Code of Ethics and Professional Practices for Collections Professionals

Association of Registrars and Collections Specialists

Collections Stewardship Professional Network of the American Alliance of Museums
INTRODUCTION
The ethical management of collections is a vital aspect of maintaining the objects held in the public trust. While various codes of ethics exist for different types of institutions and roles within the field, this Code of Ethics and Professional Practices for Collections Professionals has been developed based on the specific activities and responsibilities of collections professionals. This code of ethics and professional practices is part of the American Alliance of Museums’ (AAM) Framework for Museum Excellence and should be used in conjunction with the AAM Code of Ethics for Museums, the overarching statement of values of and for the museum field.

Although the fiduciary duty of care—the legal requirement to oversee the proper care of the cultural institution and its assets—ultimately rests with the governing body of the institution, collections professionals play a primary role in carrying out and operationalizing it. Staff, volunteers, and trustees (e.g., board members) engaged in the stewardship of collections for the public benefit must be primarily concerned with upholding the integrity of the profession in support of this duty of care.

Cultural institutions are legally obligated to maintain certain standards; these requirements represent only the baseline for legal compliance. Collections professionals are held to higher standards—principles that are less concise and more nuanced than laws and regulations; they must adhere to the profession’s ethical guidelines. Ethical considerations govern the daily activities of collections professionals, and they are inherent within all policies, procedures, and responsibilities ascribed to collections and registration personnel. Failure to uphold both the legal requirements and ethical standards of the profession could lead to a breach not only in the duty of care, but also in the fiduciary responsibility—to adhere to the rules, regulations, policies, and principles that inform the mission and purpose of the institution.

HISTORY
In 1977, the Registrars Committee of the American Association of Museums (RC-AAM) was founded. A year later, Museum Ethics: A Report to the American Association of Museums was published by the AAM Committee on Ethics, 62 years after AAM adopted its Code of Ethics for Museum Workers. The code was a statement of the basic ethical issues faced by most museum workers at the time.

In 1984, the RC-AAM authored and endorsed the Code of Ethics for Registrars, the first tenets that specifically addressed the ethical issues inherent in collections management and registration. In 2008, the RC-AAM’s Ethics Task Force revised the Code of Ethics for Registrars, but this version was never ratified, and the original document remained in effect. Since the 1984 Code of Ethics for Registrars was endorsed, new ethical considerations have emerged. There has been new legislation impacting acquisitions, donations, and intellectual property, changes in institutional best practices, an increased awareness of the role of traditional knowledge, and recognition of the need for diversity and inclusion.

In 2012, the Association of Registrars and Collection Specialists (ARCS) was founded and in 2016 created and approved a Code of Ethics for their membership. In 2017, the RC-AAM and the AAM Art Handling, Collections Information, and Preparation Network joined forces to form the Collections Stewardship Professional Network (CS-AAM).
In 2020, members of ARCS and CS-AAM formed a task force to revise and update the existing code, now titled the *Code of Ethics and Professional Practices for Collections Professionals*. The goal of this document is to be as broad and inclusive as possible while offering needed ethical guidance for collections professionals regardless of association with a professional organization. This *Code of Ethics and Professional Practices for Collections Professionals* was endorsed by ARCS on 18 February 2021 and by CS-AAM on 24 February 2021. The task force members acknowledge that the *Code of Ethics and Professional Practices for Collections Professionals* will need periodic review and revision and recommend a group of collections professionals review it every ten years.

THE ROLES OF COLLECTIONS PROFESSIONALS AND DEFINITIONS OF TERMS
Collections professionals have varied responsibilities including, but not limited to, information management, risk management, stewardship, and logistics. The primary duties of collections professionals include but are not limited to: collections care; creating and maintaining accurate object records; maintaining accurate records of the intellectual property and traditional knowledge rights associated with objects; ensuring the safety of objects in storage, during transport, and when on display; arranging insurance coverage for objects; coordinating shipments; and obtaining/maintaining permits and licenses.

