ORGANISATION EUROPEENNE POUR LA RECHERCHE NUCLEAIRE

CERN EUROPEAN ORGANIZATION FOR NUCLEAR RESEARCH

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ADVISORY COMMITTEE OF CERN USERS

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Minutes of the 130th meeting held on 1 December 2020

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

Present (* = part time, + = invited):
M. Aicheler, L. Barak, F. Barão, M. Barroso Lopez*,+, K. Baxter*,+, R. Bello+, C. Biino (Chair), M. Bona, G. Boudoul, A. Calderon, M. Capeans+, L. Carvalho*,+, T. Cass*,+, G. Cavallo, L. N. Cojocariu, E. Dimovasili, A. Dubnicková, G. Duperrier, E. Elsen*, F. Ferri, M. Ferro-Luzzi*, M. Gastal*,+, F. Gianotti*, I. Glushkov, S. Gonzalez Sevilla, R. Gonzalez Suarez, A. Gorišek, I. Haug, M. Hauschild (Secretary), S. Hillier, T. Hryn'ova, M. Jeitler, P. Koppenburg, K. Kotte-Eriksen*,+, J. Lahaye+, D. Lazić, L. Lejeune, V. Lemaitre, W. Lerche, A. Lipniacka, I. Mardirossian, M. Marquina, L. Masetti*, L. Miralles, S. Nemecek, J. Purvis*,+, K. Rabbertz, E. Radicioni, M. Stankevičius, M. Steinacher, T. Šuša, R. Teuscher, M. Trzebiński, K. Vellidis, C. Warakaulle, H. Yoo

Apologies:
C. Decosse, B. Demirköz, D. Forkel-Wirth, J. B. Hansen, A. Irshad, B. Mohanty, R. Vértesi

Agenda

1) Chairperson's remarks
2) Adoption of the agenda
3) Minutes of the previous meeting
4) News from the CERN Management
5) Report on services from SMB department
6) Report on services from IT department
7) Anti-Harassment Framework and Support Structures
8) Summary on Internal Taxation certificate change and proposed clarification of the legal framework
9) Taxation of subsistence - Staff Association's opinion and actions
10) Users' Office news
11) Matters arising
    a) Listing of imminent events of general interest on CERN home page
    b) Endorsement of a new ACCU representatives for the Restaurants' Supervisory committee
12) Any Other Business
13) Agenda for the next meeting

1. CHAIRPERSON'S REMARKS

C. Biino, 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 2022):

- **Sergio Gonzalez Sevilla (Switzerland)**, replacing **Danek Kotliński**

<u>**Pending decisions**</u>

Bulgaria 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

<u>**At the last meeting in September 2020, beside the regular standing items, reports on the following topics were requested:**</u>

- **Report(s) by ACCU representatives:**

    o **Housing Service review meeting**

    → No Housing Service review meeting was held since September, postponed to a later ACCU meeting.

    o **Academic Training Committee**

    → Many lectures have been moved to next year and there is not much on the new programme yet, postponed to March 2021.

- **CERN's anti-harassment framework and support structures**

    → Presentation by **Louise Carvalho (Diversity & Inclusion Programme Leader)**

- **Taxation of subsistence - Staff Association's opinion and actions**

    → Presentation by **Isabelle Mardirossian (Staff Association President)**

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

3. MINUTES OF THE PREVIOUS MEETING

Following the distribution of the final draft minutes of the 129th meeting, no comments were received.

The Minutes of the 129th meeting were adopted without modifications.

4. NEWS FROM THE CERN MANAGEMENT (Fabiola Gianotti, Director General)

Covid-19 Measures

It has been a very difficult year for the world and a demanding year also for CERN and its personnel. CERN managed the crisis in a good and timely way and implemented effective measures to protect all people on site. The measures were also adapted to the risk level at all times.

This was possible thanks to the huge amount of work of many people and services. Infected persons, persons with Covid-19 symptoms and their close contacts were followed up individually by CERN's medical service. About 300 people (members of personnel or of contractors) have been infected so far, but there is no evidence that the infection was transmitted on site. The measures were effective also because of the strong compliance of the personnel.

CERN has also run a very successful flu vaccination campaign. About 3'500 people were vaccinated, including members of personnel, family members, retirees and contractors.

Impact on LS2 Schedule

Because CERN was in "safe mode" from mid-March to mid-May, the LS2 schedule was delayed by about 3 months. Since May, activities have been gradually restarting and in June a new schedule for the scientific programme was presented.

The LHC Injectors Upgrade (LIU) project is nearly completed, and the various components of the accelerator chain are being gradually commissioned and brought back to operation. Physics at ISOLDE is planned to start in June 2021 and at AD-ELENA in August 2021; the SPS fixed-target programme would get physics beam in July 2021.

The LHC schedule is mainly driven by the Phase-1 upgrades of the experiments. All experiments are on-time for their LS2 activities. However, there is delay in the Phase-1 upgrades because many Users, who are crucial for the upgrade work, were not able to come to CERN due to border restrictions and travel limitations or were not able to work at their home institutions. The start of LHC Run 3 has therefore be postponed to February 2022.

For the HL-LHC it is planned to use two types of superconducting magnets based on Nb_3Sn: 11 Tesla dipoles at point 7 to make room for more collimators and the final focus quadrupoles around the interaction regions of ATLAS and CMS. The plan is to install these magnets during the LS3 shutdown. Recent tests of the dipoles showed erratic quenches at high current which are not yet understood.

Medium-Term Plan and New Initiatives

The Medium-Term Plan (MTP) for 2021 – 2025 was approved by Council in September with very strong support. The MTP provides a preliminary implementation of the recommendations of the European Strategy for Particle Physics that was updated by the Council in June.

