

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

ADVISORY COMMITTEE OF CERN USERS

Minutes of the 133rd meeting held on 7 September 2021

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

Present (* = part time, + = invited):

M. Aicheler, F. Barão, R. Bello, C. Biino (Chair), M. Bona, G. Boudoul, A. Calderon, M. Capeans, S. Charpié (replacing I. Haug), L. N. Cojocariu, E. Dimovasili, C. Decosse, A. Dubnicková, G. Duperrier, L. Esteveny (invited), F. Ferri, M. Ferro-Luzzi, S. Gonzalez Sevilla, R. Gonzalez Suarez, A. Gorišek, D. Gregorio (replacing G. Cavallo), J. B. Hansen, M. Hauschild (Secretary), S. Hillier, K. Hoepfner, T. Hryn'ova, M. Jeitler, F. A. Khan, P. Koppenburg, M. Krammer (invited), D. Lazić, L. Lejeune, V. Lemaître, W. Lerche, A. Lipniacka, I. Mardirossian, M. Marquina, S. Nemecek, K. Rabbertz, E. Radicioni, T. Šuša, R. Teuscher, M. Trzebiński, K. Vellidis, R. Vértesi, C. Warakaulle*, H. Yoo

Apologies:

L. Barak, G. Cavallo, B. Delille, B. Demirköz, F. Gianotti, I. Glushkov, I. Haug, J. Mnich, B. Mohanty, M. Stankevičius, S. Yacoob

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) Report on services from SCE department
- 7) The CERN Ombud
- 8) Users' Office News
- 9) Matters arising
 - a) Conditions applicable to the opening and use of third-party account (v.2.0)
 - b) Listing of imminent events of general interest on CERN home page
- 10) Any Other Business
- 11) ACCU Meeting dates 2022 (proposal)
- 12) 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.

Estonia

Estonia became Associate Member in the pre-stage to Membership on 1 February 2021. **Mario Kadastik** is representing the Estonian User community in ACCU.

Latvia

Latvia became Associate Member on 2 August 2021. **Karlis Dreimanis** is representing the Latvian User community in ACCU.

Pending decisions

Bulgaria 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 June 2021, beside the regular standing items, reports on the following topics were requested:

- **Working Group on Strengthening the Support for Users at CERN**
 - Presentation by **Manfred Krammer**, Head of EP Department
- **Report on services by IT Department**
 - a) **Openlab, Quantum Computing**
 - b) **CERNphone demonstration**
 - c) **MALT update and SSO**

→ **postponed** to December ACCU meeting
- **Report(s) by ACCU representatives:**
 - **Restaurants' Supervisory committee (CSR)**

→ **postponed** to a later meeting

- **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)**

→ Issue handled under “Matters arising”

New topics:

- **The CERN Ombud**

→ Presentation by **Laure Esteveny, CERN Ombud**

- **Conditions applicable to the opening and use of third-party account (v.2.0)**

→ Presentation by **Dante Gregorio, 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 132nd meeting, no comments were received.

The Minutes of the 132nd meeting were adopted without modifications.

4. NEWS FROM THE CERN MANAGEMENT (Raphaël Bello, Director for Finance and Human Resources)

Covid-19 Rules

Since the last ACCU meeting, CERN has been deploying its Covid-scale system. The Director-General and the Head of the HSE Unit issued a new memorandum which spells out the new Covid-19-related health and safety measures depending on the Covid-19 risk level.

Many people keep a close eye on the incidence rate. It is an important factor in determining which level CERN applies, but it is just one factor out of many. Also taken into account are factors including the conditions applying in the Host States, the strong evidence concerning the impact of vaccination programmes, the spread of new

variants, the capacity of the site and the desire of many to come back on site under safe conditions.

On 14 June, following the continuing positive evolution of the sanitary situation in the local area in June, CERN moved from level 4 – Red, to level 3 – Orange. At the same time, CERN aligned its travel quarantine measures with those of the Host States. In short, when arriving or returning from a country or area for which Switzerland and/or France impose a mandatory quarantine upon arrival or return, the situation must be declared to the Service Desk. For people exempted from travel quarantine under the applicable regulations of both France and Switzerland, because of complete vaccination for example, no particular action is required.

