

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

ADVISORY COMMITTEE OF CERN USERS

Minutes of the 128th meeting held on 9 June 2020

Due to the Covid-19 pandemic the meeting was held by video-only.

Present (* = part time):

M. Aicheler, L. Barak, F. Barão, C. Biino, M. Bona, G. Boudoul, A. Calderon, G. Cavallo, L. N. Cojocariu, C. Decosse, B. Demirköz, E. Dimovasili, A. Dubnicková, G. Duperrier, F. Ferri, M. Ferro-Luzzi, I. Glushkov, R. Gonzalez Suarez, A. Gorišek, J. B. Hansen, I. Haug, M. Hauschild (Secretary), S. Hillier, T. Hryn'ova, A. Irshad, M. Jeitler, D. Kotliński, D. Lazić (Chair), L. Lejeune, V. Lemaitre, W. Lerche, A. Lipniacka, I. Mardirossian, M. Marquina, L. Masetti, L. Miralles, B. Mohanty, S. Nemecek, K. Rabbertz, E. Radicioni, M. Stankevicius, M. Steinacher, T. Šuša, R. Teuscher, M. Trzebiński, K. Vellidis, R. Vértesi, C. Warakaulle, H. Yoo

Apologies:

G. Bobbink, E. Elsen, D. Forkel-Wirth, F. Gianotti

Agenda

- 1) Chairperson's remarks
- 2) Adoption of the agenda
- 3) News from the CERN Management
- 4) Report on services from SMB department
- 5) Election of ACCU Chairperson
- 6) Users' Office news
- 7) Matters arising
 - a) Update on Internal Taxation certificate change
- 8) Any Other Business
- 9) Agenda for the next meeting

1. CHAIRPERSON'S REMARKS

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

New Delegates (until end of 2021):

- **Vincent Lemaitre (Belgium), replacing Michaël Tytgat**
- **Tatjana Šuša (Croatia), first Delegate from Croatia**
- **Lucian Nicolae Cojocariu (Romania), replacing Razvan Lica**
- **Alicia Calderon (Spain), replacing Juan Terrón**
- **Rebeca Gonzalez Suarez (Sweden), replacing Sara Strandberg**
- **Stephen Hillier (United Kingdom), replacing Roger Jones**

Extended Delegates (until end of 2021):

- **Manfred Jeitler (Austria)**
- **Evangelia Dimovasili (Cyprus)**
- **Stanislav Nemecek (Czech Republic)**
- **Markus Aicheler (Finland)**
- **Gaëlle Boudoul (France)**
- **Klaus Rabbertz (Germany)**
- **Liron Barak (Israel)**
- **Cristina Biino (Italy)**
- **Mantas Stankevičius (Lithuania)**
- **Anna Dubníčková (Slovak Republic)**
- **Andrej Gorišek (Slovenia)**
- **Bilge Demirköz (Turkey)**
- **Richard Teuscher (NMS, Americas)**
- **Wolfgang Lerche (CERN)**

Pending decisions

Bulgaria, Denmark, Netherlands, and the Ukraine did not yet decide on extension of the present Delegate or finding a new Delegate.

Finding **non-member State Delegates** for **Middle East & North Africa** and for **Eastern Europe** also did not yet succeed.

2. ADOPTION OF THE AGENDA

At the 126th ACCU meeting in December 2019, beside the regular standing items, some reports were requested for the meeting in March 2020.

Due to the coronavirus Covid-19 pandemic, the 127th ACCU meeting, planned to be held on 10 March 2020 was **cancelled**. The meeting was neither held in-person nor by video.

Foreseen speakers were encouraged to prepare and upload their presentations to the Indico agenda nevertheless, such that the basic information is available. However, there was no discussion on the presentations.

Presentations and links on the following topics are available on <https://indico.cern.ch/event/ACCU127>:

- 1) The CERN Visit Service (Francois Briard, Head of Visit Service)
- 2) New Users' Office and ACCU Websites (Users' Office web team: Sonia Casenove, Aleksandra Ornat, Petra Pamblanco)
 - Links to the new Drupal-8 websites were provided, and Delegates were asked for comments. No comments were received, and the new websites were released on 1 April 2020
- 3) Users' Office news (Michael Hauschild, Head of Users' Support)
- 4) Matters arising
 - b) Update on Internal Taxation certificate change (Gregory Cavallo, CERN-FAP)

Additional topics for the 128th meeting:

- **Matters Arising**
 - **Update on Internal Taxation certificate change**
→ presentation by **Gregory Cavallo** (CERN-FAP representative)
- **Any Other Business**
 - **Listing of imminent events of general interest on CERN home page as on the old CERN homepage a few years ago** (Manfred Jeitler, Austrian Delegate + other Delegates)

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

3. NEWS FROM THE CERN MANAGEMENT (Martin Steinacher, Director for Finance and Human Resources and Charlotte Warakaulle, Director for International Relations)

Covid-19 situation

CERN went from normal to reduced operation until 16 March and has been in safe mode since 20 March. Activities have continued at very intense pace on sites for very few people and through tele-working for most of CERN's personnel, including ALL categories: employed members (MPE: staff and fellows) and associate members (MPA: Users, scientific associates, project associates, students, etc.).

Just before the stop, there were still 6'000 – 6'500 persons on site, but only about 200 persons during the first weeks of safe mode. More than 3000 staff members were in tele-working mode and many CERN's services have been up and running to support this work.

A total number of 90 persons at CERN were affected by Covid-19. Out of them, 12 persons (including 1 spouse) were positively tested, 8 had a negative test result and there are 70 suspected, but not tested cases. Out of the 90 persons, 64% were MPE, 36% MPA and contractor's personnel, 90% live in the local area.

Only one person was hospitalized but has left the hospital meanwhile. At the time of the meeting, 83 persons had no symptoms anymore, 7 still had symptoms and noone was in hospital.

Very sadly: Danila Tilsov from the INR Moscow working for the CMS experiment passed away on 14 April in Russia due to complications associated with Covid-19, at age 36. The CERN Management expressed sympathies and heartfelt condolences to his wife and his family in Russia!

Gradual restart plan

Meanwhile, the sanitary situation in Europe is improving and countries (in particular CERN's Host States) are progressively reducing their confinement rules. CERN has developed a preliminary plan for the gradual, cautious and safe restart of activities on sites, with priorities to LS2, accelerator and experiment upgrades and urgent site and building work.

