

QUARTERLY REPORT

2021

THIRD 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)**:



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



FROM THE DIRECTOR-GENERAL

The objective of this Quarterly Report is to provide an overview of the activities carried out by ICCROM in the past three months, from July to September 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.

ICCRM continues to adapt and optimize its activities to better serve its Member States, during COVID-19 pandemic and beyond. Our operations remain fully aligned with the safety guidelines provided by the Host Countries and the World Health Organization.

In the past months, ICCROM has participated in many important events, including the [Meeting of G20 Culture](#) held in Rome at the Colosseum and Palazzo Barberini under the Italian G20 presidency. On this occasion, G20 Ministers of Culture and 40 cultural delegations, including ICCROM, discussed important topics concerning Cultural Heritage as a global source of sustainable development. This event led to the adoption of the [Rome Declaration of the G20 Culture Ministers](#), calling for culture to be more effectively integrated into national economies as an opportunity for sustainable growth and international cooperation.

ICCRM has also participated in the following events:

- [The Conference of Lampedusa](#) (8-9 July 2021)
- [The Soft Power Conference in Venice](#) (29 August – 1 September 2021);
- The International Cultural Forum “Central Asia at the Crossroad of World Civilizations” in Khiva, Uzbekistan (14-15 September 2021);
- [The 3rd Conference for a Euro-African Academic partnership, Teramo](#) (29-September – 3 October 2021).

After having hosted its fourth meeting of the Finance and Audit Committee at the end of September, ICCROM is now completing preparations for the Council C95 (25-26 October 2021) and the XXXII General Assembly (27-28 October 2021) meetings. We look forward to welcoming our Member States in this first-ever online General Assembly.

I take this occasion also to announce the release of the [Annual Report 2020](#), a year like no other, highlighting the results achieved last year thanks to the support of our Member States and 267 international partners.

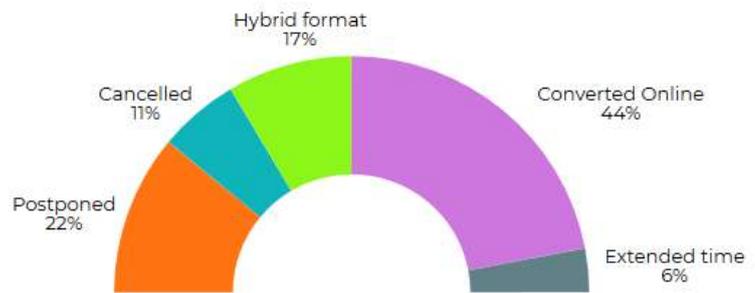
We have also concluded an assessment of the [outcomes of all ICCROM courses, internships, and fellowships](#) implemented in the last biennium (2018-2019). It is part of the organization’s monitoring and evaluation initiative to better demonstrate the impact of its activities, and to improve the provision of services to the Member States. A summary of ICCROM’s overall performance is presented in this report. Additional information on specific flagship programmes and other activities will be shared in subsequent quarterly reports.

ICCRM 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 July - September 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.



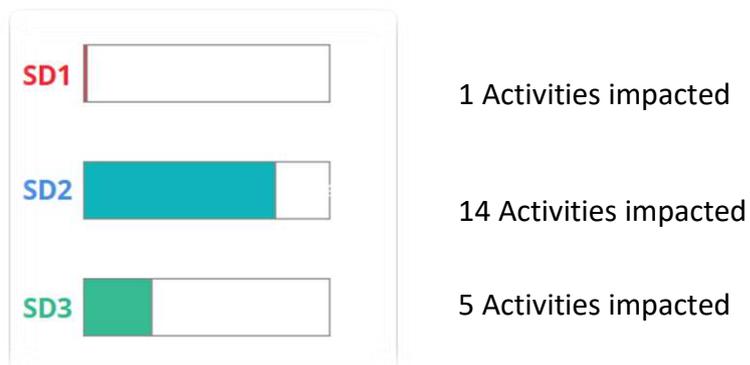
Left: activities impacted this quarter by the COVID-19 crisis.



Right: the type of impact.

Top: map where the activities would have taken place.

