

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

ADVISORY COMMITTEE OF CERN USERS

Minutes of the 105th meeting held on 9 September 2014

Present (*part time):

E. Auffray, C. Biino, G. Bobbink, P. Bonnal* (invited), P. Bordalo, K. Bunkowski, M. Campanelli*, M. Chamizo (replacing S. Goy), D. Chromek-Burckhart, C. Decosse, J. de Jonghe* (invited), B. Demirkoz, A. Dubniková, E. Etzion, A. Ferrari, P. Grzywaczewski* (invited), J. B. Hansen, M. Hauschild (Secretary), R. Hawkings, R. Heuer*, M. Jeitler, P. Klabbers (replacing S. Dasu), K. Lassila-Perini, D. Lazic (Chair), R. Martens, J.-P. Matheys (replacing I. Haug), A. Meyer, L. Miralles*, M. Moller, S. Nemecek, A. Rozanov, M. Sharan, C. Troncon, M. Tytgat, V. Veszprémi, M. Weber, N. Zimine

Apologies:

S. Bertolucci, S. Dasu, F. Ferri, I. Fleck, M. Goossens, S. Goy, I. Haug, H. Hayward, T. Lagrange, S. Lettow, G. Mallot, J. Nystrand, S. Piperov, D. Sampsonidis, G. Stoicea, R. Trant

Agenda

1. Chairperson's remarks
2. Adoption of the agenda
3. Minutes of the previous meeting
4. Report on services from GS department
5. News from the CERN Management
6. Report on services from IT department
7. Progress on Health Insurance for Users
8. Users' Office news
9. Matters arising
10. Any Other Business
11. Proposed ACCU dates 2015
12. Agenda for the next meeting

1. CHAIRPERSON'S REMARKS

D. Lazic, Chairperson, opened the meeting and welcomed the Delegates. Apologies for absences were mentioned from Delegates who could not attend the meeting.

Bulgaria is still in the process of finding a new Delegate. The last Bulgarian Delegate finished his term by end of 2012.

Jose Salicio Diez has been replaced by **Catherine Decosse** and **Cecile Granier** as new representatives of the PH Department.

2. ADOPTION OF THE AGENDA

At the last meeting in June 2014 reports on the following topics were foreseen:

- Progress on Health Insurance (Pierre Bonnal, CERN)
- Health and Safety audits at CERN (Ralf Trant)

Optional topics for this and future meetings:

- Radiation Protection, Medical Certificates
- CERN Global Development Plan, "Esplanade des Particules"

The report on Health and Safety audits at CERN, which was postponed at the last meeting, has been postponed again to the next meeting, as Ralf Trant was absent.

A report on Radiation Protection issues and Medical Certificates will be given at the next meeting in December.

Additional topics added since last meeting

As part of the report from the GS Department, **Jurgen de Jonghe** was invited to give a report on mobility data and a planned survey on commute to work.

As part of the report from the IT Department, **Pawel Grzywaczewski** was invited to give a report on Lync, a collaboration tool for CERN.

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 104th meeting, no comments have been received.

The Minutes of the 104th meeting were adopted without modifications.

4. REPORT ON SERVICES FROM GS DEPARTMENT (Reinoud Martens, and Jurgen de Jonghe CERN-GS)

Service Report (Reinoud Martens)

In 2013, 159'871 tickets were generated overall, and the forecast for 2014 is even higher, where the IT Department handles ~45% of the tickets. The Service Desk acts on ~8'000 tickets/month or about ~50% of all tickets, does dispatch them or improves the information.

Feedback was received 1'588 times in 2014 so far and is being systematically followed up, in particular the negative one. For the Service Desk, feedback was 87% positive, 6% neutral and 6% negative, which is rather low.

In addition, several anonymous surveys have been started. They are made simple and short, with no more than 5 questions, are following some logic and are targeted to Users that have recently had an experience with the service. Surveys on cleaning (101 responses) and library (75 responses) are ongoing, surveys on the Service Desk and electricity are planned. The surveys are proven already very useful in contract review meetings and show interesting trends.