The highest priority in the short/medium term is the full exploitation of the LHC including the High Luminosity LHC phase. Resources have been allocated in the MTP in support of the LHC experiments to cover CERN's responsibility as Host Lab for a total of 50 MCHF until the end of LS3.

The European Strategy also recommends the feasibility study of the FCC and a reinforced R&D programme for accelerators. Consequently, significant resources have been allocated to reinforce the development of high-field superconducting magnets, both with low temperature and high temperature conductors. The budget for this activity has been doubled to some 200 MCHF over a period of 10 years. The programme will be conducted in close collaboration with institutes and laboratories in the Member States and beyond. The resources needed for the FCC feasibility study have also been secured.

The European Strategy further recommends preparing alternative options in case the FCC feasibility is not successful. In this context, R&D on key technologies for CLIC is recommended and the MTP continues to support work on high-gradient accelerating structures, high-efficiency klystrons, and other CLIC technologies, etc.

The budget for the Physics Beyond Colliders programme has been tripled to strengthen the scientific diversity, and the Neutrino Platform also continues to be supported. A new initiative on muon colliders has started to drive Europe's efforts on these activities and to cover the main challenges, ranging from neutrino background studies to muon sources, fast pulsed magnets and power converters and to civil engineering.

Resources have been allocated to another important new activity: CERN recently launched a Quantum Technology Initiative, covering quantum computing, quantum sensors and quantum communication. These efforts are being carried out in collaboration with similar initiatives in the Member States and beyond. The complexity of CERN's scientific software and the amount of data that needs to be processed and distributed provide very interesting use cases for companies developing quantum computers. CERN was therefore contacted by several research institutions and by IBM research.

These and other new initiatives were possible thanks to the postponed repayment of a longstanding loan until 2026, which freed 30 MCHF per year in the coming five years. Half of this money is allocated to strengthen existing scientific programmes and to new initiatives, whereas the other half will be used for the renovation of the buildings and the site. This includes a new building 140 for the EP department, next to building 32 and close to the Main Building, that will give office space for about 700 Users. More than 20 old small buildings and barracks will be dismantled.

Council Decisions in September 2020

Upon proposition by the Director-General, the Council appointed in September the new Directorate and 8 out of 11 Department Heads, who will take office as of 1 January 2021. The search for 3 Department Heads is ongoing.

Despite Covid-19, the schedule for the Science Gateway is maintained and the Finance Committee in September approved 3 important contracts, namely the construction contract for the building, the contract for the solar panels and geothermal installations and the contract for the exhibition scenography.

More news will be given at a meeting with the members of personnel on 15 December. This meeting with the outgoing Directorate will review the accomplishments of the past 5 years. Another meeting in January with the incoming Directorate will focus on the objectives and challenges for the coming years.

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

Service Management & Support

The Service Desk now ensures Covid-19 first line support and channels Covid-19 questions to the right service and procedure: Medical Service, HR, HSE, Fire Brigade and Cleaning Service.

It facilitates the following of the obligatory Covid-19 course for new personnel and contractors coming on site.

The knowledge base allows the Users to solve their own problems or guide them to follow the correct process. It provides up-to-date information with voting and feedback form and allows the services to focus on their work and provide a better first time fix at the Service Desk.

Housing

The occupancy rate had an increase in bookings following the easing of Covid-19 measures in June/July. Requests were reduced again as of September and the occupancy dropped further to less than 10 guests per night from end of October due to stricter anti Covid-19 measures announced by CERN's Host States.

The St. Genis Foyer saw quite some infrastructure improvements since end of 2019: installation of outdoor picnic tables and ping-pong tables; redesigned lounge room with table football, library, TV and more. Stainless steel worktops have been installed with new furniture in kitchens in building C; false ceilings for showers have been installed in building A (building C to follow next); floors in some corridors have been changed; and the facade was renovated. Each year, renovation work is also carried out in rooms (floor + painting).

In addition, security improvements have been made: A security barrier has been installed at the car park entrance and 2 security cameras will be added: one at the car park entrance and one at the bicycle room reserved for CERN residents.

Room rates at the St. Genis Foyer increase as of 1 January 2021 by +0.66% according to a pre-defined index. Single rooms with washbasin will cost 24.10 € per night for 10 nights or less and 19.10 € for more than 10 nights. The rates for single rooms with washbasin, shower and toilet will be 33.70 € per night for 10 nights or less and 30.10 € for more than 10 nights.

Some internet access improvements have been made in the CERN apartments: Optical fibres were installed and the internet packages for faster internet access have been upgraded as of 1 December 2020.

Reception at the CERN Hostel in Meyrin is open 08:00 – 20:00 on weekdays and 08:00 – 12:00 and 13:00 – 17:00 on weekends. Reception at the St. Genis Foyer is open 08:00 – 12:00 and 13:15 – 19:00 on Monday/Tuesday, 08:00 – 12:00 and 13:15 – 17:00 from Wednesday to Friday and closed on weekends.

A number of safety measures have been enforced to protect against Covid-19: Shared rooms and rooms without bath are closed; common areas are closed such as common sanitary facilities, Kitchen facilities, TV lounge, breastfeeding room, luggage storage room; only one person is allowed in twin rooms; and the laundry has limited access.

There needs to be one empty room between two rented rooms; a building ventilation protocol has been established so that ventilation is optimal; cleaning protocols have been adapted (laundry treatment, waste disposal, reinforced cleaning and more); and a sanitary protocol for the inventory set up of the CERN apartments have been made. A purge plan was implemented for showerheads and faucet as health precaution against legionella due to underuse and floor marking has been performed signalling separate entrance and exit.

