

ORGANISATION EUROPEENNE POUR LA RECHERCHE NUCLEAIRE
CERN EUROPEAN ORGANIZATION FOR NUCLEAR RESEARCH

ADVISORY COMMITTEE OF CERN USERS

Minutes of the 102nd meeting held on 4 December 2013

Present:

Y. Ammane* (invited), L. Ancu (replacing M. Weber), E. Auffray, F. Briard* (invited), K. Bunkowski, M. Campanelli, D. Chromek-Burckhart, E. Etzion, A. Ferrari, F. Ferri, M. Goossens, I. Haug, M. Hauschild (Secretary), R. Hawkings, H. Hayward, R. Heuer*, M. Jeitler, C. Jiang, D. Lazic, S. Lettow, P. Makhov* (invited), R. Martens, A. Meyer, L. Miralles*, J. Nystrand, G. Passaleva, I. Riu, A. Rozanov, J. Salicio Diez, O. Sidiropoulou (replacing D. Sampsonidis), C. Troncon, C. Vander Velde (Chair), V. Veszprémi, J. Vigen (invited), L. Wendland (replacing K. Lassila-Perini), N. Zimine

* part time

Apologies:

D. Acosta, G. Bobbink, P. Bordalo, E. Cennini, A. Dubniková, I. Fleck, J. B. Hansen, K. Lassila-Perini, G. Mallot, R. Muresan, S. Nemecek, S. Piperov, D. Sampsonidis, R. Trant, M. Weber

Agenda

1. Chairperson's remarks
2. Adoption of the agenda
3. Minutes of the previous meeting
4. Report on services from GS department
5. Hotel Reservation System
6. News from the CERN Management
7. The CERN Library: 24h/24, 365d/365 for **all** Users
8. Progress on Health Insurance for Users
9. Users' Office news
10. Reports from ACCU representatives on other Committees
 - a) Accommodation Facilities Working Group
11. Matters arising
12. Any Other Business
13. Agenda for the next meeting

1. CHAIRPERSON'S REMARKS

C. Vander Velde, Chairperson, opened the meeting.

Apologies for absences were mentioned from delegates who could not attend the meeting.

Reinoud Martens was welcomed, representing the GS Department in replacement of Isabelle Mardirossian.

2. ADOPTION OF THE AGENDA

At the last meeting in September 2013 reports on the following topics were foreseen:

- Reports from ACCU representatives on other Committees
 - a. Accommodation Facilities Working Group (Alexandre Rozanov)
- Progress on Health Insurance (Pierre Bonnal, CERN)
- Summary of opportunities for small children (Doris Chromek-Burckhart, Head of Users' Office)
- Election of a new ACCU Chairperson (Michael Hauschild, ACCU Secretary)

The progress report on Health Insurance was given by Doris Chromek-Burckhart in absence of Pierre Bonnal. The summary of opportunities for small children was included in the Users' Office Report.

Unfortunately, a few days before the meeting, Gerjan Bobbink informed the Chairperson and the Secretary, that because of health reasons it is no longer possible for him to stand as candidate for the next ACCU Chairperson. A new call for nominations will be sent after the meeting with deadline of 17 January 2014.

The Director General asked the outgoing Chairperson, Catherine Vander Velde, to continue and to chair the next ACCU meeting on 11 March 2014. The election of the new ACCU Chairperson will be done at the end of the meeting.

Two more reports have been added to the agenda:

- Hotel Reservation System (Pavel Makhov, CERN-GS and Yasser Ammane, Microstrategy)
- The CERN Library: 24h/24, 365d/365 for **all** users (Jens Vigen, CERN-GS)

Issues brought up by Delegates since the last meeting, were handled under AOB, if not already covered earlier.

The modified agenda was adopted.

3. MINUTES OF THE PREVIOUS MEETING

Following the distribution of the final draft minutes of the 101st meeting, no comments have been received.

The Minutes of the 101st meeting were adopted without modifications.

4. REPORT ON SERVICES FROM GS DEPARTMENT (Reinoud Martens, CERN-GS)

Service Desk

More than 180'000 requests and incidents were processed since the start of the Service Desk early-2011. About 4'000 tickets are resolved per week. The backlog of ~5'000 tickets (work that remains to be done) is stable or improving.