HSE (occupational Health & Safety and Environmental protection unit) developed Covid-19-specific health and safety measures and related logistics (e.g. Personal Protective Equipment PPE), and an online test to be successfully passed before accessing the CERN sites.

The compliance with the safety and health measures is the responsibility of everyone, is crucial to protect our health and that of our colleagues and is essential to keep CERN safe and therefore enabling us to ramp-up the activities on sites.

At all times highest priority is to protect the health of CERN personnel and everyone on the sites!

The gradual restart plan foresees 3 phases:

- **Phase 0** was lasting until mid-May with a maximum of 600 persons on site with continuity of essential services and only few urgent activities.
- As of 18 May, CERN is in **Phase 1** of the restart, slowly bringing more and more people back on site over 16 weeks with an increase of about 500 more persons per week. Activities are resuming gradually, starting with LS2, accelerator and detector upgrades, urgent site and building work. Personnel on tele-work will be slowly back as of mid-June. At the time of the meeting, about 3'100 persons were on site.
- **Phase 2** should be reached by mid-September when the ramp-up to "unlimited" access is completed if everything goes well at CERN, Host States and beyond.

The model for personnel's return is being refined presently with a working group (shifts, office occupancy, etc.). Shared offices can only be occupied by a single person, if the necessary distance between persons is not possible or there is no sufficient air circulation. This would require time sharing with cleaning in between.

The plan of activities and number of people on site will be reviewed every week in the Enlarged Directorate (in consultation with the experiments) and adapted.

Several (external) factors and constraints (spread of virus at CERN and in the Host States, travel restrictions, border closures) may have significant impact on the plan such that one must remain cautious and flexible.

[CERN's Coronavirus website](#) provides information on measures, recommendations, links, a FAQ and a chat bot.

Impact on LS2 schedule

The LS2 schedule is delayed by about 3 months, with 2-3 additional weeks in some cases. LHC Injectors Upgrade (LIU) is 90% complete and commissioning of injectors starts in August. Beam to ISOLDE is planned in March 2021 and to AD-ELENA in May 2021, the SPS fixed-target and LHC probes would get beam in June 2021.

The LHC cool down should be finished by end January or February 2021, to be followed hardware commissioning, powering tests and magnet training. The machine should be ready to close the experimental caverns in August 2021.

However, the ramp-up of experiments may be slower, as it depends on availability of personnel (e.g. Users and other MPAs) from outside France and Switzerland (with possible travel and border restrictions) and delivery of components from institutes. Regular meetings with machine and experiments take place to review and optimize a gradual and flexible ramp-up. The LS2 schedule has been fixed now as well as plans for Run 3. No impact from Covid-19 is expected on the LS3 schedule.

Overview of “Communication Channels”

Messages by the DG have been sent directly to all CERN Personnel (MPEs and MPAs) (about 15'000 recipients), followed different emails sent by the DG or HSE w.r.t. to the three stages of CERN's measures since the beginning of the crisis. The evolution of the crisis in March, both at the Host States and at CERN was very fast and unprecedented, such that some communications were not timely propagated to the CERN Personnel. Lessons were learned from this period helping to improve the communications, if it deemed necessary again.

Video-meetings were held of the CERN Personnel with the Covid-19 response team. A first video-meeting took place on 17 March to share CERN's overall approach to confronting the Covid-19 challenges and to have a Q&A session (about 2'000 participants). A second video-meeting was held on 5 May to inform on the ramp-up.

The CERN Bulletin was issued electronically once per week till end of May, instead of the regular bi-weekly appearance, containing very practical information and background articles on Covid-19 matters.

A Task Force was established to explore how competences and technologies of CERN's community can help society in the global fight against the virus, ensuring effective, well-coordinated actions: <https://againstcovid19.cern>. First measures were donating items such as masks, producing sanitiser gel, and making Perspex barriers to protect those working in public service roles, such as the gendarmeries of the Pays de Gex. An effort has been launched also to develop a high quality, low cost ventilator to address the Covid-19 crisis and to provide computing resources and data analysis tools.

Update of the European Strategy for Particle Physics

The Update of the European Strategy for Particle Physics was planned to be approved by Council at a special meeting in Budapest on 25 May, which had to be cancelled due to the Covid-19 pandemic.

Approval is now foreseen to happen at the next Council week at a dedicated session on 19 June.

4. REPORT ON SERVICES FROM SMB DEPARTMENT (Laetitia Lejeune, CERN-SMB)

Service Management & Support

The volume of human generated tickets was steadily growing over the past years but has stabilized in 2019 at around 85'000 tickets per quarter (70'000 requests, 15'000 incidents). A total of 335'000 tickets were handled in 2019!

Top five topics in 2019, where more than 40% of the tickets have been created, are: Guards Service (10.1%); Housing Service (8.4%); Person and Vehicle Registration (8.3%); Service Management (7.4%); and Accounts Payable Service (7.2%). The feedback rate has slightly increased to 7% but is still far away from the goal of 12-15% feedback rate. Only 2.3% of the feedback is negative.

The Service Management has a renewed Service Portal, with more attractive visuals, modern underlying technology, an empowered search engine and better user experience.

Since beginning of the Covid-19 crisis, more tickets with requests were generated, but the number of tickets with incidents remained stable. The Service Desk remained open with the same performance during the whole shutdown. Some people worked partially remotely, and on-site presence will continue to be adjusted according to demand.

A simple Covid-19 [Service Availability dashboard](#) has been put in place allowing services to communicate on their status as the measures taken have been evolving rapidly.

Housing

The occupancy rate had a good start in 2020 in January and February, but then dropped down dramatically in March due to the Covid-19 related shutdown. Both the Hostel on the Meyrin site and the St. Genis Foyer remained open, but occupancy rates in April and May were around 1% only in the Meyrin Hostel and around 9% in the St. Genis Foyer.

For the summer period, when the Hostel and the Foyer are usually almost fully booked, occupancy rates will stay on a very low level reaching a maximum of only 20% by the end of August. This is also because of the cancellation of the Summer Student Programme.

