First Aid to Cultural Heritage in Times of Crisis
6 – 25 August 2018
Brabant, the Netherlands

COURSE GLOSSARY

Introduction to the Course Glossary

The First Aid in Times of Crisis Course Glossary is a tool for working towards an agreed definition of some of the complex terms that will be used during the course.

Sources: dictionaries, encyclopedias, as well as charters, conventions and bibliographic resources. Participants and lecturers are invited to submit additions to the glossary.

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Accession register
An accession register is a permanent record of all objects, which are part of a museum’s permanent collections. It is the most important document in the museum’s documentation system. It contains information about the museum’s objects and acts as a formal list of the collections for which the museum is accountable (Collections Trust, 2018)

Collections Trust 2018, Accession Register. London, Collections Trust.
Available at: https://collectionstrust.org.uk/resource/accession-registers/ [Accessed 12 July 2018]
Permanent link: https://perma.cc/J4GF-WHWN

Action Plan
A detailed plan outlining and specifying actions needed interventions to first aid to cultural heritage in time of crisis. Resources, specifications, order and schedule, and cost are all encountered in action plans. Action plan assures efficacy of procedures, and assures that roles are well defined and non-conflicting.

Alaa el-Habashi, FAC 2015 resource person for built heritage

Actor
An organization, community or individual with agency, which directly interacts within a system. An actor is always a stakeholder, but not all stakeholders are actors, as they do not necessarily interact directly with the system but maintain an interest in the behaviour and outcomes achieved by actors.

Cockburn, 2001, p. 53
Available at: http://alistair.cockburn.us/get/2465 [Accessed 29 April 2018]
Permanent link: https://perma.cc/8LKF-RYNJ

Arbitration
The settlement of a dispute by resort to the decision of a formally recognized third party, whose authority holds the decision as binding.


Armed conflict
[CONFLICT: late Middle English: from Latin conflict- 'struck together, fought', from the verb confligere, from con- 'together' + fligere 'to strike'; the noun is via Latin conflictus 'a contest']
Recent events, including the "war on terror," have sparked a debate on what constitutes an armed conflict under international law. Currently there is no authoritative definition of "armed conflict," and the debate focuses almost exclusively on how that term is used in the Geneva Conventions. It has become clear that when a conflict falls outside the core situations of armed conflict, the Geneva Conventions cannot provide a definitive answer as to whether it is an armed conflict or not.

An armed conflict is a contested incompatibility that concerns government and/or territory where the use of armed force between two parties, of which at least one is the government of a state, results in at least 25 battle-related deaths in one calendar year.


Assumptions
External factors that could affect the success of the project, but over which the project manager or project team have no control.

_An introduction to Multi Agency Planning using the Logical Framework Approach Term (2015), [pdf], University of Wolverhampton, 0 – 19+ Partnership and the Centre for International Development and Training (CIDT). Available at: http://www.wlv.ac.uk/media/wlv/pdf/cidt-article5.pdf

Building Failure
It is the loss of equilibrium of building systems, and the structural integrity of the building components making the building elements not capable to withstand designed loads.

_Alaa el- Habashi, FAC 2015 resource person for built heritage

Building Stability
It is the quality of a building state that cannot easily be changed, or likely to be changed, in normal conditions as all of its components are structurally integrated to withstand external and internal deteriorating factors.

_Alaa el- Habashi, FAC 2015 resource person for built heritage

Building back better
The integration of disaster risk reduction measures into the restoration of physical infrastructure and societal systems, and into the revitalization of livelihoods, economies and the environment.

_UNISDR, 2017
Available at: https://www.preventionweb.net/english/professional/terminology/ [Accessed 16 January 2017]
Permanent link: https://perma.cc/3D78-H6DJ

Capacity
The combined strengths, attributes and resources available within an organization, community or society to manage and reduce disaster risks and strengthen resilience. Capacity includes: infrastructure, institutions, human knowledge and skills, and collective attributes, such as social relationships, leadership and management.

_UNISDR, 2017
Available at: https://www.unisdr.org/we/inform/terminology [Accessed 5 May 2017]
Permanent link: https://perma.cc/L88V-8EBA
Civil defense or civil protection
Civil defense or civil protection is an effort to protect the citizens of a state (generally non-combatants) from military attacks and natural disasters. It uses the principles of emergency operations: prevention, mitigation, preparation, response, or emergency evacuation and recovery.

Wikipedia Available at: https://en.wikipedia.org/wiki/Civil_defense

Civil Military Cooperation (CIMIC)
NATO defines as, ‘The coordination and cooperation, in support of the mission, between the NATO Commander and civil actors, including national population and local authorities, as well as international, national and non-governmental organizations and agencies.’


Civil Military Coordination (CMCoord)
The dialogue and interaction between civilian and military actors in humanitarian emergencies that is necessary to protect and promote humanitarian principles, avoid competition, minimize inconsistency, and when appropriate pursue common goals. Basic strategies range from coexistence to cooperation. Coordination is a shared responsibility facilitated by liaison and common training.


