

QUARTERLY REPORT

2021

FIRST QUARTER



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		<p>Focusing on World Concerns for Cultural Heritage</p> <p>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</p>
SD2		<p>Creating a Diverse and Inclusive Global Network</p> <p>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</p>
SD3		<p>Strengthening and Transforming ICCROM</p> <p>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</p>

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



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.

ICCRUM 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.

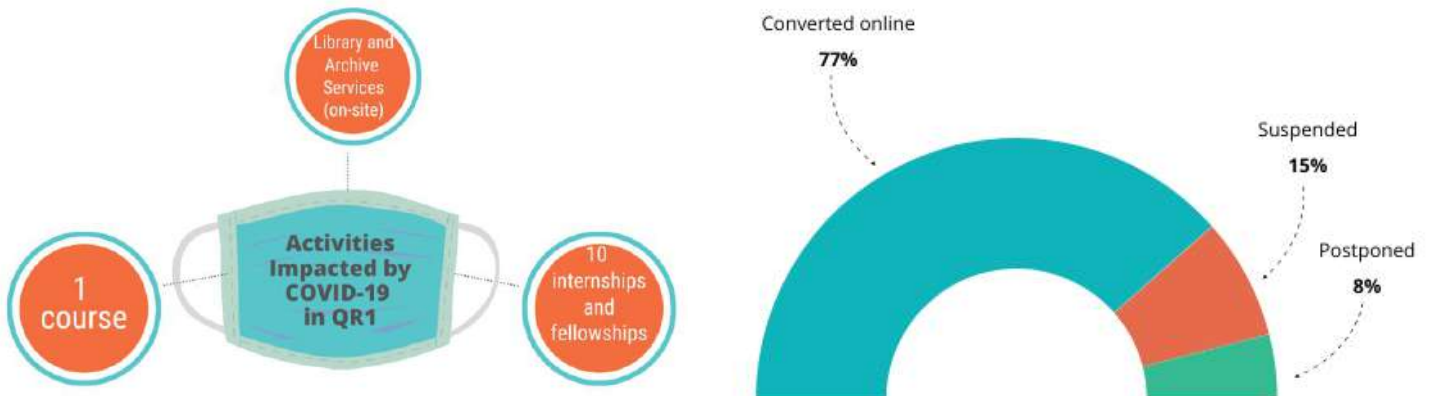
A new Resource Mobilization Officer has joined the ICCROM Team in January. This is a vital addition to the organization regarding the sustainability and enhancement of its programmes. Our performance management system continues to be developed; we expect to have it implemented by the end of the next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

ICCRUM 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.

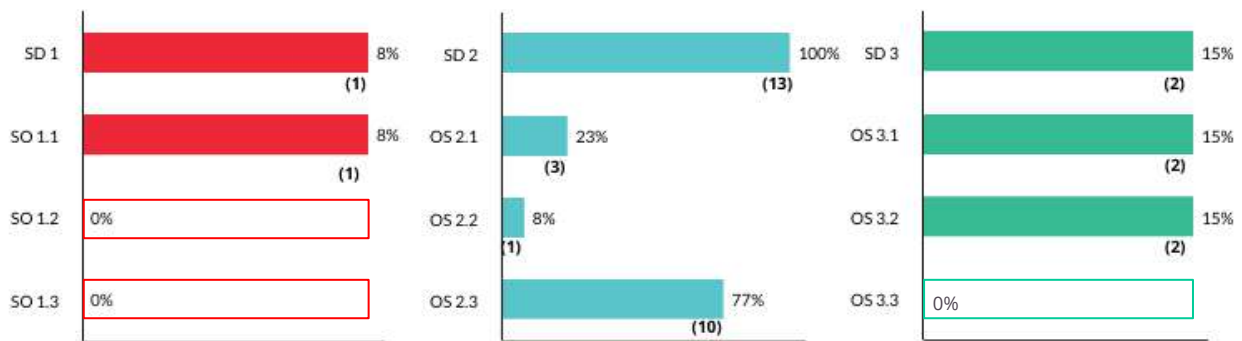
COVID-19 + ICCROM'S RESPONSE

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.