To receive more User feedback, two "HappyOrNot" devices have been installed in the Hostel and in the Library in July. Users are able to rate their level of satisfaction by simply pushing a button, and more than 4000 feedbacks were given so far. The devices will be moved around and generated also interest from other Departments at CERN.

CERN Hostel (Reinoud Martens)

Four new single rooms will be available in building 39 as of October, and a new "bagagerie" is available, where people temporarily can leave their baggage.

The renovation of the two top floors in building 38 will actually start in October, when the floors will be "dehumidified". This will take place during working hours between 9h00 and 17h00 to minimize noise problems.

Because of the present Hostel capacity problem, it is even more important to prevent abuse and improve the occupancy rate. A "no show" rule has been introduced and a

better waiting list management was implemented. Reserved contingents for experiments and CERN events still exist.

Because of budget cuts (see below), extension of the CERN shuttle service to cover local hotels is unlikely. However, stops at CERN of local hotel shuttles are taken into account.

Entrances (Reinoud Martens)

The new bike + pedestrian entrance in Prévessin is operational since July. The entrance is at Route du Maroc, close to building 864, and is also easily accessible from the bus stop (line 'O'). It had 3000 passages since opening, or ~70 per day with a high of 110 and a low of 30 passages/day, most likely weather dependent, which is more than expected. However, there are still people coming from the direction of Prévessin, who use the more dangerous main road, probably not knowing on the new entrance.

The restructured entrance in building 33 had >68'000 passages (in/out) since reopening. It is open 24 hours a day, with low traffic only between 1h and 5h. On a working day there are between 910 and 1'430 passages, on week-ends between 420 and 710 passages per day. Peaks of 12 persons/minute are (not surprisingly) linked to the Tram arrivals (every ~10 minutes). The maximum capacity is below what was announced and expected (30 passages/minute), and investigations are ongoing to improve the handling of tram peaks.

Impact of 5% cut on operational budget 2015 (Reinoud Martens)

CERN Management has decided a 5% cut on the operational budget for 2015 and beyond (see more information below under "News from the CERN Management").

Impact to services will be minimized as much as possible, but the cut cannot be completely transparent to the Users. Priority will be given to LHC associated services and maintenance, and to safety systems, which have a protected budget line.

Areas that will be most likely impacted:

- No new equipment for site access, surveillance, etc.
- Reduced maintenance and replacement of equipment, facilities, green space, buildings
- Fire extinguishers will be checked/replaced within the legal framework but not earlier as it is current practise now
- Support of 'imported equipment' will be stopped (e.g. air-conditioning systems not bought/installed by HVAC team)
- Reduction of general services: Cleaning (frequency of certain activities, toilets are not affected), shuttle, water fountain bottle replenishment (review strategy), stop of sub-rental of apartments

- Library: Cancellation of certain subscriptions (Techniques de l'ingénieur, Web of Science); reduction of acquisitions (Springer)
- Facility management: further delays on incident resolution, reduction in small work requests

More news will be given at the next ACCU meeting in December 2014.

Status of ongoing projects (Reinoud Martens)

The library upgrade to create more physical workspace is following the time line. People need to move out offices until June 2015 such that the implementation of the new workspace could be ready by autumn 2015.

The roundabout at Restaurant 2, an accident-prone area, was provisionally reconfigured and first feedback was collected. Speed of cars was reduced as intended but bicycle safety had to be improved by a dedicated passage. Further reflections are necessary on the speed bumps.

Various measures will be taken to tackle the problem of dangerous parking habits: for less serious offences, a sticker will be put on the windshield of the vehicle and an e-mail sent asking the driver to park in an authorized space. For more serious offences, the vehicle will be immobilized with a wheel clamp, or even removed by a new tow truck and taken to a dedicated car park on the Meyrin or the Prévessin site. The fight against drivers who break the highway code on the CERN site will soon get reinforcements in the form of a speed measurement campaign. A mobile speed camera will start collecting data by October.

Issues raised by ACCU Delegates since the last meeting (Reinoud Martens)

A proposal for a change of Hostel booking rules has been made, i.e. to have different rules for school students and for university students. As any change in the rules involves discussions and feedback from many stakeholders (ACCU, HR, Visit Service etc.), a new "Hotel Service Review Meeting" will be set-up where these matters will be discussed in detail.

