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**Security and resilience — Community  
resilience — Guidelines for conducting  
peer reviews**

*Sécurité et résilience — Résilience des communautés — Lignes  
directrices pour mener des examens par des pairs*



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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

This document was prepared by Technical Committee ISO/TC 292, *Security and resilience*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

## Introduction

A peer review to enhance community resilience is a unique and privileged opportunity for a host country, region, city or community to engage in a constructive process to reflect on its activities with a team of independent professionals, e.g. on disaster risk reduction (DRR). It encourages conversations, promotes the exchange of good practice, and examines the performance of the entity being reviewed to enhance mutual learning and so can be of value to those who seek to further develop their practices. It can enhance preparedness for an incident and support learning from incidents and exercises. It is different to an audit in that a peer review may be optional, and an organization can design it according to its needs.

A peer review can be a catalyst for change and can enrich learning through bringing together a multi-disciplinary panel of trusted and competent experts from a range of technical, political and cultural backgrounds to concentrate on the host's situation. In the most beneficial peer reviews, both the host and the reviewers benefit by collecting and analysing the latest intelligence (understanding and information about the context), discussing the current situation, generating ideas, and exploring new opportunities to further strengthen activities in their own context. Mutual learning is facilitated by sharing good practice, identifying alternative approaches to policy and operations, and exploring critical questioning to consider how similar challenges are confronted elsewhere. Trusted relationships can form that can facilitate the development of innovative solutions to challenges.

These benefits are one reason why conducting peer reviews is consistent with the Sendai Framework for Disaster Risk Reduction 2015–2030<sup>[2]</sup> and its global target to have more countries with national and local strategies for DRR by 2020. Conducting peer reviews to enhance DRR also complements the United Nations' Sustainable Development Goal 11 to make cities and human settlements inclusive, safe, resilient and sustainable<sup>[4]</sup>, as it seeks to align entities through an integrated approach and sharing learning and benchmark information between hosts and reviewers. The guidelines in this document can also contribute to enhancing resilience and risk reduction.

The entities that can benefit from peer reviews include national, regional, local and organizational levels of governance, which may voluntarily engage with a peer review, or do so as part of a wider initiative of improvement. The peer review process for enhancing community resilience described in this document is not intended to be used as means for comparing one entity with another. Instead, it encourages cross-border cooperation to understand and improve performance. Since every host and team of reviewers are different, the outcome of each review will be too. The key to success is having one question at the forefront of the peer review: What will most help us all to enhance our performance?

[Figure 1](#) provides an overview of how to conduct a peer review.