CERN Hostel

Occupancy rate of the CERN Hostel is decreasing after an overall high of 80.43% in 2012. Forecast for 2013 is about 73%, which is at the same level as in 2008 and 2009 (72.5% and 73.5%, respectively), before LHC physics start.

Mobility

In 2012, 110'000 passengers were transported, an increase of 18% compared to 2011. Forecast for 2013 are 100'000 persons, in line with the lower occupancy rate at the Hostel.

There is no news on the bicycle path linking Meyrin and Prévessin sites. Work should start in 2014 with hope to finish later in the year, but depending on the available budget of the local authorities.

There is also no news on a new bicycle entrance close to the Swiss/French customs. CERN has prepared all technical solutions and CERN would be ready to start construction but discussions with the Swiss and French authorities are difficult as the entrance would be in the backyard of the customs area. No time estimate can be given.

On the Prévessin site, there is more progress: One new bicycle entrance is planned soon for people and bicycles (equal to the one at entrance C on the Meyrin site) close to [building 864](#), "route du Maroc". The new entrance is in proximity to Prévessin, its cycling paths and the bus stop "Les Aglands" of TPG bus line O. A second new bicycle entrance is considered for later. A third entrance for people and bicycles close to the "dechetterie" is also considered, but not yet budgeted.

TPG has announced some [minor changes](#). Starting on 15 December, bus route 57 will be slightly modified and will link the airport with Gare ZIMEYSA via Vernier village and Hôpital de La Tour. Starting on 28 June 2014, tram line 18 from CERN continues to Carouge.

In winter times, the part from the tram stop to the CERN entrances is often icy and dangerous to walk. Responsibility for cleaning is not clear, e.g. TPG, or CERN, or Commune de Meyrin and will be followed-up.

Heating startup

The CERN heating period is indicatively from the 15 October until 15 May. Nonetheless, either the start or the end of the period might be delayed or anticipated on the basis of the weather/temperature forecast. This flexibility allows CERN to better fit its needs and to optimize energy consumption. The final decision to startup the CERN heating system is validated by the GS Department Head.

It must be noted that the CERN heating system is composed of two central heating plants (one in Meyrin and one in Prévessin), two primary heating networks and several heat exchangers with their corresponding secondary heating circuits. The start of the heating system is therefore a lengthy process that takes about a week. For all of the above reasons, it is impossible to give an exact date for the startup of the heating for a specific office or building.

From now on the decision to startup the heating will be announced to the user community via the [Service Status Board](#) and other relevant communication channels, which will give an indication of when people can expect their radiators to turn on.

5. HOTEL RESERVATION SYSTEM (Pavel Makhov, CERN-GS and Yasser Ammane, Microstrategy)

New features of the Hostel web-application were put into production in June 2013, including the long awaited long-term waiting list.

Since 1 June 2013, 1'594 reservation requests were put onto the waiting list.

- 39% of the requests were fulfilled. A room could be found, but about half of the successful reservations were cancelled later by the Users for yet unknown reasons.
- 58% of the requests were cancelled before a room was found, either by the Users themselves or because room reservation wasn't possible.
- 3% of the requests were still on the waiting list at the time of the meeting.

A problem was discovered in the functionality of updating reservation dates. If the Hostel is fully booked, the User is unable to change the reservation period, even if he just wants to shorten it. The system responded with the misleading error message: "Not enough available rooms on..."

This was found due to a software limitation, where fixing would require a significant change of the basic workflow and room availability checking. However, the problem appeared only in about 3.1% of the reservation date changes since 1 June 2013 (50 out of 1'435 changes). Hence, it was concluded that the investments to change the software will not justify the costs.

Instead, the error message has been modified to make the User aware of the problem and now reads: "Due to high attendance rate of the Hostel at this period we are not able to automatically change your reservation. Please contact the Hostel Reception to ask for a manual change of reservation."

6. NEWS FROM THE CERN MANAGEMENT (Rolf Heuer, CERN DG)

It was a fantastic year, with confirmation of the discovery of a Higgs boson, and culminating in the Nobel Prize, awarded to Peter Higgs and François Englert. The highly recognized Prince of Asturias Prize was also awarded to both theoreticians along with CERN, and more awards were received such as the Nils Bohr UNESCO Prize, the Edinburgh Prize and more.