Recognizing that language is continually evolving, and that different individuals and groups prefer particular word choices when referencing created or used objects in their culture, it is necessary in this instance to agree upon terms for clarity and readability. Thus, for the purposes of this *Code of Ethics*, these terms will be used in reference to the following:

- **Collections professionals**: Includes, but is not limited to, individuals working as independent contractors, employees, or volunteers of a cultural institution who care for the objects and may have job titles such as archivist, art handler, collections manager, collections specialist, conservator, curator, installation technician, librarian, preparator, or registrar.

- **Cultural institution**: Includes, but is not limited to, public and private aquaria, archives, botanical gardens, galleries, historic properties, historical societies, libraries, museums, zoos, and all other entities engaged in the care, collection, dissemination, interpretation, and preservation of natural and cultural heritage and access to knowledge.

- **Object**: Includes, but is not limited to, any artifact, artwork, book, ephemera, item, living collection (plant or animal), manuscript, or specimen, whether physical or born digital, that represents the natural and cultural heritage.

DIVERSITY, EQUITY, ACCESSIBILITY, AND INCLUSION
The responsibilities of diversity, equity, accessibility, and inclusion (DEAI) fall on every individual within an institution and collections professionals have particular responsibilities to increase DEAI. The collections profession is largely homogenous and does not always represent the communities they serve. Collections professionals should examine their jobs to see where opportunities to expand DEAI exist, such as implicit bias in record keeping, access to objects and collection information, equitable hiring practices, performance reviews, and promotions for paid and unpaid collections positions.
Collections professionals should engage in efforts to increase diversity, equity, accessibility, and inclusion at all stages of education and professional development to attain the highest levels of professional integrity. Decisions, policies, and procedures regarding acquisition, storage, transportation, loan, display, research, and other matters of care and use should consider the needs and voices of the communities from which the objects originate, as well as all of the communities the institution serves.

COLLECTIONS PROFESSIONALS, RECORDS, AND OBJECTS

RECORDS MANAGEMENT
The records and documents that form the body of information pertaining to the collections and loaned objects are the responsibility of collections professionals and are the cornerstone of the collections professionals’ function. The records comprise legal documents establishing identity, history, ownership or loan status of objects, documentation of accessions, deaccessions, locations, insurance and insurance claims, intellectual property licenses, donor and vendor correspondence, exhibitions, and publications. Records, whether physical or digital, may include photographs, licenses and permits, exhibition bond notices, and historical documents.

Collections professionals must maintain records that are meticulously complete, accurate, orderly, and accessible. Records should be created in a timely manner and be accurately dated. Records must be stored in an archival, secure, and technologically sound manner to ensure their preservation and to prevent access by unauthorized persons. Collections professionals, through the records they manage, are accountable for the objects in the custody of their institutions and must be able to provide current information on each object, its location, status, and condition.

Collections professionals must protect their institutions and the objects in them against risks using valid documents such as gift, sale, loan, and custody forms and receipts; maintaining insurance coverage for owned or borrowed objects on premises or in transit according to the terms of their insurance policy or indemnity; and by complying with pertinent laws and regulations governing such activities as import and export, the movement of objects, or rights and reproductions of objects.

TRUTH IN PRESENTATION
Collections professionals are responsible for creating and maintaining accurate records and updating them in light of new research. Historical understanding, scientific research, and cultural attitudes are constantly evolving. As such, collections professionals are key to ensuring an accurate documentation of current information and research, and they are responsible for making updates as available information changes over time. This is vital, particularly when that information conflicts with past understandings, whether based on the evolution of historical, scientific, or cultural norms. Records of past understanding, however, should be kept as part of the history of the object and its evolving place in the institution’s collection. Collections professionals must put aside personal beliefs to ensure unbiased presentation.

COLLECTIONS / OBJECTS MANAGEMENT
In maintenance and physical care of the collections, collections professionals may work in close cooperation with curators, conservators, and other staff, and must be guided by their institutions’
collections management policies. For the physical care of collections in storage, the most appropriate and secure environment possible should be ensured for the preservation of objects and the condition of objects must be reviewed periodically.

The movement of objects is the responsibility of collections professionals. As risk managers, collections professionals are responsible for determining and arranging for the correct method of handling, packing, transporting, and couriering objects. They must consider borrowers’ and shippers’ capabilities and facilities, and lender requirements. Collections professionals identify potential risks and complications and act to reduce or eliminate them.