Users have complained on noisy parties in summer in the Satigny area that were excessively loud and went on well past midnight such that sleeping in the Hostel was very difficult. If Swiss authorities have given an authorization to such parties, CERN can only check compliance and report to police in case of a violation of the given authorization. The limitation of such authorizations to midnight will be raised with the local authorities through the formal channels.

All cars entering the CERN site, also rental cars, need a (temporary) registration and sticker. As rental cars have different number plates at each rental, requiring a new registration and sticker each time, a suggestion was made to have 'portable permits' for rental cars. This cannot be done right now, as CERN wants to know which cars on the site belong to whom, which is why stickers are issued for a given car.

However, once all gates are equipped with automatic car plate readers, some scheme could be possible with pre-registration of rental car plates.

The cleaning service will look into possible changes in cleaning products for toilets used. The present products as used in the Microcosm can spoil the clothes.

A suggestion was made to send email reminders to people about one week before start of a Hostel reservation. If the hotel management software can do this 'out of the box' it will be considered. However, costly customizations of the standard hotel management software will be avoided.

Medical Certificates for Users (Reinoud Martens)

CERN Medical Service has in the past accepted to provide medical certificates for Users with radiation badges (under certain conditions). In 2014, the CERN Medical Service was confronted with a capacity problem. The number of User requests for medical certificates has increased by a factor 3 over the past 10 years and the fulfillment of legal obligations towards the Employed Personnel was compromised.

In agreement with Radiation Protection, Users' Office and CERN Management, the decision was taken to temporarily suspend the delivery of certificates for Users by the CERN Medical Service. Only Users with more than 50% presence at CERN still can get a certificate by the Medical Service (70 people since June).

Affected Users and team leaders were informed in June via email, but in general, announcement of the change wasn't properly made and communication could have been better, e.g. ACCU was not informed in June. Hence, many Users and team leaders were not aware of the change and many complaints were sent. Communication in future will be made via multiple channels (Bulletin, ACCU, email to team leaders by Users Office, etc.).

The relevant processes to obtain a dosimeter are currently being reviewed, also in view of clarifying responsibilities between CERN and home institutes. For ISOLDE, a new procedure is already in place, not requiring a medical certificate (in most cases). If this pilot procedure is successful, it will be introduced everywhere at CERN.

More information will be given at the next ACCU meeting in December.

Mobility data analysis (J. de Jonghe)

To better understand mobility needs and to plan for the future, data on various mobility issues have been collected and analyzed.

The shuttle service is been extensively used. Usage of most circuits has stabilized over the past years, except circuits 2 (Prévessin) and 6 (Tram/Prévessin), where usage has been about doubled between 2011 and 2014 (forecast). Occupancy for the

different circuits is between 25% and 60%, for some circuits (Prévessin and Airport) more places became available in 2014, to avoid the situation of leaving people out in case of fully occupied shuttles.

Bike flow at Gate C (Meyrin) and Route du Maroc (Prévessin) shows an increasing trend, and is at a rate of about 35 entries/day. There is another entry in Prévessin towards the déchetterie, only open during the summer period and not yet equipped with a turnstyle, with 2'400 movements since mid-April.

Several CERN entrances, but not all are equipped with automatic car plate recognition systems, which allows an analysis of car flow. At the Prévessin entrance with 2 lanes a high peak flow of 50-60 cars per minute between 8h30 and 9h00 is registered. Entrance B has a peak of 20 cars/minute between 8h30 and 10h00, which is somewhat less than expected. Entrance C has a peak of 15 cars/minute between 8h00 and 9h00. Cars from Haute-Savoie tend to come earlier and leave earlier, presumably because of the traffic situation.

The new Globe parking has a capacity of 400 places, with 100 places reserved for P+R subscribers. Data from June show that there were never more than 80 cars on the parking, mainly P+R cars and, to a much lesser amount, private cars from CERN people and visitors.