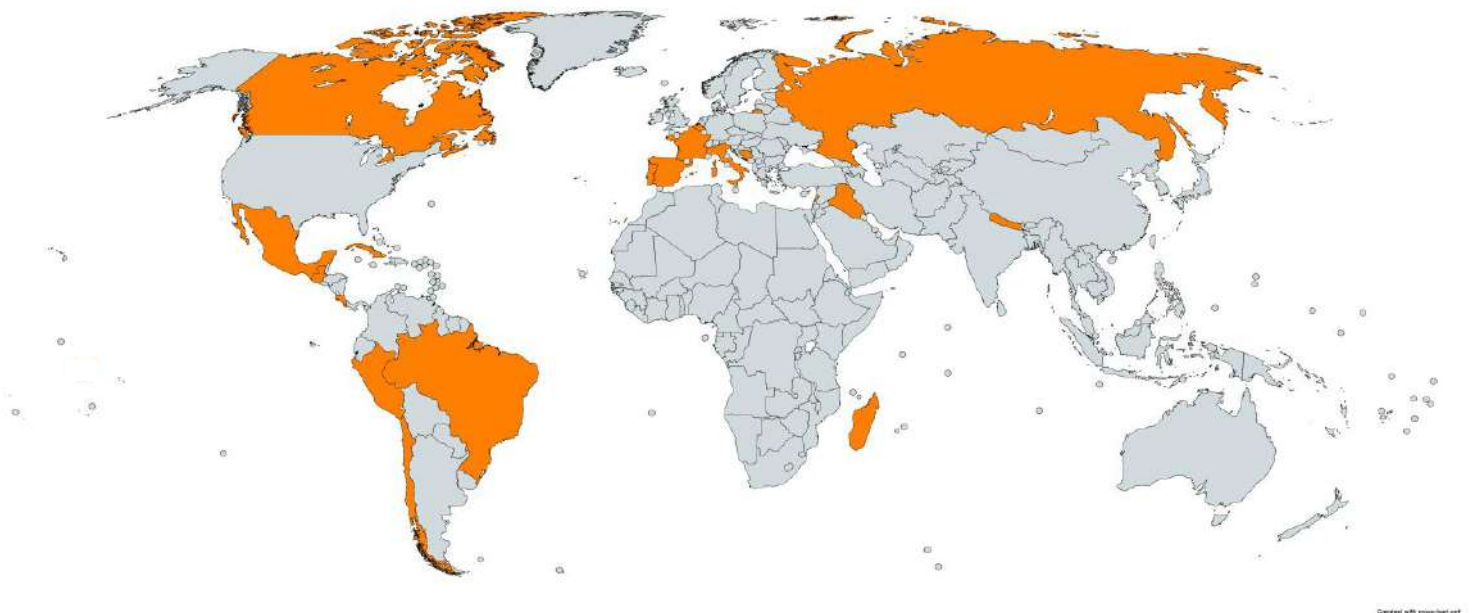


Top: map where the activities would have taken place. Bottom: the distribution of impact by Strategic Direction (note: numbers in parentheses represent the actual number of activities. Several activities refer to more than one Strategic Direction and/or Strategic Objective).

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.