Collections professionals share the responsibilities, including safe movement, temporary storage, and correct disposition, for loaned objects in the custody of their institutions. Collections professionals must always treat loaned objects with the same care and respect given to objects in their institutions’ collections, and they must adhere to and enforce the lenders’ conditions of loan.

Collections professionals must complete condition reports in an honest and timely manner, be familiar with the terms of their insurance coverage, and ensure accurate insurance reporting. In filing an insurance claim, all relevant circumstances of loss or damage must be disclosed, regardless of fault.

**ACQUISITION, ACCESSION, DEACCESSION, AND DISPOSAL**

Collections professionals must adhere to their institution’s acquisition, accession, and deaccession policies; if no written policies exist, they should assist in their formulation. Collections professionals should develop written procedures to ensure consistent execution of the institution’s policies. They should have the authority to implement such procedures and strive to ensure that the policies and procedures are complied with at all levels in their institution.

Objects for possible acquisition, accession, deaccession, or disposal are proposed to the relevant authority for approval. Collections professionals play an important role in advising decision-makers about strategic considerations concerning new acquisitions, as well as tactical and practical aspects such as storage, physical needs, transportation logistics, stability of the object, and legal aspects of the transaction. Prior to issuing an accession number, collections professionals are responsible for compiling documentation of the decision to acquire the object, the document transferring title of an object to the cultural institution, and the receipt of delivery. Collections professionals should exercise due diligence and be aware of potential violations of laws or regulations including, but not limited to, tax law, protected species of fauna and flora, archaeological or cultural property, import and export, or others that govern the acquisition of objects; and not act in ways that support the sale or trade of illicit materials.

Collections professionals’ roles in deaccessions and disposals are primarily monitoring and documenting procedures. They should make relevant staff members aware of any object in irreparable condition or one jeopardizing the safety of the rest of the collections. Collections professionals should verify the
institution’s legal right to dispose of an object and inform the appropriate staff of any restrictions on its disposition. Legal counsel should be sought to assist in any necessary negotiation or legal procedure.

Once all the proper approvals have been granted, collections professionals must facilitate transparency by updating the object records to document the date of deaccession, the authority for it, and the method of disposal. Records may also show the disposition of any funds realized through sale or any exchange acquired as a result of deaccession. All object records, including deaccession information, must be retained in perpetuity after the disposal of the physical objects.

PROVENANCE AND COLLECTING
Collections professionals must be zealous in facilitating and documenting research and records during the acquisition process and collection reviews, including provenance, deaccession, restitution, and repatriation efforts. They must monitor compliance with local, state, national, and international laws and regulations, and their cultural institutions’ policies.

RESTITUTION AND REPATRIATION
Restitution and repatriation both refer to the return of objects or human remains to the proper owner(s). Restitution is the broader term for any object wrongfully or illicitly taken from its country of origin that may include antiquities, colonial appropriations, or works transferred during the Nazi-era. Repatriation is used to refer to human remains and objects that are determined to be sacred, ceremonial, or cultural patrimony; objects culturally affiliated with an Indigenous community outside the United States that are not subject to the Native American Graves Protection and Repatriation Act (NAGPRA); and objects that were otherwise illegally exported from their country of origin.

Restitution and repatriation may be driven by legal action or initiated voluntarily by an institution to uphold ethical standards. The return of human remains or objects to the rightful owner(s) can take several forms, such as an individual, family member, estate, Indigenous people, or a territory or country of origin. Criteria for restitution and repatriation should be addressed in institutions’ collection management policies.

ACCESS TO COLLECTIONS AND RECORDS
Cultural institutions must allow reasonable and safe public access to their collections on a nondiscriminatory basis. However, collections professionals should act in accordance with the policies of their institutions and laws guiding privacy and the freedom of information. Collections professionals must ensure objects are examined and viewed in a non-detrimental manner. Cultural considerations should also be acknowledged and accommodated (e.g., those related to Indigenous peoples, traditional knowledge, and objects of religious or cultural significance that are different from the collections professional’s own personal culture). Furthermore, objects should never knowingly be placed in jeopardy. For loan requests, collections professionals must ascertain that the borrowing institution’s facilities are acceptable for caring for the loan.