Quarantine is not allowed at the Meyrin Hostel for people, who are coming from risk areas according to the French and Swiss lists. However, only the French list applies for the St. Genis Foyer. Hence, quarantine is therefore possible in the St. Genis Foyer for people, who are coming from risk areas according to Swiss list only.

Alternative housing measures are available for people who need to be in quarantine. People can use off-site CERN apartments, depending on availability, standard conditions and rates apply. CERN has also negotiated reduced rates at some hotels in

Geneva and the Pays de Gex, which accommodate people under quarantine. A list is available under:
https://mice-procurement.web.cern.ch/sites/mice-procurement.web.cern.ch/files/2020-08/Quarantaine%20covid%2019.pdf
General quarantine information is available under:
https://hse.cern/fr/content/restrictions-des-deplacements-en-suisse-et-en-france-covid-19

Renovation of building 38 is ongoing and covers the following fields: 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).

Works are proceeding efficiently and are on track. The building will remain closed until end of works, reopening is planned for 1 August 2021 after permit is granted.

Catering

Out of the 3 Restaurants at CERN, Restaurant 1 on the Meyrin site and Restaurant 3 on the Prévessin site are open, but with reduced opening hours: 7:00 – 16:00 (service 11:30 – 14:00) for Restaurant 1 and 7:00 – 14:30 (service 11:30 – 13:30) for Restaurant 3 on working days. They remain closed on weekends. Also open on the Prévessin site is *O'Delices* in building 774 (opening hours 7:00 – 17:00 on working days) and the delivery to the Jardins des Particules, which is back to normal since 25 August. Vending machines are back to normal in most areas but offer depends on turnover of products.

Restaurant 2, the Grab'n'Go next to Restaurant 1, the Kiosk and all cafeterias on the Meyrin site and on the Prévessin site remain closed. About 1400 meals per day were served in September and October at all Restaurants, which then dropped to only 800 meals per day in November. Before Covid-19, more than 3000 meals per day were served.

All terraces have been removed upon management requests pending new furniture for optimized layout (sanitary wise). New tables for Restaurant 1 and 2 terraces will be installed early 2021, to facilitate implementation of outside sanitary measures: Compositions between rectangular and square tables will allow 2 m distance between guests. The new tables can be easily mixed with existing round tables later after the Covid-19 crisis, hence increasing capacity.

Several sanitary measures have been put in place at the Restaurants, ensuring respect of 2 m distance, and ensuring capacity for eating of 1300 meals per day, but not to act as alternative meeting space. Hand sanitiser dispensers have been installed with 5 l capacity. Pink jacket *agent conseil* will oversee the sanitary measures over several weeks. Rush hours should be avoided as much as possible taking profit of the full warm meals service period.

There is the possibility to order online through the [MyNovae](#) application (update of the system ongoing), but there is low usage so far due to some technical issues being fixed. The Hostel reception will also become a pick-up point. Orders will be possible until 9:00 for the same day. Hot dish from Restaurant 1 will also be available to order and be delivered in any pick-up point.

Sanitary renovation at Restaurant 1 is on track. Works have started and will last one year. Targeted areas are both public areas (sanitary facilities, reduced mobility accessibility to sanitary facilities – elevator close to the Kiosk), but also the catering contractor areas (sanitary facilities including changing rooms, office space, waste management area). Temporary sanitary facilities will be installed outside, as well as temporary office and storage space for Novae.

Kitchen floor renovation (350 m^2) at Restaurant 2 has finished. Works have started 20 June and lasted 3 months until mid-October. A seven-layer resin has been put onto kitchen floor, a new drainage gutter was installed in the hot production area, as well as new electrical installation and new LED lighting. The kitchen equipment also saw a major renewal. During the renovation, temporary offers have been made on the ground floor and by a food truck. Restaurant 2 reopened on 26 October but was closed again just one week later due to teleworking increase following new Covid-19 measures.

The next edition of the CERN environmental report will include scope 3 of the Green House Gas protocol that covers data related to food consumption. In the 2019/20 report, only scope 1 (energy) and scope 2 (mobility) of the protocol was considered. A first meeting with HSE took place mid-November. Follow up with *Novae* still has to come. At this stage only *Novae's* data will be included, but no data from vending machines, which are not owned by *Novae.*

Waste and Cleaning

Bag-lined 70 l pedal bins have been installed for used masks, gloves, paper towels and tissues and are available outside the entrances of buildings. The bins are emptied every Thursday. The waste will be incinerated. A delivery request free of charge can be made through a Service Ticket. Since May 2020 a waste of 11 tons has been collected.

Standard office cleaning is back to normal as of 21 September. As general principle, all common spaces, entrance, corridors, circulation, toilets, restaurant, kindergarten, conference rooms are cleaned **daily** and in addition, Covid-19 reinforced cleaning measures are 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 are applied. For this type of premises, cleaning will be done according to real occupancy.

Each individual is in charge of the disinfection of workstations, phones, IT equipment, tools, machines, etc. (for individual workspace and shared spaces for shifters, open space, etc.). Disinfection material can be ordered via central stores: https://cern.service-now.com/service-portal/article.do?n=KB0006661

Cleaning and disinfection in Covid-19 suspected or confirmed cases follows processes prepared with HSE. Requests are to be addressed via a dedicated Service Ticket only.

Green Plates

Since 4 November, the Mobility Centre is managing all requests and queries related to private vehicles, including applications for VAT exemption (green plates) and tax-free importation of vehicles. Details can be found in a Bulletin article. All requests for Green Plates must now be submitted in first instance via the CERN Service Portal.