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

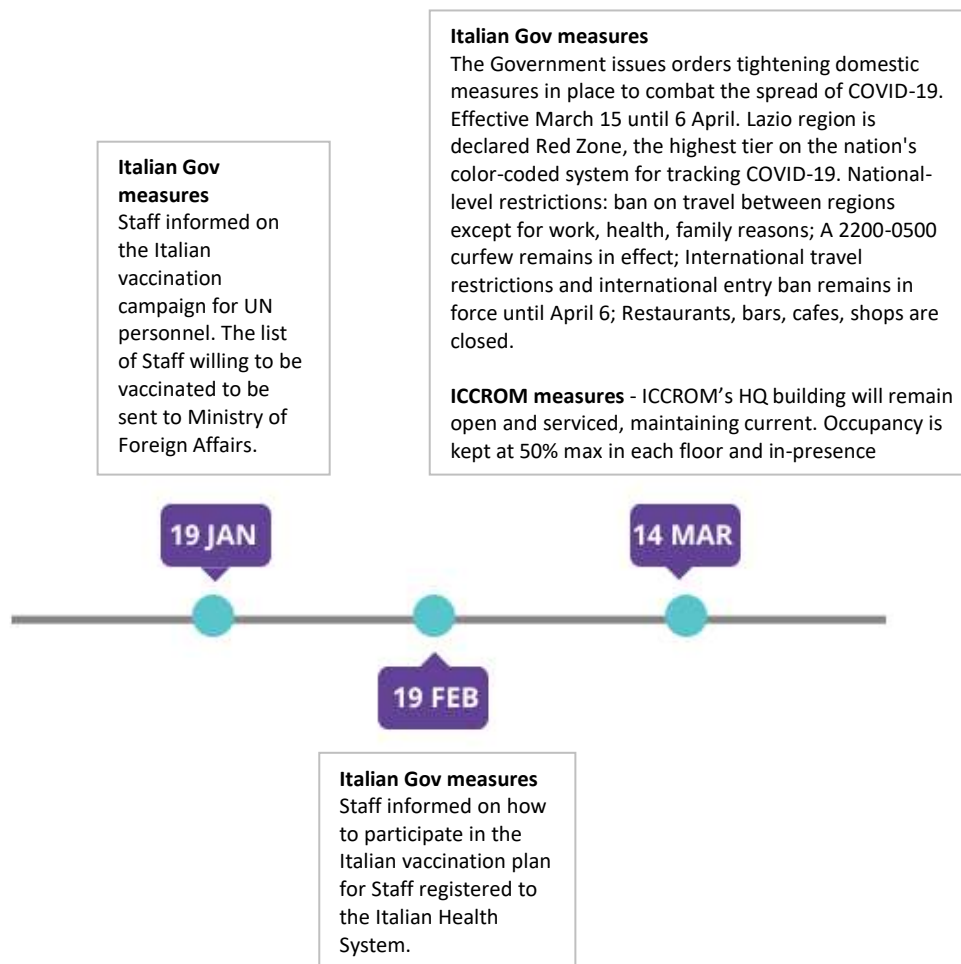


The [dedicated web area](#) on ICCROM's website, containing tools for monitoring impacts of COVID-19, remains active and continues to be updated. Resources are available in seven languages, which cover topics such as advice for supporting livelihoods, closure, reopening as well as adapting heritage spaces.