The decrease of apartment occupancy is less clear than for the Hostel because some customers were forced to stay there due to measures implemented by States that impacted movements both across the borders and within the borders.

Cancellations due to Covid-19 started as of end of February. In the first half of March, Covid-19 prevention instructions were displayed throughout the buildings, cleaning and disinfection were reinforced, and measures were implemented, that were recommended by the Swiss Federal Office of Public Health OFSP.

Parallel to CERN's preparation for the shutdown, in the second half of March, the housing service stopped taking new reservations and started to cancel all arrivals until 16 May. Web booking was closed, and reservations could only be made through the reception (ticket, phone or at the reception). Remaining clients were split if in twin rooms and daily checks with the reception were implemented, in order to make sure that the clients did not start to suffer.

Common areas were closed, except kitchens and laundry, where special cleaning procedures have been applied. Daily in-house guests' lists were produced for access and safety reasons. Reduced activity was enforced on the contract, and opening hours of the reception in Meyrin and at the St. Genis Foyer were reduced. A procedure was implemented with HSE to accommodate potential Covid-19 cases in building 41 as well as fire brigade officers. The air renewal was optimized.

In May, validation of safety measures was made to be implemented for the restart of activities (in addition to other measures throughout CERN site): Shared rooms, rooms without bath and common sanitary facilities were closed; one empty room had to be in between two rented rooms; kitchen facilities were closed; and one person only was allowed in twin rooms. All measures have resulted in 140 rooms closed.

Bookings were re-opened with specific rules for arrivals until September (only by approval of EP Department Head for Users). Web-booking has been opened for reservations as from September (with limited availability).

Renovation of building 38 is still ongoing, despite a delayed start of the work, which is now planned to start mid-June. The following fields are covered: Security upgrade (safety lighting, fire detection; evacuation sound system), Electricity (cabling and lighting) and HVAC (system upgrade); Sanitary renovation; Interior renovation of the rooms and corridors (painting, flooring).

Because of the low occupancy due to Covid-19, the renovation strategy was changed and building 38 will now be completely closed until January 2021, instead of closing floor by floor as initially planned. This prevents epidemiological risks between clients and workers and is more cost efficient despite stronger safety measures to be implemented.

Due to the closure of building 38 and together with the other measures for Covid-19 prevention, the capacity of the Meyrin Hostel will only be 50% during this time. The whole works are expected to finish by end of June 2021.

There will also be some renovation works in other buildings. Renovation of the heating system in building 39 will take place during summer 2020, as well as renovation of the heating and hot water system in building 41. Planned renovations of the apartments are delayed due to Covid-19. Budget and planning still need to be finalized. Wi-Fi reception in the apartments will be reviewed. High speed optical fibres are available at some apartments but are not connected yet.

An upgrade of the PMS-Fidelio booking system was performed in April following a complete review of the Property Management System, which was fully transparent to the Users without any impact. There is still on-going optimization work on waiting lists, statistics etc.

The housing service code of conduct and internal rules are currently being reviewed to be submitted for internal approval within the next few months. New [rules for the shared kitchen facilities](#) have been already introduced at the beginning of this year. The new rules are clearer and were implemented to ensure guests safety and well-being.

Booking rules for groups are also being reviewed to ensure more consistency. The Meyrin Hostel appeared quite booked on the web booking system as soon as it opened to individual reservations (4 months before planned arrival) due to the “standard” block bookings at this period. Availability for individuals is however secured.

Group and block bookings are accepted earlier than individual reservations for logistics reasons. For block bookings, rooms are blocked only up to 30 days before the date of arrival (15 days for the Council). After that, rooms are unblocked, which have not been reserved.

On 1 February, Grégoire Mathias has started as new Housing Service Coordinator, replacing Eva Stern. The new Coordinator has 10 years of experience in Hotel Management in Geneva and 16 years of hospitality experiences at different levels of management.

Catering

The Standing Concertation Committee (CCP) approved in December 2019 the “Catering strategy, objectives and governance” document and appointed the Catering Contract Manager for 2 years (Laetitia Lejeune).

A user satisfaction survey was performed by *Novae* from 25 November to 5 December 2019 for all 3 restaurants at CERN. Cafeterias, vending machines and groups were not covered. The survey was web-based or available as paper questionnaire at the restaurants. Less than 900 replies were received, which is a rather low number given the number of daily meals. Hence, the feedback is not representative for overall guest satisfaction, but comments are representative for some areas that need to be improved.

Novae was due to present an action plan at the Restaurants' Supervisory Committee (CSR) in March, which however, had to be postponed due to Covid-19. A proposal by *Novae* on allergies' information and a planned *Novae*/Staff Association meeting also had to be postponed due to Covid-19.

A revised price list was approved by the CSR according to the new contractual clause, where the controlled prices of menus could be continued and secured, important for people with low budget constraints, e.g. students.

The remaining more than 50'000 CERN open days cups have been given to *Novae* by CERN for its 3 restaurants as an alternative to the plastic cups currently distributed, to compensate for the vanishing glasses. A communication inviting clients to return them will be placed next to the water fountains in each restaurant.

The [reCircle@CERN](#) project has started together with *Novae* to improve sustainability. It was implemented at the Grab'n'Go in January and in Restaurant 2 in February, to be followed by the Cafeterias. The concept aims to reduce disposable lunch boxes in restaurants in favour of reusable containers, the reBox. However, the response to the concept has been lower than expected.

[Single use plastic dishes are banned from Geneva's public places](#) as of 1 January 2020. Only PLA compostable dishes are available in CERN's restaurants and cafeterias as from 1 January 2020. Plastic cups in vending machines have been removed as from 1 February 2020. Only very few vending machines are still using plastic cups (finishing remaining stock).

The tables from the terraces of all three restaurants have been fully refurbished (tabletops and legs) over the winter period, as planned.

There are still issues with disappearing tableware: 250 large plastic glasses implemented last summer are all gone. The financial impact for water jugs, glasses and cutlery for *Novae* is 14'000 CHF in 2019, which is much higher than at restaurants at other comparable campuses. Another recovery campaign via the Bulletin was due to be launched, but postponed due to Covid-19.

Infrastructure upgrades of the restaurants were made over and after the end-of-year break. In Restaurant 1, the next part of the floor's renovation in front of cash registers' area was renovated (first part was made at the 2018/19 End-of-Year stop) and the water fountain was replaced. Renovation of the public toilets is part of the 2020 consolidation plan and will take place during the next few months.