Object records constitute part of an institution’s accountability to the public. However, collections
professionals must ensure proper supervision when dealing with sensitive or confidential material in the records. Certain information may need to be withheld at times to comply with various laws (e.g., information related to medical issues that fall under HIPPA, individual’s rights of privacy and publicity, information related to minors, or culturally sensitive information). When in doubt, collections professionals should consult their supervisors or institutions’ legal counsel before releasing information.

When objects are being considered for disposal, it is important to ascertain what information from the records will accompany the object; it may differ depending on whether the object will be sold at public sale, transferred to another institution, or destroyed. If records are transferred, collections professionals must ensure that the receiving entity understands the legal and ethical obligations it has to any sensitive information in those records.

OBJECTS OF SACRED SIGNIFICANCE, CULTURAL PATRIMONY, TRADITIONAL KNOWLEDGE, AND INDIGENOUS CULTURES
The unique and special nature of sacred or culturally significant objects should be considered in all decisions concerning such objects. Collections professionals must be respectful in caring for and giving access to such collections. Much of the intrinsic value of cultural heritage lies in the traditional knowledge held by communities and ethnic, religious, or Indigenous groups. An understanding of and respect for cultural practices and beliefs are key to appropriate care and use of sacred or sensitive objects, objects of cultural patrimony, and documents related to these objects. Decisions, policies, and procedures regarding acquisition, storage, transportation, loan, display, research, repatriation, and other matters of care and use must be governed by professional standards and best practices, and by the interests and beliefs of members of the community, ethnic, religious, or Indigenous groups from which the materials originated. Collections professionals should work with source communities as partners, seek their expertise and input, and find ways to balance the needs of constituents, the institution, and the objects themselves.

HUMAN REMAINS
Human remains should be treated with dignity and respect, in accordance with the policies of the institution that holds them and the practices of living descendants, or the associated communities, ethnic, religious, or Indigenous groups from whom the remains originated. Human remains should not be treated as property and never be commercially traded, bought, sold, or otherwise exploited. Decisions, policies, and procedures regarding acquisition, storage, transportation, loan, display, research, repatriation, and other matters of care and use must be governed by professional best practices and legislation, and by the interests and beliefs of the living descendants or members of the community, ethnic, religious, or Indigenous groups from which the remains originated. If displayed, human remains and objects containing human remains must be presented with great sensitivity and understanding of the feelings for human dignity held by all people.

COLLECTIONS PROFESSIONALS AS STAFF MEMBERS
PROFESSIONAL AND PERSONAL DEPORTMENT
Collections professionals should have integrity and act with fairness to warrant public confidence and
trust. They should affirm and uphold the mission and policies of the institutions for which they work but
should object to practices that are perceived to be unethical. Employees, consultants, interns, and
volunteers are never wholly separable from the institutions for whom they work, and actions by these
personnel may reflect upon or be attributed to the organization. In all activities and communications,
including social media, collections professionals must make it clear whether they are speaking for their
institution, professional association, or themselves.

All individuals deserve the respect and support of their peers, superiors, and institutions. Therefore,
collections professionals have an obligation to treat colleagues, supervised staff, interns, volunteers,
contractors, and the public with respect, fairness, courtesy, and good faith. Relationships that could
compromise professional judgment should be avoided. Collections professionals should be aware that the
use of any unpaid labor has perpetuated a culture of privilege and exclusion within cultural institutions.

Collections professionals must be committed to the highest ethical principles in all relationships with
commercial representatives, businesses, and suppliers. Any person authorized to spend institutional
funds should do so with impartiality, honesty, and with regard for the best interests of their institution.

Collections professionals should never use objects or information about objects in their institutions’
custody for personal gain and should guard information that would enable others to do so. Collections
professionals should refrain from any activity that might result in the loss of data generated from the
study of collections under their care and management. Collections professionals should understand that
any work or results of work done while in the employ of a cultural institution may be deemed the
physical and/or intellectual property of that institution and may remain under the ownership of that
institution when the employee leaves.

CONFIDENTIALITY
Failure to protect confidential information may have legal and ethical consequences. Collections
professionals must protect all confidential or proprietary information acquired as part of their work,
both during and after their term of employment, and never use this information for personal gain.
Confidentiality must be respected in relation to any object brought to the institution for identification or
donation. Collections professionals must observe laws and regulations related to the security of
confidential records and information, and the privacy of individuals or groups.