Beside all the successes and awards, the Long Shutdown LS1 is half-way through. Everything is on-time, except the splice consolidation, which is 12-14 days behind schedule. This is due to much more work that needs to be done. Because of geometrically bad shape, about 30% of all splices have to be remade, instead of 10-15% that was anticipated before LS1 start. The slight delay will have been recovered again in April. It is fantastic to see how people react and quickly adapt to such unexpected problems.

The long-term planning and subsequent Long Shutdowns have been discussed recently with the experiments, resulting in a new baseline schedule for LS2 and LS3. LS2 will start mid-2018 and will be 18 months long + 3 months beam commission. LHC physics would restart in spring 2020. LS3 for LHC will start end-2022 and will be 30 months long + 3 months beam commissioning, such that LHC physics would restart fall 2025. LS3 for the injectors will be shorter, 13 months long + 3 months beam commissioning and is starting end-2023. On shorter timescale, the Christmas stop 2016/17 will be extended by 6 weeks for CMS.

LS4 and LS5 are tentatively planned for 2029 and 2033, respectively, with an anticipated LHC running until end-2035 at least.

End of September, CERN was fully dedicated to the Open Days, with over 2000 motivated volunteers. The DG had initially planned to visit all of the more than 40 sites, but got stuck at the many very interesting visit points. He thanked all volunteers and Users for their tremendous efforts and enthusiasm.

7. THE CERN LIBRARY: 24h/24, 365d/365 FOR ALL USERS (Jens Vigen, CERN-GS)

eBooks

A major and growing part of the Library is available in electronic form.

The Digital Library allows remote access to all type of materials, journals and books (mainly informatics, mathematics, physics), including historical ones, preprints (arXiv), reports (i.e. Yellow Reports) and Databases (i.e. Web of Science).

Access is possible from anywhere within the CERN network, but also from outside CERN due to a proxy service set up by the IT Department. Instructions are available for setting up the CERN Library proxy for Internet Explorer, Firefox and Safari:

<https://espace.cern.ch/webservices-help/CERNLibraryProxy/BrowserConfiguration/Pages/default.aspx>.

A request has been made that this service also works on tablets.

Today 2/3 of the Library 's book collection is available as eBooks in different forms. About 59'000 eBooks are indexed in CDS. Many of the eBooks of Electronic Book Library are so-called "Patron-Driven Acquisitions".

From the Springer Book Archive all mathematics and physics books in English from ~1950 till today are available as eBooks. The eBooks are all in pdf format without digital right management (DRM). Before 1950, most books are not in English. Selected key titles, also without DRM, are also available from a series of other publishers (i.e. Cambridge, Oxford and World Sci.). On informatics, [Safari Book Online](#) basically has "all" informatics titles one can imagine. These books are free to CERN Users. The expenses related to this are covered by the Library.

eBooks from EBL, integrated in the Library catalogue, can be read for 10 minutes without any cost for CERN. EBL eBooks, not owned by the Library, read for more than 10 minutes will result in a financial transaction (fully covered by CERN). If an eBook/book title is not available at the Library, it can be ordered elsewhere, e.g. there is a good network to German and Swiss libraries (Hannover and Zürich). A constant rate of about 7'000 (real) book loans per year are made, but 130'000 eBooks per year and further growing.

Public space

Even in the digital era, people continue coming to the Library. Currently, there are 54 working places available and 10 public terminals. Typical occupancy rate is ~40% all over the day.

A survey was made over 21 days among the Library Users, with however, only 179 responses compared to almost 6'000 visitors. The majority of visitors are CERN Users (52.3%), followed by CERN staff (13.5%), Visitors (12.5%) and CERN Students

(11.6%). Library visitors are mainly young users up to 30 with main interest in physics (79.7%), computing (33.1%), mathematics (32.2%), detectors and instrumentation (26.3%), followed by other topics.

The facilities of the CERN Library remain attractive to a large range of different readers. Library visitors are using services like scan/photocopy/print, requesting an item, using the public terminals or looking to the bookshop. They mainly consult books on place, read a journal/magazine or come to borrow or return a book. Many visitors like the Library as “quiet space to work” (74.6%), where “the atmosphere inspires them” (48.5%).

As sufficient and calm working space is rather important in the Library, some improvements are planned of the physical working space. ACCU Delegates are invited to give feedback on the [proposed improvements](#).

