

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

ADVISORY COMMITTEE OF CERN USERS

Minutes of the 132nd meeting held on 8 June 2021

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* (invited), R. Bello, O. Beltramello* (invited), C. Biino (Chair), M. Bona, G. Boudoul, M. Capeans, G. Cavallo, L. N. Cojocariu, E. Dimovasili, C. Decosse, A. Dubnicková, G. Duperrier, F. Ferri, A. Goehring-Crinson* (invited), S. Gonzalez Sevilla, R. Gonzalez Suarez, A. Gorišek, I. Haug, M. Hauschild (Secretary), S. Hillier, K. Hoepfner, T. Hryn'ova, M. Jeitler, P. Koppenburg, M. Krammer (invited), D. Lazić, L. Lejeune, V. Lemaitre, W. Lerche, A. Lipniacka, I. Mardirossian, C. Martinez (replacing A. Calderon), M. Marquina, S. Nemecek, K. Rabbertz, E. Radicioni, M. Stankevičius, T. Šušar, G. Tenaglia* (invited), R. Teuscher, M. Trzebiński, K. Vellidis, R. Vértesi, C. Warakaulle, S. Yacoob, H. Yoo

Apologies:

A. Calderon, B. Delille, B. Demirköz, M. Ferro-Luzzi, F. Gianotti, I. Glushkov, J. B. Hansen, F. A. Khan, J. Mnich, B. Mohanty

Agenda

- 1) Chairperson's remarks
- 2) Adoption of the agenda
- 3) Minutes of the previous meeting
- 4) News from the CERN Management
- 5) Working Group on Strengthening the Support for Users at CERN
- 6) New incident management rule and incident declaration
- 7) Report on services from SCE department
- 8) Report on services from IT department
 - a) MALT Update
- 9) Reports from ACCU representatives on other Committees
 - a) Housing Service Review Meeting
- 10) A new Health Insurance for MPAs
- 11) Matters arising
 - a) Revision of modalities for compensation of living expenses in the local area
 - b) Listing of imminent events of general interest on CERN home page
- 12) Any Other Business
 - a) Protection of ACCU Indico pages
- 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):

- Sahal Yacoob (NMS, Africa & Middle East)

Extended Delegates (until end of 2022):

- Anna Lipniacka (Norway)

Pending decisions

Bulgaria, Estonia and Italy did not yet decide on extension of the present Delegate or finding a new Delegate.

Finding a **non-member State Delegate** for **Eastern Europe** also did not yet succeed.

2. ADOPTION OF THE AGENDA

At the last meeting in March 2021, beside the regular standing items, reports on the following topics were requested:

- Report on services by IT Department
 - a) MALT update
 - Presentation by **Maite Barroso Lopez (CERN-IT)**
 - b) Openlab, Quantum Computing
 - **postponed** to September ACCU meeting
- Report(s) by ACCU representatives:
 - **Housing Service review meeting**
 - Presentation by **Emilio Radicioni**
 - **Mobility Working Group**
 - **postponed** to a later meeting

Pending issues and issues brought up by Delegates since the last meeting:

- **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 + Cristina Biino)**

→ Issue handled under “Matters arising”

New topics:

- **Working Group on Strengthening the Support for Users at CERN**
→ Presentation by **Manfred Krammer**, Head of EP Department
- **New incident management rule and incident declaration**
→ Presentation by **Angela Goehring-Crinon**, CERN-HSE
- **A new Health Insurance for MPAs**
→ Presentation by **Michael Hauschild**, Head of Users’ Support
- **Revision of modalities for compensation of living expenses in the local area (TPP/COLA)**
→ Presentation by **Gregory Cavallo**, Head of External Funding Group at CERN-FAP under “Matters Arising”

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 131st meeting, no comments were received.

The Minutes of the 131st meeting were adopted without modifications.

4. NEWS FROM THE CERN MANAGEMENT (Charlotte Warakaulle, Director for International Relations)

Covid-19 Situation

There are about 4’000 people on-site per day, to be compared with about 9’000 people accessed the site each day before Covid-19. A system is in place to allow experts from

institutes and labs coming and working on-site, which is important for LS2 and for the physics experiments.

Since 1 June, a new [4-level Covid-19 scale system](#) is in place represented by 4 colours (red, orange, yellow, green) with a series of measures for each level. The levels determine the conditions for on-site access, telework, for contractors, visitors and all members of personnel. They are ensuring CERN's objective to protect health and safety of everyone on-site, but also allow effective operation of the lab.

The level at a given time is taking into account a series of factors such as the incidence rate in the local area, number of confirmed cases at CERN, vaccination level, stratified testing campaign and local presence of new variants. At the time of the meeting, CERN was in level-4 (red), but it had been decided to move to level-3 (orange) as of 14 June. People with an age 65 and above have access to the site again at all levels.

In level-4 (red) and level-3 (orange), no visitors are allowed on-site, but in level-3 (orange) the shop and Microcosm will reopen. Individual visits on-site are possible at level-2 (yellow). Guided tours for groups will not immediately resume at level-2 (yellow) but need further consideration and planning.

CERN has asked the Swiss authorities already earlier this year to open a Covid-19 vaccination centre on-site. However, current preference of the Canton of Geneva is given to publicly available vaccination centres rather than centres at international organizations. CERN nevertheless is continuing to discuss with the relevant interlocutors from the Canton, since being able to vaccinate on-site is a good investment for the future given that Covid-19 vaccinations will need to be repeated at regular intervals in future years, similar as for flu vaccinations.

Long Shutdown 2

The new LINAC4 and the PS Booster are now fully operational and are providing beams to ISOLDE with start of physics foreseen on 21 June. PS commissioning is well under way despite some issues encountered during the first commissioning phase. The PS is now delivering beam for SPS commissioning.