The Mobility Centre is open Mondays to Fridays from 8:00 – 12:00 and from 13:00 – 17:00 at its new premises close to Entrance A (clubs car park), allowing wider opening hours for the submission or signature of documents. The old Installation Service reception at the ground floor of Building 56 is definitely closed.

There are 32 green plate applications still to be approved by the French authorities (applications were sent mid-September to mid-November).

Current average waiting time for CPI (temporary plates) is 1 – 2 months, and current average waiting time for the final "carte grise" is 2 – 3 months (was 3 – 5 months during the lockdown), 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.

Mobility

The CERN Mobility Centre has been relocated from the Globe Parking to its new location near Entrance A and was reopened 1 October.

Bike rental saw an increase of activity in autumn despite the Covid-19 situation. Up to 37% of the bike fleet was in use during this period, which still is a drop of -26% of bikes in use compared to October 2019. Considerably less CERN bikes were unavailable from the fleet compared to last year thanks to the bike fleet renewal.

Shuttle line 1 (Meyrin) has reopened in October but will close again end of December and will not reopen in January due to very low usage. Alternatives will be studied for current users (survey on-going). The Shuttle service will be maintained for shuttle line 2 (Meyrin – Prévessin via St. Genis Foyer)

The passenger level is monitored daily. In 2019, approximately 300 passengers per day used shuttle circuits 2 and 5 (inside Prévessin site), whereas only 75 passengers per day are using circuit 2 at the moment with a decreasing trend due to less frequentation on CERN sites.

Sanitary measures are in place for the shuttle service and on-demand transportation: the driver area has been separated from the passenger area; all passengers shall wear masks; passengers shall not use the front door of the shuttle if another door exists; hand sanitizers are available at the entrance; shuttles are cleaned before and after each service.

Short term car rental remains operational with a specific checklist implemented to ensure that each car used is cleaned afterwards. The CERN car-sharing service has been stopped as from the beginning of the CERN shutdown period for sanitary reasons and will remain suspended. The car-sharing vehicles were operated by Mobility.ch on CERN's behalf, but the contract ended due to the discontinuation of the 2G mobile network for communication as of end of 2020. A new service provider has been selected with a test phase that is being set-up. If successful, the car-sharing service will resume in Q2 2021.

The Mobility Working Group will resume meetings early 2021 under a new chair (Michael Poehler).

Site Engineering

A new double lane exit has been installed at Gate E. Traffic during construction was not affected.

Proximeter Device

CERN is currently testing proximeter devices, which allow to measure the distance between people and the time of close distancing much more accurate than with common Covid-19 mobile phone apps based on Bluetooth technology.

The dedicated devices are under test by some groups at CERN, such as the fire brigade, the guards and members of the Enlarged Directorate. If successful, a wider use at CERN is planned in the first quarter of 2021. Tracking data is only accessible by the Medical Service and is under close scrutiny of the CERN Computer Security.

End-Of-Year closure

CERN will be closed from 19 December 2020 to 3 January 2021.

Access to CERN is restricted during the end-of-year closure as in previous years and is limited to essential personnel only. Existing IMPACT activities etc. will not be sufficient. The procedure is documented on the CERN service portal ("Access during Annual End-of-Year Closure 2020/2021"). Each department is responsible to select the people who really need to come during closure and designates a person in charge of putting names in each departmental e-group. For Members of Personnel access is only granted if the person responsible puts the name in the ad hoc e-group before 18 December 2020.

Unplanned access can be granted only on case-by-case basis by putting the name into the departmental e-group. Please note that the update takes up to 4 hours. Unplanned access will be granted only by an access request in ADaMS approved by the TI or Head of Security or Deputy.

Contractors just have to fill in the usual AET (authorization outside working hours) and send it to CSA (Access surveillance) signed by both firm and CERN supervisor. AET are not granted on an annual basis, they will not be valid over the Christmas break! For 2021, annual AET will be valid up to 17 December 2021 at maximum.

6. REPORT ON SERVICES FROM IT DEPARTMENT

<u>The MALT project (Maite Barroso Lopez, CERN-IT)</u>

The MALT project was launched at CERN more than one year ago following the massive price increase earlier announced by Microsoft.

The project seeks open software solutions and products with simple exit strategies and low switching costs. It aims to deliver services inclusive of all the CERN community. The project's principles of engagement are to deliver the same service to every category of CERN user, to avoid vendor lock-in so as to decrease risk and dependency, to keep hands on the data and to serve the common use-cases.

MALT aims to address the majority of use cases (c.f. requirements), the independence of components to foster agility, and to use standard/open APIs for interoperability. It covers authorisation and authentication; mail, calendaring and groupware; telephony; productivity tools; app store, terminal servers, DFS to CERNBox; and web frameworks. A MALT working group represents users in all departments and meets monthly.

Major projects and replacements are:
- Mail: Dovecot
- Authorisation and authentication: KeyCloak & FreeIPA
- Devices & software: BYOD, CERN AppStore & "CERNbox"
- Remote Access: FastX-based LAG
- Telephony: Kamailio, Asterisk, Linphone ("CERNphone")
- Web (Micro) Services: CodiMD, WordPress, Discourse, …

Authorisation and authentication, together with mail, is one on the most important tasks. There are 3 main activities in different phases: Single Sign-On (pre-production); user directory and group management (pre-pilot); and resources lifecycle (pilot), which are widely used.

Mail, calendaring and groupware is in pilot v2 phase. An initial pilot to use Kopano was stopped as it wasn't scalable enough, instead Dovecot (IMAP-based) will be used. In the fourth quarter 2020 more than 100 mailboxes were moved from Kopano to

Dovecot, and in the first quarter 2021 another +2k user & service accounts will be moved. Goal is to have all 40'000 mailboxes migrated in 2022. For mailing lists (e-groups) Sympa will be tested, a pilot will start early 2021. There are two options for webmail/groupware: The Open-Xchange App Suite as groupware UI and Roundcube as "lightweight" UI. Both will be tested.