Civil Military Operations
Activities of a commander performed by designated civil affairs or other military forces that establish, maintain, influence, or exploit relations between military forces, indigenous populations, and institutions, by directly supporting the attainment of objectives relating to the reestablishment or maintenance of stability within a region or host nation.


Civil Military Operations Center (CMOC)
A CMOC is formed to provide a joint force forum for organizations which want to maintain their neutrality. The CMOC receives, validates, and coordinates requests for support from NGOs, IGOs, and the private sector. The CMOC then forwards these requests to the joint force for action.


Climate change
(a) The Inter-governmental Panel on Climate Change (IPCC) defines climate change as: “a change in the state of the climate that can be identified (e.g., by using statistical tests) by
changes in the mean and/or the variability of its properties, and that persists for an extended period, typically decades or longer. Climate change may be due to natural internal processes or external forcings, or to persistent anthropogenic changes in the composition of the atmosphere or in land use”.

(b) The United Nations Framework Convention on Climate Change (UNFCCC) defines climate change as “a change of climate which is attributed directly or indirectly to human activity that alters the composition of the global atmosphere and which is in addition to natural climate variability observed over comparable time periods”.

UNISDR, 2009, p.6
Available at: http://www.unisdr.org/files/7817_UNISDRTerminologyEnglish.pdf [Accessed 8 June 2017].

Cluster
A group of humanitarian organizations, both UN and non-UN, responsible for coordinating the main sectors of humanitarian action, e.g. water, health and logistics. They are designated by the Inter-Agency Standing Committee.

Humanitarian Response, 2017
Available at: https://www.humanitarianresponse.info/en/about-clusters/what-is-the-cluster-approach [Accessed 24 December 2017]
Permanent link: https://perma.cc/TRD5-YFMG

Communication
The imparting or exchanging of information by speaking, writing, or using some other medium; the successful conveying or sharing of ideas and feelings.

Oxford Living Dictionary, 2017
Available at: https://en.oxforddictionaries.com/definition/communication [Accessed 6 June 2017]

Community
1. A social group of any size whose members reside in a specific locality, share government, and often have a common cultural and historical heritage.
2. A locality inhabited by such a group.
3. A social, religious, occupational, or other group sharing common characteristics or interests and perceived or perceiving itself as distinct in some respect from the larger society within which it exists (usually preceded by the): the business community; the community of scholars.


Confiscation
Property used an enemy force in an international armed conflict to promote its war effort may be retained by a belligerent and safeguarded. Civilian property may not be confiscated.

Annex to Hague Convention, No. IV, 18 October 1907, Article 46, and Geneva Convention Relative to the Protection of Civilian Persons in Time of War, 12 August 1949, Article 53
**Conflict**
An inevitable aspect of human interaction, conflict is present when two or more individuals or groups pursue mutually incompatible goals. Conflicts can be waged violently, as in a war, or nonviolently, as in an election or an adversarial legal process. When channeled constructively into processes of resolution, conflict can be beneficial.


**Conservation**
The profession devoted to the preservation of cultural property for the future. Conservation activities include examination, documentation, treatment, and preventive care, supported by research and education.


**Conservation-Restoration** – any action, weather direct or indirect, on an object or a monument, performed in order to safeguard its material integrity and to guarantee respect for its cultural, historical, aesthetic or artistic significance. This definition conditions the nature, extent and limitations of the measures that can be adopted, as well as the interventions that may be made on cultural heritage.

_APEL terminology (Acteurs du Patrimoine Européen et Législation)_

Conservation consists mainly of direct action carried out on cultural heritage with the aim of stabilizing condition and retarding further deterioration.

_E.C.C.O. - European Confederation of Conservator-Restorers' Organizations_ 
Available at: http://www.ecco-eu.org/about-e.c.c.o./professional-guidelines.html

The conservation of a monument implies preserving a setting which is not out of scale. Wherever the traditional setting exists, it must be kept. No new construction, demolition or modification which would alter the relations of mass and colour must be allowed.

_The Venice Charter 1964 - International charter for the conservation and restoration of monuments and sites_

Conservation means all the processes of looking after a _place_ so as to retain its cultural significance.

_The Burra Charter 1999 - The Australia ICOMOS charter for places of cultural significance_

All measures and actions aimed at safeguarding tangible cultural heritage while ensuring its accessibility to present and future generations. Conservation embraces preventive conservation, remedial conservation and restoration. All measures and actions should respect the significance and the physical properties of the cultural heritage item.

_Preventive conservation_ - all measures and actions aimed at avoiding and minimizing future deterioration or loss. They are carried out within the context or on the surroundings of an item, but more often a group of items, whatever their age and condition. These measures and actions are indirect – they do not interfere with the materials and structures of the items. They do not modify their appearance.
Examples of preventive conservation are appropriate measures and actions for registration, storage, handling, packing and transportation, security, environmental management (light, humidity, pollution and pest control), emergency planning, education of staff, public awareness, and legal compliance.