On 19 July, CERN moved to Level 2 – Yellow. The most significant features are that working on-site will become the norm for employed members of personnel (MPE). Those who can telework are doing so for up to two days per week. If circumstances such as limited office space or vulnerability do not allow working on site, dialogue and flexibility have been applied by supervisors. The same conditions apply to project associates (PJAS) and associated members of the personnel for the purposes of training (MPAt).

Other associated members of personnel (MPA) needed to agree their working arrangements with their home institutes, while ensuring compatibility with conditions at CERN. Access to the site was with Level 2 extended to include family members and retirees.

Management approach is to keep CERN as open as possible in this new normality while maintaining strict measures to safeguard everyone's health. For that reason, vaccination is strongly encouraged, coupled with regular testing provided free of charge to everyone on site, the application of health and safety measures and the mandatory use of Proximometers while on site.

This approach allows to keep coming on site, and to prevent spread by identifying those carrying the virus, and those they have been in contact with. CERN encourages people to get vaccinated if they can but will however not request proof of vaccination to work on site and will treat all those working on site equally, whether they are vaccinated or not. Everyone on site must scrupulously follow the applicable Health and Safety measures designed to prevent transmission.

From 26 July, CERN opened its voluntary Covid-19 testing programme to everyone on site. To take advantage of this offer, people need to follow a quick e-learning module, give consent for personal data to be used and finally enrol to the campaign. Self-testing upon return from vacation has been strongly promoted.

The HSE Unit is also running a pilot test of CO₂ monitors in some of the Laboratory's public spaces, such as the Globe, the CERN reception in building 33, Microcosm, S'COOL lab, and the Synchrocyclotron. The results of this pilot will provide useful input to fine-tuning the size of visitor groups and developing CERN's long-term approach living with the virus.

The overall number of people coming on site has remained stable at around 4'500 people per day, just slightly higher than when CERN was at level 3 – Orange. The positivity rate has remained low among the CERN community, and in line with the rate in the local region. Flexibility on teleworking or in presence has been the key word, along with specific protection plans where appropriate.

Accelerators

Since the last ACCU meeting, an enormous effort has been put on the injector complex during LS2, especially infixed target facilities which are now served with beam again. For the last 3 months, Linac-4 has been running with a beam availability of 98%, which is higher than the 95% estimated and close to the availability of the old Linac-2.

The excellent performance of the PS Booster allowed ISOLDE to start their physics campaign on 21 June as scheduled. The PS is also running well and provides routinely beams to nTOF, the East Area, the new AD target and the SPS.

The SPS team has met quite some challenges during the commissioning and delivery of beam for physics moved later than scheduled (12 July), but only by 3 days. The intensity to the North Area is slowly but steadily increasing and transmission efficiency bottlenecks are identified and solved.

On 21 June, the first beam was sent to the new AD target for its commissioning with beam, which went well. However, on the AD side things went slower than anticipated. Problems were solved one by one, and beam could finally be provided to ELENA two weeks later than scheduled. Thanks to the excellent preparatory work on the ELENA machine that could be done using beam from the local ion source, the antiprotons, once injected, were decelerated and later ready to be sent to the Users, exactly meeting the schedule for delivery of antiprotons to the experimental areas.

The commissioning of the LHC is progressing well. Three sectors have been trained up to 7 TeV. Two technical issues following training quenches in two sectors that required repair, led to the decision to limit the training to 11'600 A, equivalent to 6.8 TeV until a full risk analysis is completed. In the meantime, both issues have been repaired and the sectors concerned are cold and being prepared for renewed magnet training. The other three sectors have been trained up to 6.8 TeV. A complete test program at injection energy has been devised for the two-week beam test that is scheduled for weeks 42 and 43. Hardware commissioning of many other systems, such as collimators is well underway to be ready for the beam test weeks.

Experiments

LHC experiments are progressing well to get ready for the pilot beam in October and the LHC restart next February.

Two recent important achievements:

- Completion of ATLAS New Small Wheel A and lowering it in the experimental cavern. Currently, services are being connected.

- Half of the LHCb Scintillating Fibre (SciFi) detector were installed which then allowed installation of the beam pipe.

