ABOUT US

Cultural heritage is fundamental to sustainable development and human well-being. Yet, it needs care, protection and effective management. Those entrusted with conserving heritage need tools and support to ensure they can do their job to the best of their abilities.

ICCROM is where communities, heritage professionals and governments come together to innovate and advance knowledge. Our strength lies in shifting mindsets and creating heritage leaders for the future.

We do this through three **Strategic Directions and respective objectives (SDs):**

**SD1**
**Focusing on World Concerns for Cultural Heritage**
- SO1.1 Protect cultural heritage in times of crisis
- SO1.2 Support Africa’s cultural heritage
- SO1.3 Foster emerging issues of heritage and conservation

**SD2**
**Creating a Diverse and Inclusive Global Network**
- SO2.1 Lead and innovate capacity building at all levels
- SO2.2 Enhance community engagement in protecting heritage
- SO2.3 Strengthen awareness about heritage and conservation

**SD3**
**Strengthening and Transforming ICCROM**
- SO3.1 Strengthen the foundations of ICCROM
- SO3.2 Increase the impacts of service delivery and visibility
- SO3.3 Modernize and invest for effectiveness and efficiency

And through our commitment to the **UN 2030 Sustainable Development Goals:**

**SD 11**
Sustainable Cities and Communities

**SD 4**
Quality Education

**SD 13**
Climate Action

**SD 16**
Peace, Justice and Strong Institutions

**SD 17**
Partnerships for the Goals

**SD 10**
Reduced Inequalities
FROM THE DIRECTOR-GENERAL

This Quarterly Report has been conceived as a concise and effective way to provide a comprehensive overview of the progress made in the period of January-March 2021. It tracks the indicators proposed in the Programme of Activities and Budget 2020-21, and presents the key facts and figures for the reporting period.

ICCROM continues to adapt and optimize its services to Member States in the best way possible during COVID-19 and beyond. Our operations remain fully aligned with the safety guidelines provided by the Host Countries and the World Health Organization.

A successful Member States Information Meeting took place online in March, with the participation of representatives from 79 countries. I wish to express my sincere thanks to participants for attending and active engagement. Such conversations with Member States are vital to strengthen ICCROM’s community and to sustain the growth of the organization.

We continue to update the Country Profiles dedicated web area in the ICCROM website. We kick-started the Mosul Heritage Recovery Programme, published new resources on heritage recovery, peace and resilience, and are ready to launch the first regional RE-ORG training in our esteemed host country, Italy.

A new Resource Mobilization Officer has joined the ICCROM Team in January. This is a vital addition to the organization regarding the sustainability and enhancement of its programmes. Our performance management system continues to be developed; we expect to have it implemented by the end of the next quarter.

ICCROM remains fully committed to improve its services on a continual basis, enabling the preservation of cultural heritage in all of its forms, for the benefit of all people. This is particularly relevant in the current Decade of action to deliver the UN 2030 Sustainable Development Goals, which calls for accelerating sustainable solutions through cultural heritage.

COVID-19 + ICCROM’S RESPONSE

Impact on ICCROM activities

A number of activities continue to be impacted by COVID-19, particularly those that require access to ICCROM premises. As part of the organization’s response to the still ongoing pandemic, most of the activities planned for January-March 2021 have been originally conceived to take place online. This section reports on the impacted activities, the type of impact, and where they were supposed to take place. It also shows how they are distributed according to the Strategic Directions and Objectives they refer to. No financial losses reported.
Left: activities impacted this quarter by the COVID-19 crisis. Right: the type of impact.

Top: map where the activities would have taken place. Bottom: the distribution of impact by Strategic Direction (note: numbers in parentheses represent the actual number of activities. Several activities refer to more than one Strategic Direction and/or Strategic Objective).
Delivering meaningful content online

In addition to the various lectures, meetings, and training sessions implemented online as part of different programmes and activities, the ICCROM Lecture Series continues as a key channel to deliver meaningful content to the heritage professional community, as per the table below. The map illustrates the geographic distribution of the speakers. Webinars continue to be delivered in several languages (Spanish, Portuguese, French, English) to promote diversity and reach a wider audience worldwide.

<table>
<thead>
<tr>
<th>Title</th>
<th>Date</th>
<th>Live Views</th>
<th>Countries Reached</th>
<th>YouTube Views (until April 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nuevas estrategias y el rol social del patrimonio ante el COVID-19 (Parte I)</td>
<td>14.01</td>
<td>96</td>
<td>28</td>
<td>301</td>
</tr>
<tr>
<td>RE-ORG ça bouge dans les réserves !</td>
<td>28.01</td>
<td>285</td>
<td>50</td>
<td>418</td>
</tr>
<tr>
<td>Nuevas estrategias y el rol social del patrimonio ante el COVID-19 / Novas estratégias e o papel social do patrimônio ante a COVID-19 (Parte II)</td>
<td>25.02</td>
<td>99</td>
<td>18</td>
<td>185</td>
</tr>
<tr>
<td>Holistic, sustainable and resilient recovery of cultural heritage following disasters and conflicts</td>
<td>11.03</td>
<td>150</td>
<td>51</td>
<td>271</td>
</tr>
<tr>
<td>Gestión integrada del patrimonio: conectando a las personas, la naturaleza y la cultura</td>
<td>25.03</td>
<td>146</td>
<td>24</td>
<td>427</td>
</tr>
</tbody>
</table>