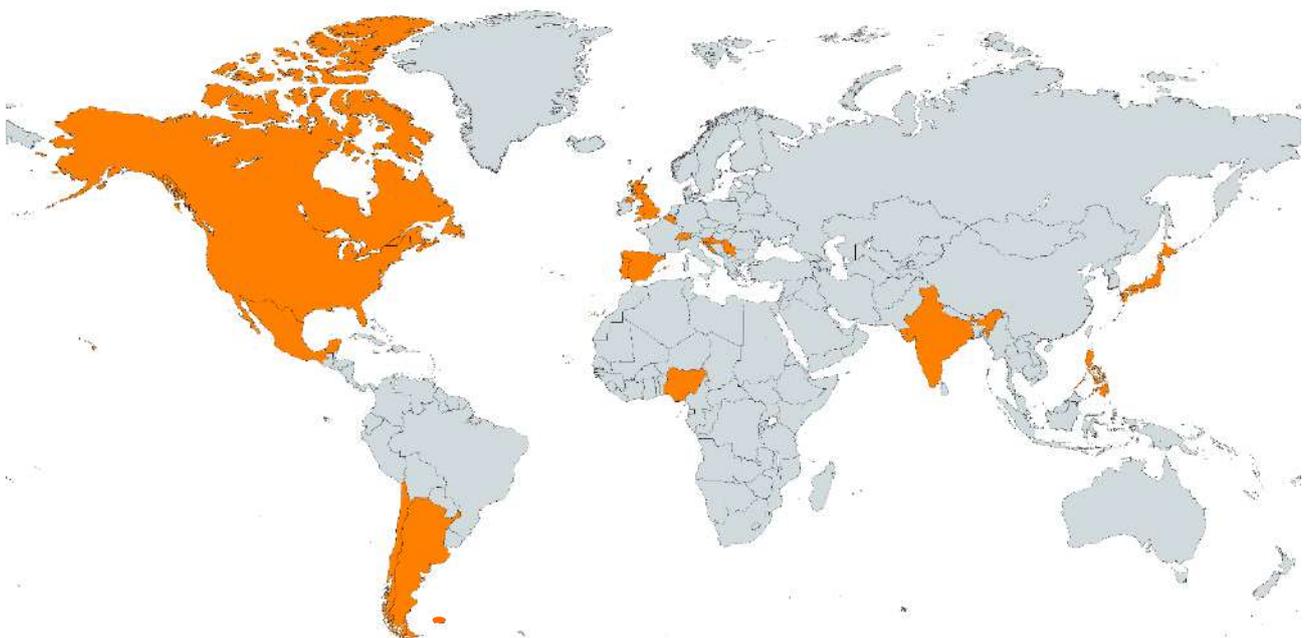
Bottom: the number of the activity impacted by Strategic Direction. Several activities refer to more than one Strategic Direction.



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 to promote diversity and reach a wider audience worldwide.

Title	Date	Live Views	Countries Reached	YouTube Views (until September 30)
Using Traditional Knowledge for Disaster Risk Reduction: From Words into Action - in collaboration with the UN Office of Disaster Risk Reduction (UNDRR).	15.7	226	67	369
RE-ORG: a brighter future for your museum collections in storage.	09.09	358	76	301
Lucha contra el tráfico ilícito de patrimonio. Un desafío común / Combate ao tráfico ilícito de bens culturais. Um desafio comum.	23.09	204	23	220