Data from the building 33 pedestrian entrance show strong correlations to the tram and bus arrivals, but need to be further analyzed.

Survey on commute to work (J. de Jonghe)

A survey on commute to work is planned on 15 September. The survey is initiated by the Canton of Geneva (Direction Général de la Mobilité) and the Swiss Permanent Mission to the United Nations (ILO, WHO, UNAIDS, Global Fund, IFRC, CERN, UNOG).

The survey aims for a better understanding of commuting habits, willingness to explore alternative commuting options and expectation and needs. Users will be invited to participate and are encouraged to answer the survey. All data are gathered with the strictest confidentiality.

Discussion

In view of the announced budget cuts, several Delegates pointed out that the shuttle service should not be reduced. However, to reduce the number of CERN cars would be a way to save money.

Another point of discussion was communication of parking possibilities. A website with parking opportunities and rules, also on long-term parking would be rather useful.

The official channel for all announcements is the bi-weekly [CERN bulletin](#). There is a section “Official News” and members of the personnel (this includes Users) shall be deemed to have taken note of the news under this heading. But there is also other interesting news on what’s happening at CERN. Anyone can [subscribe to the Bulletin](#) to get informed when a new issue is available.

5. NEWS FROM THE CERN MANAGEMENT (Rolf Heuer, CERN)

5% cut on the operational budget 2015 and beyond

Despite the economical problems in some Member States over many years, CERN can be very happy to have always received the full contributions from **all** Member States. This is a major success and shows the confidence that was put on CERN and its personnel, both staff and Users.

However, there are more and more physics demands, and with increasing diversity, which is a good trend, but requiring more and more money. The accumulated deficit from the LHC construction was just paid off last year, and now HL-LHC, which is of highest priority in the European Strategy Update for Particle Physics, requires again a deficit. All countries have large and unpopular cumulative deficits, and Member States do not want to have such large deficits at CERN.

It was a very difficult task, to have the Medium Term Plan with the foreseen budgets for the next years acknowledged at the June Council. A lot of discussion was needed and there is no way to increase the cumulative deficit as presented at the June Council. Some cuts and delays have to be introduced to get the budget approved for the next year. On the other hand, the cuts should not delay physics.

Hence, a **5% cut on the operational budget** for 2015 and beyond was decided by CERN Management, to limit the deficit, and to free money for the HL-LHC. This cut requires reviewing all services very carefully, e.g. the shuttle service is very useful but frequency and occupancy might need to be adapted. Hostel capacity will be kept, including the St. Genis Foyer, but there is no way to increase the capacity.

Safety and use of CERN cars

As a general remark, it is also costly if people don’t respect traffic rules. The changes to the roundabout in front of Restaurant 2 were made because of near-accidents happening at the pedestrian crossings where people drive much too fast. There were also near-accidents on the road passing the fire brigade. People need to respect traffic rules.

Another reminder concerns the use of CERN cars. CERN cars are to be exclusively used for duty trips, but at several occasions, CERN cars have been seen, e.g. at the Telecabin in Crozet and at similar locations. This gives a rather bad image of CERN,

that they allow people to use official cars for leisure. All people at CERN, both staff and Users, are reminded to strictly respect the rules.

Long Shutdown 1 (LS1)

LS1 is proceeding well and within schedule. All experiments taking beams from the Booster and the PS have restarted physics already, except AD, where there was problem with the magnetic horn, meanwhile solved. The SPS had a problem with the beam dump, but this is also solved now. All looks very well.

Nevertheless, first injection into the LHC in 2015 will be 4 weeks later and in week 11, because of copper stabilizer continuity measurements. These measurements are rather difficult and could not be performed earlier, but now have been successfully done in 2 sectors for the first time. Because of the success and importance for the long-term running of the LHC, it was decided to take the opportunity and do these measurements in all 8 sectors now, hence the delay. These measurements ensure that all quench protection diodes are working correctly at a quench.

The experiments also agreed to the later start, as at least some of them could profit from the delay. Given a 2-years duration of LS1 for the LHC, and several non-conformities that were found and fixed, the small delay is not dramatic. CERN Management wants to be very cautious and wants to switch on the machine in a careful way.