But schedule remains tight, in particular for ATLAS and LHCb: many important milestones are still to be achieved before February. Experiments at the SPS restarted in August and also the other non-LHC experiments (ISOLDE, nToF, AD) are running again.

International Relations, Events and Outreach

On 2 August, Latvia became an Associate Member. CERN now has 10 Associate Member States: 3 in the pre-stage to Membership (Cyprus, Estonia and Slovenia) and 7 regular Associate Members (Croatia, India, Latvia, Lithuania, Pakistan, Turkey and Ukraine).

The first edition of Sparks!, the Serendipity Forum, CERN's new flagship outreach event, will take place on 17 and 18 September. Sparks! is a multidisciplinary science innovation event and is the successor of TEDxCERN. The event consists of a forum and a public event. The forum will bring together 50 global experts. It will be accessible for everyone to watch through the live web stream.

The second major meeting since CERN's alumni programme was launched in 2017 will take place online from 1 to 3 October under the title "CERN Alumni Second Collisions: Research Matters". It will be run using an online platform that facilitates interaction between participants, as well as providing a broad choice of activities.

Some outreach activities have restarted (with protection plans in place). Microcosm and the CERN Shop are open, and public events at the Globe are also possible. Individual guided tours are possible while group guided tours are cancelled until the end of September (to be reviewed soon).

Construction of the Science Gateway is progressing well, results can be seen on the Esplanade des Particules.

Renovation of Building 38 of the CERN Hostel is now completed and the building will be open to clients from 1 October, according to CERN rules.

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

Since the last ACCU meeting in June, two more meetings were held of the Working Group on Strengthening the Support for Users at CERN, to complete an overview of the various services that are offered by CERN. Agenda topics were as follows:

- Access and Security
- Installation and Housing
- Mobility

- Logistics and Storage
- Catering
- Cleaning and Waste Management
- Jardin des Particules
- Social Affairs

Access and Security

The CERN site security service within the SCE department is in charge of security incidents analyses, is assisting other services (video monitoring, booking of parking spaces, support for the Protocol Office and Relations with the Host States Service, etc.) and is supervising contractors' personnel responsible for:

- Guards (access control, patrols, parking, safety fences, video surveillance)
- Registration service (access cards, biometry, car registration)
- Locks and keys services (distribution of keys, installation of cylinders)

The site security service is also responsible for suggesting improvements to the security system and for operational relations with the Swiss and French police forces.

The WG discussion focused on how to simplify registration and access card distribution avoiding that Users need to visit several locations. The Science Gateway construction gives an opportunity of re-organisation of all services related to registration, access and more, and centralizing them in Building 33 as new CERN Welcome Centre.

Installation and Housing

The CERN Hostel in Meyrin has a total capacity of 423 rooms with 505 beds (among those 26 shared rooms with 52 beds) in 3 buildings (bat. 38, 39, 41). Room types range from single rooms with wash basin up to twin rooms with full bathroom. For disabled persons, one single room with shower and one twin room with shower is available. Several facilities are provided: shared kitchens, lounge areas, laundry (limited access), breastfeeding room (in collaboration with the Medical Service).

Since the 1970s, there is an agreement with the Residence Schuman in St. Genis, which is owned and managed by [alfa3a](#), a private non-profit making association sponsored by the French government to provide low-cost accommodation. 151 rooms are reserved exclusively for CERN (130 single rooms with washbasin, 21 single rooms with washbasin, shower, and WC) and with shared kitchens, lounges and washing machine & dryer facilities.

In addition, the [Housing Service](#) is managing 13 fully furnished and equipped [CERN apartments](#), owned by the CERN Pension Fund, located in Meyrin and Grand-Saconnex.

The [Housing Service](#) also provides a list of furnished or unfurnished accommodation on the local private market as a complimentary service.

There are several renovation projects like building 38 and bathroom renovation in building 39. On the list of improvements for next year is a new reservation modification & cancellation policy including waiting list management.

The [Installation Service](#) supports Users in managing the administrative processes and formalities associated with the importation of personal effects in France and Switzerland.