The SPS saw some delays due to the readiness of the RF system that has been completely overhauled and is performing a scrubbing run with high beam intensity. Delivery of physics beams was planned as of 12 July, but a fire on 4 June caused some damage to the powering of the cooling and ventilation system that needs to be assessed.

At the LHC, 2 sectors have been trained up to 7 TeV. Training at 2 sectors is ongoing, 2 sectors are close to be ready for training and 2 sectors have been warmed-up for repairs.

Given the rate of failures and the number of quenches at the training campaign, it has been decided to limit further training to an energy of 6.8 TeV rather than the initial goal of 7 TeV. After a meeting of the CERN management with the spokespersons of

the 4 large LHC experiments on 7 June, the LHC beam test in fall 2021 will be moved by 3 weeks to weeks 42 + 43 (second half of October). As a consequence, closure of the LHC experiments in 2022 will move from 1 February to 21 February 2022.

Council

Main topic of the upcoming June Council Week is the Medium-Term Plan (MTP) from 2022 to 2026. The draft MTP was already discussed in May in dedicated sessions of the Scientific Policy Committee and the Finance Committee. The MTP follows the MTP of 2020 and contains first implementations of the recommendations of the Update of the European Strategy for Particle Physics that was approved by Council in June 2020.

Council approved in March 2021 an agreement with Latvia to join CERN as an Associate Member, subsequently signed by the Prime Minister of Latvia and the CERN Director General on 14 April. Hope is that the ratification process in Latvia will finish soon, and that Latvia will become Associate Member within the coming months. Brazil applied for Associate Membership already in 2012. Some recent positive momentum gives hope to conclude the process in the near future.

Science Gateway

Construction of the Science Gateway started in December 2020 and is progressing very well. Completion of construction is expected by the end of 2022 and opening to the public in the second quarter of 2023.

A symbolic ceremony of laying the first stone will be held on 21 June at 11:30. Live stream of the event will be available, details will be communicated in due time.

On 22 April, a town hall meeting was held at CERN to brief on the progress. There was very positive response, and many suggestions were received on contents, support for accessibility and more, which was very appreciated.

A couple of sessions were held on event organization in the Science Gateway, primarily addressed to the Experimental Secretariats.

New Department Heads

As of 1 July, two new Department Heads are joining CERN.

New Head of the IT Department will be Enrica Porcari, who was formerly working for the UN World Food Programme.

New Head of the IPT Department will be Christopher Hartley, who was formerly working for EUMEDSAT, the European operational satellite agency for monitoring weather, climate and the environment from space.

The former Department Heads, Frédéric Hemmer (IT) and Thierry Lagrange (IPT) have successfully served for a long time at CERN and are now going to retire.

5. WORKING GROUP ON STRENGTHENING THE SUPPORT FOR USERS AT CERN (Manfred Krammer, Head of EP Department)

A new Working Group on Strengthening the support for Users at CERN (User WG) has been established to assess the present status and to propose possible improvements.

The general term “User” shall comprise both Users (11’400) participating at an experiment, but also other categories of guest scientists, such as Cooperation Associates (240), who are participating in a project at CERN, and Visiting Scientists (580), who are mainly theoretical physicists. Other associated members of personnel (MPAs) are not subject of the User WG. The WG shall work complementary to ACCU.

The mandate lists several subjects to be discussed. Subsistence payments, tax issues and team accounts will not be covered by the User WG and have been discussed already in 2020 in another WG on Support for Experiments. As outcome, a proposal has been made for a new CERN status: Experiment Associate. An implementation group is working out details.

Members of the User WG are both Users and ex-officio members (Head of EP Department and WG Chair, Head of Users’ Support, Users’ Office Supervisor), representatives of other departments (SCE, IT, HR, FAP) providing services to Users and the Staff Association. Users are representing a wide range of roles (resident / non-resident, small / large experiments, Member States / non-Member States), as consumers of the services. Representatives of HSE, IR, LR would be involved on relevant topics and experts would be invited if needed. ACCU is represented by the ACCU Chairperson.

Procedure and Timeline

A kick-off meeting was held on 22 April to familiarize with the mandate, and to discuss the procedure and timeline.

The proposed procedure of the User WG should structure the future discussion according to themes. Major themes are administrative support, offices and space, technical support, support for daily life at CERN, support for life in the area, diversity and inclusion, and communication.

The proposed timeline for the User WG foresees 3 phases:

- 1st phase: Review support provided at present by EP, UO, SCE, IT, HR, FAP. Several meetings would need to be held with possibly 2-3 themes at each meeting.

- 2nd phase: Evaluate support, identify possible improvements. Sub-group meetings are proposed of “Users and customers” to prepare requests and wishes. Legal Service would need to be involved to ensure compatibility with CERN legal framework. HSE and IR would also need to be involved.
- 3rd phase: Work out concrete proposals for measures to strengthen the support provided to Users. Prepare report to Director for Research and Computing, ED and ACCU. Final report should be delivered to Council in December 2021.

At the first WG meeting on 21 May, summaries of the services related to the following topics were presented and discussed: CERN Users’ office; secretarial support for USER, COAS & VISC; space and services provided by EP-AGS-SI; IT services for the User Community.

Users’ Office

The Users’ Office has a variety of activities:

- Registration of new USER, COAS and VISC
- contract management (extensions and amendments)
- support (visitors, emails, phone calls, tickets)
- Host States Documents (Swiss & French cards applications and renewals)
- information (Life @ CERN and in the local area)
- formalities (change of address, nationality, name, family situation, etc.)
- Grey Book Secretariat (update information in the database of experiments, institutes, teams, etc.)