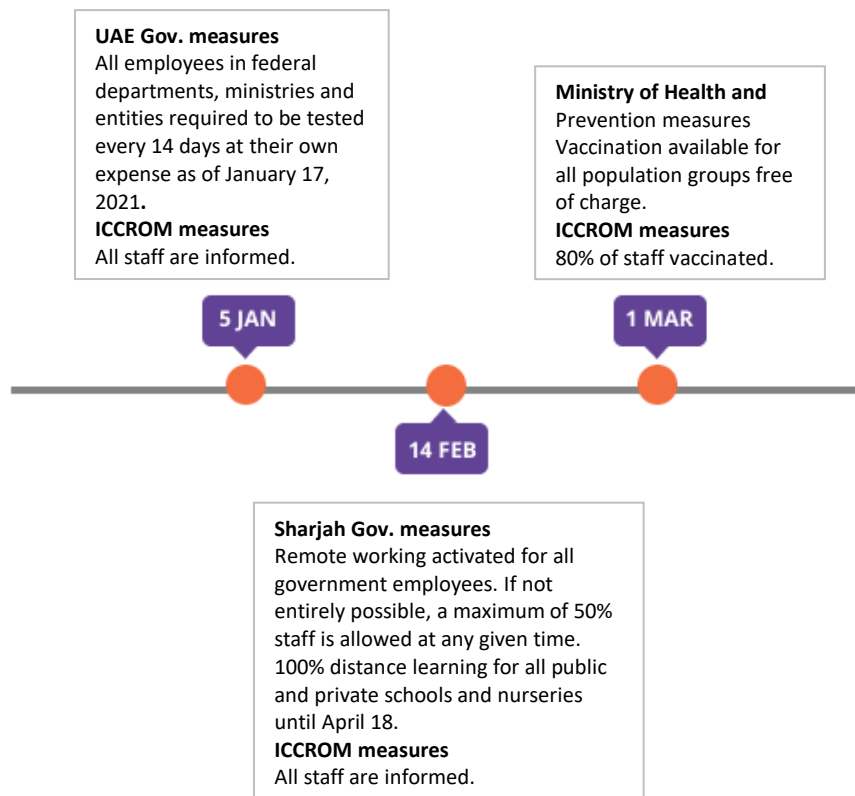
Operational Aspects

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

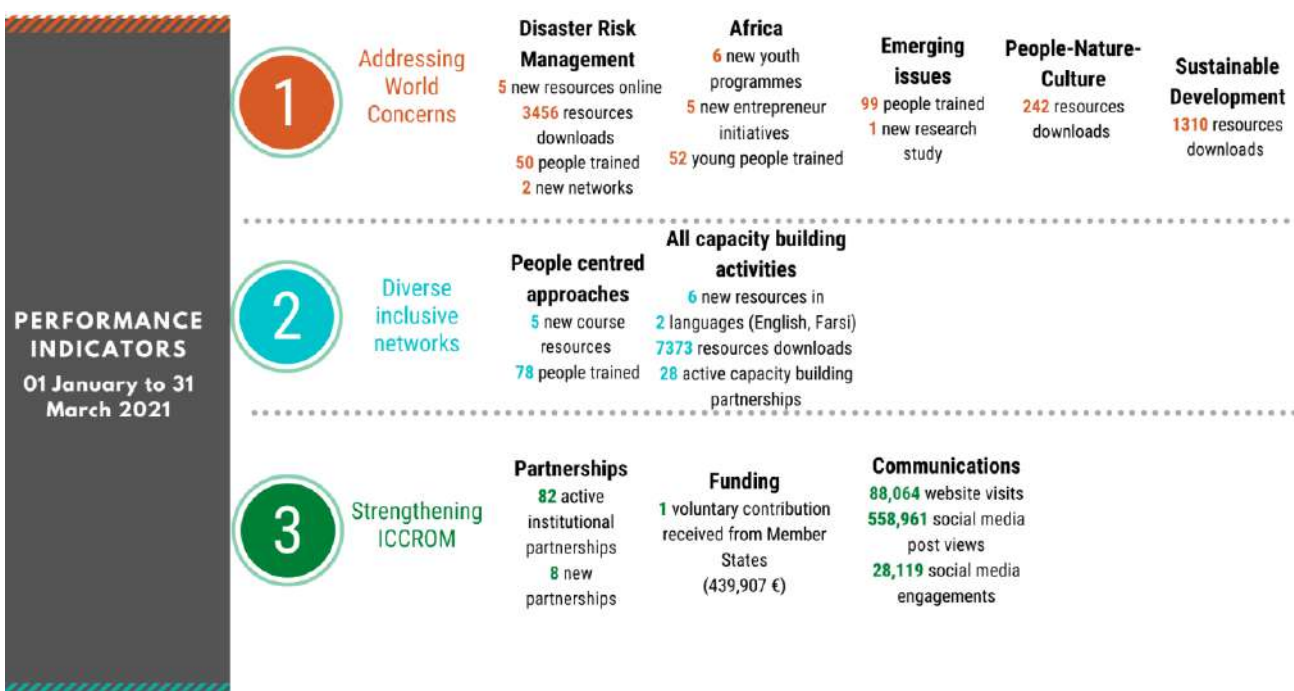


ICCROM-Sharjah Office



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.



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.