Mobility

The Mobility Service has 5 main activities: [CERN car rental](#), [CERN bike rental](#), [car plates service](#) (French green plates), [car sharing](#) (not currently available), and [CERN shuttle service & person transportation](#). Key point of contact is the Mobility Centre (building 6167) near entrance A (phone 72228 or mobility.service@cern.ch). Technical services are supplied at the Mobility Workshop (building 139) near the Medical Centre.

New e-bikes and e-scooters will become part of the bike sharing fleet. Under discussion are more flexible booking rules, requested for CERN car sharing (new provider since March 2021), e.g. maximum duration more than 4 hours.

Logistics and Storage

The Logistics Service handles international transportation for all modes of transport (outbound & inbound traffic, 21'300 movements per year), is responsible for reception, identification & quantitative control of received packages (74'000 receptions per year), can be contacted for specific questions relating to VAT & customs matters as they have direct relations with the French & Swiss customs services and collects and distributes internal mail and handles inbound & outbound mail (collection & distribution once a day).

Challenges right now are Brexit issues and how to export "dual use" material (export licence).

CERN Stores have around 14'000 items stocked and 4'000 in direct delivery, distributed over 7 warehouses.

Ongoing projects and challenges are new punchout catalogues and the set-up of a CERN standardisation committee representing management priorities with ad-hoc technical sub-committees.

Catering

The following catering infrastructure and services are available at CERN:

- 3 restaurants (R1, R2, R3), self-service + service à table (Glassbox in R1; Brasserie in R2) with about 3'400 meals per day (pre-Covid)
- 8 cafeterias (Meyrin: bats. 6, 13, 30, 40, 54 / Prévessin: buildings 864, 865, 774)
- 81 vending machines (48 in Meyrin, 33 in France)

- Click & Collect service
- Catering for corporate and private events

Contractors with contracts at full risks for suppliers, without direct subvention from CERN are:

- *Novae* – Restaurants, cafeterias (except building 774); vending machines Meyrin (both Swiss & French parts)
- *O'Delices* – Cafeteria building 774 only
- *Selecta* – Vending machines France (excluding French part of Meyrin site)

CERN's governance is insured by the Restaurants' Supervisory Committee CSR (Comité de Surveillance des Restaurants) that meets at least 4 times a year and reports to the Standing Concertation Committee CCP (Comité de Concertation Permanent). A new chairperson of the CSR, Carmelo Saiita, has been recently appointed, replacing Thierry Lagrange.

The Catering Contract Manager, currently Laetitia Lejeune, is appointed by the Director for Finance and Human Resources following consultation with the President of the Staff Association, for a period of two years, tacitly renewable.

A survey by *Novae* was made by the end of 2019 where some issues have been identified such as the wish for more and more attractive vegetarian and vegan options.

Ongoing project is the Restaurant 1 sanitary renovation, both public areas (sanitary facilities, reduced mobility accessibility to sanitary facilities by elevator) and catering contractor areas (sanitary facilities including changing rooms, office space).

Cleaning and Waste Management

The cleaning service provides daily cleaning of premises (offices, sanitary facilities, workshop, reception area etc.); textiles (carpets, rugs etc.); as well as windows and industrial floors. Other activities are evacuation of waste in the offices, restoration of floors and disinfection of surfaces. More than 350'000 m² of surface needs to be cleaned.

Specific, intensive, or exceptional cleaning is provided for furniture, elevators, and windows as well as for floors (including renovation). Further activities are carpet shampooing, cleaning of controlled or supervised areas, Covid-19 disinfection, and pest control.

Requests for cleaning can be made via the Service Desk (phone: 77777), by email: service-desk@cern.ch or through the [Cleaning Service - CERN Service Portal](#), also in case of an animal nuisance in a building.

CERN is making every effort to reduce waste and optimize recycling. An overview of CERN's Waste Management is available as [printable booklet](#). Any size of waste containers may be requested through a [Service Now ticket](#).

The storage, recuperation and sales services sale and recover goods belonging to CERN, which is obsolete, or which is no longer in use. The material can be sold to departments, outside companies, institutes, or individuals. Recovery of furniture, metals, lead batteries, copper and aluminium cables, computers and electronics is made.