**Remedial conservation** - all actions directly applied to an item or a group of items aimed at arresting current damaging processes or reinforcing their structure. These actions are only carried out when the items are in such a fragile condition or deteriorating at such a rate, that they could be lost in a relatively short time. These actions sometimes modify the appearance of the items.

Examples of remedial conservation are disinfestation of textiles, desalination of ceramics, deacidification of paper, dehydration of wet archaeological materials, stabilization of corroded metals, consolidation of mural paintings, removing weeds from mosaics.

**Restoration** – all actions directly applied to a single and stable item aimed at facilitating its appreciation, understanding and use. These actions are only carried out when the item has lost part of its significance or function through past alteration or deterioration. They are based on respect for the original material. Most often such actions modify the appearance of the item.

Examples of restoration are retouching a painting, reassembling a broken sculpture, reshaping a basket, filling losses on a glass vessel.

Conservation measures and actions can sometimes serve more than one aim. For instance varnish removal can be both restoration and remedial conservation. The application of protective coatings can be both restoration and preventive conservation. Reburial of mosaics can be both preventive and remedial conservation.


**Contingency planning**
Contingency planning is a management tool that analyses disaster risks and establishes arrangements in advance to enable effective and appropriate responses to an emergency and its potential human impact. Contingency planning creates and coordinates courses of action with clearly defined institutional roles, resources, information processes and operational arrangements for relevant actors at times of need. It allows actors to envision, anticipate and solve problems that can arise during disasters.

IFRC, 2017; UNISDR, 2017

Permanent link: https://perma.cc/L88V-8EBA
**Contaminant**
A contaminant in museum collections refers to any chemical or biological material found on museum items that poses a potential hazard to those who use or care for them. The contaminant may be inherent, such as heavy metals that occur in pigments, it may have been acquired later inadvertently, or through treatments such as chemical preservatives and pesticide application.

_U. S. Department of the Interior (DOI), 2006, p. 1

**Convention**
International Conventions are subject to ratification, acceptance or accession by States. They define rules with which the States undertake to comply (UNESCO). Whereas in the last century the term "convention" was regularly employed for bilateral agreements, it now is generally used for formal multilateral treaties with a broad number of parties. Conventions are normally open for participation by the international community as a whole, or by a large number of states. Usually the instruments negotiated under the auspices of an international organization are entitled conventions.


**Coordination**
Coordination is the “collaboration between stakeholders or actors to improve results or performance, either during a collective endeavour, or in response to a common issue, event or context”.

_ICVA, n.d.
Available at: https://ngocoordination.org/content/definition-humanitarian-coordination [Accessed 26 April 2017]. Permanent link: https://perma.cc/67A2-74YY

**Crisis**
An unstable or crucial time or state of affairs in which a decisive change is impending; especially: one with the distinct possibility of a highly undesirable outcome.


**Cultural heritage**
Cultural heritage may be defined as the expression of the ways of living as developed by a community and passed on from generation to generation, including customs, practices, places, objects and artistic expressions and values. Often, cultural heritage is characterised as either tangible or intangible.

_ICOMOS, 2002_
Cultural heritage asset
A cultural heritage asset is an item or place whose value is based on its significance within a community or nation’s society, knowledge and culture. Its significance is derived from its aesthetic, historic, scientific, social or spiritual value. A heritage asset may be tangible or intangible.

Resource Planning and Development Commission, 2003
Permanent link: https://perma.cc/CNS7-SZNA

Cultural property
Objects, collections, specimens, structures, or sites identified as having artistic, historic, scientific, religious, or social significance.


Damage
Physical harm that impairs the value, usefulness, or normal function of something.

Oxford Living Dictionary, 2017
Available at: https://en.oxforddictionaries.com/definition/damage [Accessed 23 June 2017].
Permanent link: https://perma.cc/5XGA-8SYQ.

Damage assessment
A damage assessment is a preliminary on-site evaluation and documentation of damage or loss caused by an accident or natural event. A damage assessment records the extent of damage, and what can be replaced, restored or salvaged. It can also be used to estimate the time needed for repair, replacement and recovery. It is integral to facilitating an effective and efficient response by emergency responders.

Office of Disaster Management and Preparedness, 2013
Available at: http://www.odpm.gov.tt/node/70 [Accessed 22 June 2017]
Permanent link: https://perma.cc/6PUJ-5224

Declaration
A purely moral or political commitment, binding States on the basis of good faith.

Declaration: The term "declaration" is used for various international instruments. However, declarations are not always legally binding. The term is often deliberately chosen to indicate that the parties do not intend to create binding obligations but merely want to declare certain aspirations (UNTC). Declarations are another means of defining norms, which are not subject to ratification. Like recommendations, they set forth universal principles to which the community of States wished to attribute the greatest possible authority and to afford the broadest possible support.

Deteriorate
To make inferior in quality or value: impair.
Disintegrate: to become impaired in quality, functioning, or condition: degenerate

Deterioration
(See also damage, deteriorate)
The action or process of deteriorating: the state of having deteriorated.