As Microsoft Office replacements both LibreOffice and OnlyOffice are available as desktop and online versions. Tests have been made by an IT group, who has migrated all their scripts etc., which was very useful. Trainings organised in collaboration with CERN Technical Training is ongoing as well as debugging and improvements thanks to volunteers' feedback from various departments. Working with volunteer users will continue for few more months. Users should consider introducing the alternative tools in their working routines, which helps to have a better understanding of the feasibility of the alternative applications in the wider CERN context. A pilot is starting in IT in January to adopt the ODF format, to migrate tools and to understand efforts, user experience, and feasibility.

The CERN AppStore will distribute applications for all flavours: Android & Linux, Mac & iOS, Windows. It benefits from existing distribution tools (Chocolatey, Flatpak, package managers). The AppStore being populated, 25 apps are available right now.

CERNbox is built on top of OwnCloud (https://owncloud.org) and is the universal CERN home directory. It enables and fosters collaboration and mobility and reduces licence costs. All 38'000 AFS/DFS home directories will be migrated to CERNbox, presently 80% are done. Work on the DFS project space has started now and will continue in 2021. It is less automated than migration of the home directories.

Linux Application Gateways (LAG): A fast "Linux Remote Desktop"(FastX) is now provided, similar than the Windows Remote Desktop that connects to Windows Terminal Servers (WTS). The service includes access to private clusters such as the Accelerator Technical Network as well private networks by the experiments, e.g. ALICE, LHCb clusters. Two-Factor Authorization is available. A pilot has started, the overlap with the lxplus ssh gateway is being studied. For special cases, the Windows Terminal Servers are still available. Microsoft Project and Microsoft Visio alternatives are already in production and there are ongoing investigations for Sharepoint alternatives.

The coming year will be confirming alternatives and preparing migrations. There are both technical and social challenges to users and services with interdependencies. CERN wants to reduce as much as possible the dependency on certain products and platforms and many other research institutions look to CERN for finding alternative solutions that could also be implemented outside CERN. There are still special use cases, where Microsoft products cannot be replaced. CERN will continue to provide Microsoft licenses for these cases.

A full list of alternatives is available under:
https://malt-internal.web.cern.ch/alternatives/

The CERNphone mobile app (Tony Cass, CERN-IT)

In 2014, CERN decided to replace the old Alcatel analogue-based fixed phone system (PABX) by an IP-based system (Asterisk-based system: TONE), see ACCU presentation in September 2017:

Replacing the analogue system also requires replacing the analogue phones, preferably by a softphone client on desktop/laptop and mobile phones. Whereas the old PABX system was replaced by the IP-based Asterisk system, the analogue phones have not been completely replaced yet.

The initial target date for replacement was set to end of Run-2, but the intended use of Skype for Business as the softphone client had to be abandoned given the need to reduce reliance on Microsoft products (see above). The next target date was by end of LS2, but the in-house development of a mobile softphone client was unsuccessful.

A new strategy was made in January 2020 to adapt the opensource Linphone for use as the client for mobile phones (CERNphone). As most people now use mobile phones for communication in various ways, efforts have been currently suspended on a desktop phone client application and priority given to delivering a working mobile phone client and service infrastructure. This is good news for Users, as most Users do not have a dedicated physical phone at CERN.

The CERNphone mobile app is production ready and available since June. There are 125+ happy users so far and Users are free to join. Some legal and commercial obstacles had to be overcome but the app is now available in the Google Play store. Because of the exclusive use within a closed community, Apple's rules do not allow the app to be available in the public iOS App store. Installation is thus via a dedicated link that is provided by CERN, see the CERNphone documentation: https://cernphone.docs.cern.ch/install_cp/

There is one remaining service issue to be addressed for Users: how to handle calls to shared office phones, e.g. how to call someone from the University of X. A system is being developed to enable calls to a team number to be distributed to the individual members of the team: in parallel, sequentially or randomly, where team members can control whether or not their number is active.

Teams can be defined for university teams, experiments, detector groups, etc. This feature is expected to be available early in 2021. Since most people are not on site at CERN, there's no reason not to start using CERNphone mobile.

The new CERNphone has quite some advantages for Users: Everyone can have a dedicated CERN number; one can find anyone via the CERN phonebook and there is no need to know their (national) mobile phone number. The caller name is shown for any CERN caller, not just for your own contacts.

The audio quality for calls between CERNphone mobile users is usually very good, the clients negotiate and use a dedicated codec. Data usage is very low, it's very

unlikely that there will be significant costs on a private subscription with a monthly data quota, and the use on Wi-Fi is free.

When travelling resumes, it's cheaper to use CERNphone when roaming with a CERN mobile subscription than to make a voice call. Calls are not dropped when moving between Wi-Fi and a mobile operator. There's a short break but calls recover quickly.

Migration instructions to CERNphone from the personal CERN fixed number (or to obtain a personal number) are available under: [Migrate to & install CERNphone](). Full documentation on the CERNphone is available under: [https://cernphone.docs.cern.ch]()

The goal of CERNphone is to provide an alternative to Skype for Business (SfB), IP and analogue phones. Once migrated, the fixed number will only be available via the CERNphone app on the smartphone. It should be noted that migrating the fixed number to CERNphone implies that the fixed phone device will stop working and that CERNphone will also replace the SfB app for the calls with the fixed number. The CERNphone desktop app will not be available in the near future but a pilot is expected in Spring with general availability from June 2021.