CERN60

CERN is celebrating its 60th anniversary in 2014, with two extremely loaded weeks in September, culminating on 29 September with the official celebration. There are educational workshops, and a workshop on pension funds. On 19 September, Council will celebrate its first session 60 years ago with a [Symposium](#) in the afternoon and a [concert](#) in the evening, given by the UN Orchestra. At the official celebration on 29 September, quite some ministers will come, but exact attendance is difficult to know at this stage because of the present political and health crisis situation in the world.

The main celebrations will end on 20 October at the United Nations in New York. As CERN has UN observer status now, an event on '[Science for Peace and Development](#)' will be held. Key speakers, among others, include the present and former UN Secretary General, Ban Ki-moon and Kofi Annan; the Minister for Science and Technology of South Africa, Naledi Pandor; on the science side Carlo Rubbia and Hitoshi Murayama; and Fabiola Gianotti, who is in the UN advisory group on scientific matters to the Secretary General.

There are also events in each Member State, which will end by mid-December in Belgium. Among other events at CERN, there will be [TEDxCERN](#) on 24 September, an independently organized event in the context of [TED](#) (Technology, Entertainment and Design) conferences, started already in 1984.

6. REPORT ON SERVICES FROM IT DEPARTMENT (Mats Moller and Pawel Grzywaczewski, CERN-IT)

Effects of the 5% budget cut on materials IT operation headings (Mats Moller)

A large part of the IT operation budget, about 80-85%, is incompressible with lots of fixed costs: support contracts (network & telephony first line, helpdesk, videoconferencing, etc.); external networking contracts (Geant, commodity internet); telephony (switchboard contract, PABX); software licences & support (Apple, Cadence, MathWorks, Microsoft, Oracle, RedHat, ServiceNow, Spectrum, TSM, Vidyo, etc.), hardware Maintenance (UPS, Tape Libraries, Printers, etc.). The costs for software products have almost doubled from 2'716 kCHF in 2009 to 5'009 kCHF in 2013.

It is difficult to assess the impact precisely now, before the 2014 invoices have been received, but it is clear that there will be an impact. Priority will be given to LHC Operations & Physics, e.g. technical network and critical databases. There will be a probable impact on server renewals/maintenance, additional software licenses for users, projects such as extended wireless coverage, audio/video conferencing, service desk. It is also likely that the reliability of services is affected (not only IT). More effort will be required to maintain aging services. The situation is not going to improve in future years as the cut is recurrent and contracts and software licenses costs are probably not going to decrease.

Lync service – phone calls and collaboration (Pawel Grzywaczewski)

Lync is a Microsoft product and 'Skype for businesses'. It is mature and reliable, and used by many companies world-wide. It provides a set of features for collaboration and communication.

Lync and Skype will merge in future, and in contrast to the present Skype, Lync is integrated into the CERN phone system, has access to the address book, has a presence indicator, instant messaging, voice mailbox (audio available as email attachment), and allows instant access to information outside the office and access from abroad without roaming charges.

There are two modes at CERN:

Users can download Lync on their desktop, laptop or smartphone and have immediate access to the CERN phone book, instant messaging, presence indicator and Desktop sharing. This is called 'standard mode' and is activated and possible for all CERN accounts. By default, the presence indicator is not visible for anyone and rights have to be granted explicitly to all persons who are allowed to see the users' presence.

In the 'phone mode', a CERN phone number is migrated to the Lync phone system and is assigned to a primary account. Persons can make/receive calls on the CERN phone number registered on Lync. In 'phone mode', when people calling the CERN phone number, Lync will ring on all Lync clients: Lync application on Windows/Mac and/or Lync IP Phone and/or Lync application on smartphone.

This gives a lot of advantages: While being at the home institute, Users can place and receive calls on a CERN number, see the availability of other people, send instant messages and use other features of Lync, as they would be at CERN. One number is assigned to one person, different to an office phone that is e.g. shared by several persons. Moving to Lync is completely transparent to people who call the CERN number. At the moment, there are 3000 free numbers left, but more could be obtained.