Before Covid-19, there were about 2’500 new registrations per year, which has dropped to only about 900 in 2020. Typically, the Users’ Office processes 6000 contract amendments, receives more than 10’000 emails and sees more than 12’000 visitors per year (pre Covid-19).

Secretarial Support

There are in total 10 collaboration secretariats, 4 secretariats for the large LHC experiments and 6 secretariats for the 27 non-LHC experiments. About 2/3 of the Users at CERN are in one of the 4 large LHC experiments. An LHC secretariat is the first point of call following establishment of a contract with the Users’ Office.

All the secretariats handle a large diversity of communities: Users affiliated to more than one experiment, Users living in the local area, new Users first time at CERN and external participants affiliated to an experiment (PART).

People in the experimental secretariats are very experienced to find information within CERN and on external platforms as they are all resident in the area. There is also regular information exchange between the secretariats to keep the same level of support among all experiments.

Space Management

Space Management is a centralised service within the EP Department provided to any category of Members of Personnel. Allocation of desks to Users is handled by the experimental secretariats.

A total office space of about 23'000 m² is available to Users distributed over 1310 offices. In addition, there is 2'300 m² space with 650 desks available as Burotel. More than 500 Laboratories and workshops with more than 20'000 m² can be used. Out of the 235 meeting rooms at CERN, 87 are managed by EP.

The Space Management and Infrastructure section also provides or manages other services: tunnel access, CERN driving licences, traffic fine management, access to printers/copies, tokens, works coordination and removal, transport, short-term storage, and furniture.

An ongoing project is the new building 140 with an estimated delivery in 2026. About 12'500 m² usable area will be available with a mix of Burotels and offices for 700 seats, meeting rooms, cafeteria / terrace, reception / lockers / changing room / showers, deposit / storage, controlled storage (lockers) for institutes (1 m³), bike parking & storage, and a shuttle stop. However, increasing the number parking spaces is not possible. From the very beginning, the design of the building (access, WCs, floor, doors) has incorporated people with reduced mobility.

IT Services

The IT Department provides numerous services and support for the Users community. A [full list of the more than 100 services provided by IT](#) with further links on the service details can be found on the [CERN Service Portal](#). Short [instructions for new Users at CERN](#), [instructions for Visitors](#) and [instructions for external collaborators](#) are available with links to further information.

After registration, an account / e-mail address is automatically assigned. Users can [manage their accounts](#) in the [account management portal](#), can [configure Single-Sign-On](#) and EDH access / signature. Users can bring and [connect their own devices](#), a connection wizard is offered upon first connection. It is advised to use the IT provided services and infrastructure, e.g. printers, Wi-Fi etc.

As defined in the [CERN Computing Rules](#) (OC5), Users shall respect the proprietary rights related to CERN computing facilities, including software copyrights. Infringement of this obligation may constitute a breach of contracts concluded by CERN with outside suppliers of computers, networks, software and services.

Next Steps

The discussion triggered cross links between service providers and a first possible improvement has been identified in the field of communication: Providing better

information on provided services, as several services or support are already offered but often are not known.

The following topics are to be discussed at the 2nd meeting: Access/Security; Overview on the SCE-SCC group activities; Supply, Logistics & Storage; Stores; Mobility; Installation & Housing.

ACCU will be informed on the progress of the User WG, its findings and recommendations and on possible implementations. The WG is supposed to finish its work with the delivery of a report to Council that is planned for December 2021. Follow-up of proposed measures is in the hands of ACCU.

6. NEW INCIDENT MANAGEMENT RULE AND INCIDENT DECLARATION (Angela Goehring-Crinon, CERN-HSE)

The safety incident rate at CERN is comparable to or less than that of other similar institutions. Very typical are slips, trips and handling incidents. Contractor personnel has a slightly higher incident rate compared to CERN members of personnel, which is not exceptional. For Users, one of the concerns is road safety, in particular bike accidents.

There was quite some effort made by the departments over the past ten years to improve safety as well as safety and incident management. However, the legal framework was not updated and developed in the same way resulting in an outdated and inconsistent framework of incident management and incident declarations. The lack of clear processes is detrimental to the continuous improvement of safety and leads to inefficiencies.

A new Safety Incident Management (SIM) is providing CERN with a consistent set of rules, templates, procedures and tools regarding the management of safety incidents from a point of view of safety. Not covered is crisis management, actions with regard to Host States authorities and non-safety related actions by different CERN services such as HR, Insurance Manager, Legal Service and more, except for the interfaces.

SIM objectives are to mitigate consequences of safety incidents, to contribute to the continuous improvement of safety, and to improve the efficiency of SIM processes at all stages.

SIM deliverables are a SIM rules cluster (under approval) with guidelines and templates (reports, communications); a new EDH declaration (ready for production) with a new process (replacing old A2 form), online declaration and interface; and a SIM tool (working group on functional specification) with a comprehensive database tool covering different incident documents and stages and reporting (lessons learnt).

Purpose of the SIM rules/procedures is to contribute to the continuous improvement of safety. Procedures and processes will encourage collaboration and openness with confidentiality and clear separation with disciplinary procedures.

SIM rules/procedures will build on current best practice and will cover all types of incidents including deviations and different aspects and stages of incident management. They will take account of the different statuses of people present at CERN (MPE, MPA, contractor personnel, etc.) and data protection requirements. A comprehensive tool will support an efficient incident management process.

The top-level document SR-SIM has been published on 3 June 2021 and will be completed by some complementary documents that will describe in more detail first measures (first gathering of facts, securisation of premises), incident analysis (minor/serious/major incident analysis) and incident closure.