Jardin des Particules

The Jardin des Particules under the responsibility of the Staff Association is located on the CERN site in Meyrin in new premises since August 2020 with modern equipment, respecting the environment and current safety standards. The crèche welcomes children from 4 months (after maternity leave) up to the age of 4 years. The school welcomes children from the age of 4 to 6. A canteen service is offered for children enrolled for the day.

Short-term care (*'garderie'*) is not available yet but would be very useful for people attending a conference, giving a presentation, or needing time for preparations. This is a repeated request by Users and is being considered now. First discussions have started.

Social Affairs

The Social Affairs Service is available to all members of CERN personnel (any status), to the members of their families, and to the beneficiaries of the CERN Pension Fund. The service offers information, guidance, support and assistance before arrival, while at CERN and at time of departure. Confidentiality is guaranteed.

Common concerns of Members of Personnel are taxation, housing, partnerships/permit/partner's insurance, financial issues, health coverage. Staff concerns are mainly change of family situation, CHIS - separation/divorce, long-term sick leaves, CPCRI/salary reduction, recognition of child's disability, retirement. Concerns by fellows are mainly social protection (at the arrival & departure), maternity, residence permit after CERN, unemployment. MPAs (USER, COAS and VISC) are concerned in particular on social protection (Allianz, LAMal), childcare, work/residence permit for spouses/partners.

The [Website of the Social Affairs Service](#) provides various information on schools, childcare and health as well as brochures on housing (in France and Switzerland), cost of living and leaving CERN. The Service can be contacted by email: social.affairs@cern.ch, phone: +41 22 76 74201 or directly in their office: [33-1-038](#).

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

Service Management & Support

New ticket visibility options are being adapted on the [Service Portal](#) to today's data privacy standards ([Operational Circular No. 11](#)). Roll-out is expected for the 4th quarter 2021.

Proposed visibility levels are:

- Sensitive (Confidential): only visible to assignment group dealing with the ticket and corresponding FE Manager(s) (as today)
- Function (FE): all assignment groups within the same function i.e. SD - 2nd - 3rd - 4th - Outside-Working-Hours & Functional Manager lines
- Service (SE) (NEW DEFAULT): same as Function level but covering multiple related functions supporting the same service. Visibility will be determined by the service's dependency on related functions, supporters of most important functions will be able to see all tickets of the service.
- Restricted: restricted to all Service Now supporters (current default, removed)
- CERN: visible to any CERN user (as today).

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, but as access to CERN and travel measures become more flexible, one can see that more and more people are now coming back.

In Foyer Schuman in St. Genis, there is a clear increase since June in occupancy up to almost reaching the values of 2019. The difference with Meyrin remains the low cost of the rooms and the fact that all the kitchens are fully open.

For the 13 CERN managed apartments there was a lower Covid-19 impact as quarantine remained possible in CERN apartments and there are longer stays.

The occupancy rate forecast for the rest of the year seems to be better, as groups are returning from mid-September. However, the forecast remains uncertain because evolution is closely related to access conditions, travel restrictions and more generally to the international health situation.

Opening hours of the CERN Hostel reception in Meyrin have changed, which is now open every day from 8:00 to 21:00. Kitchens of building 39 have been reopened: safety measures are in force, and these may result in a reduction in certain amenities (i.e.: electric heating plates and oven are not available).

Reservations' rules are being continuously adapted with the changing circumstances due to the Covid-19 situation.

Renovation works of building 38 have ended as planned. The following fields were 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); additional rooms were made accessible to persons with reduced mobility; furniture renewal (including beds/mattresses).

The building is now getting prepared for re-opening on 1 October should occupancy permits. Building 38 now offers a more upscale, upmarket and comfortable accommodation with the latest safety equipment!

For building 39, bathrooms renovation has started on 23 August, given the advantage that the CERN Hostel is quite empty now. The following fields are covered: Renovation of shower areas in bathrooms, addressing recurring leaks and improvement of lighting and ventilation in bathrooms; installation of additional water valves to isolate smaller number of rooms at once when need be; improvement of lighting and ventilation in bathrooms.

Guests will be directed to the best possible room to avoid disturbance during works period, which is expected to last until May 2022.

A study has been made 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. Works are planned to start in September 2021.