It is possible to also activate a CERN mobile phone number to Lync and e.g. having a Lync application running on a smartphone. However, this would not be a full replacement of the 16-XXXX short dial numbers, for e.g. experts-on-call, to be reached at any time. It would be only free of charge if the smartphone is on a wireless network but additional roaming costs might occur if the call is received via 3G mobile data.

Lync advantages are clearly reduced costs, no roaming charges, and free phone calls to CERN numbers from anywhere. Depending on the granted rights, calls to the local area or world-wide are also possible. Communication to some outside institutes also using Lync is already free: iter.org, epfl.ch etc. More institutes can be added.

Lync on Windows or Mac can be installed from CMF or the Mac repository at CERN. In most cases, Lync is already pre-installed on standard CERN Windows machines. Lync applications for smartphones exist for Android, iOS and Windows Phone. Lync on Linux is available using [Pidgin](#), but with limited functionality only: Presence indicator and instant messaging are working but no desktop sharing and no softphone (no phone calls possible). Lync IP phones are available in the CERN stores. A step-by-step procedure then describes [how to activate Lync](#).

An important issue to keep in mind: When a certain CERN phone number is activated on Lync, it can't be used by ordinary Alcatel/analog phones anymore.

More information on Lync is available on: <https://cern.ch/lync>. There is also an active user community for answering questions: <https://cern.ch/lync-community>.

Delegates are encouraged to send examples of typical use cases to [Pawel Grzywaczewski](#), in particular cases for shifters and experts-on-call, to be reached at any time.

7. PROGRESS ON HEALTH INSURANCE FOR USERS (Pierre Bonnal, CERN-DG)

The Health Insurance Project for Users is converging now, after almost 2 years of work, and Allianz Worldwide Care (AWC) has provided a first *provisional* table of benefits.

Insured persons can be CERN MPAs (Associated Members of the Personnel = i.e. Users) and members of their family, independent of their age (no medical questionnaire), citizenship, country of residence, and presence at CERN (5%- 100%).

Covered risks are all diseases, and all accidents including occupational accidents (on CERN site or during official travel) and non-occupational accidents (at home, during leisure), wherever in the world (Geneva area, home country or elsewhere) except USA and a few countries at war. Also broken prescribed glasses or contact lenses and dental care is covered.

In-patient costs are fully refunded (100%), with hospitalization in common ward, not private ward, out-patient costs are 90% refunded, up to some ceiling. These benefits are very much CHIS-equivalent. Premiums are 135 €/month/person, minimum stay is 1 month, maximum stay 6 month and renewable as long as the status as CERN MPA is retained. Payments are possible by bank transfer or credit card.

Premiums are much less than for CHIS which is due to several issues: The population of MPAs is very young and peaks at an age of 30. Retired Users without institute affiliation cannot stay in the new insurance, whereas retired Staff stays in CHIS. CHIS premiums also include family members, whereas in the new insurance for Users extra premiums have to be paid for family members.

The CERN Host States expect that the insurance is equivalent to LAMal, which is the Swiss Legislation for Health Insurances. In order to comply with LAMal, some benefits were adjusted compared to earlier proposals. Maternity benefits are now included and also occupational accidents. Only the rules for continuity coverage still need to be clarified, e.g. what are the benefits if a User moves from CHIS to the new insurance with an illness at the time of transition. In case of pre-existing illness ongoing treatments will be refunded from the first day of joining the new insurance.

A dedicated website for registration is being prepared, with a web-based registration form, currently under test, and on-line premium installment payments by means of a credit card or bank transfer. Temporary personalized insurance card(s) will be sent by email, physical personalized insurance card(s) by postal mail.

For medical expenses incurred in the Geneva area (+ in the EU), Allianz Worldwide Care is likely to be directly invoiced. A dedicated website will be available for claims of medical expenses that cannot be directly invoiced to Allianz Worldwide Care, with on-line assistance in English and French.

Still pending is CERN's validation of the General Conditions of Allianz Worldwide Care. They need to be adapted to the special case of having individual contracts with single persons from a limited pool of people (CERN MPAs), which is unusual. This takes somewhat longer than expected. The table of benefits, flyer and brochure also need to be finalized.