The SIM rules cluster (SR-SIM) stipulates main principles and responsibilities regarding the declaration, notification, analysis follow-up and recording of safety incidents. Where applicable, consistency of definitions with other rules is maintained, guidelines and examples are provided of what will be considered as minor, serious and major safety incidents. The [EDMS document 1513662](#) "Management of post accidental situations" provides a guideline to best practices for a co-ordinated and concerted response in the management of post-accidental situations.

SIM processes have been approved by Department Heads and the Enlarged Directorate in 2020. The EDH declaration is ready for production following approval by the Department Heads of processes and testing by main users. Feedback on SR-SIM draft was given by HSE, Departmental Safety Officers (DSOs) / LEXGLIMOSes, Radiation Safety Officers (RSOs), Department Heads and Technical Coordinators.

Endorsement by the Departmental Safety Officers Committee (DSOC) has been made on 25 May and approval by SAPOCO on 27 May. Publication of SR-SIM and release of the new EDH form was made on 3 June 2021.

Next steps are drafting of other SR-SIM rules (priority replacement of A11 form) with aim to publication by autumn 2021 and reactivation of the WG on tools with a different membership to finalize the functional specification by summer 2021.

In case of specific questions, the EP Safety Office or the Safety Offices of the LHC Experiments can help and give guidance. For general questions, the Safety Rules Secretariat can be contacted (safety-Rules.Secretariat@cern.ch).

7. REPORT ON SERVICES FROM SCE DEPARTMENT (Laetitia Lejeune, CERN-SCE)

Service Management & Support

Following some feedback, a new layout has been deployed to view requests (tickets) on the [Service Portal](#). Improvements have been made on the top bar showing key information, on the structure that has been simplified using tabs, and on a better readability with links that have been enabled in all posts.

New ticket visibility options are being adapted to today's data privacy standards ([Operational Circular No. 11](#)) and are expected to be released in the third quarter 2021. For end users, a simple option will be available to make a ticket confidential using a checkbox, otherwise the ticket will get default visibility level as defined by the service managers.

Default visibility might depend on the type of form or service, e.g. in some cases visibility is for everybody but can be restricted in other cases to only supporters of functions related to the concerned service (today all supporters can access non-confidential tickets). Customization possibility remains: Service managers will continue to be able to set more restricted visibility by default on certain functions (e.g. HR) and categories (e.g. password reset), and supporters can still change the visibility of individual tickets. It needs to be checked if tickets visible to everybody can be seen by all users with a CERN account (preferred) or also by people outside CERN (depreciated).

Housing

Covid-19 continues to have a major impact on the occupancy rate in the CERN Meyrin Hostel, which remains at a low level until access to CERN and travel measures become more flexible. A strong Covid-19 impact continues as well in Foyer Schuman in St. Genis. A better result than Meyrin though, mainly due to the absence of access restrictions, the lower room costs and the kitchen facilities remaining accessible.

For the 13 CERN managed apartments (owned by the Pension Fund) there was a lower Covid-19 impact as quarantine remained possible in CERN apartments and there are longer stays. The average occupancy in 2020 was 70%, compared to 81% in 2019 and 86% in 2018. The first months in 2021 show an occupancy rate of 66% and are in line with previous years' occupancy rates.

The occupancy rate forecast for both the Meyrin Hostel and the Foyer Schuman for the rest of the year also remains very low, the cancellation of groups having had a major impact. The forecast for the last quarter represents mainly groups not cancelled yet. Evolution is closely related to access conditions and travel restrictions.

Quarantine is not allowed at the Meyrin Hostel for people, who are coming from risk areas according to the French and Swiss lists. However, at Foyer Schuman, preventive quarantine is permitted for people arriving from abroad and not showing symptoms of Covid-19. Quarantine is not permitted for confirmed or suspected cases.

A protocol has been established and validated by HSE in case of a Covid-19 suspicion case at the Meyrin Hostel or the Foyer Schuman. A short info guide has been created to help clients who will be relocated to hotels accepting Covid-19 related stays in the area (quarantine or suspicion).

Renovation of building 38 is proceeding efficiently, is on track, with the final phase of works ongoing. Implementation of new furniture (including beds) is to be started soon. All works are planned to be completed by beginning of August.

The following fields were initially 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).

For building 39, a bathroom renovation study has been launched, given the advantage that the CERN Hostel is quite empty now. The study covers the following fields: Renovation of shower areas in bathrooms, addressing recurring leaks and improvement of lighting and ventilation in bathrooms. Asbestos and lead diagnostic has been carried out and impact is under study.

A study has been started to implement the same emergency call system for all three buildings of the Meyrin Hostel with the aim to have the same approach, regardless of the building, to ensure ease of use for guests.

Catering

All 3 Restaurants at CERN are open: Restaurant 1 and Restaurant 2 (since 31 May) on the Meyrin site and Restaurant 3 on the Prévessin site, but with reduced opening hours, on working days only: 7:00 – 16:00 (service 11:30 – 14:00) for Restaurant 1, 7:00 – 14:30 (service 11:30 – 13:45) for Restaurant 2, and 7:00 – 14:30 (service 11:30 – 13:30) for Restaurant 3. All Restaurants remain closed on weekends. A vegetarian menu is not yet available at Restaurant 2 during the start-up phase.

Also open on the Prévessin site is *O'Delices* in building 774 (opening hours 7:00 – 17:00 on working days) and the vending machines. There is also a Click & Collect offer, which however, is barely used. A delivery service as an additional option is under study.

The *Grab'n'Go* next to Restaurant 1, the Kiosk and all cafeterias on the Meyrin site and on the Prévessin site remain closed. The average number of meals per day in all Restaurants is currently above 1000 per day, compared to about 3400 meals per day before Covid-19.