A major upgrade has been finished for Restaurant 3 – the free flow renovation project, and the restaurant was reopened on 27 January as planned. Feedback from both *Novae* and guests are very positive. The overall fluidity has been largely increased in the restaurant area, which was a major problem before. Some finishing work is still

ongoing, and an accessibility audit needs to be done, which was postponed due to Covid-19.

Private parties in the Restaurant 1 extension continued to be difficult to manage, and often clients were disrespectful, when requested to comply with the rules in place. Costs for cleaning, broken furniture and even broken windows are rather high, reached several 10 kCHF and are not covered by the insurance. Hence, it's difficult to continue to leave the extension at the free disposal of guests in the evenings.

As announced at the ACCU meeting in December 2019, a revision of the rules has been made by the CSR. Both the CSR and the Enlarged Directorate supported the decision to close the Restaurant 1 extension during evenings and nights. [Communication](#) was done through the Bulletin and also through posters. Because of maintenance issues on the extension's doors, the patio areas also had to be close. One of the ping-pong tables has been moved to baby foot area.

Private parties still can take place in Restaurant 1, upon request via a [service ticket](#). Requests need to be made 48 hours prior to the event; the location is to be confirmed by *Novae* on a case by case basis. The situation might be rediscussed in some months again. An opening of the extension on weekends during the day might be a possibility.

Catering impact due to Covid-19 was quite high but offers remained available throughout the period March to mid-May. Restaurant 1 was kept open from 8h - 15h including weekends (currently 7h - 16h, closed on weekends). A new possibility was set-up to order online through a new web page [MyNovae](#) and collect it at the Grab'n'Go. Vending machines on Meyrin site are still refilled, but sandwiches are available only at the vending machine opposite of the kiosk near Restaurant 1. No fresh food is available in other vending machines.

Restaurant 2, all Cafeterias and the kiosk on the Meyrin site are closed since 19 March. Meals for the Jardin des Particules were suspended on 23 March but have been resumed on 18 May.

On the Prévessin site, Restaurant 3 is closed since 25 March, the Cafeterias and O'Delices since 16 March. Vending machines are still refilled with snacks, sweets, drinks (hot and cold), but fresh products are no more available. The [SMB Covid-19 services availability web page](#) is regularly updated, showing which services are operational, degraded or unavailable.

The financial impact to *Novae* is quite significant. The overall *Novae* activity was 93% less in April and 70% less in May. On the Meyrin site, 9 staff had to be laid-off and there is an additional lay-off plan to take place in July. The contract of the new manager of Restaurant 3, supposed to start on 1 March could not be confirmed. The old manager left already. However, there is an agreement that laid-off staff will be hired again with priority when re-openings are planned.

Current clients' level per day is only 250 (Restaurant 1 only), compared to 3'400 per day in all Restaurants prior to Covid-19. Cafeterias are entirely closed, and vending machines only have 10% of their standard activity. Since end of May, Restaurant 1 is closed over weekends until further notice due to very low number of meals (~10) served on weekends. Clients can still order their meals in advance via [MyNovae](#) for a Friday pick-up (will need to be stored in a fridge until consumption).

As of mid-June, pick-up of pre-ordered meals will also be possible at the bar of Restaurant 3. If there is a sufficient demand, Restaurant 3 might open again, whereas Restaurant 2 will likely stay closed for the time being. Aim is to have everything open again by mid-September, when the CERN ramp-up should have finished. According to the instructions by the Swiss Authorities for International Organizations, until further notice, restaurants may only be used by CERN Members of Personnel (MPE and MPA) but are not allowed to be used by visitors.

Various works had to be postponed. Main projects in 2020 were the renovation of the Grab'n'Go, the kitchen floor of Restaurant 2 and the renovation of the Glassbox VIP kitchen, as well as various maintenance works. Post crisis situation is still not clear, many adaptations will be required (including offer) as business is not expected to be back to normal in the next few months.

Due to the extraordinary circumstance of the Covid-19 pandemic, CERN Management decided to offer daily meals to both employed and associated members of the personnel (MPE + MPA), working on site. The service was provided by Restaurant 1 from 30 March until 18 May and 1348 meals were offered.

The hygiene measures recommendations from the HSE have been fully implemented in Restaurant 1: Physical distance of 2 m, resulting in a major decrease in seating capacities; mandatory use of masks, except when eating; use of an alcohol-based hand sanitiser before entering the free-flow and when collecting orders at the Grab'n'Go; circulation flows to be respected; no work meetings and private gatherings. Microwaves are not available for the time being and protective screens are installed at cashier points. These measures will also be implemented in Restaurants 2 and 3 and in the Cafeterias when re-opening.

Cleaning

The cleaning service was in degraded mode as from 18 March and was maintained only where there was still a known activity. A global cleaning of the all buildings took place early May in order to have all buildings in order for 18 May. CERN cleaning supervisors were present on site every day.

As from 18 May, all 3 contractors are back on site as before safe mode. Organisation was reviewed (including with HSE) and use of time optimized according to needs and reinforced cleaning/disinfection required. CERN cleaning supervisors were on site full time.

As general principles, all common spaces, entrance, corridors, circulation, toilets, restaurant, crèche, conference rooms are cleaned **daily** and in addition, Covid-19 reinforced cleaning measures were applied (regular disinfection and additional cleaning). For offices, laboratories and workshops, the usual frequencies are maintained (weekly for offices, monthly for workshops) and in addition, Covid-19 reinforced cleaning measures were applied. For this type of premises, cleaning will be done according to real occupancy.

Each person will be in charge of the disinfection of his workstation, phone, IT equipment, tools, machines, etc. for individual workspace and shared spaces (shifts, open space, etc.). [Disinfection equipment](#) can be ordered via central stores. On demand request cleaning is possible via service desk but will be handled according to cleaning capacity of the contractors.

Installation and recharging of new hand sanitizers dispensers is coordinated by the cleaning service (if approved by HSE) or by the Departments via central stores (if not approved by HSE). [Orders for hydro-alcoholic gel](#) can be made through the Service Portal. As of July, a CERN manufactured no touch dispenser will be available via the central stores, which is much cheaper than commercially available no touch dispensers.