ICCRUM 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

ICCRUM 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



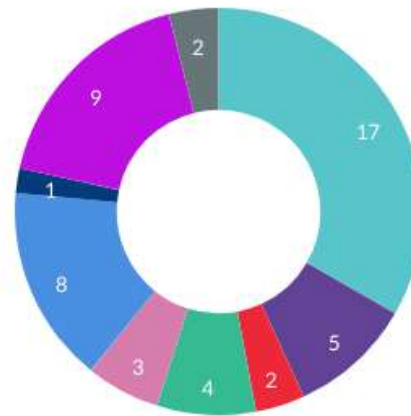
Interns and Fellows

- **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

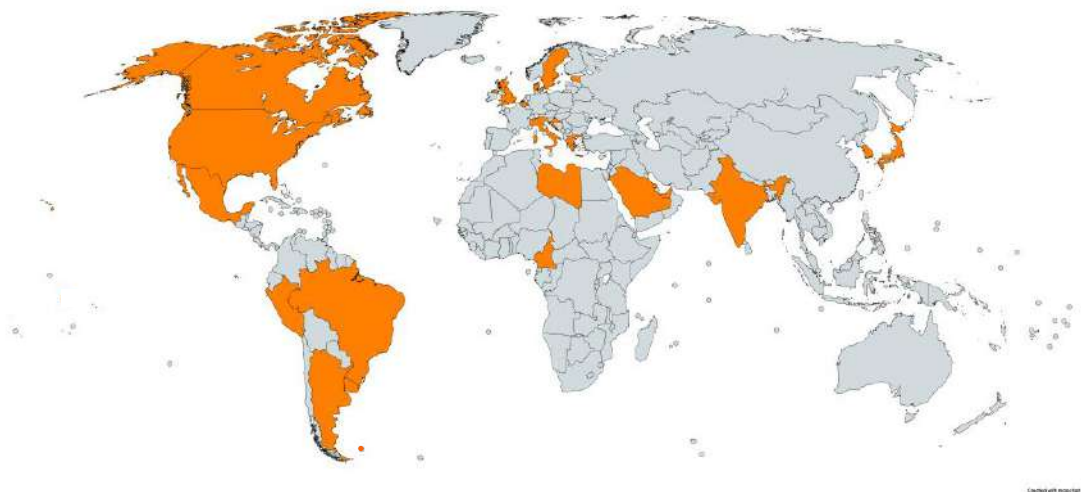
Technical Advisory Services

Technical Advisory Services

- 51 requests from
- 24 Member States and
- 3 International organizations



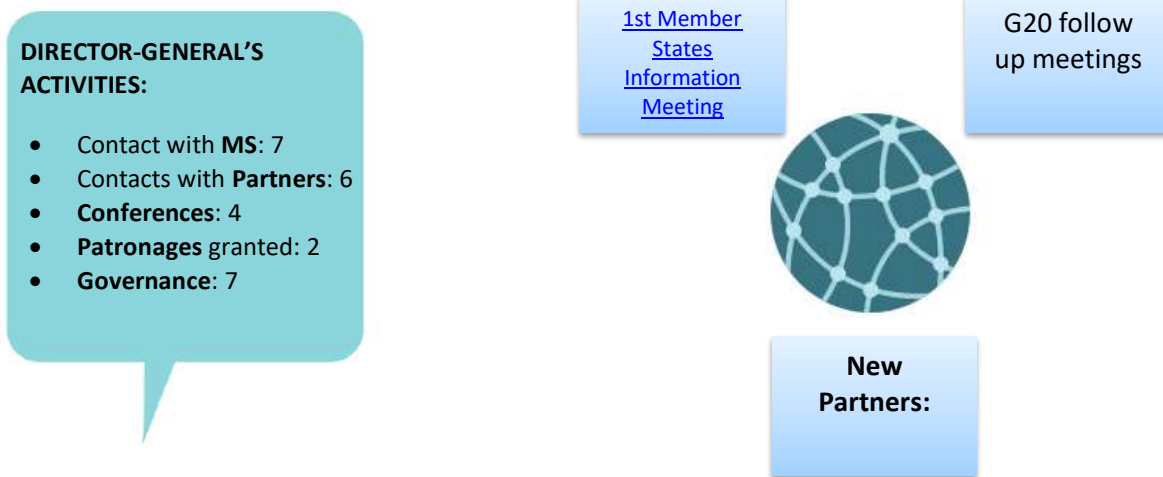
Above: types and number of Technical Advisory Service requests. Below: geographic distribution of requests.



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



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.