8. PROGRESS ON HEALTH INSURANCE FOR USERS (Doris Chromek-Burckhart, CERN-PH)

Subsidiary Health Insurance for Users

At the 101st ACCU meeting in September 2013 a [proposal for a subsidiary health insurance](#) was presented that was matching many of the Users’ requirements.

The subsidiary health insurance is intended for people needing a short-term coverage of a few days/weeks/months. A normal travel insurance, which is standard for tourism, doesn’t cover work accidents. No medical examination should be required as this is heavy and uncomfortable, and it is also not in line with the CERN diversity policy to exclude people with certain health problems. There is no market in EU/CH for such supplementary insurance because the additional risks are usually already covered by the full insurance of employees. However, this is different in many other countries with a different culture. CHIS/UNIQA has a long-term solution which however, is costly.

In the meantime, the proposal by *Allianz Worldwide Care (AWC)* has been reviewed by the CERN Legal Service, the Chairman of the CERN Health Insurance Scheme (CHIS) and the CERN Medical Service.

They concluded that the concept of “urgent care” (for emergencies and accidents) as defined in the proposal is perceived as a major risk for the sustainability of this scheme. This is confirmed by NATO headquarters in Brussels (which are AWC customers), who kindly provided elements of their contract. Urgency is clear in some cases but unclear in others. There is a risk if going to a hospital for urgent care, and later it turns out that the case was not urgent.

Early November, AWC and brokers were asked to review their proposal based on these new requirements, but there is no revised proposal yet. In addition, there is still the exclusion of pregnancy cares that shall be carefully looked at.

Progress is slow but safe and without taking risks. There are not many insurance companies interested in providing such a service. The only one who is still interested in offering this very unusual insurance service shall be safeguarded. But it is absolutely necessary to set-up a scheme that fulfills sustainability and diversity requirements.

New tentative date to bring the service into operation is early-March 2014.

Transfrontalier Insurance

French Government has decided to suppress the possibility for frontaliers (people working in Switzerland and residing in France) to choose a private health insurance (Transfrontalier Insurance) as of 1 June 2014. Instead, they have to join either the Swiss LaMAL or the French Public Health Insurance CMU (Couverture Maladie Universelle). Both alternatives are rather costly compared to the Transfrontalier Insurance, also taking into account that the basic CMU does not fully cover expenses in Switzerland.

The decision to suppress Transfrontalier Insurances does not concern CERN Members of Personnel, who are CHIS main members, as they do not have the status of frontaliers. However, spouses of CHIS main members are concerned if they are frontaliers and are insured by CHIS or by a private insurance. CERN is in contact with the other International Organisations, the Association des Fonctionnaires Internationaux Français and the French mission in Geneva in order to obtain more information.

9. USERS' OFFICE NEWS (Doris Chromek-Burckhart, CERN-PH and François Briard, CERN-GS)

User Statistics

As of 1 December 2013, 11'154 Users (with status COAS, UPAS, USER, VISC) were registered at CERN:

Status	female	male	total
COAS	44	206	250
UPAS	58	306	364
USER	1'759	8'493	10'252
VISC	37	251	288
	1'898 (17.0%)	9'256 (83.0%)	11'154

The usual peak in summer was less pronounced in 2013 compared to previous years.

French Cards

After termination of contract, French Cards need to be given back, under any circumstances. Even a valid card, with an expiration date after termination of contract, may become invalid if the contract has terminated.

Some countries have a high number of Users with non-returned French Cards. Delegates from those countries are requested to remind and to inform their community on the responsibility of Users to return French and Swiss cards as well as green number plates at the end of their contract and the consequences of a delayed or no-return of these documents.

Pre-Registration Tool PRT (François Briard, CERN-GS)

Many Users are already making use of the contract extension tool via EDH. A Pre-Registration Tool PRT is currently being developed for first time registration, and is a further step in enhancing the registration process.

PRT will be used by identified users in Institutes (secretary, Team Leader, Deputy Team Leader...) to pre-register Users (with status USER) for their collaborations. Goal is to do as much as necessary work before arrival, to reduce invalid cases to the minimum, and to reduce the arrival process time to the minimum. It is also foreseen to extend the tool to follow-up Users while at CERN and to ease the departure processes.

PRT is already in use for External Firm Staff (large contracts only) since 2006. 6'000 registration forms have been created since then. A first attempt to extend the tool to the Users' Office in 2010 failed due to lack of stable and long term resources and the change of technology within the Administrative Information Services AIS. The PRT project for the Users' Office has been restarted in March 2013, after funds were dedicated.