Disaster
A sudden calamitous event bringing great damage, loss, or destruction.

A serious disruption of the functioning of a community or society involving widespread human, material, economic or environmental losses and impacts, which exceeds the ability of the affected community or society to cope using its own resources.
UNISDR, 2009, p. 9
Available at: http://www.unisdr.org/files/7817_UNISDRTerminologyEnglish.pdf [Accessed 8 June 2017].
Permanent link: https://perma.cc/85M4-6TB9

For the purpose of the scope of the Sendai Framework for Disaster Risk Reduction 2015-2030, the following terms are also considered:

- **Small-scale disaster**: a type of disaster only affecting local communities which require assistance beyond the affected community.
- **Large-scale disaster**: a type of disaster affecting a society which requires national or international assistance.
- **Frequent and infrequent disasters**: depend on the probability of occurrence and the return period of a given hazard and its impacts. The impact of frequent disasters could be cumulative, or become chronic for a community or a society.
- **Slow-onset disaster** is defined as one that emerges gradually over time. Slow-onset disasters could be associated with, e.g., drought, desertification, sea-level rise, epidemic disease.
- **Sudden-onset disaster** is one triggered by a hazardous event that emerges quickly or unexpectedly. Sudden-onset disasters could be associated with, e.g., earthquake, volcanic eruption, flash flood, chemical explosion, critical infrastructure failure, transport accident.

UNISDR Terminology, 2017. Available at: https://www.unisdr.org/we/inform/terminology [Accessed 8 June 2017]. Permanent link: https://perma.cc/L88V-8EBA
Disaster Risk
The potential loss of life, injury, or destroyed or damaged assets which could occur to a system, society or a community in a specific period of time, determined probabilistically as a function of hazard, exposure, vulnerability and capacity.
United Nations General Assembly, 2016, p. 14
Available at: http://www.preventionweb.net/publications/view/51748 [Accessed 4 August 2017]
Permanent link: https://perma.cc/TR42-CA9D

Disaster Risk Management (DRM) and DRM Plan
DRM is the systematic process of using administrative directives, organizations, and operational skills and capacities to implement strategies, policies and improved coping capacities in order to lessen the adverse impacts of the agents of deterioration and damage and the possibility of disaster.
Disaster Risk Management Plan is a document prepared by an authority, sector, organization or enterprise that sets out goals and specific objectives for managing disaster risks together with related actions to accomplish these objectives.
Disaster Risk Management Plans are also sometimes referred to as Disaster Risk Reduction Plans (DRR Plan).

Adapted from:

Documentation
Documentation is a descriptive text or visual aid used to define or describe an object, design, specification, instructions or procedure. As an activity, it stands for the systematic collection and archiving of records, in order to preserve them for future reference.
UNECE, 2000, p. 12; Letellier, 2007, p. xv
Letellier, 2007. Available at:

Emergency
A sudden and usually unforeseen event that calls for immediate measures to minimise its adverse consequences. (UNDHA, 1992).

An emergency can be classified as major if it affects a large proportion of the population and is characterised by extensive losses. In such situations, the local government may require outside assistance involving multiple agencies. A major emergency may include wide-scale damage to material and non-material cultural heritage – for example, the 2015 earthquake in Nepal.
Within the UN system, a major emergency is usually classified as a Level 3 emergency. Once this status has been declared, a mechanism activates that involves the UN system as a whole.

A Complex emergency refers to a humanitarian crisis that is combined with security risks, political and civil disturbances, and hindrances to humanitarian assistance. Complex emergencies are multi-causal and require coordinated international responses, which go beyond the mandate or capacity of a single agency. Often, complex emergencies have a much longer cycle than sudden onset emergencies. Complex emergencies can involve the deliberate destruction of cultural heritage, such as those witnessed in the recent conflicts in Iraq, Syria, Somalia and Mali.


Emergency Management System
A system put in place that enables the organization and management of resources and responsibilities for addressing all aspects of emergencies, in particular preparedness, response and initial recovery steps.

UNISDR, 2009, p. 13
Permanent link: https://perma.cc/85M4-6TB9

Emergency Response Coordinator (ERC)
“Emergency Response Coordinator” (ERC) refers to the person in charge of the coordination of all response and recovery activities during an emergency situation.


First responder
A person [...] who is among those responsible for going immediately to the scene of an accident or an emergency to provide assistance.

Merriam-Webster.com, 2017
Available at: https://www.merriam-webster.com/dictionary/first%20responder [Accessed 14 November 2017]
Permanent link: https://perma.cc/6CW4-VCTE
Evacuation
Evacuation comprises packing, transportation and relocation of cultural objects to another temporary location. It involves systematic documentation and safe handling of objects/items during transfer from one location to another. It should be undertaken only if: the present location is considered to be unsafe; there is an alternate and safer storage area available and the required logistics are in place to support the operation. This action has legal implications and should be taken after due consultation with the owner(s) of the institution/site.