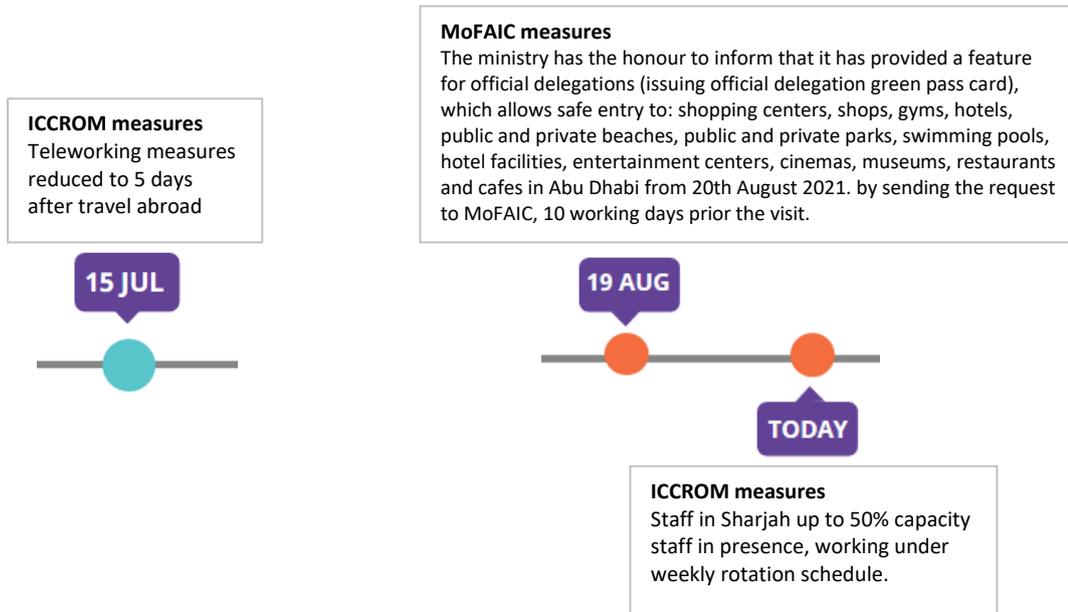
The [dedicated web area](#) on ICCROM’s website, containing tools for monitoring impacts of COVID-19, remains active and continues to be updated. Resources are available in seven languages, which cover topics such as advice for supporting livelihoods, closure, reopening as well as adapting heritage spaces.