There are several advantages of PRT: Rules are being checked, such as missing information, data entry duplications and other errors. The pages are dynamic, they show extra fields only when needed and are intuitive with online help and with the potential of being multilingual. Based on the situation of the individual User, PRT gives a summary of mandatory documents that must be attached before sending the form. Documents, e.g. scanned passports can be previewed in the application.

Institutes can only register for their collaborations, and can only see their personnel. All (deputy) Team Leaders have access to PRT for their institute in the collaboration. They can delegate and grant creation rights for filling the form to any CERN primary account (e.g. secretaries). However, only (deputy) Team Leaders can **sign/send** the filled registration form to the Users' Office. Users cannot fill in the form themselves.

Once a registration form has been sent, it cannot be modified anymore. Correction of major typos will require to clone and create a new document, because of problems with concurrent access otherwise.

In addition to Users with status USER, PRT will also be used by CERN Departments for COAS and VISC pre-registration. PRT won't replace all paper forms but will make (pre-)registration easier and faster.

A beta-test for registration and arrival will start in January 2014 for the Theory Group and some local institutes. Further beta-tests of follow-up and departure are planned early 2014. A production version to all institutes could be ready mid-March 2014 if tests are successful and the feedback is positive.

Child care facilities

A summary of [child care facilities near CERN for small children](#) has been compiled.

There are 6 child care facilities available, including the new CERN Crèche, giving opportunities for care of small children from the age of 3 months until 4 years.

10. REPORTS FROM ACCU REPRESENTATIVES ON OTHER COMMITTEES

a) Accommodation Facilities Working Group (Alexandre Rozanov, France)

The Accommodation Facilities Working Group FAC replaced the former Hostel Fund committee some years ago, so Hostel policies are frequently reported and reviewed. FAC is also discussing all accommodation facilities important for CERN users and prepares relevant recommendations. ACCU is represented by Alexandre Rozanov.

With time, the scope of FAC was enlarged to transport, health, food, library, registration, access, Users' Office, and other services and facilities at CERN. Meetings are typically held one week before ACCU meetings to check that all points to be discussed at ACCU are well prepared, including review of the action list. Because of this purpose, the ACCU Chairperson and Secretary are also participating at FAC meetings.

Some highlights achieved over the past years and current issues are as follows:

Longer term user contracts and cards of up to 5 years (both Switzerland and France) was a very big progress: it facilitates the effort for users and is a reduction of work load on the Users' Office. The pre-registration tool and prolongation via EDH form brings real economy of Users' time and money: less iterations before the registration is finished.

The Airport Shuttle is a big success, now with a stop near the Hostel reception, and also car sharing via web booking, which is an excellent solution. Another success is the large number of bikes available for rent, which are mainly free or with a small rental fee in summer.

Food and commodity machines have been installed near Restaurant 1 and are much in use and welcomed. A standing issue are restaurant prices. Low price food in the Restaurants 1-2 are not easy to achieve while keeping high quality. Alternatives are Restaurant-3 with lower prices and free shuttle, microwaves and non-expensive vegetables/salads/soups in Restaurants 1-2. Payment in restaurants with the CERN (RF ID) access card with preloaded money is still a pending issue: it would help to reduce queues and improves hygiene.

Hostel booking via web-application is extensively used, is reducing time, but also preventing conflicts. A short-term electronic waiting list is working (with notification at 20:00 each evening by e-mail). A long-term waiting list has started working in June 2013. The software is not very flexible yet, but improvements will come with time. Few reading/smoking rooms and offices in the Hostel have been already transformed into bedrooms, more are in work.

The Saint-Genis CERN Hostel capacity was increased by 70 rooms in 2012, but Users like more beds in the CERN Hostel on Meyrin site. 2012 saw a record occupancy of 80.4% in the CERN Hostel. Taking out weekends and vacations it means practically 100% occupancy. For such a high occupancy, CERN and the Hostel personnel provides an excellent service and can be congratulated.

After April 2013 there was a significant drop in Hostel occupancy to 67% due to LS1 and some increase again at the end of 2013. The question remains how this develops before and during LHC restart in 2015, so discussions how to increase the of number of beds and on a new Hostel are still ongoing.