ICCROM- FAC 2015 Framework Document

Hazard
A dangerous phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage. See: Man-Made Hazard Induced Emergency, Natural Hazard Induced Emergency.

Available at:

Permanent link: https://perma.cc/WP7R-ELK8

Permanent link: https://perma.cc/8SM4-6TB9

Historic/Traditional Building Materials
Materials that are naturally occurring substances used in building industry before the introduction of the 19th and 20th century steel, reinforced concrete, plastic, resins, and artificially extracted fabrics. Stone, wood, clay, are examples of such materials.

Alaa el-Habashi, FAC 2015 resource person for built heritage

Historic/Traditional Building Techniques
They are modes and ways of employing historic/traditional building materials to prepare and assemble into buildings using joineries, tools, and binders developed throughout history prior to the introduction of steam and electrical machineries.

Alaa el-Habashi, FAC 2015 resource person for built heritage

Humanitarian Information Centres (HIC)
A semi-permanent facility established by OCHA in cooperation with other agencies and NGOs during a Complex Emergency that serves as an information and data resource and provides infrastructure and professional services to humanitarian organizations as they implement relief and rehabilitation projects.

Humanitarian intervention
While there is no agreed upon international definition of “humanitarian intervention” yet, it is a doctrine generally understood to mean: coercive action by States involving the use of armed force in another State, without the consent of its government, with or without authorization from the UN Security Council, for the purpose of preventing or putting to a halt gross and massive violations of human rights or international humanitarian law. The UN’s operations in Northern Iraq and Somalia, and NATO’s operation in Kosovo have all been termed humanitarian intervention.


Humanitarian operations
Operations conducted to relieve human suffering, especially in circumstances where responsible authorities in the area are unable or unwilling to provide adequate service support to civilian populations.


Human Rights Law
IHRL is a set of international rules, established by treaty or custom, on the basis of which individuals and groups can expect and/or claim certain behavior or benefits from governments.
While IHL and IHRL have historically had a separate development, recent treaties include provisions from both bodies of law. Examples are the Convention on the Rights of the Child, its Optional Protocol on the participation of Children in Armed Conflict, and the Rome Statute of the International Criminal Court.

Incident commander
The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

FEMA’s glossary p. 5
Available at: https://training.fema.gov/emiweb/is/icsresource/assets/icsglossary.pdf [Accessed 27 April 2017].
Permanent link: https://perma.cc/CF9H-D462

Instability
A situation in which the parties perceive one another as enemies and maintain deterrent military capabilities, although armed force is not deployed. The threat of violence is absent or only sporadic. A balance of power may discourage aggression, but crisis and war are still possible. On the conflict curve, instability is located between peace and violent conflict.


Intangible cultural heritage
Intangible cultural heritage encompasses the practices, representations, expressions, knowledge, skills, instruments, objects, artefacts and cultural spaces that a given community, group or individuals recognise as part of their cultural heritage. It is transmitted from generation to generation and is continually redefined by communities in response to their interactions with their surrounding environments and history; thus, forming a sense of identity and continuity that promotes respect for cultural diversity and human creativity. Such heritage is expressed through oral tradition; customs; language; performing arts; ritual and festive events; popular sports; food and culinary arts; traditional medicine and pharmacopeia; traditional crafts and associated skills of production; and knowledge and practices that concern the natural environment.


Permanent link: http://perma.cc/5ZXN-XCPV

International armed conflict
International humanitarian law distinguishes between international and non-international armed conflict. International armed conflicts are those in which at least two States are involved.


The term Internationalized armed conflict includes war between two internal factions both of which are backed by different States; direct hostilities between two foreign States that militarily intervene in an internal armed conflict in support of opposing sides; and war involving a foreign intervention in support of an insurgent group fighting against an established government.
International Humanitarian Law (IHL)
IHL is a set of international rules, established by treaty or custom, which are specifically intended to solve humanitarian problems directly arising from international or non-international armed conflicts. It protects persons and property that are, or may be, affected by an armed conflict and limits the rights of the parties to a conflict to use methods and means of warfare of their choice.

IHL main treaty sources applicable in international armed conflict are the four Geneva Conventions of 1949 and their Additional Protocol I of 1977. The main treaty sources applicable in non international armed conflict are article 3 common to the Geneva Conventions and Additional Protocol II of 1977.


Inventory
An itemised list of current assets and resources: such as a catalogue of the property of an individual, [organization], or estate

Merriam-Webster, 2017. Available at: https://www.merriam-webster.com/dictionary/inventory

Load
The forces to which a structure is subjected due to superposed weight or to wind pressure on the vertical surfaces.

Based on this definition, it is possible to identify different types of load:

- **Static loads**, which grow slowly and act statically.
- **Dead or Permanent loads**, such as massive components of an architectural structure with their own load, e.g. columns, arches, beams, domes. In general, this category includes all the elements that are always there, fixed.
- **Live loads**: these are variable loads connected to the function and purpose of the architectural structure. This category includes people, furniture, snow and others.
- **Dynamic loads**, which act dynamically and grow suddenly, such as wind or earthquakes. They are the cause of many building collapses.