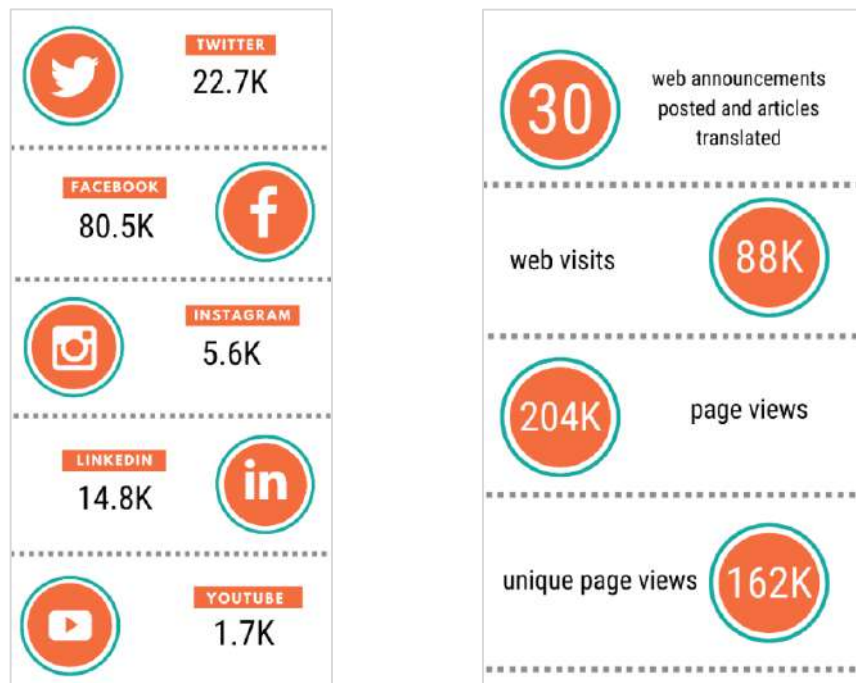
ACCOUNTANCY

- **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.

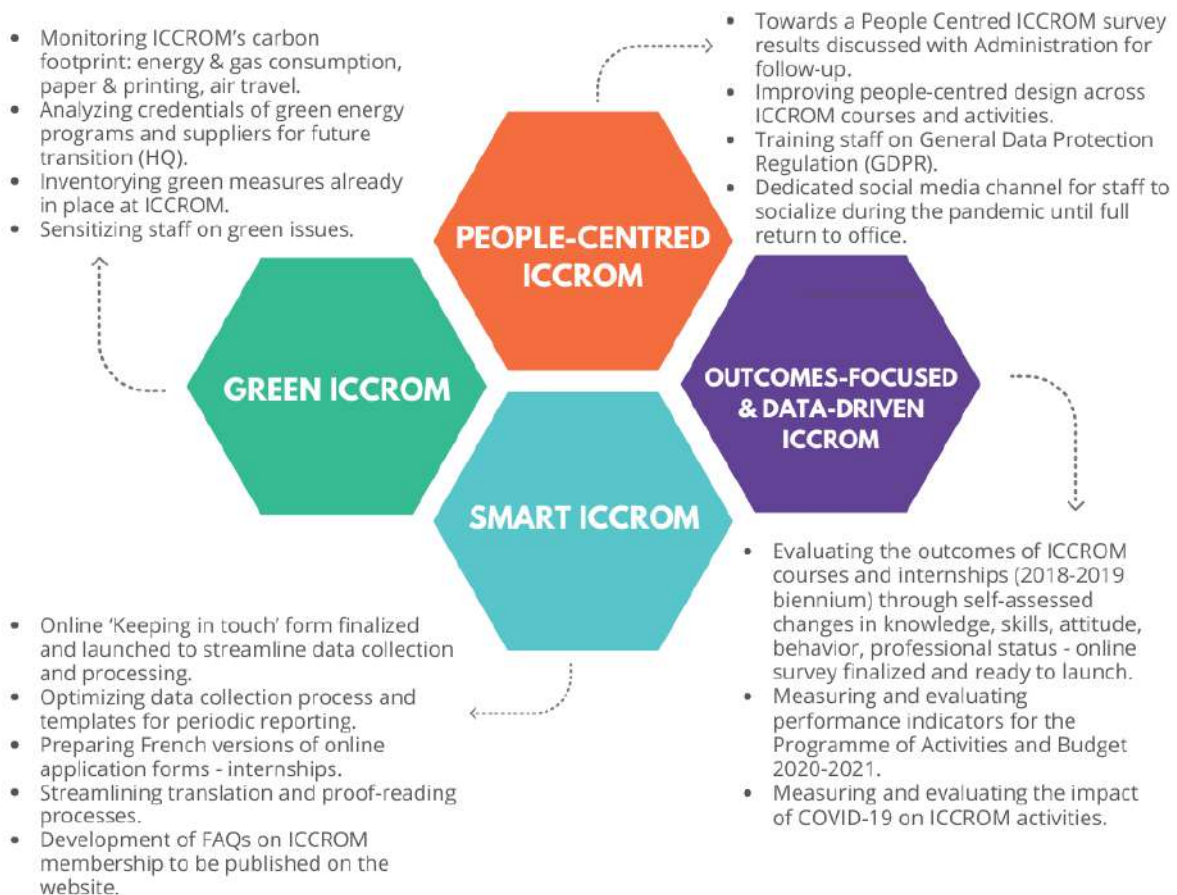
LOGISTICS+IT

- **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



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.