Emergency calls to the CERN fire brigade (74444) can be made through CERNphone. Outside CERN, any emergency calls should be made by voice call through the cell phone network to the national emergency number. When calling through the cell phone network, the callers' location can be determined, which is important in case of emergency.

Mobile phone subscriptions will continue to be provided through CERN, as it's needed in the tunnels. However, except in tunnels, the use of voice calls through the cell phone network is discouraged as data calls over CERNphone are free through the Wi-Fi network or have essentially no or lower costs over the cell phone network.

For any questions or comments about the installation and use of CERNphone, a service-now ticket should be opened by sending an email to [cernphone-support@cern.ch]().

7. **ANTI-HARASSMENT FRAMEWORK AND SUPPORT STRUCTURES (Louise Carvalho, Diversity & Inclusion Programme Leader)**

Diversity, including the bringing together of people from different countries and cultures to work on a common goal, has been an integral part of CERN's mission since its foundation. The Diversity Programme is built on CERN's tradition as an equal opportunities' employer.

The Diversity & Inclusion team consists of Louise Carvalho as Diversity & Inclusion Programme Leader at 50%, and Kristine Kotte-Eriksen as Diversity & Inclusion Analyst (Fellow) at 100%.

It's important to know that the Users have access to all the same support and complaints structure as do Staff and Fellows. The Diversity & Inclusion Programme is in close contact with the various diversity committees of the major experiments and chairs the Diversity Roundtable, at which representatives from the major experiments and others involved in diversity & inclusion at CERN convene every 2 months. The Diversity & Inclusion Programme Leader has given this presentation to all the major experiments in the past months.

CERN has a duty of care as employer but also as a host for its Users community. CERN has an obligation to provide a safe work environment, not only in respect of security, but also to ensure an environment where collaboration between colleagues can thrive. When it comes to putting in place a framework to counter inappropriate behaviour, CERN must provide a transparent and timely response, and hold misbehaviours to account. Trust in the framework leads to improved individual performance and thus improved team performance, paving the way to better results.

The Staff Rules & Regulations stipulate that members of the personnel shall **conduct** themselves with due regard to the interests and proper functioning of the Organization (Staff Rule S I 3.01). Operational Circular No. 9 on the Principles and Procedures Governing Complaints of Harassment states that the Organization does not tolerate harassment.

Harassment can occur in the form of sexual harassment, like unwanted shoulder rubs, offensive jokes, sexual assault, but also in the form of moral harassment: bullying, seeking to discredit a colleague, discriminatory behaviour. The Organization prohibits any form of retaliation against an alleged victim. All persons with knowledge of potential cases should inform their hierarchy.

The Code of Conduct requires that we treat others with tact, courtesy and respect (value: diversity), that statements even if not intended as offensive may be perceived as such (value: diversity) and that we must abstain from and actively discourage all forms of harassment (value: professionalism).

There are various CERN response channels in case of inappropriate behaviour, misconduct and harassment. Most channels are open for all members of personnel such as Ombuds (ombuds@cern.ch), Social Affairs Service (social.affairs@cern.ch), Medical Service (medical.service@cern.ch), Staff Association (staff.association@cern.ch), Department Head or Head of Human Resources Department (hr-dept.head@cern.ch) and the Harassment Investigation Panel (HIP.Chair@cern.ch).

All channels can give advice and/or guidance. Informal resolutions and early communication can be addressed to the Ombuds, who may try to mediate if the parties to the conflict agree. The Department Head or Head of Human Resources Department and the Harassment Investigation Panel are mandated to handle formal complaints and to undertake investigations. The Director-General and Department Heads have the authority to impose disciplinary sanctions.

The Harassment Investigation Panel (HIP) consists of 3 people: 2 investigators and a legal expert from within CERN. The alleged victim needs to provide a written complaint to the HIP, with a description of the incident(s), date, time, and potential witnesses. If needed, the Organization can put in place interim administrative measures. During the investigation, there is no confrontation between the alleged victim with the alleged harasser. The alleged harasser has the right to be heard, to know the case against and the right to reply.

All parties have the right to an investigation that is timely, sufficiently resourced, confidential, impartial, and may choose to be accompanied to the hearing. Throughout the investigation process, the principle of presumption of innocence applies.

The Director General makes a decision based on the findings of the Harassment Investigation Panel and may take disciplinary action against the member(s) of personnel whose behaviour has amounted to misconduct under the CERN Staff Rules and Regulations.

Potential disciplinary actions range from Warning – Reprimand – Suspension without Remuneration – Downward Adjustment Salary – Demotion – Dismissal. In case of Users, dismissal means termination of the contract as associated member of personnel.

There are relatively few cases brought to the Harassment Investigation Panel per year (4 in 2019), relative to the size of the Organization.

Everyone can help to contribute to a conducive work environment by being familiar with the framework, sharing the knowledge, and **calling out** inappropriate behaviour, (i.e. taking the person aside to remind them that such behaviour is not appropriate).

Support for diversity and inclusion can also be shown by wearing the new CERN lanyard recently produced (10'000 units have been ordered). Since diversity was ranked the No.1 most appreciated feature of the workplace in the Staff survey 2019, we must remain committed to retain and celebrate diversity at CERN.

8. **SUMMARY ON INTERNAL TAXATION CERTIFICATE CHANGE AND PROPOSED CLARIFICATION OF THE LEGAL FRAMEWORK (Gregory Cavallo, CERN-FAP)**

Reminder on Internal Taxation certificate change

The Staff Rules and Regulations stipulates that CERN shall levy an internal tax on the financial and family benefits paid by CERN. Occasional (i.e. non-statutory) subsistence allowance processed on the instruction of a Third-Party (i.e. an institution or a collaboration with a team account) are not paid by CERN. They are not a CERN financial and family benefit and therefore not subject to internal taxation.