Levy & Salvadori, 1992, pp. 269-276

Man-Made Hazard Induced Emergency
Man-made hazard induced emergencies are events caused by human activities that significantly impact the population and environment. Examples include: nuclear and radiation-based accidents, chemical release, desertification, environmental pollution, conflicts, epidemics and fires.

Mediation
The intervention in a conflict of an acceptable third party who has limited or no authoritative decision-making power, who assists the involved parties to voluntarily reach a mutually acceptable settlement of the issues in dispute.


Mitigation
The elimination or reduction of the frequency, magnitude, or severity of exposure to risks, or minimization of the potential impact of a threat or warning.


Natural Hazard Induced Emergency
Natural hazard induced emergencies are events caused by natural phenomena that seriously affect the society, economy and/or infrastructure of a region. Depending on population vulnerability and local response capacity, natural disasters will pose challenges and problems of a humanitarian nature. Examples include: earthquakes, tsunami, hurricane, floods, bush fires, volcanic eruption, landslide and plague.


Negotiation
A joint-decision making process in which parties, with initially opposing positions and conflicting interests, arrive at a mutually beneficial and satisfactory agreement. It normally includes exchanges with problem-solving as well as bargaining and the exchange of concessions with the use of competitive tactics.


Non-International Armed Conflict
Non international armed conflicts are those restricted to the territory of a single State, involving either regular armed forces fighting groups of armed dissidents, or armed groups...
fighting each other. The armed confrontation must reach a minimum level of intensity and the parties involved in the conflict must show a minimum of organisation.


**Non state actors**

Non-state actors are individuals or organizations that have powerful economic, political or social power and are able to influence at a national and sometimes international level but do not belong to or allied themselves to any particular country or state. According to Pearlman and Cunningham, non-state actors are defined as “an organized political actor not directly connected to the state but pursing aims that affect vital state interests”


**Peace building**

Activities by international or national actors to prevent violent conflict and institutionalize peace, understood as the absence of armed conflict and a modicum of participatory politics that can be sustained in the absence of an international peace operation

*Call & Couzens, 2007 cited in Bailey et al., 2009, p. 8*

Available at: https://www.odi.org/sites/odi.org.uk/files/odi-assets/publications-opinion-files/5638.pdf


**Peace Support Operations**

The doctrine developed by the UK military is termed Peace Support Operations and is a broad spectrum definition designed to provide a framework for the coherent coordination of activities ranging from traditional or classical peacekeeping to peace enforcement operations, and including political objectives such as conflict prevention, peacemaking and post-conflict peace building. It is concluded that the objectives of a PSO will generally relate to the establishment of a secure, stable and self-sustaining environment for the local population.

However, while the military aspects of these objectives are relatively easy to define, the attainment of the political end-state is the main measurement of success. This will require the mission’s greatest effort to be switched from the PSO force to the peace building activities of the civilian components of the mission. There is a need, therefore, to develop a close dialogue between military peacekeepers and those engaged in the theory and practice of conflict resolution and post-conflict peace building.

Preparedness
The knowledge and capacities developed by governments, professional response and recovery organizations, communities and individuals to effectively anticipate, respond to, and recover from, the impacts of likely, imminent or current hazard events or conditions. Preparedness action is carried out within the context of disaster risk management and aims to build the capacities needed to efficiently manage all types of emergencies and achieve orderly transitions from response through to sustained recovery. Preparedness is based on a sound analysis of disaster risks and good linkages with early warning systems, and includes such activities as contingency planning, stockpiling of equipment and supplies, the development of arrangements for coordination, evacuation and public information, and associated training and field exercises. These must be supported by formal institutional, legal and budgetary capacities. The related term “readiness” describes the ability to quickly and appropriately respond when required.

UNISDR Terminology, 2017. Available at: https://www.unisdr.org/we/inform/terminology [Accessed 8 June 2017]. Permanent link: https://perma.cc/L88V-8EBA

Preventive Care
The mitigation of deterioration and damage to cultural property through the formulation and implementation of policies and procedures for the following: appropriate environmental conditions; handling and maintenance procedures for storage, exhibition, packing, transport, and use; integrated pest management; emergency preparedness and response; and reformatting/duplication


Prioritize
Determine the order for dealing with (a series of items or tasks) according to their relative importance.

Oxford Living Dictionary, 2017
Available at: https://en.oxforddictionaries.com/definition/prioritize [Accessed 23 June 2017]
Permanent link: https://perma.cc/2Z4V-2UKN

Reconstruction
The act or process of depicting, by means of new construction, the form, features and detailing of a non-surviving site, landscape, building, structure or object for the purpose of replicating its appearance at a specific period of time and in its historic location.