Information related to owners of objects, loans, and security affecting the safety of the object should
not be revealed to unauthorized parties. Confidential or protected information related to collections
(e.g., names and contact information for donors, locality data or provenance, research data or results)
must be protected and only made available to authorized parties. All intellectual property and
proprietary information should remain confidential and secure. Information related to the collection not
otherwise available to the public should not be revealed without appropriate authorization.

CONFLICT OF INTEREST
Collections professionals should never abuse their official positions or their contacts within the
professional community. They should be prepared to accept the restrictions necessary to maintain public confidence in themselves and their institutions when conflicts of interests arise, whether actual, potential, or perceived. No individual should use their position, information, or access acquired as part of their position, for personal gain or benefit.

Collections professionals should refrain from all activities that may be construed as conflicts of interest. They should not engage in any activity for profit (e.g., dealing in objects or object information, providing or arranging for appraisals or authentications, or having an undisclosed interest in an object being acquired by their cultural institution). They should not engage in outside activities or hold financial interests that represent a conflict of interest with their institution or the profession. Should any conflict of interest develop between the individual and institution, the interests of the institution should prevail.

When recommending the services of other professionals or vendors (e.g., conservators, appraisers, packers, shippers, and customs brokers), whenever possible collections professionals should offer the names of multiple qualified providers or vendors to avoid any perception of endorsement or favoritism, either from the collections professionals individually or from their cultural institutions.

PERSONAL COLLECTING AND DEALING
Collections professionals, including interns or volunteers, should not compete with the institution in the acquisition of objects or in any personal collecting activity. Personal collecting may be governed by an institution’s policies. If their personal collections are similar to those of their cultural institutions, collections professionals may be required to submit notice and disclosure of their personal collections. Collections professionals must be governed by the policies of the institution regarding acquiring objects that have been deaccessioned from their institution to avoid any real, potential, or perceived conflict of interest. Collections professionals should never act as dealers or for dealers and must avoid any activities that could be construed as trading or dealing unless authorized by their cultural institution. They should never support the illicit market or trafficking in natural or cultural property, directly or indirectly.

OUTSIDE PROFESSIONAL ACTIVITIES
In any situation where collections professionals have outside employment, paid or unpaid, such work should not interfere with the performance of the collections professionals’ duties to their institutions. The nature of the activity should be disclosed and conform to their institution’s relevant personnel policy. When collections professionals engage in professional activities with multiple institutions or organizations it is imperative that each activity is disclosed and ensure that work for one does not create a conflict with another. Any areas of potential conflict, such as being involved with object acquisition for competing institutions, should be identified and a mutually agreed upon solution found as soon as, if not before, the conflict arises. Collections professionals must always make clear when they are working on behalf of their institution or on behalf of themselves as a contractor or consultant.

GIFTS, FAVORS, DISCOUNTS, AND DISPENSATIONS
Collections professionals must avoid the appearance of conflict of interest or misconduct by not accepting gifts or discounts from or doing favors for any individual or company that may impair or sway
their judgment or conflict with institutional policies. Collections professionals should not use institutional discounts from vendors for personal use.

**PROFESSIONAL SERVICE AND OUTREACH**
Collections professionals should strive to give back to the profession through presentations, webinars, teaching, workshops, lectures, writing, and performing related professional board service for the benefit of others in the profession or those aspiring to join the profession. They should also contribute to the public’s general understanding of cultural collections. Collections professionals should conform to their institutions’ policies on questions of use of official time, royalties, honoraria, and other remuneration for such activities.

Collections professionals should enhance their knowledge in all collections management matters, ensuring they are up to date with current methods of records management, object care and handling, packing, transportation, insurance, personnel, financial management, security, and facilities management as well as changes in the laws and ethics affecting cultural institutions and collections.

**PROFESSIONAL INTEGRITY**
Collections professionals are responsible for upholding the institution’s collections-related policies. Collections professionals should not reverse, alter, or suppress their professional judgment to conform to a management decision.