Operational Aspects

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

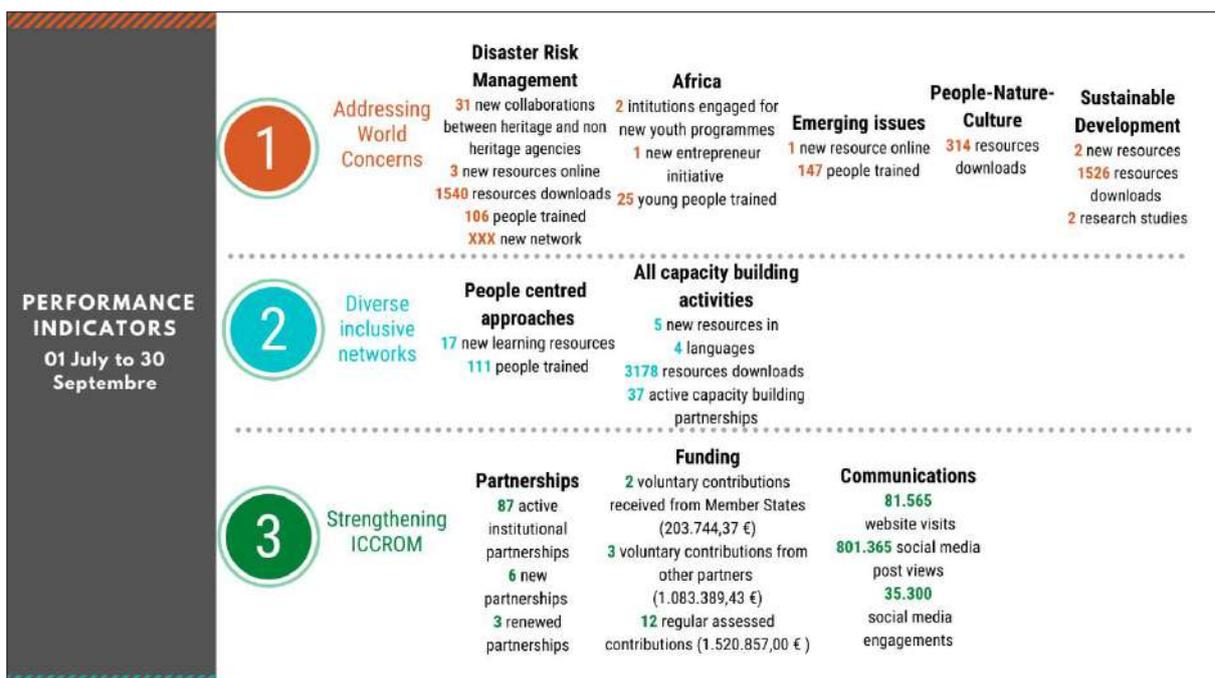
Rome Headquarters

ICCROM-Sharjah Office



MONITORING RESULTS, MEASURING IMPACT

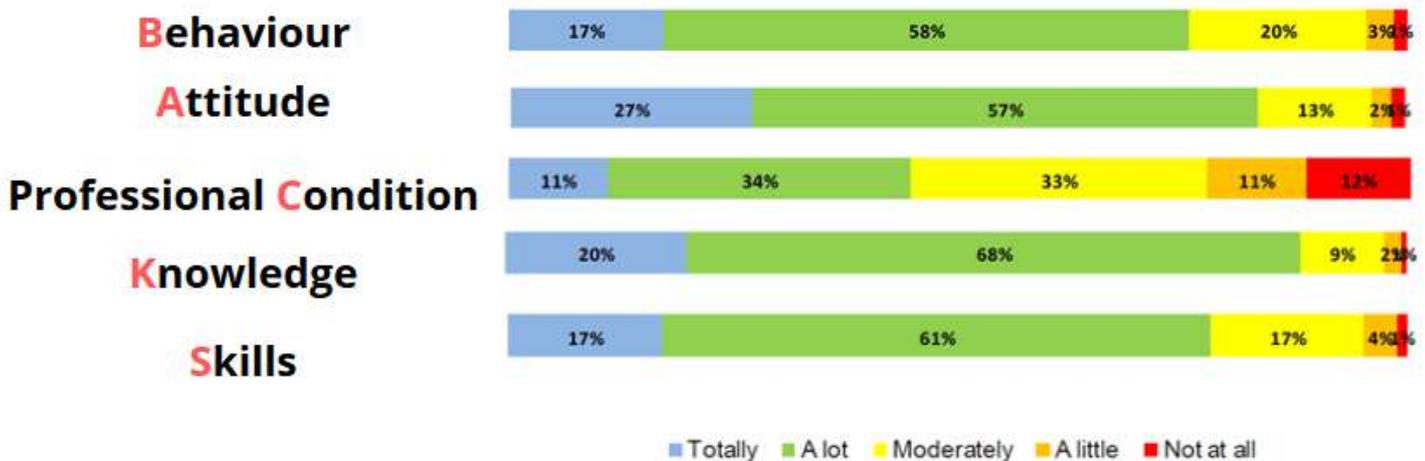
Utilizing the framework of indicators proposed for the current Programme of Activities and Budget, the progress made in the third quarter of 2021 is quantified below.



OUTCOMES OF ICCROM CAPACITY BUILDING ACTIVITIES IN 2018-2019

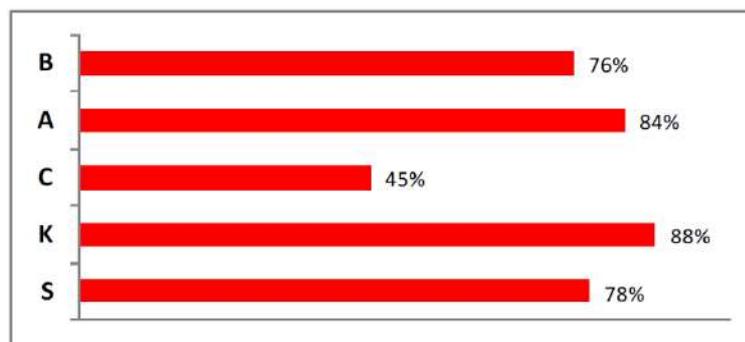
The outcomes of all courses implemented in the 2018-2019 biennium have been measured through self-assessed improvements in participants' behaviour, attitude, professional status, knowledge, and skills brought about as a result of undertaking the activity. The graphs below summarize the results aggregated across all ICCROM programmes.

ICCRM Courses 2018-2019 - Aggregate outcomes



HOW WE MEASURE SUCCESS

The fraction of course participants rating their **improvement** as 'Totally' or 'A lot' (the success indicator adopted for this evaluation) is shown below for each assessed criterion.



- 53 Courses
- 1072 participants from 124 countries
- 766 survey recipients (valid email addresses 71%)
- 378 survey responses (response rate 49%)

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 third quarter of 2021.

