communities in the region?
- Addressing regulations that would allow Syrians to start their own businesses
- Low-cost solutions for housing in camp and non-camp setting

NEEDS

- How to bring hope for a clearer future for refugees
 - Freedom of movement, building one's own house, community solutions
 - Systems for Jordan Construction Materials Company, collection and analysis of data
 - Access to markets (i.e. Lebanon companies access to EU markets to strengthen trade)

SOLUTIONS

- With government as our 'end-user' and EU as an important stakeholder we seek to invest in the region to **create housing solutions that help stabilize refugees'** lives, and that foster hope and happiness in their lives so they can establish themselves here
- Solution: **Low-cost housing solutions to ensure a human standard of living**, services and products, focus on the most vulnerable

DATA AND INFORMATION TECHNOLOGY

CHALLENGES

- Language skills, religion, country law, international law
- Human resources
- Power, electricity, housing needs quickly

NEEDS

- NGOs need help ASAP (to deliver services) because time is saving lives
 - How to get the right resources delivered ASAP to crisis areas
 - How to bring an array of services quickly to crisis situations
 - How to react with the right point of contact

SOLUTIONS



- Cope: Provide basic needs fast to cope with shock: housing facilities, food/water, electricity, medical help as first response, right resources, information (documents online), medical help and resources.
- Recover: Provide for needs that help recovery: education, integration in new society; beds for housing, hospital papers, housing, solar electricity, project management.
- Transform: Online training and education to transform lives, fostering purpose, meaning, and hope

ENERGY

CHALLENGES

- How to fix lack of energy for all residents of Jordan?
 - Heavy dependence on fossil fuels – importing energy is expensive
 - Power generators are inefficient and energy is lost
 - Management systems, government policy

NEEDS

- Government ministry of energy/ environment/ minister of finance needs versatile power generation and distribution management system and new technology because problems will increase, unrest will follow and the need for power will increase.

SOLUTIONS

- Find alternatives to fossil fuels such as biomass, solar, wind energy for power generation. Ensure management systems and policy alignment.

ENVIRONMENT

CHALLENGES

- Increasing amount of waste due to influx of refugees, soil and water contamination
- Rampant litter and disrespect for the land and nature
- People throw trash on the streets because someone will pick it up; they also throw trash everywhere including parks and forest where no one picks it up. The result is a degradation of the countryside, dirty cities and towns, and uncontrolled waste. This can lead to decreased dignity, lack of responsibility, unsanitary conditions and negative impacts on tourism.

NEEDS



- Refugees, camps and municipalities need a way to reduce the increasing amount of waste
- How to provide environmentally friendly solutions to government to support the government's lack of resources to address the waste issue?

SOLUTIONS

- Create user-centered waste management “cradle to cradle system” that includes recycling, education, etc.
- Help refugees and local communities learn about the issues/benefits of recycling and the need environmentally friendly solutions such as cotton bags/ cash or vouchers for waste (i.e. plastic bottles) because refugee camps and local communities are facing increasing amount of waste.
 - Active education of beneficiaries on issues of public benefit such as recycling
 - Cash for trash
 - Make it easy to recycle
 - Data collection on waste
 - Logistics systems
 - Training and motivation (on recycling)
 - Waste to energy
 - Information / learning / education

CONCLUDING REMARKS



MINISTER FOR INTERNATIONAL TRADE & DEVELOPMENT OF FINLAND – HE. ANNE-MARI VIROLAINEN

- Emphasized continued support of Finland to the implementation of the resilience agenda and work of the UNDP SRF– which has been ongoing since 2016;
- Recognized and commended the Jordanian government, UNHCR, and the whole UN family for creating, sustaining and further developing the Regional Refugee and Resilience Plan (3RP) as it continues to lead the way in how the international community responds to protracted crisis situations;
- Affirmed Finnish support to building resilience in the Syria crisis context and asserted Finland's commitment to creating innovative partnerships between private sector companies, NGOs, and



state institutions to create jobs, genuine business partnerships and vocational education opportunities;

- H.E Virolainen stated: “Following the Nordic Innovation Day held in January 2017, co-arranged by UNDP and Business Finland, the idea of this event was to replicate a similar approach by bringing together Nordic companies, UN organizations and NGOs to discuss the concrete needs in the field, and to propose solutions through cooperation, new technologies and innovations. This workshop is another step towards more steps in supporting the private sector to be part of the resilience building efforts.”
- Asserted Finland's intention to continue its support to UNDP in advancing the resilience agenda.

DEPUTY DIRECTOR, UNDP BUREAU FOR ARAB STATES – MS. SARAH POOLE

- Highlighted Finland and UNDP's successful partnership in continuing to deliver on supporting and expanding resilience in response to the Syria Crisis – including to foster innovative programming and partnerships that are applying new tools and technology to the response;
- Maintained UNDP's key value add in the sub-region is its convening role in bringing together innovators, private sector, entrepreneurs and 3RP partners to share knowledge, create new partnerships, and drive innovation and resilience concepts throughout the sub-region that improve jobs and economic opportunities for refugee hosting countries;
- Affirmed that UNDP's regional innovation & private sector platform should be a future catalyst for re-building networks for private sector, Chambers of Commerce, and businesses organizations to jumpstart the regional economic recovery in the next step of the crisis response.

UNDP SUB-REGIONAL RESPONSE FACILITY FOR THE SYRIA CRISIS MANAGER – DR. SAMUEL RIZK

- Identified three key areas needed to move to the next level of building resilience:
- In **skills and talent development**, an opportunity exists to truly understand the needs of businesses and labour markets – and to match that with the skills of refugees and the local labour force. Initiatives are expanding in the areas of: job matching – that link skills and needs, targeted vocational training – that meet the needs of businesses, ensuring access to labour markets – that support refugees and local populations (with practical solutions such as transportation, carpooling, and new skill development) and strengthening the educational sector – that fill gaps and build needed skills.
- In **expanding business markets**, opportunities exist to work across entire markets – with all actors in the value chain – to collaboratively create new opportunities. Initiatives include:
 - Strengthening local markets (such as a waste sector project in Lebanon that provided new livelihoods opportunities and met business needs);
 - Gaining access to international markets (such as European markets for agricultural products) to increase local production and revenues, and;
 - Decreasing barriers to SME expansion and start-ups to create new jobs;
 - This work goes beyond traditional UN and NGO programming and provides a more systematic, collaborative approach based on real-time needs.



- In **strengthening economies**, there is an opportunity to take on a goal-centered approach, using Agenda 2030 and the SDGs as a starting point. These areas of focus include:
 - Examining how regulations could be altered to decrease barriers to trade (i.e. rules of origin) and support business creation and expansion;
 - Linking central and local governments to strengthen capacity to respond to needs;
 - Increasing access and sharing of data to reduce costs and support evidence-based policy analysis.