The system of internal taxation of remuneration, payments and other financial benefits was introduced with effect from 1 January 2005. The amount shown in the revenue is offset by a similar amount shown under "personnel expenses". Internal tax is kept within CERN and is not paid to any country.

Despite the fact that occasional subsistence is not subject to internal taxation, an Internal Taxation certificate was issued, and the taxable amount indicated on the certificate was 0 nevertheless, whether the User received a subsistence or not.

This practise has been put in question in a memorandum in August 2017 and following that, by the Internal Audit in February 2018, who stressed that CERN continues to issue Internal Taxation certificates that cover subsistence payments paid outside the Staff Rules and Regulations, making no distinction between payments on behalf of CERN or of a third party. They concluded that CERN puts the credibility and sustainability of the internal taxation system at risk. At the same time, there were inquiries from and exchanges with the Host States' tax authorities in this matter.

As a consequence, as of 2020, the Internal Taxation certificate for these payments has stopped. The last certificates were issued in February 2020, for the year 2019. These measures were already foreseen earlier but postponed by one year due to Covid-19.

In 2020, the vast majority of MPAs (86%), mostly Users, did not receive any subsistence allowance. However, these MPAs have expressed the need for receiving a statement of subsistence allowance, even at 0, in French and English, which can be issued upon request.

Only 3% of the MPAs received subsistence from CERN and 11% of the MPAs (1'380) received subsistence from a Third-Party processed by CERN (1'309 USER, 11 VISC, 60 COAS).

Proposed clarification of the legal framework

CERN pays several types of subsistence allowance:

PJAS, SASS, Students (DOCT, TECH, ADMI) and Trainees receive a "statutory" subsistence allowance, which is an integral part of their contract.

USER, VISC, COAS and GPRO (Guest Professors) can receive either
- "Occasional" (or "discretionary") subsistence allowance paid by CERN or
- "Occasional" (or "discretionary") subsistence allowance processed by CERN on the instruction of a third-party
These subsistence allowances are not part of their contract.

However, the currently used terminology is cryptic and generates confusion: Some amounts constitute a financial benefit under the Staff Rules and Regulations, whereas some other amounts do not. Nevertheless, all payments are currently named "subsistence allowance". Reasons are historical and the system has been built-up upon existing legal framework that did not anticipate these payments.

Clarifications have been requested from various sides, including ACCU, on the difference between "statutory" and "occasional" subsistence allowance, paid by CERN or a Third-Party, subject or not subject to internal taxation, governed by specific rules (Administrative Circular No. 11 on Categories of Members of the Personnel, article 38) or not.

A proposal for a new terminology ("Cost-of-Living Allowance") has been made to give a proper name to the "occasional" (or "discretionary") subsistence allowance processed on instruction of a third party.

With the new terminology, recipients (USER, COAS, VISC and GPRO) understand what they receive, and under which conditions; third parties (institutions and collaborations) know what they pay, under which conditions and CERN's rules and guidelines can be updated in a much more efficient way. The Cost-of-Living Allowance (COLA) is processed under the exact same conditions as the current occasional subsistence allowance processed on instruction of a third party.

COLA makes clear that it's not a payment committed or instructed by CERN, not a CERN financial and family benefit and not subject to internal taxation. MPAs receiving COLA will receive an annual payment attestation, called "individual annual statement". In some countries, there is a limit for the daily allowance, that is supposed to be free of tax. Hence, it was suggested at the meeting that the individual annual statement, in addition to the total amount of allowance paid, also contains a statement on the number of days or the time period where the allowance was paid.

The proposal has been presented to the Tripartite Employment Conditions Forum (TREF) and the Member State representatives unanimously agreed that the Chair could report their support for the proposed modifications to the Staff Rules and Regulations to the Finance Committee by TREF.

Approval by Finance Committee and Council is foreseen at the December Council Week. Following that, Staff Rules and Regulations will be updated accordingly, governing rules will be revised with the new terminology and the Admin e-guide will be updated. COLA will be paid through an EDH form (same as present payments of occasional subsistence allowance) with updated terminology.

The FAQ on the Internal Taxation certificate change will be updated accordingly:
https://cds.cern.ch/record/2665529/files/InternalTaxCertificateChange-FAQ.pdf
as well as the general procedures in the admin e-guide on tax declarations:
http://admin-eguide.web.cern.ch/en/procedure/income-taxation-overview

General questions not answered in documents above or private questions might be addressed to the Social Affairs Service (social.affairs@cern.ch), who may help to figure out where to find the answer. Questions might also be answered on the tax authorities' websites (links given in the above FAQ and admin. e-guide). Complex private questions have to be addressed to the relevant tax authorities.

9. TAXATION OF SUBSISTENCE - STAFF ASSOCIATION'S OPINION AND ACTIONS (Isabelle Mardirossian, Staff Association President)

The Staff Association is a statutory body that is representing all members of personnel including Users. The Staff Association was informed in January 2020 by some colleagues about some decisions taken by the Management and were asking for advice & support on the following matters:

- Occasional subsistence allowances processed by CERN on behalf of institutes and collaborations, a service that is provided within the general framework of the conditions applicable to the use of Third-Party Accounts (aka Team Accounts).

- Capping the amounts, as of 1 January 2020, of occasional subsistence payments processed by CERN on behalf of the institutes and collaborations that may not exceed the maximum provided for MPAc in the Staff Rules and Regulations (5.128 CHF/month at the time), where the Directorate reserves the right to make exceptions.

- Introduction of a limit of 8 years and amount for receiving a living allowance from CERN, regardless of status (including different "accumulated" MPA statuses) and source of funding (CERN or third party).