Programmes at HQ and ICCROM-Sharjah Regional Office

HQ

- **11 courses, 2 workshops and 1 webinar:** FAR, WHL, OCM, YHA, SBH, RE-ORG.
- **4 field projects in 13 countries /online:** International Course on Rethinking DRM for Cultural Heritage; Tyre Management Planning Assistance (Lebanon); SBH; OCM Field Studies.
- **4 multipartner research projects:** FAR; WHL? Heritage Place Labs project; SBH ; SDH: The digital imperative; BCIN;
- **5 article/book/chapter** by ICCROM Staff (besides publications): WH Convention; Rethinking Capacity Strengthening for Sustainable development for UNESCO UK; [Fostering Greener, Prosperous and Cohesive Communities through Collections-Based Work](#) (Muse Magazine Spring 2021).
- **2 surveys** (online): African Youth-led Organisations Operating in Heritage Protection and Promotion; Risk Management in LAC.
- **57 Coordination/expert/donor meetings organized/attended:** WHL; YHA; SDH.
- **755 000 EUR secured and submitted:** Climate. Culture. Peace (Secured); Net Zero: Heritage for Climate (Submitted); inSPIRIT (Submitted); YHA and SBH.
- **7 advisory services to WHC:** WHL, International assistance (Albania); training project development for YHA; SBH; SDH: experts meeting; participation in the WH Committee meeting, 2021; ABs meeting; meeting of the Open ended code of conduct working group.

ICCROM-SHARJAH REGIONAL OFFICE

- **2 MSc Programme intakes:** History of Architecture I (Remedial Course) and Theories of Conservation course; 23 people trained; 8 countries. Hybrid (50% online and 50% on campus)
- **1 Field project: Oman Conservation Project.**
- **Coordination/expert/donor meetings organized/ attended:** Technical Committee Meeting for the Mosul, IRAQ; Regional Arab Dialogue Seminar, UNESCO-MOFA Cairo; Meetings with Ministry of Culture, SHPS/ experts' programme, and the Royal Institute of Traditional Arts, KSA; ArtTech Forum, Switzerland and Turkey.
- **Research work for WSCM.**
- **Article** on ICCROM's work in the area of postwar recovery of cultural heritage for ARC-WH (Bahrain).

ICCROM Library

DOCUMENT DELIVERY:

- 41 requests answered
- 9 countries served
- 160 articles sent

REFERENCE SERVICE:

- 3 requests answered
- 2 countries served

VISITING REQUESTS:

- 14 requests answered
- 4 countries served

OPEN ATHENS:

- 177 active accounts
- 12 countries served

CATALOGUE:

- 147 new accessions
- 378 new records added

PERIODICALS:

- 17 renewed subscriptions
- 18 new titles

BCIN Project:

- 3 members and 1 contributor
- 2 countries
- 2 international Organizations
- Launch of the new platform

ICCROM Archives

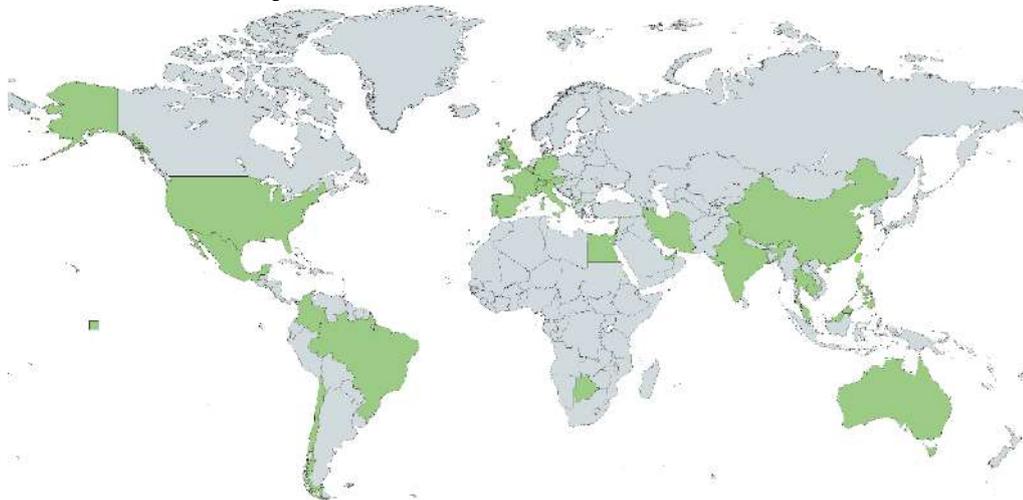
REFERENCE SERVICE

- 32 requests answered
- 20 from external researchers
- 126 images shared
- 28 documents sent

MULTIPARTNERS PROJECTS

- HERITAGE SAMPLE ARCHIVES INITIATIVE (HAS)
- Mora Samples Collection Project
- InterPARES Trust AI