Green plates

In 2019, 230 green plate applications were submitted and 125 green plates for cars were printed at CERN free of charge. Currently, 42 green plate applications still have to be approved by the French authorities (applications were sent mid-February to end of May).

Current average waiting time for CPI (temporary plates) is 2 months, and current average waiting time for the final "carte grise" is 3 - 3.5 months, in parallel to the waiting time for CPI (if needed). Temporary plates are not mandatory. They can be avoided if the car is registered on export plates, when bought outside France and imported from there.

The Installation Service reception has been reorganized since 2 March: All requests must now be submitted in first instance [via the CERN Service Portal](#). The Installation Service reception is now located on the ground floor of Building 56, together with access card service, keys and locks service, service desk, etc. for more convenience. It is open every day (except Wednesday) between 14:30 to 15:30 for the submission, signature and collection of documents only. The new organization has been [communicated in the Bulletin](#). The feedback was very positive so far.

Due to the Covid-19 pandemic, the Installation Service reception was only open Tuesdays and Thursdays (14:30 to 15:30) but is now back to normal opening hours. All public administrations (France and Switzerland) were either closed or working in

degraded mode. The French Ministère de l'Europe et des Affaires Etrangères (MEAE) is still working in degraded mode resulting in increased delays.

Mobility

The CERN bike fleet has increased to 550 bikes after delivery of 80 additional bikes in May. The bike fleet is now adjusted to manage the standard summer peak activity, although less demand is expected this year due to Covid-19 and the cancellation of the Summer Student Programme. Currently, close to 30% of the fleet is in use. In 2019, only 2 bikes were lost, 23 were stolen, and 44 became out-of-order. In 2020 up to the time of the meeting, no bike was lost, 5 stolen and 4 became out-of-order.

Rental fees of 1 CHF per day per bike apply from June to September as in 2019. Complaints were received related to the fact that this rule was maintained this summer as people expected it to be waived due to the special circumstances created by Covid-19.

However, CERN Management decided to continue the policy also this year as it is only applied 4 months a year, is affordable and revenues contribute to the running of the service including bike maintenance and fleet renewal. For the people that were not able to return their bike during the closure (rental fees starting as of 1 June), a pick-up service is offered on site for users so that they would not have to pay the rental fees.

As part of CERN's efforts to encourage green modes of transport and improve road safety on-site, a network of bicycle lanes is currently being done around the Meyrin and Prévessin sites. A total of 10 km of lanes will be made, according to Swiss standards on the Meyrin site and French standards on the Prévessin site.

The border crossing close to Gate B is still very dangerous for bikes. Fortunately, there were no fatal accidents over the past years. CERN is aware of the dangerous situation but has very little influence as it is public space and a border. However, with the planned introduction of a high-frequency, high-volume bus service between the CERN tram station and St. Genis, the border crossing will be rearranged. Details are still under discussion, but the bike path will be part of the rearrangement, as the Swiss and French authorities are also aware of the present dangerous situation.

The planned car fleet renewal saw some delivery delays for the new CERN cars due to supplier, customs and Covid-19 issues. A specific checklist has been implemented with the mobility service provider to ensure that each short-term rented car is cleaned after usage.

Teams are reminded that there are potential savings if long-term car rental is not renewed and usage of short-term car rental is made instead. Breaking point is as from 14 days car usage per month. Short-term car rental is a better offer in such use cases with more choice and more flexibility, with 100% of requests being covered.

Unfortunately, the free use of shared cars is misused for various reasons: In 2019, a total of 436 cases of misuse were counted: 317 no-shows (vehicle is not picked up – no automatic release possible with current system), 93 abusive reservation time (original reservation of more than 4h or 14h), 16 vehicles not returned to station (car is not at its supposed location for pick-up) and 10 overnight private use, including parking overnight at the St. Genis Foyer, which is also not allowed.

People, who misused the system are receiving reminders and after three reminders, are blacklisted and cannot use the car sharing for 6 months. In 2019, there were 13 revoked accesses of the shared car service and in 2020 until the time of the meeting there were 23 revoked accesses thanks to increased follow-ups where the CERN Security service is checking private overnight usage.

An [official news was published on 13 January](#) on the (mis)use of the car-sharing service: The continued existence of the car-sharing service requires everyone to comply with its rules.

The CERN Car-sharing service has been stopped as from the beginning of the CERN shutdown period. No restart is expected as long as sanitary measures are enforced.

In preparation of the planned Science Gateway, the Mobility Centre will move near entrance A in summer. Main works are on-going already and will last from May to July. Equipment will move until end of August and commissioning of the reception will be made in September. Some reception's adjustments need to be made which will be communicated later.

The Globe parking is still accessible but will be closed before works on the Science Gateway will start beginning of October.

New timetables for Shuttle circuits 2 and 5 have been released, to better ensure timing of shuttles despite traffic congestion on the Route de Meyrin in the mornings and evenings. The new timetables were [announced in the Bulletin](#) on 18 February and have a new layout with QR code. All details can be found on the SMB department's [mobility web page](#).

Delays of the shuttle lines are continuously monitored. In 2019, line 2 (St. Genis Foyer) had a delay of less than 2 minutes in 62% of the circuits and in 7% of the circuits the delay was more than 10 minutes. Line 5 (connecting Meyrin and Prévessin) had a delay of less than 2 minutes in 75% of the circuits and in 3% of the circuits the delay was more than 10 minutes. The new timetables should help reducing the delays.

The shuttle service was stopped with the CERN shutdown and will restart as from 15 June with circuit 2 only for the time being. Health and safety measures for the shuttles have been implemented according to HSE recommendations: The driver area is separated from the passenger cabin, all passengers shall wear masks, passengers shall not use the front door of the shuttle if another door exists, hand sanitizer is available

at the entrance of the shuttles, and shuttles will be cleaned before and after each service.

Environmental performance sticker needed in Geneva

Since 15 January 2020, during periods of high atmospheric pollution, [access to the centre of the Geneva agglomeration may be subject to temporary driving restrictions](#) for motorized vehicles without a Stick'Air sticker for an authorized vehicle category.