The dedicated web area on ICCROM’s website, containing tools for monitoring impacts of COVID-19, remains active and continues to be updated. Resources are available in seven languages, which cover topics such as advice for supporting livelihoods, closure, reopening as well as adapting heritage spaces.
Operational Aspects

The timelines below depict host government measures and corresponding response by ICCROM for the period of January-March 2021, at Rome Headquarters and ICCROM-Sharjah Office.

Rome Headquarters

Italian Gov measures
Staff informed on the Italian vaccination campaign for UN personnel. The list of Staff willing to be vaccinated to be sent to Ministry of Foreign Affairs.

Italian Gov measures
The Government issues orders tightening domestic measures in place to combat the spread of COVID-19. Effective March 15 until 6 April. Lazio region is declared Red Zone, the highest tier on the nation’s color-coded system for tracking COVID-19. National-level restrictions: ban on travel between regions except for work, health, family reasons; A 2200-0500 curfew remains in effect; International travel restrictions and international entry ban remains in force until April 6; Restaurants, bars, cafes, shops are closed.

ICCROM measures - ICCROM’s HQ building will remain open and serviced, maintaining current. Occupancy is kept at 50% max in each floor and in-presence

Italian Gov measures
Staff informed on how to participate in the Italian vaccination plan for Staff registered to the Italian Health System.
MONITORING RESULTS, MEASURING IMPACT

Utilizing the framework of indicators proposed for the current Programme of Activities and Budget, the progress made in the first quarter of 2021 is quantified below.

UAE Gov. measures
All employees in federal departments, ministries and entities required to be tested every 14 days at their own expense as of January 17, 2021.
ICCROM measures
All staff are informed.

Ministry of Health and Prevention measures
Vaccination available for all population groups free of charge.
ICCROM measures
80% of staff vaccinated.

Sharjah Gov. measures
Remote working activated for all government employees. If not entirely possible, a maximum of 50% staff is allowed at any given time. 100% distance learning for all public and private schools and nurseries until April 18.
ICCROM measures
All staff are informed.
PROGRAMME OF ACTIVITIES

In addition to the webinars and relevant indicators presented above, other key deliverables and milestones of ICCROM’s Programme of Activities have been met during the first quarter of 2021.

Programmes at HQ and ICCROM-Sharjah Regional Office

HQ

- **44 field projects in 30 countries** (ongoing): FAR MENAP (21), FAR international course (20); WHL Enhancing our Heritage toolkit testing (2); YHA Climate Action and DRM (1).
- **14 multipartner research projects** (ongoing): FAR: Proculther; WHL: Research network, Management manual, WHIA guidance, DRM manual, EOH toolkit; PNC-PANORAMA solutions; YHA: DRM toolkit Kenya; SDH: The Digital Imperative; Heritage Samples Archives; E-RIHS, ODEUROPA-EU, APACHE-EU, CollectionCare-EU.
- **3 articles/books/chapters** by ICCROM staff (besides ICCROM publications).
- **2 surveys** (online): contemporary art collections in LAC (processing results); OCM sustainability and collections (ongoing).
- **45 programme partners/technical meetings** (online): FAR, DRM, WHL, OCM, LAC, SDH, RE-ORG, CollAsia, Summer School.
- **37 000 EUR secured**: British Council Cultural Protection Grant - YHA.
- **9 advisory services to WHC** (online): national consultations on Impact Assessment and planning (4); capacity building strategy review (1); Periodic Reporting workshop (1); Africa project proposals assessment (3).

ICCROM-SHARJAH REGIONAL OFFICE

- **MSc Programme**: Conservation and Management of Cultural Heritage (Spring semester concluded with Risk Management course); 43 students, 13 countries; language: Arabic. Call for applications 3rd intake being finalized.
- **MOSAIKON advanced training**: webinars on Reburials and shelters (ongoing); 28 participants, 11 countries; language: English and French.
- **New online course and awareness campaign**: Illicit trafficking of Cultural Properties; course and campaign design in progress.
- **2 field projects**: Western Sudan Community Museums - Phase II concluded; Conservation and Rehabilitation of Historic Houses in Oman (ongoing).
- **New online Journal** on Cultural Heritage Issues in the Arab Region (Tarmeem); concept development, setting up technical and administrative structure, announcement (ongoing).
- **ICCROM-Sharjah Award**: call for applications 2021; new webpage contents development (ongoing).
- **4 programme partners/donor/technical meetings**: MOSAIKON; UN Organizations in UAE (Dubai Expo 2020-2021).
- **Translation** of ICOMOS Charters into Arabic - final review before publication.
ICCROM Library