Library and Archives: Countries served



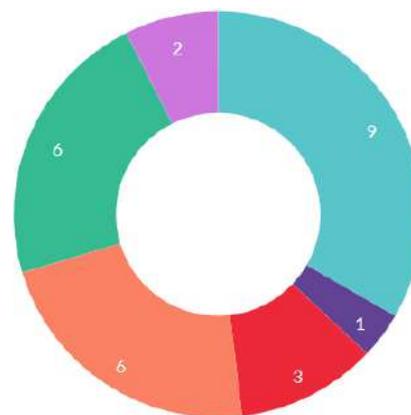
Interns and Fellows

- **6 interns** from 5 countries started their internships: Brazil, China, Philippines, USA, Zimbabwe
- **2 research fellow** from Iran and USA.
- **All internships and fellowships** carried out online
- **Dedicated cloud** space for interns and fellows continuously updated.

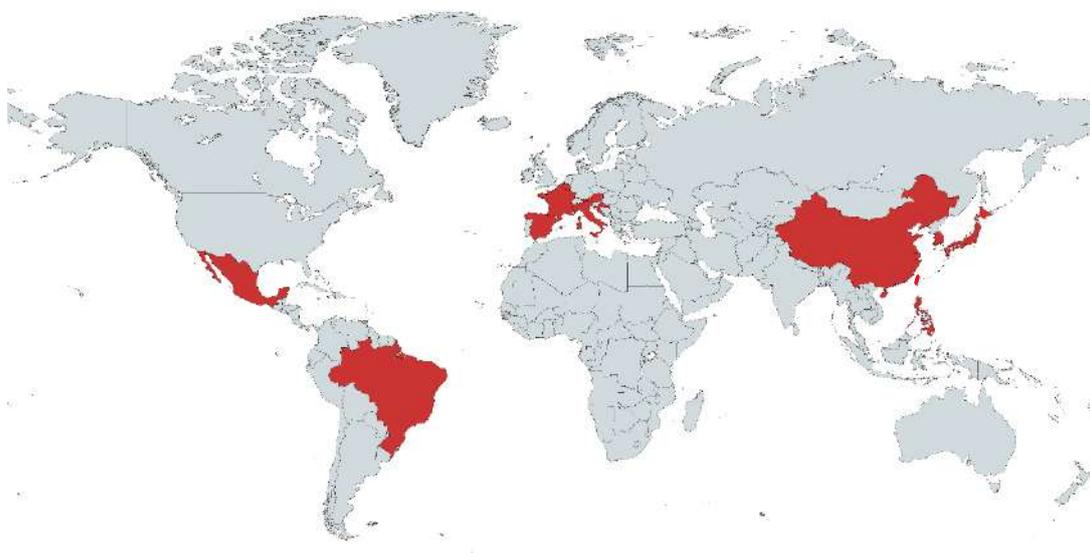
Technical Advisory Services

TECHNICAL ADVISORY SERVICES

- **27** requests from
- **12** Member States
- And **2** 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: 4
- Contacts with Partners: 7
- Patronages granted: 4
- Governing bodies Meetings: 1
- Duty travels: 3
- Media coverage: 1



[G20 Culture Ministers](#)



4th Finance and Audit Committee Meeting

Administration

RECRUITING & RESTRUCTURING

- Reorganization of duties in Administration Unit.
- Finalized recruitment of Liaison Officer.
- Started the recruitment of the Human Resource Officer
- Finalized the KPIs definition for Admin Unit.
- Drafted Job Description for the IT Responsible.
- Assistance to Staff who left the organization and related procedures.

POLICIES & REGULATIONS

- Requested legal support on transition to new SRR for Education grant policy.
- Finalized the Guidelines on Official Travel.
- Finalized the Contract template on DocuSign for Consultants, Contractors and Lecturers.
- Extended Audit with Marsh.
- Draft Procurement Policy (endorsement by EY).
- AC Delegation of Authority.
- AC Use of Corporate Credit Card.
- Hot line Whistleblowing and anti-Retaliation.
- UNJSPF: attending the General Conference.
- ICCROM Staff Pension Committee: renewed the Committee with elections.
- Working on procedures for gradual return to office during the pandemic.
- Coversheet for agreements on DocuSign, in collaboration with PartComm Unit.
- Discussed the Policy on petty cash with EY and received recommendations.