This is already [enforced in France since 2017](#) for all vehicles (Crit'Air sticker), **including green 431 K and CD plates**. The French Crit'Air sticker is also recognized in Geneva, as the requirements are identical, and the numbering is equivalent. [French Crit'Air stickers](#) (3.62 €) can be ordered online or can now be requested via [postal mail](#) using the appropriate [form](#).

[Swiss Stick'Air stickers](#) (5.00 CHF) can be obtained from the Office Cantonal des Véhicules and several other places. There is also a website with [practical information](#) by the Canton of Geneva. It should be noted that French Crit'Air stickers are valid in both France and Geneva, whereas Swiss Stick'Air stickers are only valid in Geneva. Holders of vehicles registered on green 431 K and CD plates before 15 April 2009 do not have a double registration (both green plates and regular French plates) and are not able to get a French Crit'Air sticker online. No alternative solution has been found yet.

Gas Supply

Gas supply contracts (Carbagas & Pangas) managed by SMB department are ending on 30 June 2020. Four options exist for gas containers, which are not CERN properties, but are owned by the gas companies:

- Return the container to a gas point before the end of 2019 and [inform the gas distribution service](#)
- Buy the container (transfer of property)
- Rent the container on monthly basis (no transfer of property)
- Pay a lump sum to use the container until it's empty and then return it (no time limit, no transfer of property)

[Prices depend on contract and container](#) and are available on the Service Portal.

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) against Covid-19 is managed by group and experiment. An [overview of available PPEs and how to order](#) together with general guidelines can be found on the Service Portal.

A maximum of one request per week per group (or unit) should be made and the requestor must be in the [Covid-19 PPE list](#). Currently available PPEs are: surgical type 1 masks (2 masks/day/person); FFP2 masks (not for Covid-19 use, unless specifically determined by the risk analysis, for normal dusty environment, e.g. civil engineering worksite); face shields (1 per person and only once); electrical protection face shield; gloves (not for Covid-19 use, unless the activity requires exchange of tools or other objects among different persons); hydro-alcoholic solution.

Requests of large quantities of materials shall be announced in advance and duly justified. Orders and usage shall be coherent with the provisions of the Covid-19 safety instructions and the specific risk analysis of each activity. Orders and usage will be monitored to avoid misuse.

About 130 special containers have been installed for used masks, gloves, paper towels and tissues that must be disposed of in the [bag-lined bins available outside the entrances of buildings](#).

People are reminded that when carrying CERN equipment to home for tele-working purposes, a “proforma” invoice is needed, which is a custom document mandatory to cross borders. The “proforma” invoice is required for both laptops bought at the CERN stores, for laptops bought outside CERN stores, for a screen, PC etc. or any other material loaned by CERN during Covid-19 period. [More information on how to get a “proforma” invoice](#) is available on the Service Portal.

Site Engineering

A retention basin is being constructed on the SPS-BA2 site. This will allow to implement rainwater regulation (~60%); to retain accidental releases of hydrocarbons; to retain foam if present in the wastewater; to reduce the temperature of any discharges of superheated water; and to decant discharges charged with suspended matter (turbid discharges). It will not retain basic or acidic discharges; these will need to be intercepted as close as possible to the facilities at risk. Construction works have started January 2020 and the retention pond is foreseen to be fully operative in October 2020.

Several Covid-19 protection measures have been implemented: Most showers have been drained and hot water production controlled; water fountains on the network were controlled, disinfected and a complete maintenance performed; most of the air ventilation were forced in 100% air renewal mode; most of the “comfort” air conditioning systems have been stopped; air conditioning systems working in recycling mode (i.e. split systems) can be stopped upon request (via ticketing on the Service Portal); exceptions are mainly due to access issues (for technical purposes, e-group “fm-piquet” should be included by default); heating was gradually shut down as from 18 May (in standard).

Security Service

There is an increase in over-speeding in 2019 compared to 2018. As a reminder, the general speed limit at CERN is **50 km/h**, which can be reduced occasionally in specific zones, e.g. due to construction works. Vehicles, other than two-wheelers, may not overtake other vehicles.

Radar statistics taken at various places on the CERN sites show 17% over-speeding in 2018, and 21% in 2019 with a speed of more than 100 km/h in several cases! People are strongly reminded on the CERN-specific rules of conduct.

A reminder also needs to be made on special regulations for Gate E “Charles de Gaulle” and for the tunnel linking the CERN sites.

Authorised persons for Gate E are members of the CERN personnel (blue access card), and any of their children they may be accompanying to the CERN nursery school; contractors’ personnel (red access card) conducting operations on the CERN site; as well as persons with special authorisation issued by the Director-General after consulting the competent local French and Swiss authorities. In any case, only personal effects that are not subject to a customs declaration may be transported.

Authorised persons for the tunnel are members of the CERN personnel (blue access card) holding a tunnel transit authorisation; and contractors’ personnel (red access card) holding a tunnel transit authorisation and a transfer sheet, who are transporting property belonging to CERN and/or are driving a CERN vehicle on behalf of the Transport Service.

It is forbidden for any other person to use Gate E or the tunnel, e.g. in particular holders of family cards and Pension Fund beneficiaries (green access card) or visitors are not authorized.

The movement of persons through the tunnel is permitted only for the purposes of official activities and solely for direct journeys between the various parts of the CERN site. The use of the tunnel is therefore forbidden, especially for reaching the CERN site directly from a point outside it or vice versa, in particular for going to or leaving the place of work and for private journeys (e.g. to the bank, post office or restaurant). The tunnel is also not allowed to be used by two-wheeled vehicles (bicycles and motorbikes).

Since 2 March 2020, access to 130 persons has been refused at Gate E and the tunnel for the following reasons: Unauthorised transport of material (76); unauthorized driver (34); other reasons (11); unauthorized passenger (7); two-wheeled vehicle not allowed in the tunnel (2).

During the Covid-19 related shutdown, Gate A and Gate C on the Meyrin site were temporarily closed. At the open Gates, all people inside a car (driver and passengers)

must badge on the reader with their access card to enter the site. If people, who want to enter CERN, do not have a safety mask, CERN' security guards, at all the entrances (except the tunnel), can provide one upon request. Further details regarding security at CERN are available on the [website of CERN's Security Service](#).