The Staff Association immediately recognized that these are personnel issues frightening colleagues about their future. The Staff Association requested for concertation and a Working Group to work on these 3 issues in informal discussions and to discuss them in the Standing Concertation Committee (SCC).

A Technical Working Group and sub-group of the SCC was discussing the issues in July 2020, where the Staff Association opposed the proposed text. In August 2020, the Working Group on Personnel Support for Experiments (PSEWG) was set-up with the Staff Association as an observer. As in July 2020, the Staff Association opposed to the proposed modifications of the Staff Rules and Regulations and continued in December 2020 to request concertation and waiting for the recommendations of the PSEWG.

The Staff Association can understand that CERN has to comply with the rules, but the problem has to be understood and appropriate solutions have to be found for the Organisation and the MPAs concerned in a concerted manner. A decision to fundamentally change the work conditions of the CERN Users risks compromising the ability of experiments to collectively secure the skilled personnel necessary to run the detectors. CERN is a USER facility, ensuring the attractiveness of the CERN experiments is an existential issue.

The Staff Association regrets that these decisions were not subject to concertation from the beginning and asked for a constructive debate and exchange of proposals for dealing with the present situation imposed to Users by establishing accompanying and compensatory measures.

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

Users' Office and User Access

The Users' Office is closed to the public until further notice, but Users can come to the Users' Office upon appointment (Monday mornings and on Thursday mornings only). To book an appointment Users can call +41 22 767 6767 or send an email to users.office@cern.ch. Swiss and French cards can be collected from or dropped at building 55 (outside of Entrance B).

Users are reminded that they shall come onto the site only on request of the Experiment Spokespersons or Technical Coordinators and in agreement with their Home Institutions. The Covid-19 Health & Safety Course is mandatory for access.

Allianz Health Insurance for MPAs

The Allianz Health Insurance for MPAs is available since 1 April 2015 for Users (MPAs in general). Conditions and benefits fulfil CERN's requirements of adequate cover in Switzerland and France, as well as any countries visited on duty travel.

Regular meetings are taking place between stakeholders to review and discuss issues, and for an annual renewal with possible changes of conditions, benefits and premiums. Next period will be from 1 April 2021 – 31 March 2022 and a renewal preparation meeting was held on 16 October between CERN (Carmelo Saitta / CERN-FAP + Head of Users' Support) and insurance brokers (Kessler S.A.).

The insured population shows a positive trend. The number of insured MPAs + family members grew up to 348 average no. of lives between April 2020 and September 2020 (+19% w.r.t. the same period in 2019, +38% w.r.t. the same period in 2018). No changes of the insured population by gender are observed over the years (male: 67%, female: 33%) and there are also no changes of the insured population by type (MPAs: 83%, Spouse: 11%, Child: 6%).

The vast majority of claims is made in Switzerland (typically 90% of all claims), much fewer in France and usually only a few claims outside the local area. This has changed in 2020, where more claims (9%) have been spent outside of the local area and fewer claims in Switzerland (85%). This is presumably due to Covid-19, where more Users stay in their home countries. The total amount of claims is also less in 2020.

Premiums of next period depend on the "loss ratio" of the previous period, which is equal to the earned premiums of insured MPA community vs the claims spent + admin costs. As the MPA (+ family members) community is small with typically only ~300 lives, high fluctuations in the spent claims due to few very costly cases have a large impact.

This results in rather volatile premiums year-by-year as shown in the present period, which saw a +13% increase as of 1 April 2020 due to single case of 120'000 € in January 2020.

The new premium proposal as of 1 April 2021 will be available by Allianz by mid-January. No changes to benefits or possible deductions are under discussion. As there are more lives (more premiums) in 2020 compared to 2019 and at the same time less spent claims, a reduction of premiums as of 1 April 2021 is in reach. However, this depends on the full statistics available in January.

Monthly User Statistics

As a consequence of the Covid-19 pandemic, the number of Users registered at CERN started to go down since April. As of 31 October, a drop of 6.5% was observed w.r.t. the average number of Users from January 2019 to February 2020. In October 2020 only ~¼ new Users were registered compared to October 2019. No change of this trend has been observed over the past months.

11. MATTERS ARISING

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)**

The current CERN homepage does not show upcoming events on a prominent place on the homepage, see https://home.cern/cern-community.

This is particularly confusing for Users, who often only spend a small part of their time at CERN and could be improved. In the past, the old homepage gave a clearer overview.

CERN web site developers suggest to just put the "upcoming events" at the bottom of the page, see test page https://test-home.web.cern.ch/cern-community.

ACCU members are invited to have a look and make suggestions before the next ACCU meeting.

b) **Endorsement of a new ACCU representative for the Restaurants' Supervisory committee (CSR)**

The present ACCU representative in the Restaurants' Supervisory committee (CSR), Cristina Biino, has been elected as ACCU Chairperson at the ACCU meeting in June and would like to step down as ACCU representative.

A call for volunteers was made at the September ACCU meeting and the Dutch Delegate, Patrick Koppenburg, has kindly volunteered.

Patrick Koppenburg has been endorsed unanimously as new ACCU representative in the Restaurants' Supervisory committee (CSR).

12. ANY OTHER BUSINESS

None.

13. PROPOSED TOPICS FOR THE NEXT MEETING (Tuesday, 16 March 2021)

- Definition of money laundry at CERN (Gregory Cavallo)
- Working Group on Personnel Support for Experiments
- Report(s) by ACCU representatives:
    a) Housing Service review meeting (Emilio Radicioni, if held)
    b) Academic Training Committee (Evangelia Dimovasili)

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

<div align="right">Michael Hauschild, 1 December 2020</div>

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