**DOCUMENT DELIVERY:**
- 92 requests answered
- 15 countries served
- 273 articles sent

**REFERENCE SERVICE:**
- 7 requests answered
- 3 countries served

**OPEN ATHENS:**
- 124 active accounts
- 24 countries served

**ONLINE CATALOGUE:**
- 275 new accessions
- 709 new records added

**PERIODICALS:**
- 30 renewed subscriptions
- 7 new titles

ICCROM Archives

**Reference service**
- 20 requests answered
- 8 from external researchers
- 150 images shared
- 12 documents sent

**Heritage Sample Archives (HAS)**
- HSA Initiative: 1 Partner Meeting held with partners from 12 countries
- 2021 International workshop: 6 Working Groups Meetings held with partners

Library & Archives: countries served

Interns and Fellows

- 7 interns from 7 countries started their internships: DAZ, ECU, EGY, LBN, NLD, RUS, SYR.
- 6 research fellows from 4 countries selected for 2021: ESP, IRN, TUR, USA.
- All internships and fellowships carried out online.
- Dedicated cloud space for interns and fellows continuously updated.
- Webinar on internship experiences planned for the ICCROM Lecture
Technical Advisory Services

- 51 requests from 24 Member States and 3 International organizations

Above: types and number of Technical Advisory Service requests. Below: geographic distribution of requests.
STRENGTHENING ICCROM

This section presents the relevant figures concerning relations with Member States; administration; communication and outreach activities; and cross-cutting initiatives to transform and strengthen ICCROM for the future.

Reaching out to our Member States

**DIRECTOR-GENERAL’S ACTIVITIES:**
- Contact with **MS**: 7
- Contacts with **Partners**: 6
- **Conferences**: 4
- **Patronages** granted: 2
- **Governance**: 7

**Administration**

**RECRUITING & RESTRUCTURING**
- Resource Mobilization Officer: new staff member joined Team ICCROM.
- Mosul Project Budget Assistant: position filled.
- Mosul Project Grant Assistant: recruitment in place.
- **Corporate KPIs**: ongoing development and refining.
- Injury/illness service incurred: consultations with FAO to improve procedures.

**POLICIES & REGULATIONS**
- Delegation of authority’s administrative circular: in-depth revision.
- Consultancy Agreement and Letter of Agreement: new forms.
- Corporate Credit Card linked to travel Policy (draft).
- DocuSign routing slip to request DG’s authorization to sign contracts, MoUs, payments etc.
- Secondary Dependents Allowance: Administrative Instructions.

**ACCOUNTANCY**
- New external auditors: auditing documents, regular meetings.
- **UNJSPF training** of accountancy team on different levels.
- **New remote banking** (UNFCU): activation and training of Staff.
- **SAP training** to HQ and Sharjah Office Staff Members.

**LOGISTICS+IT**
- Transition to Microsoft 365 ICT business environment: service provider selected to enable process.
- **New premises**: initial plans and preparations to handover unused spaces in current HQ premises to Host Country.
Web and Social Media Statistics for the First Quarter

Cross-Cutting Initiatives

- Monitoring ICCROM’s carbon footprint: energy & gas consumption, paper & printing, air travel.
- Analyzing credentials of green energy programs and suppliers for future transition (HQ).
- Inventorying green measures already in place at ICCROM.
- Sensitizing staff on green issues.

- Towards a People Centred ICCROM survey results discussed with Administration for follow-up.
- Improving people-centred design across ICCROM courses and activities.
- Training staff on General Data Protection Regulation (GDPR).
- Dedicated social media channel for staff to socialize during the pandemic until full return to office.

- Online ‘Keeping in touch’ form finalized and launched to streamline data collection and processing.
- Optimizing data collection process and templates for periodic reporting.
- Preparing French versions of online application forms - internships.
- Streamlining translation and proof-reading processes.
- Development of FAQs on ICCROM membership to be published on the website.

- Evaluating the outcomes of ICCROM courses and internships (2018-2019’s biennium) through self-assessed changes in knowledge, skills, attitude, behavior, professional status - online survey finalized and ready to launch.
- Measuring and evaluating the impact of COVID-19 on ICCROM activities.
## Budget Status

 ICCROM's 2021 budget implementation status at the end of the first quarter is presented below, disaggregated according to the three Strategic Directions. The amounts in EUR correspond to the total budget for the year, including operations and administration costs. The percentages indicate the fraction of the annual budget spent at the end of the last quarter.

<table>
<thead>
<tr>
<th>Strategic Direction</th>
<th>Percentage</th>
<th>Amount (EUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SD 1</td>
<td>10.11%</td>
<td>1,051,409.08</td>
</tr>
<tr>
<td>SD 2</td>
<td>22.91%</td>
<td>2,137,232.17</td>
</tr>
<tr>
<td>SD 3</td>
<td>10.39%</td>
<td>532,082.34</td>
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</tbody>
</table>