A lunch shuttle ([Navette Déjeuner Meyrin](#)) is available since 10 May on the Meyrin site to ease access to restaurants at lunch time. Typical usage is up to 12 passengers/day. Sanitary measures are enforced as at other shuttle lines.

Beside the Restaurant 1 terrace, between end of March and beginning of May, the ground floor terraces at Restaurants 2 and 3 have been opened for picnics as well as the first-floor terrace at Restaurant 2 (with microwave available outside). The ground floor terraces have a capacity of 40 places with new tables (Restaurant 2) and 64 places (Restaurant 3). On 1 April, the terrace of the *O'Delices* cafeteria in building 774 has been opened with 10 places. More space would be available but needs additional investment and is under study.

New tables will be installed at the cafeteria in building 40 and the terrace will be re-arranged and with an increased capacity. Picnic corners will be reviewed and implementation of tables in additional areas have been requested.

Novae was granted the EcoVadis Gold Medal for their sustainability efforts. [EcoVadis](#) provides globally recognized ratings (“World's Most Trusted Business Sustainability Ratings”), with Platinum, Gold, Silver & Bronze medals. It rewards *Novae's* efforts made in terms of sustainability in the past few years with proximity, quality and sustainability as the 3 pillars on *Novae's* roadmap for sustainable catering.

Sanitary renovation at Restaurant 1 is on track. 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). Public toilets will be operational in August, phase 2 and additional works is on-going (office space, positive and negative cold storage).

Physical distancing remains applicable in all restaurants, inside AND outside. Voluntary Covid-19 testing is in place for *Novae* staff, taking place directly at Restaurant 1 for more flexibility. *Novae* is also rotating their team every week. Sanitary measures for clients will remain unchanged in the red and orange levels of the new CERN Covid-19 scale system.

CERN is closely monitoring the catering activity with *Novae* and adapting the offer on a regular basis depending on various constraints, including *Novae's* financial state, their contract with CERN being at full risk for them. Aim is to ensure a continued catering offer on the CERN site. Following a suggestion at a recent meeting of the Restaurants' Supervisory Committee, a visit to EPFL Lausanne will be organised by the end of the year for inspiration. *Novae* is one of their catering providers and their experience on site will be valuable.

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 20 tons has been collected.

Mobility

A new car-sharing pilot project has started in March. 10 cars have been deployed around buildings 73 and 54 using the [glido.io carsharing platform](#). There is continued increase of participants with overall positive feedback. Work is in progress to fix few technical issues. The solution with *glide.io* should be validated prior to resuming the car sharing service by the end of this year.

Almost 35% of the bike fleet is currently used with still a very low number of bikes “out of order”. There is a 15% decrease of bike usage compared to last year. Studies are ongoing for a bike sharing solution, including e-bikes, for a better optimization of CERN resources (currently gathering data, integration of existing fleet, etc.). A call for tender has been launched for 50 e-bikes. Providing bike shelters has been a recent subject in the Mobility Working Group and an inventory has been made. More news will be presented at the next ACCU meeting in September.

The road from the CERN main entrance (gate B) to St. Genis via the border is very dangerous for bikers because of the many cars parking along the road on the French side. These parked cars make the road section immediately beyond the border rather difficult for bikers before they can cross the road to use the path along the CERN fence. CERN is in contact with the French authorities, who are aware of the dangerous situation with the parked cars in general and will continue efforts to improve the situation.

Shuttle service circuit 2 (Prévessin via Foyer Schuman) is running with an average of 100 passengers per day, slowly increasing, compared to about 350 passengers per day before Covid-19. A new shuttle service has been launched in May during lunch time (see above under catering). The passenger level is monitored daily to assess if shuttle circuit 3 (Short Circuit - Shift ALICE / Foyer Schuman / COMPASS) could be reactivated.

Green Plates

All [requests for green plates](#) are now handled by the Mobility Centre and need to be submitted via the Service Portal. The Mobility Centre is open Mondays to Fridays from 8:00 to 12:00 and from 13:00 to 17:00 at its new premises close to Entrance A (clubs car park), allowing wider opening hours for the submission or signature of documents.

Currently, 98 green plates applications have been handled since January 2021, 59 applications have been completed so far (60%), 18 files are waiting for French authorities (18%), and 21 files are in progress or waiting for users (22%). 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, 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.

Shipping

Lithium batteries are widely used in smartphones, tablets, laptops, tools, loaders, power banks (emergency battery for mobile phones) and more. Lithium-ion batteries and cells are classified as dangerous goods. Their transport is therefore covered by very strict regulations in order to limit the risks (quantity, packaging, labelling and documentation). Power banks are almost impossible to transport as freight on

passenger flights. In July 2018, when leaving Barcelona, an external battery caught fire inside a FEDEX aircraft, which completely burned down.

From a legal point of view, the shipper, CERN, is considered responsible in case of any incident/accident. It is for this reason that CERN has to comply with all the current regulations in force. Any breach can stop import & export operations, generate financial sanctions, and can damage CERN's reputation. CERN is held responsible by the carriers when issuing transport declarations.

CERN must therefore also empower users via the [EDH Shipping Request](#) to declare the presence of lithium batteries by selecting the "chemical hazard" and indicating it in the description of the commodity.

8. REPORT ON SERVICES FROM IT DEPARTMENT

a) MALT Update (Maite Barroso Lopez, CERN-IT)

The [CERN MALT project](#) started in 2018 aiming to provide alternative solutions to Microsoft products. As a general principle, the same high-quality service should be provided to all CERN people (Staff, Users, local & remote users), vendor lock-in should be avoided, and hands should be kept on the data.