There are no financial commitments for CERN and the home institute. CERN has to certify that the User has the status of MPA, and the home institute has to certify that the User is insured, the question of payment (by the individual User or the home institute) is a different matter.

As soon as CERN gives the green light, information meetings for CERN administrative assistants (PH and HR) and for Users will be held (information booth in building 61).

J. P. Matheys, Head of the CERN Social Service, reminded on two recent cases, where a User and spouse of a User became pregnant, but pregnancy costs and in one case also the delivery, were not covered by their insurance. Home institutes have to make sure that their Users and the members of their family are sufficiently covered and don't take risks.

ACCU expressed many thanks for all the efforts of all the people involved in this long and complex process. ACCU is looking forward to the full implementation of the new insurance.

8. USERS' OFFICE NEWS (Doris Chromek-Burckhart, CERN-PH)

New Users' Office webpage

The Users' Office has a [new webpage](#) since July, based on new Web technology (Drupal), following new CERN standards. It contains relevant information for all registration questions and has welcome service information for the User. The new webpage aims for more clarity and ease of access to relevant information for the diverse User community, both for remote first time Users, long term CERN Users, and administrative services at CERN and beyond.

Pre-Registration Tool (PRT)

The new Pre-Registration Tool (PRT) was released on 17 July. PRT is available for the Pre-Registration of new USERS, Cooperation Associates (COAS) and Visiting scientists (VISC) before their arrival at CERN. PRT cannot be used for contract extension and change of institute (different databases) where EDH continues to be the relevant tool.

PRT was introduced to ease further the registration at CERN and to help minimizing delays for the newcomer that could occur due to incomplete documents when registering and granting access to the site and to computing resources.

Personal data and relevant documents can be provided by the newcomer in electronic form. Team Leaders can sign electronically via the tool and their signature is binding for the registration. Pre-registration via the PRT tool replaces the paper Registration Form. The Users' Office verifies the data and documents prior to the person's arrival at CERN. Once having arrived at CERN the registration time in the Users' Office is largely reduced. The Team Leader can nominate a trusted person to help future team members in pre-registering.

PRT has been used for 120 pre-registrations so far and very positive feedback has been received from Institutes and Team Leaders. Further details are on the [Users' Office Web site for PRT](#).

Health Insurance for Users

As soon as CERN accepts the proposal of the insurance company, it will communicate the new health insurance to the Users' community and other Associated Members of the Personnel. Plan is to send a dedicated email to all current Users and to Team Leaders, to update the Users' Office Web Page under the 'Hot News' entry on the first page of the Users' Office, and to distribute flyers and posters.

Team Leaders

A Team Leader or Deputy Team Leader must be a Member of the Personnel at CERN, it is very common that the Team Leader is a USER. The role of a Team Leader is coupled to the contract with CERN.

However, 182 (Deputy) Team Leaders were found have the status EXMP (ex-Member of the Personnel). This means that there is no valid email address and no official contact to these Team Leaders. Further 305 (Deputy) Team Leaders with status EXMP are at least participants of an experiment. The Users' Office will contact the experimental secretariats to follow-up these cases.

Institutes must insure that their (Deputy) Team Leaders have a valid contract with CERN. Delegates are encouraged to put forward this information to the institutes and to help the Users' Office contacting (Deputy) Team Leaders, who are ex-Members of the Personnel.

25 years of the Users' Office

The Users' Office is celebrating its 25th anniversary. All ACCU members are invited to a drink of the Users' Office in the afternoon on Monday, 1 December 2014, the day

before the next ACCU meeting on 2 December. More details will be included in an invitation to be sent closer to the date.

9. MATTERS ARISING FROM THE PREVIOUS MEETING

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

CERN, PH Department (C. Decosse for J. Salicio Diez)

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

A survey made during July and August 2014 looking for areas at CERN where bicycles were not correctly parked, confirmed that some 200-250 places at CERN are missing during Summer time.

The procedure was a simple counting of the number of bikes left outside parking racks. This has an obvious bias depending on the time of the day when the counting was made and is also depending on the number of bikes left abandoned in the racks.