ACCOUNTANCY

- Sent personnel data update for calculation of ASHI projected as at 31/12/2021.
- Transition to After Service treatment for retired staff.
- Assistance to pensioner on CIGNA insurance.
- Prepared documentation for FAC, Council and GA meetings.
- Working on the Archives evaluation method.
- Finalized training on the calculation method of the Actuarial evaluation for ASHI liability.
- Assistance in preparing proposal for external funds.

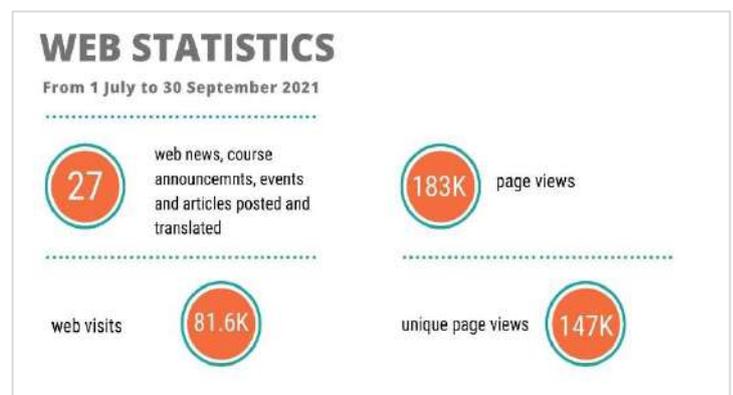
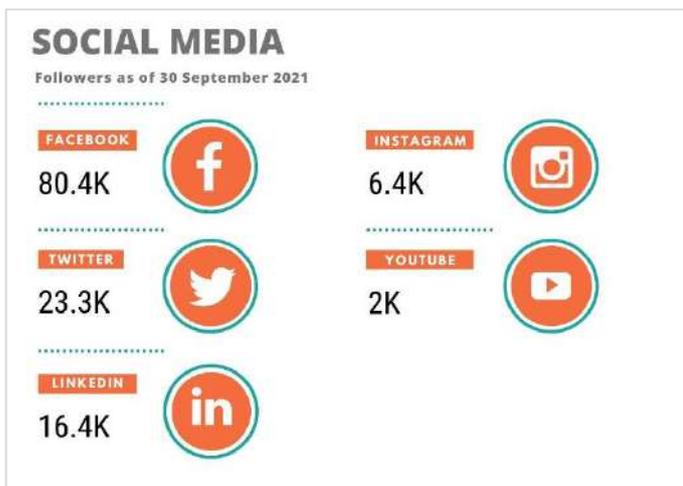
LOGISTICS

- Upgrade Wind to 200mb for a better Internet connection.
- “DHL **Green Certificate**”: low emission of CO2.
- Negotiated **better conditions** with Acea Energy.
- Purchase new **Hybrid Car**, in order to go “greener”.
- Replacement of corridor lamps with **low energy consumption** and **low environmental impact** lamps.
- **Meetings with the Italian Gov.** to discuss on the possibility of a transfer to the new assigned offices.
- Met potential suppliers for **Mosul** project.
- Obtained **UNESCO Iraq Security Support** for Mosul Project staff/collaborators movements.