Tolles et al., 2002, p. 120. Available at: https://getty.edu/conservation/publications_resources/pdf_publications/pdf/seismic_retrofitting.pdf [Accessed 13 January 2018]. Permanent link: https://perma.cc/6TCW-WUPX

Recovery
The restoring or improving of livelihoods and health, as well as economic, physical, social, cultural and environmental assets, systems and activities, of a disaster-affected community
or society, aligning with the principles of sustainable development and “build back better”, to avoid or reduce future disaster risk

**UNISDR Terminology, 2017**

Available at: https://www.unisdr.org/we/inform/terminology [Accessed 8 June 2017]. Permanent link: https://perma.cc/L88V-8EBA

**Rehabilitation**

The restoration of basic services and facilities for the functioning of a community or a society affected by a disaster

**UNISDR, 2017**

Available at: https://www.unisdr.org/we/inform/terminology [Accessed 8 June 2017].

Permanent link: https://perma.cc/L88V-8EBA

**Resilience**

The ability of a system, community or society exposed to hazards to resist, absorb, accommodate to and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions.

**UNISDR Terminology, 2017**

Available at: https://www.unisdr.org/we/inform/terminology [Accessed 8 June 2017].

Permanent link: https://perma.cc/L88V-8EBA

**Response**

The provision of emergency services and public assistance during or immediately after a disaster in order to save lives, reduce health impacts, ensure public safety and meet the basic subsistence needs of the people affected.

**UNISDR, 2009, pp. 24–25**

Available at: http://www.unisdr.org/files/7817_UNISDRTerminologyEnglish.pdf [Accessed 8 June 2017].

Permanent link: https://perma.cc/85M4-6TB9

**Restoration**

The act or process of accurately depicting the form, features and character of a property as it appeared at a particular period of time by means of the removal of features from other periods in its history and reconstruction of missing features from the restoration period. The limited and sensitive upgrading of mechanical, electrical and plumbing systems and other code-required work to make properties functional is appropriate within a restoration project.

**Tolles et al., 2002, p. 120. Available at:**


Permanent link: https://perma.cc/6TCW-WUPX
Risk
Risks in emergency situations are essentially the potential negative impacts on people’s lives, heritage components and associated values. Risks are identified by looking for potential hazards and existing vulnerabilities of the site/museums and its movable and built heritage components. Risks are also defined as the combination of the probability of an event and its negative consequences.


Risk Assessment
An informed judgement based on a methodology to determine the nature and extent of risk to cultural heritage by analysing potential agents of deterioration and damage and evaluating existing conditions of vulnerability that together could potentially harm exposed people, property, services, livelihoods and the environment on which they depend and the corresponding heritage values

Abarquez & Murshed, 2004; UNISDR, 2015. Available at:


Risk Transfer
The process of formally or informally shifting the financial consequences of particular risks from one party to another whereby a household, community, enterprise or state authority will obtain resources from the other party after a disaster occurs, in exchange for ongoing or compensatory social or financial benefits provided to that other party. Insurance is a well-known form of risk transfer, where coverage of a risk is obtained from an insurer in exchange for ongoing premiums paid to the insurer. Risk transfer can occur informally within family and community networks where there are reciprocal expectations of mutual aid by means of gifts or credit, as well as formally where governments, insurers, multi-lateral banks and other large risk-bearing entities establish mechanisms to help cope with losses in major events. Such mechanisms include insurance and re-insurance contracts, catastrophe bonds, contingent credit facilities and reserve funds, where the costs are covered by premiums, investor contributions, interest rates and past savings, respectively.

UNISDR Terminology, 2017. Available at: https://www.unisdr.org/we/inform/terminology [Accessed 8 June 2017]. Permanent link: https://perma.cc/L88V-8EBA

Risk management
The systematic approach and practice of managing uncertainty to minimize potential harm and loss.

Salvage
The act of saving goods or property that were in danger of damage or destruction

An important step in the care and treatment of damaged collections during a disaster response. It involves stabilizing the environment and assessing damage, as well as conducting preservation measures on the objects in order to protect them from further damage.

Systematic investigations, often partial, precipitated by development pressure or the need to rescue remains prior to their destruction. Based on the premise that some work is better than none, salvage archaeology is the main source of archaeological information in areas where remains are constantly under threat.

Salvage usually implies careful retrieval of objects or building parts from any wreckage, building collapse or an otherwise contaminated environment such as a flooded area. It involves documentation of the location from where objects/building parts were recovered. In case of a partial or full collapse of a historic building, salvage includes sorting of rubble, wooden members or stones or bricks that could be used for the reconstruction. Salvage is usually accompanied by triage and stabilization.
Framework document, FAC 2016

Scaffolding
Temporary structures used to support people and materials during the construction or repair of buildings.
Alaa el-Habashi, FAC 2015 resource person for built heritage

Shore
A prop for preventing sinking or sagging. (Merriam-Webster.com, 2017).

Shoring
The process of supporting a building, or sections of a building with shores (props) that deviate building loads that have lost equilibrium to be safely transferred to the ground without affecting the existing assemblage of building parts and systems. Shoring may be vertical, angled or horizontal.
El-Habashi, 2017

It is defined as a temporary support for instable structures, which can be damaged, collapsed, or partly collapsed, providing the stability necessary to protect the property,
workers and the public. “A shoring system is like a double funnel. It needs to collect the load with headers/sheathing, deliver it into the post/struts, and then to distribute it safely into the supporting structure below”.