The majority of use cases should be addressed, matching requirements; components should be independent to foster agility; and standard/open APIs should be used for interoperability. Open-source products have priority in product selection, either free and open-source (FOSS, first priority) where CERN can also contribute back to them or open-source with enterprise versions (Open Core, second priority). Third priority are commercial products, then enterprise cloud services and public cloud services in lowest priority.

The present license agreement with Microsoft expires 28 February 2022 and proposal is to stop providing Microsoft product licenses by default for USER (~11k) and External Participants to an experiment (PART, ~12k). Granted licenses (if any) to those categories will be removed by the end of the year. USER and PART are also not included in the ongoing negotiation of the next agreement. Alternative products will be available for all of them. However, for justified use cases, there will be means of requesting and allocating licenses for USER and PART.

Microsoft Exchange has been previously used at CERN for mail, mailboxes and mailing lists, based on groups in Active Directory. A pilot was made with *Kopano* (integrated groupware) but the performance for IMAP, which dominates at CERN and is crucial, did not scale to meet the CERN usage patterns. The pilot has been relaunched with *Dovecot* (*OpenXChange* groupware) with promising results in IT. Wide migration is planned to start in autumn. Mailing lists will use *Sympa*.

Already existing is [Newdle](#), a scheduling tool to bridge migration developed at CERN as open source on Github.

Skype for Business will be stopped by March next year, with the following replacements: *Zoom* for video conferences, online meetings and remote desktop sharing; *Mattermost* for chat and instant messaging; and [CERNphone](#) for making and receiving phone calls. CERNphone is replacing the fixed phone in the office. The fixed phone number can be kept but will be reachable anywhere through CERNphone. Forwarding can be set to any number as appropriate, with a different ring tone, if needed. A dedicated presentation of CERNphone is planned for the next ACCU meeting in September 2021.

CERNphone has entered production status right now with over 500 users so far. A mobile client and a desktop client pilot have been successfully completed. Windows, Mac and Linux versions are fully available. "Team group" call distribution is in use across CERN (LHCb secretariat, LHC operations, on-call shifters in ATLAS and FASER and more). By the end of June, remaining IT department *Skype for Business* telephony users will migrate to CERNphone. Other departments will be contacted during the second half of 2021.

Two alternatives are available for Microsoft Office: LibreOffice and OnlyOffice, both available as desktop versions and online via CERNbox, using ODF or OXML format. A pilot in IT concluded that it is feasible to migrate a big fraction of users with simple use cases to these alternatives. However, challenges remain with legacy documents, interoperability, training and the effort to migrate, as well as maintenance burden of multiple solutions. Further pilots will be made with departments with more heavy usage.

SharePoint is a very rich tool with many use cases and is most complex to replace. There is no single alternative, but various alternatives are existing, depending on the functionality. However, for some *SharePoint* functionality (workflows, custom lists), no alternative is available.

A large field is authentication and authorization that is required for >60'000 user accounts, >60'000 user groups, >3'000'000 group memberships, >15'000 services registered in Single-Sign-On (SSO), 1000s of Kerberos clients and 1000s of LDAP queries.

There are complex license rules difficult to decipher. One license is required for every person authenticating to a Windows server (including login server). Priorities are migration of services to a new Single-Sign-On (Keycloak), deploying new LDAP (FreeIPA) for CERN Users, integrate both FreeIPA and Keycloak, and remove as many users as possible from Active Directory.

Active Directory is still required for Windows specific use cases. Users and services without Windows requirements will be migrated to FreeIPA, an open-source identity management system by Redhat. FreeIPA-only users will not be able to access Windows services. Complexity will be a challenge at a future hybrid environment.

Already finished or well advanced are alternatives for MS Project (3 alternatives) and MS Visio (1 alternative). The DFS to CERNbox migration for home directories has been

nearly finished and is ongoing for project spaces. More than 29'800 accounts were migrated from DFS to CERNbox, ~7'000 accounts are still pending.

In general, the MALT project is well on the way, with lots of technical and social challenges, such as interdependencies, too many outdated/old systems with lack of ownership, and many users requiring communication and change management.

9. REPORTS FROM ACCU REPRESENTATIVES ON OTHER COMMITTEES

a) Housing Service Review Meeting (Emilio Radicioni, ACCU representative)

A [Housing Service review meeting](#) was held on 11 May 2021, the first meeting after 2018. Attendees were from the SCE department, from TopNet as operator of the CERN Hostel and from the various stakeholders such as ACCU, Council Secretariat, student groups, teacher groups, Visits Service, Scientific Committees, the 4 large LHC experiments, theory department and AIS (Administrative Information Services). ACCU was represented by Emilio Radicioni.

The Housing Service group is part of the SCE Department. Its mandate is to maintain a high level of service delivery by operating services following industry best-in-class standards at a competitive price, to maintain high flexibility and adaptability at the operational level to meet user's needs, and to work closely with the Housing Service contractors for service optimization. Housing Service Coordinator since February 2021 is Grégoire Mathias.

"CERN housing" is a broad definition encompassing 3 hostel buildings on the Meyrin site, an agreement with [alfa3a](#) for housing in St. Genis (Foyer Schuman), rental of apartments owned by the CERN pension fund, contact with agencies and private apartment owners to help CERN users finding accommodation, and lists of well-located hotels in the area (both French and Swiss side).

The CERN Hostel on the Meyrin side comprises 423 rooms of different types with 505 beds, distributed over 3 buildings (38, 39, 41) with shared kitchens, lounge areas, laundry (limited access) and breast-feeding room. At Foyer Schuman in St. Genis, 151 single rooms are reserved exclusively for CERN with shared kitchens, lounges, washing machine and clothes dryer. There are 13 fully furnished and equipped apartments, subleased by CERN, located in Meyrin and Grand-Saconnex.