All members of personnel need authorization of their respective hierarchy to access the site. Employed Members of Personnel as well as students, trainees, etc. shall come onto CERN sites only upon request of their supervisor and in accordance with instructions provided by the supervisor. Users shall come onto the site only on request of the Experiment Spokespersons or Technical Coordinators and in agreement with their Home Institutions. Even for a short access, e.g. to collect some equipment from the office for tele-working use at home, approval of the Experiment Spokespersons or Technical Coordinators is mandatory.

The registration service in building 55 remained open for: issuing access cards, registration of contractors, vehicle registration, delivery of keys and cylinders and biometric registration. The registration service is also used for pick up and drop off legitimation cards and registered mail, as the Users' Office is closed, where legitimations cards are usually being picked-up.

5. ELECTION OF ACCU CHAIRPERSON

The mandate of the ACCU chairperson, Dragoslav-Laza Lazić (Serbia) is ending after a third two-years term. A call for nominations for an ACCU Chairperson was made at the ACCU meeting on 3 December 2019 and was sent out by the Secretary on 17 February 2020 with deadline of 2 March 2020.

Following these calls, in total five nominations were received, nominating three persons. Two them have agreed to stand as candidates for the election of the next ACCU Chairperson: **Cristina Biino (Italy)** and **Dragoslav-Laza Lazić (Serbia)** for a fourth term.

The election was foreseen to be held at the ACCU meeting in March 2020. Because of the Covid-19 pandemic, the meeting was cancelled and the election was postponed. The Director General then agreed to extend the mandate of the present Chairperson until the June ACCU meeting.

Before the meeting, the Secretary informed the eligible voters on the election procedure by e-mail. Eligible voters were all Member State Delegates, Delegates from Associate Members, Delegates representing non-Member State regions and the two Delegates from CERN, in total 39 persons. Excluded were all ex-officio ACCU members, such as the DG and directors, department heads and departmental representatives, Staff Association representative, Users' Office Supervisor and the Secretary.

Because of the video-only meeting, the election has been made through e-voting using the (open source) Drupal-8 poll module. Drupal-8 polls are secret, neither the voters nor the administrator of the poll (the Secretary) are able to see or disclose who has voted and for which candidate.

After an introduction by the Secretary, the two candidates had the opportunity to give short statements, followed by a discussion among the voters without the candidates present. After that, the voting was performed with the following result:

Cristina Biino	20
Dragoslav-Laza Lazić	17
<i>abstentions</i>	1

Cristina Biino (Italy) was elected as ACCU Chairperson for a term of two years with the absolute majority of votes.

6. USERS' OFFICE NEWS (Michael Hauschild, Head of Users' Support)

User Statistics

The number of Users in 2019 slightly went down w.r.t. 2018, which is most likely due to the LS2 Long Shutdown. A similar observation was made at LS1. As of 31 December 2019, the following number of Users (USER), Cooperation Associates (COAS) and Visiting Scientists (VISC) were registered:

	2019	Change w.r.t. 2018
USER	12'427	-142 (-1.1%)
COAS	294	-35 (-10.6%)
VISC	633	-9 (-1.4%)
Total	13'354	-186 (-1.4%)

Users were sent to CERN from 926 (+24) institutes in 75 (-1) countries and have 116 (+7) different nationalities.

The evolution of Users at CERN over the past decades shows a strong correlation with the main scientific programmes, such as the SPS programme in the 1970s and 1980s, the LEP programme in the 1980s and 1990s, and the LHC programme, where a strong raise of Users is observed after 2006. The fraction of Users from non-Member States was raising steadily and meanwhile, has reached a level of 38%.

Allianz Health Insurance for MPAs

The Allianz Health Insurance for MPAs is available since 1 April 2015 for Users (MPAs in general) and its conditions and benefits are fulfilling CERN's requirements. Conditions, benefits and prices are subject of an annual renewal. The current period is from 1 April 2020 to 31 March 2021 and premiums for this period depend on the "loss ratio" of the past year, which are the earned premiums of insured MPA community versus claims spent and admin costs.

At the time of the ACCU meeting in December 2019, there was a favourable development over the past year with more lives and premiums and less claims spent, such that a premium reduction seemed likely but depending on the further development. No additional benefits or possible deductions were under discussion.

However, there was an unfavourable development in January/February with a single case of a claim of 120'000 € (oncology), which had a large impact to the new premium as of 1 April 2020. Allianz initially proposed an increase by 25%. Thanks to successful negotiations by the insurance brokers to reduce admin and other costs, this could be diminished to a final increase by 13%, or an increase from 306 € per 30 days to 346 € per 30 days.

It was explicitly confirmed that the Allianz Insurance for MPAs and also CHIS/UNIQA and do cover costs due to pandemics (Covid-19). This might not be the case for other insurances. Travel insurances (even with work or business option) often do not cover any costs due to epidemics or pandemics. Hence, Users are advised to carefully check the general conditions of insurance for any such exclusions. A mail was sent on 30 March to all USER, COAS, VISC reminding them to check their health insurance coverage.

Posted workers and A1 (social security) certificate

The Swiss Authorities clarified in December 2019 that the [EU Regulation 883/2004](#), defining a set of regulations with rights and rules for posted workers and put in force in 2010, also applies to Associated Members of the Personnel (MPAs), if employed in an EU or EFTA Member States (Iceland, Liechtenstein, Norway and Switzerland).

They are considered as posted workers in the sense of the EU regulation, and need to carry always an A1 certificate while travelling to and at CERN, certifying the social security situation of the employee (to be requested from the employer).

According to the EU regulation, after postings longer than 24 months, posted workers can either switch to the social security system of the host country or apply for an extension and remain covered in the home country. This poses a problem for MPAs and their family members, who are resident at CERN (>50% presence) and are holders of a type "P" legitimation card. They enjoy privileges and immunities, but are not

subject to Swiss social insurance (AVS) and cannot not join Swiss Social Security even on a voluntary basis.

Affected MPAs need to apply for an extension to remain covered in the social security system in their home countries. Swiss Authorities kindly provided an [attestation that MPAs cannot join Swiss AVS](#) (in French and English) to be used as justification supporting the application for such an extension in the home country.