There were complaints by Users of the CERN Hostel about noise from outside the CERN fence. This was related to some activities on the horse-riding course just outside of the CERN site. Noise issues are particularly annoying for those Users, who were on night shift and need to sleep during day. The reception or the security service outside of opening hours of the reception should be contacted for any such noise events. If needed, the User could be relocated to a quieter room.

Complaints have been made by Users on the WiFi connectivity in Foyer Schuman in St. Genis with suggestions to connect it to the CERN network. However, as the Foyer Schuman being outside the CERN fenced area, it is not foreseen to connect it to the CERN network.

Increased teleworking from there is considered similarly to working from home, which CERN doesn't subsidize either. Optic fiber is not yet available in the area but seems to be planned by mid-2022. The Foyer Schuman is also investigating potential improvements on their side by then. They, however, did not receive any direct complaints.

Catering

A new Chairperson of the CSR (Comité de Surveillance des Restaurants) was recently nominated: Carmelo Saitta replacing Thierry Lagrange. The CSR is an advisory body to the SCC (Standing Concertation Committee) and oversees all matters regarding restaurants and cafeterias on CERN sites, including food and drink vending machines. CSR meetings will resume by end of September.

All 3 Restaurants at CERN are open: Restaurants 1 and 2 on the Meyrin site and Restaurant 3 on the Prévessin site, but with reduced opening hours, and on working days only: 7:00 – 20:00 (service 11:30 – 14:00 and 18:30 – 19:30) for Restaurant 1, 7:00 – 16:00 (service ground floor 11:30 – 13:30, first floor 11:30 – 14:00) for Restaurant 2, and 7:45 – 15:30 (service 11:30 – 13:45) for Restaurant 3. All Restaurants remain closed on weekends. The opening hours and service hours of Restaurant 1 were recently extended to the evening.

Also open are the *Grab'n'Go* next to Restaurant 1, some cafeterias on the Meyrin site (buildings 13, 30, 54), on the Prévessin site the *O'Delices* in building 774 (opening hours 7:00 – 17:00 on working days) and vending machines. There is also a Click & Collect offer. The service for events on site is available again all days (including weekends) in compliance with CERN gathering directives.

Kiosk and other cafeterias on the Meyrin site and on the Prévessin site remain closed, but further openings are planned in October (Kiosk as of 1 October, cafeterias in buildings 6 and 40 as of 4 October). Cafeterias on the Prévessin site (buildings 864 and 865) are under review.

The average number of meals per day in all Restaurants is currently above 1'650 per day, compared to about 3'400 meals per day before Covid-19 and 1'200 meals before summer.

An increased seating capacity of in total 155 more seats have been added on the terraces of Restaurants 1 and 2, and at the cafeterias in buildings 40 and 774. A "Bocaux" offer and microwaves are available 24/7 at building 40.

A new Executive Chef at *Novae*, James Egan, has started on 6 September to overlook all points of sales with a focus on quality and consistency. Vegan offer will be

developed together with vegetarian one and a round table will be organised by the end of the year with the vegan/vegetarian community.

Animations & actions toward sustainable cooking will be planned, and main allergens will be posted for all menus. Communication will focus with a dedicated staff being recruited.

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 and back office sanitary are now operational. 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. Signage is in place (stickers and posters) with measures depending in the CERN Covid-19 scale system. Currently, maximum 3 persons per table are allowed inside, 6 outside, with 1.5 m between clients from separate tables.

Swiss Post Office

As of Friday, 1 October 2021, the post office located in Building 500 on the Meyrin site will move to the Kiosk operated by *Novae*, opposite the current branch, which will close permanently. The new office will take the form of a partner branch in the Kiosk, a system that eliminates certain constraints while maintaining an equivalent level of postal services and allowing customers to simultaneously access services provided by the Kiosk. The current CERN postal branch will remain open until Wednesday, 29 September 2021.

The vast majority of postal services will still be offered at the new postal branch at the Kiosk, including sending letters and parcels abroad, buying stamps and making withdrawals with the PostFinance card or payments with any debit card. In addition, the convenient opening hours will facilitate operations – the branch will be open from 8:00 to 16:00 from Monday to Friday, just like the Kiosk.