The effect of Covid-19 on the occupancy rates in 2020 and 2021 is fairly obvious. Foyer Schuman scored much better because it is off-site (so less access restrictions), lower cost and kitchens still accessible. Usually, the occupancy rates in Meyrin and Schuman are usually above the average occupancy rate in Geneva hotels. Since the start of the travel and access restrictions, Meyrin has been way below, while Schuman was still above the average in the region.

In regular years, the Meyrin Hostel is highly used, but very rarely completely occupied. In 2018, it was never fully booked, but had 73 days over 98% occupancy rate. In 2019, it was fully booked for 2 days and had 43 days over 98% occupancy rate. About 50% of the days over 98% occupancy rate are concentrated in the months June, July and November.

Cancellations and no-shows went down in 2019, most likely due to new policies. When the occupancy rate is very high, Users are often required to change room, sometimes several times and with different room types during their stay. This is annoying for Users and leads to cancellations and rebooking, that should be avoided. A review of the booking rules and system is planned for 2022, where this will be of particular importance.

Block bookings, e.g. for collaboration meetings, pose a problem, as a sizeable fraction of the booked rooms (24% in 2018, 27% in 2019) are finally not picked up, which are about 5'500 - 6'000 rooms. This highlights the importance of working together to avoid capacity waste, by getting good estimates for block booking and by receiving changes and cancellations as early as possible. It seems to be a systematic behavior and systematic under-booking could help avoiding such inefficiencies.

A huge effort has been made to adapt to the challenges posed by the Covid-19 pandemic. Measures led to unavoidable service reductions, such as only one person per room, one empty room between two used ones, several facilities closed (e.g., kitchens, except for Schuman), and rooms with shared facilities closed. Protocols were established for optimized ventilation, planned window openings, adaptation of cleaning, purge protocol for showers and basins, and more. Floor markings have been made everywhere to separate entry and exit, and hand sanitizers are available at all access points.

Preventive quarantine is permitted at Foyer Schuman (for people arriving from abroad and not showing symptoms of Covid-19) and a building is specifically reserved for this for a maximum of 14 guests at the same time in order to maintain optimal sanitary safety.

Despite the Covid-19 pandemic, quite some renovation works were made at the CERN Hostel. The heating system was renovated in summer 2020 in buildings 39 and 41, and in building 41 also the hot water system was renovated and the Skydome was replaced. Major renovation is still ongoing in building 38 with safety, electricity and HVAC upgrade, as well as painting and flooring of rooms and corridors. Additional works are replacements of furniture, lighting, sinks and bedding. All works are proceeding efficiently and are on schedule.

Future renovation projects are under study such as bathrooms renovation in building 39 (shower areas, addressing recurring leaks, lighting and ventilation) and some miscellaneous works (migration from analogue phone lines, same emergency call system for the 3 buildings of the hotel, new tables and chairs in shared kitchens). Apartment renovation studies have been delayed by Covid-19 restrictions.

A significant number of improvements were made at Foyer Schuman since end of 2019: installation of outdoor picnic tables and ping-pong tables; redesigned lounge room (table football, library, TV); stainless steel worktops with new furniture in kitchens in building C; false ceilings for showers in building A (building C to follow next), changes of floors in some corridors. The façade has been renovated and the security is being improved: A security barrier has been installed at the car park entrance and two security cameras will be added: one at the car park entrance and one at the bicycle room reserved for CERN residents.

Foyer Schuman is operated by *alfa3a*. Services in Foyer Schuman and communications with the Housing Service has been greatly improved since the arrival of a new manager at Foyer Schuman in January 2019. The CERN Hostel is operated by Topnet. Improvements on the overall service, including the waiting list management, were made since a new booking officer started in April 2019. Because of the Covid-19 pandemic, the Topnet staff has been reduced to a strict minimum, a plan for a gradual recovery has been studied.

The SCE Department and the Hostel Staff were thanked for their services offered to the User community and their continuous improvements in effectiveness. Their task has been even more difficult with the Covid-19 restrictions and special protocols needed to keep the service running. To allow exchange without having to wait for the next review, an e-group will be created to facilitate communication and information exchange.

10. A NEW HEALTH INSURANCE FOR MPAs (Michael Hauschild, Head of Users' Support)

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.

Subscription is possible using 6 different cover periods: 30, 60, 90, 120, 150, 180 days. However, there is no automatic renewal, the MPA needs to reapply with all documents for extension and gets a new policy number. The premium for the entire cover period needs to be paid in advance, which can be up to € 2'076 for 180 days, resulting in an average period of cover of (only) 71 days with high renewal rate (85%) and 3.7 (almost 4) policies per year.

Premiums for adults and children are the same, there are no reduced premiums for children, which would be advisable. There are also large annual fluctuations of premiums depending on the "loss ratio" of the previous period, which are the earned premiums of the insured MPA community vs claims spent + admin costs. General problem is the small MPA (+ family) community with typically only ~300 lives, leading to high fluctuations in the amount of claims.

With time, benefits and conditions moved away from subsidiary to an (almost) comprehensive insurance plan. Many Users (e.g. from the US) now take Allianz Insurance for MPAs as their sole health insurance.