FEMA, 2009
Available at: https://www.fema.gov/pdf/emergency/usr/module2a.pdf [Accessed 29 April 2018].
Permanent link: https://perma.cc/WF28-Q5QU

**Significance**
The meaning and values of an item, collection, or tradition and what makes it important. Significance is the historic, aesthetic, scientific and social values that a cultural heritage asset has for past, present and future generations.


**Stabilization (cultural heritage)**
An intervention or action intended to maintain the integrity and minimise further deterioration of unsafe, damaged, or deteriorated cultural heritage. It may be used as an interim measure or involve long-term preservation.

U.S. National Park Service, 2015
Available at:
https://www.nps.gov/dscw/definitionsdc_p.htm#preservmain [Accessed 22 June 2017].
Permanent link: https://perma.cc/4EVW-LK9W

**Stakeholder**
Stakeholders are the people who have a direct or indirect interest, or who affect or are affected by the implementation and outcome of intervention activities. Typically, they include individuals and representatives of communities, institutions and/or organizations and agencies invested in the project area. Stakeholders are usually divided into three main categories; primary, secondary and key:

- **Primary stakeholders**: are those that are most dependent or are connected most directly to the affected cultural heritage and are therefore likely to be affected positively or negatively by any intervention in the project area. Examples are religious communities associated with a particular site; indigenous groups with rights to property; and communities dependent on cultural heritage resources as part of their livelihood.

- **Secondary stakeholders**: are not directly dependent or connected to the affected cultural heritage but have a significant interest in the way that it is managed or utilised. They have an interest in the project but have limited influence and authorisation over resources. Examples of secondary stakeholders are NGOs, educational institutions and the private sector.
First Aid to Cultural Heritage In Times of Crisis

COURSE GLOSSARY

- **Key stakeholders**: can significantly influence or are vital to the success of any chosen intervention to aid community recovery. Key stakeholders may include government departments and ministries, key resource holders and donors.


**State-building**

An internal process to enhance the capacity, institutions and legitimacy of the state, driven by state–society relations.

  Bailey et al., 2009, p.8.


**Sustainable Development**

Development that meets the needs of the present without compromising the ability of future generations to meet their own needs.


**Tangible Cultural Heritage**

Tangible cultural heritage is composed of the physical manifestations of culture produced, maintained and transmitted within a society. Imbued with cultural significance. Tangible cultural heritage may refer to: places of human habitation – including buildings, villages, towns and cities; structures; documents and archives; works of art; handicrafts; musical instruments; furniture; clothing; items of personal decoration; religious, ritual and funerary objects; tools and mechanical equipment; and industrial systems.

  ICOMOS, 2002

**Transitional Justice**

It consists of both judicial and non-judicial processes and mechanisms, including prosecution initiatives, facilitating initiatives in respect of the right to truth, delivering reparations, institutional reform and national consultations.

  United Nations Secretary-General, 2010, p. 2


**Triage**

Medical definition that can be applied to collections: “Triage means to sort or choose. It is a process used to determine the urgency or need for emergency care based on the assessment findings. The initial assessment of the patient...
involves a systematic process that recognizes life-threatening conditions, identifies injuries and determines priorities of care. It uses critical thinking to make a decision on acuity. Triage nurses do not make diagnoses, but use nursing and medical knowledge to classify patients so that a patient with a more serious condition is seen before one whose condition is less serious. A triage assessment is expected to be a quick and accurate assessment of a patient’s needs in order to make a professional judgment as to whether the needs are emergent, urgent or non urgent.”


References: Latin v. Hospital for Sick Children, 2007 CanLII 34 (ON SC)

**United Nations Civil-Military Coordination (UN-CIMIC)**

Provides the interface between the military component of a UN peace operation and the political, humanitarian, developmental, human rights, and rule-of-law components of the mission, as well as many other external partners in the larger peacebuilding system.


**Vulnerability**

The characteristics and circumstances of a community, system or asset that make it susceptible to the damaging effects of a hazard. Factors may be physical, social, economic, and environmental. Vulnerability may change significantly within a community and over time.

UNISDR Terminology, 2017. Available at: https://www.unisdr.org/we/inform/terminology [Accessed 8 June 2017]. Permanent link: https://perma.cc/L88V-8EBA

**War**

- A state of armed conflict between different countries or different groups within a country: Japan declared war on Germany the two countries were at war for the next eight years
- A state of competition or hostility between different people or groups: she was at war with her parents [count noun]: a price war among tour operators
- A sustained campaign against an undesirable situation or activity: the authorities are waging war against smuggling; a war on drugs

Oxforddictionaries.com, (2015). war - definition of war in English from the Oxford dictionary. [online] Available at: http://www.oxforddictionaries.com/definition/english/war#m_en_gb0937420