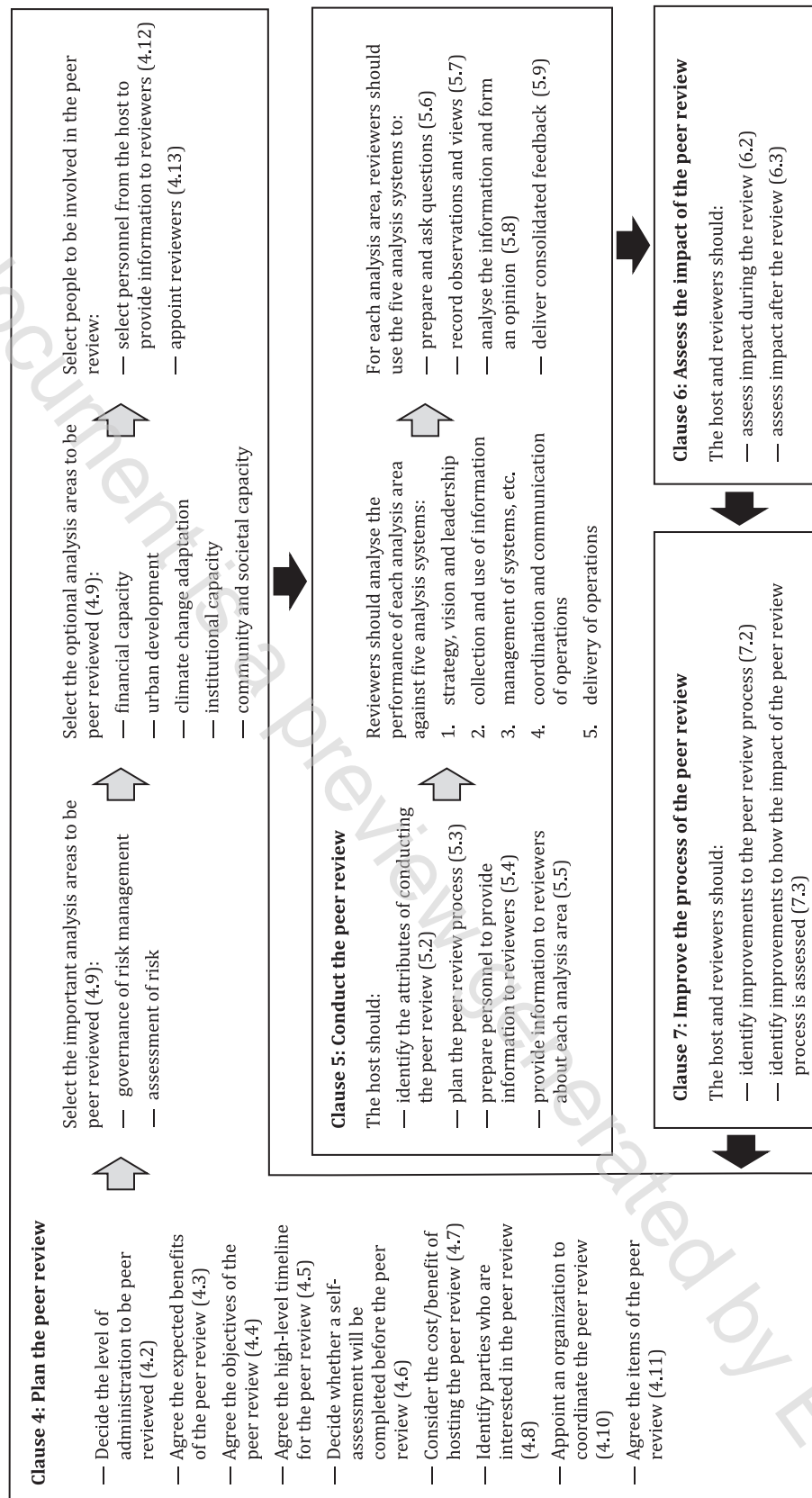


Figure 1 — Overview of the process to conduct a peer review





# Security and resilience — Community resilience — Guidelines for conducting peer reviews

## 1 Scope

This document gives guidelines for organizations to design, organize, conduct, receive feedback from and learn from a peer review of their disaster risk reduction (DRR) policies and practices. It is also applicable to other community resilience activities. It is intended for use by organizations with the responsibility for, or involvement in, managing such activities including policy and preparedness, response and recovery operations, and designing preventative measures (e.g. for the effects of environmental changes such as those from climate change).

It is applicable to all types, structures and sizes of organizations, such as local, regional and national governments, statutory bodies, non-governmental organizations, businesses, and public and community groups. It is applicable before or after an incident or exercise.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 22300, *Security and resilience — Vocabulary*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 22300 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

### 3.1

#### **peer review**

process used by a *reviewer* (3.3) to examine the performance of a *host* (3.2), provide feedback on an *analysis area* (3.4) and learn lessons that are transferable to its own context

Note 1 to entry: A peer review may cover multiple analysis areas.

Note 2 to entry: The host may replace “review” with a synonym such as “assessment”, “appraisal” or “analysis” to better describe the activity.

### 3.2

#### **host**

entity that receives feedback from a *reviewer* (3.3) as part of a *peer review* (3.1)

Note 1 to entry: The entity may be an organization, partnership, community, city, region, country or other body.