IT SERVICES

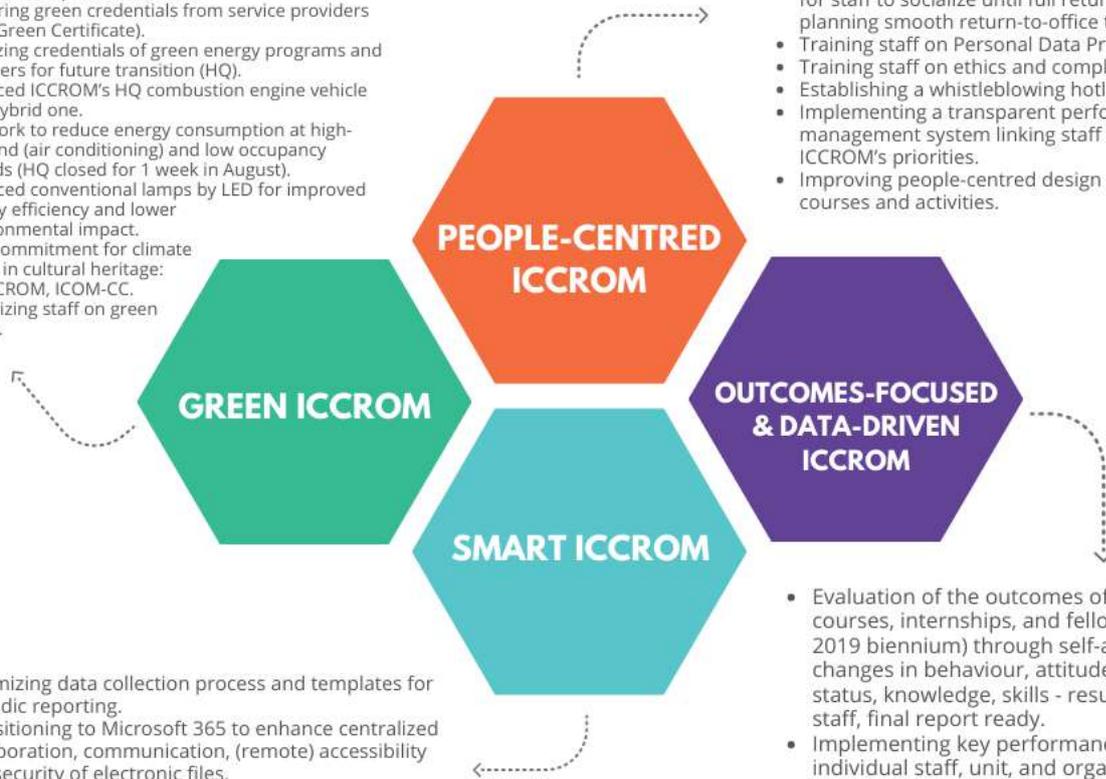
- Collaboration with Logistic for the **upgrade** Internet connection.
- **Virtualization** of main back up system.
- Preparation of the server for the **Archui Project**.
- Creation of **webforms** for the GA XXXII.
- Management of **accounts** for staff (creations/deactivations)
- **Training** of the external IT Consultant.
- Finalized most of the observations made by EY on IT audit
- Finalized a cost optimization **project on the Azure Platform**.
- Working with Capgemini and Insight to finalize the **upgrade** of the **SAP Database** and a notify system in SAP

Web and Social Media Statistics for the Third Quarter



Cross-Cutting Initiatives

- Monitoring carbon footprint: energy & gas consumption, paper & printing, air travel. Developing a carbon footprint dashboard.
- Requiring green credentials from service providers (DHL Green Certificate).
- Analyzing credentials of green energy programs and suppliers for future transition (HQ).
- Replaced ICCROM's HQ combustion engine vehicle by a hybrid one.
- Telework to reduce energy consumption at high-demand (air conditioning) and low occupancy periods (HQ closed for 1 week in August).
- Replaced conventional lamps by LED for improved energy efficiency and lower environmental impact.
- Joint commitment for climate action in cultural heritage: IIC, ICCROM, ICOM-CC.
- Sensitizing staff on green issues.



- Supporting staff during the COVID-19 pandemic: enabling telework, dedicated social media channel for staff to socialize until full return to office, planning smooth return-to-office transition.
- Training staff on Personal Data Protection.
- Training staff on ethics and compliance matters.
- Establishing a whistleblowing hotline.
- Implementing a transparent performance management system linking staff individual goals to ICCROM's priorities.
- Improving people-centred design across ICCROM courses and activities.

- Optimizing data collection process and templates for periodic reporting.
- Transitioning to Microsoft 365 to enhance centralized collaboration, communication, (remote) accessibility and security of electronic files.
- Optimizing templates for contracts, agreements, etc.
- Streamlining translation and proofreading processes.
- Acquisition of additional laptops and office docking stations to enable and optimize remote working for all staff.

- Evaluation of the outcomes of ICCROM courses, internships, and fellowships (2018-2019 biennium) through self-assessed changes in behaviour, attitude, professional status, knowledge, skills - results shared with staff, final report ready.
- Implementing key performance indicators at individual staff, unit, and organizational levels.
- Measuring and evaluating performance indicators for the Programme of Activities and Budget 2020-2021.
- Measuring and evaluating the impact of COVID-19 on ICCROM activities.

Budget Status

ICCRM's 2021 budget implementation status at the end of the third 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 costs. The percentages indicate the fraction of the annual budget spent at the end of this quarter.