Discussions for a new improved health insurance for MPAs started in 2019 (see ACCU presentations in [June 2019](#), [December 2019](#) and [March 2021](#)). Requirements by CERN were:

- same or better benefits and conditions as in present scheme
- different premiums for adults (higher) and children (lower)
- important for short-term MPAs
 - keep short cover periods: minimum cover period 30 days
- important for long-term MPAs
 - have up to 12-months cover period or longer
 - automatic extension of insurance contract under same policy number
 - cancellation with 1 month notice + pro-rata reimbursement of paid premiums
 - monthly payment possible
- premiums not higher than in the present scheme
- pre-defined "corridors" of premium increases/reductions depending on loss ratio

Further progress was delayed due to Covid-19. At a meeting in October 2020 between CERN and the insurance brokers (Kessler S.A.) the decision was made to go ahead for a tender, which was prepared and sent out by the brokers in December 2020.

8 insurance companies were contacted who might be interested and offers were received by 4 companies in January. All offers were evaluated by the brokers (+500 pages of quotes and information) and 2 very attractive offers have been further considered. These two offers saw a comprehensive evaluation by brokers and CERN, with involvement of the CERN Legal Service. This is due to the fact that CERN is not the employer of MPAs.

A decision was made in April 2021, where CERN has put preference on one of the two remaining offers. The chosen provider then started preparations aiming for a start on 1 July 2021.

Already earlier, the current Allianz Health Insurance for MPAs had been extended by 3 months, planned to finish on 30 June 2021. New subscriptions still could be taken until 30 June and existing subscriptions stay valid and continue beyond 30 June until they terminate (but no renewal possible). The same benefits, conditions and premiums (€ 346 / 30-days) apply.

There will be no automatic transfer from the present Allianz Health Insurance to the new provider. MPAs need to re-subscribe to the new Health Insurance provider. Aim was to open subscriptions as of mid-June. However, at the time of the meeting, the table of benefits, general conditions, flyer, webpage etc. were still to be finalized. Some

(minor) modifications and clarifications requested by CERN were still to be implemented. Hope was that (almost) final version(s) would be available within a few days.

However, very recently a major (regulatory) issue had appeared and needed to be solved, which could cause (significant) delays. Hence, the new Health Insurance provider could not yet be widely announced as planned. After the issue would be finally solved, announcement on Users' Office webpage will be made, email will be sent to all USER, COAS, VISC, and a bulletin article is planned.

In case of a delay or other reasons to prevent a start of the new Health Insurance for MPAs as of 1 July, there are fallback solutions to ensure that MPAs continue to have an offer for a Health Insurance also beyond 30 June. A decision is expected to be made within a few days.

11. MATTERS ARISING

a) Revision of modalities for compensation of living expenses in the local area (TPP/COLA) (Gregory Cavallo, Head of External Funding Group at CERN-FAP)

Some institutes have rented apartments in the local area, which are used by their Users, when they come to CERN for short stays e.g. conferences, test beams etc. or also for longer stays of some months. CERN can pay the rental and gets reimbursed from a Third-Party account of the institute through a Third-Party payment (TPP), which is rather convenient.

However, most of the cases concern people who use TPP to pay their own rent, usually per habit, because it was done like this before. In such cases COLA (Cost of living expenses in the local area) should be used rather than TPP. CERN will not continue paying these costs through TPP anymore. This measure aims at making sure that such TPP is not used instead of the COLA for private costs (mostly private rent) that should be covered by it (and, therefore, be a way to evade taxation). The processing of TPP is also much more time-consuming for the administration than a simple COLA.

All Users (~50) affected by this change have been contacted directly and have been informed about the change. A reminder will be sent soon, as not all Users have reacted yet.

There are also institutes with shared apartments, which is rented in the name of one User by the institute, who then gets reimbursed later. These cases have been identified. The resources coordinators of the 4 large LHC experiments have also been notified and the situation and changes were explained to them.

b) 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 + Cristina Biino, ACCU Chair)

The current CERN homepage does not show ongoing and 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.

The listed events include lots of private events, e.g. internal meetings of the experiments meant for collaboration members only or working group meetings, that are not public. On the other hand, some categories of public events, e.g. seminars, colloquia etc. are missing or rather hidden within the numerous private events.

For each event, only date and title are shown, in case of an event series only the title of the series, e.g. "CERN Colloquium", but no presentation title and no information on the presenter. The webpage is using a lot of white space, that could be used to display more relevant information per event.

In some communication with K. Kahle, Head of Editorial Content Development, it became clear that the template that is used for displaying cannot be changed in a way that would be more appropriate to the Users needs. Some improvements have been made, however, to the list of event types that is pulled and displayed from Indico. More feedback and suggestions by Users would be helpful.

12. ANY OTHER BUSINESS

a) Protection of ACCU Indico pages

So far, ACCU presentations and minutes in Indico are publicly available by default and are world-readable without access restrictions.

Only exceptions are documents and presentations with some commercial (financial) interest. Also protected were presentations on CERN's strategy how to react on the announcement by *Microsoft* of CERN losing its status as educational establishment. Such presentations are protected by request of the speakers and are accessible for ACCU members only.

On the occasion of the MALT update presentation, it was proposed to restrict access to ACCU Indico pages and contents to only authenticated CERN users rather than have them open without access restriction.

After a brief discussion, ACCU Delegates endorsed the proposal and ACCU Indico pages are now restricted to only authenticated CERN users. This concerns both past and future ACCU Indico pages.

13. PROPOSED TOPICS FOR THE NEXT MEETING (Tuesday, 7 September 2021)

- Report on services from the IT department
 - a) Openlab and Quantum Computing
 - b) CERNphone demonstration
 - c) MALT update and SSO
- Reports from ACCU representatives on other Committees
 - a) Restaurants' Supervisory committee
- Report on Working Group on Strengthening the Support for Users at CERN

[Michael Hauschild](#), 8 June 2021

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