Two locations were identified that had the biggest lack of parking places: 1) The area around building 40 and the Hostel buildings 38, 39 and 41; and 2) the area around Restaurant 1.

Costs to install more bicycle parking (simple racks without roof) were estimated as 700 CHF for 6 places, not including costs of manpower. Overall costs to create 200 places could be some 10 kCHF and addition there is the question where to put them. Only possibilities are to use some space in car parks or green space, which is not nice.

In view of the budget cuts it has to be seen by end of the year, if there is still room for installing more bicycle parking to solve a problem which only appears for a few summer months.

In response to a question concerning the availability of baskets for bicycles it was confirmed that some (<10) baskets are available at the rental station and could be used.

→ closed

ACCU Secretary + Head of the Occupational Health Safety and Environmental protection Unit (M. Hauschild, R. Trant)

- **To publish an article in one of the next CERN Bulletins reminding everyone on the Internal Accident Report in EDH, to be used for accident declarations including near misses.**

The article wasn't yet published.

→ kept open

10. ANY OTHER BUSINESS

Possibility to reimburse ACCIDENTA costs from team accounts (D. Lazic, ACCU Chair)

According to the claim procedures for Team Accounts, only claims for "[CERN standard services](#)" can be reimbursed. The list of services is very strictly followed-up by the Internal Audit. In case of health insurances, only UNIQA insurance premiums can be claimed. Although ACCIDENTA is a UNIQA product also, it is not on the list of standard services and cannot be claimed and reimbursed from Team Accounts.

The issue has to be further discussed with Erwin van Hove (Manager of CERN Team Accounts).

Change in Swiss nationality law, requiring Permis C which CERN MPs and family members don't have (K. Lassila-Perrini, Finland)

There was a recent change in the Swiss nationality law to obtain Swiss citizenship. Previously, persons having resided in Switzerland for 12 years could apply for Swiss citizenship, independently of the type of their "Permis". In the new law, a "Permis C" is required. However, CERN Members of the Personnel and/or their family members do not have a "Permis C" and hence, cannot apply for Swiss citizenship under the new law.

The ACCU Secretary has contacted Friedemann Eder (Head of Relations with Host States Service) on this issue. He confirmed that CERN Members of the Personnel and their families don't have a "Permis C" but a "Card de Legitimation" instead. So if the "Permis C" indeed is required in the new Swiss law then indeed they cannot apply for Swiss citizenship. The case of international organizations, such as CERN and the UN, obviously is not foreseen in this new legislation.

CERN Users are usually sent from their home countries, and it is not common that they become Swiss nationals. This is generally true for the personnel of all international organizations including the UN. However, for children of CERN Users, who are permanent residents at CERN since a long time, the new Swiss legislation is a particular problem.

The ACCU Secretary will contact F. Eder again to obtain information from the Swiss authorities, if and how it would be possible for e.g. children of long-term residing Users to apply for Swiss citizenship.

11. PROPOSED ACCU MEETINGS 2015

ACCU endorsed the following dates for meetings in 2015:

- Tuesday, 10 March 2015
- Tuesday, 9 June 2015
- Tuesday, 8 September 2015
- Tuesday, 8 December 2015

All ACCU meetings 2015 will be held in the usual room 60-6-015 (Room Georges Charpak, Room F).

Some of the ACCU meetings are clashing with experiments' plenary weeks but this cannot be avoided given the number and density of meetings at CERN.

12. PROPOSED TOPICS FOR THE NEXT MEETING (Tuesday, 2 December 2014)

- Radiation Protection issues and Medical Certificates (Doris Forkel-Wirth, head of RP)
- Health and Safety audits at CERN (Ralf Trant, Head of the Occupational Health Safety and Environmental protection Unit)

[Michael Hauschild](#), 9 September 2014

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.**

ACCU Secretary + Head of the Occupational Health Safety and Environmental protection Unit (M. Hauschild, R. Trant)

- **To publish an article in one of the next CERN Bulletins reminding everyone on the Internal Accident Report in EDH, to be used for accident declarations including near misses.**