11. MATTERS ARISING FROM THE PREVIOUS MEETING

Most action items were handled under the previous items, except:

CERN, Head of Diversity Office (S. Datta Cockerill)

- **To contact the experiments asking for the possibility to give a presentation of the Code of Conduct and Diversity at one of their next Plenary Weeks.**

The spokespersons of the four major LHC experiments have been contacted. A presentation was given to the ALICE Collaboration Board mid-July. Presentations are planned to LHCb in December 2013 and to ATLAS and CMS in February 2014.

→ keep open

CERN, IT Department Head (F. Hemmer)

- **To investigate the possibility of having WiFi access for visitors at a few hot spots, e.g. at the CERN reception and in the Globe, with a simple registration procedure and without reducing the quality of the standard CERN free wireless network.**

CERN-IT is still investigating, but it seems that the next generation of WiFi base stations might well help resolving this problem. This remains to be confirmed though. However, no time estimate could be given. eduroam is under test and should be available in a few months.

→ keep open

CERN, PH Department (J. Salicio Diez)

- **To investigate increasing the number of places for bicycle parking.**

The use of bikes is encouraged at CERN. There are about 960 places available for bicycle parking, mainly around building 40 and the Hostel. However, about 200 extra places are needed in summer, requiring about 200 m² of space (assuming 1 m² per bike) which needs to be found. Space is available in >150 m walking distance from Restaurant 1, but not very close to it.

A simple solution with a frame, where bikes can be locked to, has costs of 25 CHF/bike. A simple roof does increase the costs to 220 CHF/bike, a better roof needs 350-400 CHF/bike.

After a brief discussion, ACCU agreed that no roof is needed to keep the costs as low as possible. More investigation is needed.

→ keep open

12. ANY OTHER BUSINESS

News from the IT Service Review Meeting (ITSRM)

E. Etzion, ACCU representative in the ITS RM, reported that quite some ITS RM meetings were cancelled in the past. Also the next meeting, scheduled for 12 December 2013, has been cancelled, and no further meetings are yet planned.

Mainly IT reports were given in past ITS RM meetings but no feedback from the community was discussed. A better forum to discuss Users matters and feedback seem the bi-monthly IT Users meetings, which are less formal with about 50-60 people attending, half of them Users. Nevertheless, a direct formal link between the Users community and IT should be maintained.

The GS, HR and PH Departments and the Occupational Health Safety and Environmental protection Unit have permanent representatives in ACCU. There is no representative from the IT Department so far, although IT related questions are often brought up, but could not be immediately resolved or followed-up.

The ACCU Secretary will contact the IT Department Head in view of having a permanent representative from the IT Department in ACCU.

13. PROPOSED TOPICS FOR THE NEXT MEETING (Tuesday, 11 March 2014)

- Reports from ACCU representatives on other Committees
 - a. Academic Training Committee (Mario Campanelli)
- Progress on Health Insurance (Pierre Bonnal, CERN)

[Michael Hauschild](#), 4 December 2013

Presentations from the meeting can be found with the minutes on the ACCU web site at <http://cern.ch/ph-dep-ACCU/>

APPENDIX A

SUMMARY OF ACTION ITEMS

CERN, Users' Office Head (D. Chromek-Burckhart)

- **To follow-up the progress of the new collective health insurance project for Users to cover for the financial consequences of private and professional accidents.**

CERN, Head of Diversity Office (S. Datta Cockerill)

- **To contact the experiments offering to give a presentation of the Code of Conduct and Diversity at one of their next Plenary Weeks, as recommended by ACCU.**

CERN, IT Department Head (F. Hemmer)

- **To investigate the possibility of having WiFi access for visitors at a few hot spots, e.g. at the CERN reception and in the Globe, with a simple registration procedure and without reducing the quality of the standard CERN free wireless network.**

CERN, PH Department (J. Salicio Diez)

- **To investigate increasing the number of places for bicycle parking.**

CERN, ACCU Secretary (M. Hauschild)

- **To contact the IT Department Head in view of having a permanent representative from the IT Department in ACCU.**

ACCU Delegates

- **To give feedback on the proposed improvement of the physical work space in the library.**

ACCU Delegates

- **To remind and to inform their community on the responsibility of Users to return French and Swiss cards as well as green number plates at the end of their contract and the consequences of a delayed or no-return of these documents.**