When a disagreement arises between collections professionals and the director or other supervisor, collections professionals should work to resolve differences between existing institutional practices and established professional standards. If asked to falsify records or otherwise compromise legal and ethical standards, collections professionals must be empowered to report this to the governing body.

**INTERPERSONAL RELATIONSHIPS AND INTER-INSTITUTIONAL COOPERATION**
While collections professionals must strive for excellence in collections management methods, they should understand their professional role within the context of their institution and should act cooperatively and constructively with colleagues in the furtherance of their institution’s goals and purposes. It is important for collections professionals to merit the respect and trust of colleagues in their own and other institutions.

Inter-institutional cooperation may take the form of providing safe storage for duplicate sets of collections records, providing the services of conservation or preparation of objects for transport, or consolidation of shipments or safe storage for traveling exhibitions between sites. Such cooperation may also take the form of providing professional help and temporary storage of objects or records in the event of a disaster. When objects or records are taken into their institutions' custody, collections professionals should ensure that valid documentation of the terms and duration of the custody arrangements is provided. Collections professionals should treat objects in their temporary custody with the same considerations they use to treat their own.
APPENDIX A—2020 CODE OF ETHICS TASK FORCE MEMBERS AND REVIEWERS

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- Cherie Summers, Collections Registrar, Santa Barbara Historical Museum
GLOSSARY

**Accession:** An object acquired by an institution and formally processed into the permanent collection.\(^i\)

**Acquisition:** The process by which an object is obtained by a museum (e.g., by purchase, donation, gift, or bequest). Acquisition is an initial first step in the accessioning process; however, not all objects which are acquisitioned are intended for accessioning.\(^ii\)

**Collections Management:** Every activity undertaken to care for an institution’s collections, including but not limited to oversight of acquisitions and accessions, documentation, inventory procedures, access policies and procedures, care, display, research, pest management, storage, and security.\(^iii\)

**Cultural Heritage:** Any object or concept considered of aesthetic, historical, scientific, or spiritual significance.\(^iv\)

**Cultural Patrimony:** Objects with ongoing historical, traditional, or cultural importance central to a community, ethnic, religious, or Indigenous group as a whole, rather than property owned by an individual group member.\(^v\)

**Deaccession:** The formal removal of an object from the permanent collection with the intention that it will no longer be held by the institution for the public trust.\(^vi\)

**Disposal:** The physical removal of a deaccessioned object from the collection.

**Fiduciary Duty:** A high standard of care under the law that trustees, as fiduciaries, owe to the institution they serve, which requires them to place the interests of the institution above their own interests and prohibits them from profiting from their relationship to the institution. Trustees are required to ensure the institution’s activities and properties do not stray from the charitable or educational purpose which derives from its founding documents and mission statement and informs its nonprofit status and tax exemption. The fiduciary duties owed by a trustee to the institution are loyalty, care, and obedience.\(^vii\)

**Human Remains:** Tangible or recognizable physical bodies or parts of bodies (bones, soft tissue, or parts that are naturally shed [hair, teeth, nails]) of once living humans, which at times may be incorporated into objects.\(^viii\)

**Intellectual Property:** Creations of the human mind for which a set of exclusive rights are recognized under the corresponding fields of law. Under intellectual property law, creators and/or owners of a variety of intangible assets such as musical, literary, and artistic works (copyrights), certain discoveries and inventions (patents), commercially valuable information that remains secret (trade secrets), and certain words, phrases, symbols, and designs (trademarks) are granted certain exclusive rights. The intangible assets themselves are referred to as “intellectual property” and the rights recognized by law are referred to as “intellectual property rights.”\(^ix\)
Native American Graves Protection and Repatriation Act (NAGPRA): NAGPRA is a Federal law that provides for the repatriation and disposition of certain Native American human remains, funerary objects, sacred objects, and objects of cultural patrimony.

Provenance: An object’s history of ownership.

Sacred Objects: Associated or unassociated funerary objects or objects needed by traditional religious leaders for the practice of traditional religions by their present-day adherents.

Traditional Knowledge: Knowledge, know-how, skills, and practices that are developed, sustained, and passed on from generation to generation within a community, often forming part of its cultural or spiritual identity.

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ii Ibid. 5-6.
iii Ibid. 27.


vii Ibid. 74-75.