The situation in France is similar to Switzerland: In the agreement from 1970 between France and CERN on social security ([Accord de sécurité sociale du 30 décembre 1970](#)) it is stated that CERN members of personnel as defined by the Staff Regulations of the Organization, carrying out all or part of their activity on French territory, are not subject to French legislation relating to social security and family benefits. CERN Legal Service confirmed that the agreement is still valid and also includes MPAs.

As a consequence, Users resident in France (>50% presence) and holders of a type “P” legitimization card cannot get a French social security number and cannot join French social security system either. Exceptions are only possible for French citizens and people (formerly) employed at French institutes.

More information can be found on the [Users’ Office website on Social Security](#).

Registration of new Users and Access

The Users’ Office is closed since beginning of the CERN shutdown mid-March. However, Swiss and French Cards can be collected in Bat. 55 (no access to CERN site needed).

The registration of new Users was suspended but as of 25 May, pre-registration through PRT has been resumed again. However, registrations or validation of pre-registrations will be processed only on request of the LHC secretariats, Team Leaders, GAO/DAO (Group/Departmental Administration Officers), Group Leaders and Department Heads.

The Users’ Office stays generally closed, but Users can come to the Users’ Office upon appointment (to limit their presence in the waiting room) as of 22 June. In any case, Users shall come onto the site only on request of the Experiment Spokespersons or Technical Coordinators and in agreement with their Home Institutions! Passing successfully the exam of the [Covid-19 Health & Safety Course](#) is mandatory for access to the CERN site.

Registration of External Participants (PART)

Registration as External Participant (PART) is an alternative for those, who cannot come to CERN as User (e.g. because of Covid-19 pandemics) and who just need remote access, e.g. a computing account.

External Participants are not physically coming to CERN. They are no members of the personnel (no MPA), do not have a contract, access card, legitimation card etc. However, they are allowed to get access to CERN's computing resources (computing account).

Registration of External Participants (PART) is done through the Experimental Secretariats, not the Users' Office. CERN requires a passport or national ID card as valid identification which can be a problem for people in the US, Canada, Australia and other countries, where national ID cards do not exist, and passports are not common and not needed when not travelling to CERN for User registration.

In such cases, CERN now accepts the driver's license from those countries (in replacement of national ID card) for the registration of External Participants (PART). The admin e-guide "[Registration of a person for an experiment](#)" was updated accordingly.

New Users' Office and ACCU Websites

The existing Users' Office and ACCU Websites used the Drupal-7 content management system and had to be migrated to Drupal-8, as Drupal-7 is no longer supported at CERN after summer 2020.

Migration was done by the Users' Office web team. The theme has been adapted to other migrated CERN websites, and the websites are better structured with some clean-up made. The new [Users' Office](#) and [ACCU Websites](#) were released on 1 April and are available on the same URLs as the previous websites.

7. MATTERS ARISING FROM THE PREVIOUS MEETING

a) Update on Internal Taxation certificate change (Gregory Cavallo, CERN-FAP)

As of 2019, the Internal Taxation certificate for occasional (i.e. non-statutory) subsistence allowance processed through Third-Party Accounts has stopped. The last certificates were issued on February 2019, for the year 2018. The taxable amount on the certificate was 0, whether the User received a subsistence or not.

The Staff Rules and Regulations stipulates that CERN shall levy an internal tax on the financial and family benefits paid by CERN (not by Third Parties). Occasional (i.e. non-statutory) subsistence processed by CERN on behalf of a Third-Party are not subject to internal taxation.

As of 2020, the Internal Taxation Certificate for MPAs without a statutory entitlement to subsistence has been replaced by a Certificate of Payment containing the amount and the nature of payment. 83% of the Users do not receive any subsistence allowance.

These Users, if needed, nevertheless can receive a statement of subsistence allowance, even at 0, in French and English.

All MPAs with status USER, COAS, VISC, who receive occasional subsistence are affected by the change. Other MPAs, like TECH, DOCT, PJAS etc. are not affected as for those, the subsistence is part of their contract (statutory) and they continue not to pay taxes on the subsistence allowance.

However, due to the Covid-19 pandemic, plans have altered. The ACCU meeting on 10 March 2020 was cancelled, a meeting with the Swiss tax authorities in April was cancelled and the admin e-guide related to taxation in Switzerland could not be updated. Public sessions at CERN in March/April as well as a support office for private questions (French tax authorities) were cancelled too.

The French authorities (in particular SIP Bellegarde) were aware of the change and were ready to help figuring out complex individual questions (e.g. avoid double taxation, etc.). However, concerns arose about the actual capacity to provide adequate support during COVID-19 crisis.

As a consequence, the plan has been modified in the following way:

- For MPAs who may receive a subsistence but who received 0 (about 12'000), issuing of internal tax certificates has stopped as planned.
- For MPAs who received occasional subsistence allowance in 2019, the announced measures are postponed by one year. These MPAs received both the new Certificate of Payment of their received subsistence on 7 February **and** the internal tax certificate on 27 April as an exceptional measure. In total 2'802 persons were affected (2'424 USER, 245 VISC, 133 COAS). Issuing of the internal tax certificate will stop next year for subsistence received in 2020.

The [admin e-guide](#) and [FAQ](#) on tax certificates and taxation have been updated accordingly. General questions that are not answered in documents above or private questions can be addressed to the CERN [Social Affairs Service](#), who may help to figure out where to find the answer. Complex/private questions need to be addressed to relevant tax authorities.

8. ANY OTHER BUSINESS

- a) **Listing of imminent events of general interest on CERN home page as on the old CERN homepage a few years ago** (Manfred Jeitler, Austrian Delegate + other Delegates)

Before the CERN homepage was restructured some years ago, it nicely listed the imminent events of general interest. With the restructured homepage, however, one

has to dig into the relevant pages, in several categories (“Events for scientists”, “Events for CERN Community” etc.) to get such information and things are less easy to see.

Several Delegates requested to again include such information on the homepage for CERN people (not the public homepage), similar to the old homepage. A detailed discussion with the Education, Communications and Outreach Group will take place within the next weeks.

9. PROPOSED TOPICS FOR THE NEXT MEETING (Tuesday, 15 September 2020)

- Report(s) by ACCU representatives:
 - Housing Service review meeting (if held)

Due to the ongoing Covid-19 pandemic, the September ACCU meeting will be held by video-only.

[Michael Hauschild](#), 9 June 2020

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