This organisational change was prompted by a continuing decline in business volume due to a shift in consumer habits towards digital transactions. The new model of partnered branches, which exists at more than 1200 locations throughout Switzerland, will be better suited to these new practices. The staff of the current post office will be relocated to another post office in the region.

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 24 tons has been collected.

A new Waste Management [printable booklet](#) is now available. Computer equipment recycling and refurbishing is an important part of CERN's sustainable waste strategy, and a computing valorisation/collection campaign has started to collect obsolete/no longer used computer equipment in work environment.

A first collection was made with 16 pallets of computing material left for recycling, with 1471 kg equipment that were sold. An internal communication campaign will start to schedule a second "on demand" collection, via the Service Now system.

Green Plates

For green plates and Swiss imports requests for private cars, the customs are not the primary point of contact in case of purchases or sales. The main point of contact remains the Mobility Centre next to Entrance A (building 6167). Meetings must be planned prior to visits to the customs' office in Ferney-Voltaire.

Eligibility to green plates should be carefully checked before purchasing a car in green plates. In case of purchase without eligibility, the taxes are due on the plates as well as VAT of the residual value of the car and a technical check will need to be performed where applicable. More information is available in the [admin e-guide](#) and in [Service Now](#).

All [requests for green plates](#) are 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, 212 green plates applications have been handled since January 2021, 164 applications have been completed so far (77%), 31 files are waiting for French authorities (15%), and 17 files are in progress or waiting for users (8%). 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.

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](#). Since July 2021, a second phase of the pilot started for collaborators in the EP Department with other needs: 6 cars moved from building 54 to buildings 40, 904 and CMS (LHC point-5).

An additional system named "OpenFleet" is being tested on one car since July at building 73. There is continued increase of participants with positive feedback overall. Work is in progress to fix few technical issues. The solution should be validated prior to car sharing service resume by the end of this year.

Some complaints and observations about short-term rental cars have been made by Users: *Small (economy) cars, which are usually available, are not very useful to transport equipment - the trunk is too small to fit anything bigger than a small backpack. Bigger (compact) cars, which are suitable for transportation of equipment are hardly available and some users had to wait for days for a free one.*

The CERN car fleet is mainly targeted at people's transportation. 4-doors vehicles are also available in this category and were aimed at transporting small amounts of material (back seat and trunk). "Economy" was also the most requested category prior to Covid-19, resulting in recurring rentals with the external provider at higher costs.

The fleet renewal was postponed during Covid-19 to minimize unneeded expenses hence reducing the overall short term fleet. First orders, when renewal started, were mainly economy cars. Additional vehicles are planned to be added, and a full review is due to take place mid-September.

Another complaint was about the rental period: *There should be 1 or 2 compact cars with a maximum rental duration of 1 day. This would keep them available for one-time uses, preventing them to be booked by groups "just in case".*

However, there was never a need before to limit the duration for certain types of vehicle as CERN does have an external provider that can also provide a wide range of vehicles categories within 24-hours' notice.

Shuttle service circuit 2 (Prévessin via Foyer Schuman) is running and shuttle circuit 3 (Short Circuit - Shift ALICE / Foyer Schuman / COMPASS) has been resumed. A new shuttle service during lunch time has been launched in May. There is an increase of passengers since July 2021 to an average of 150 passengers per day. An assessment is ongoing to measure the potential restart of other circuits.

Almost 39% of the bike fleet is currently used with still a very low number of bikes "out of order". There is a slow increase of bike usage compared to last summer (Covid-19 shutdown). No bikes were lost/stolen during last quarter. A call for tender has been launched for the purchase of 50 e-bikes.

A pilot with e-bikes, e-scooters and CERN bikes sharing service has been launched mid-July in collaboration with the company *Urban-Connect* (see [CERN Bulletin announcement](#) and [SCE webpage](#) for detailed information). 30 e-bikes, 10 e-scooters and 30 CERN bikes with e-locks are available. A kick-off event was held on 22 July - a second session has been scheduled beginning of September.

The pilot saw a successful start with huge participation: 989 CERN registered users on the App; 434 CERN active users during last 30 days, 1.56 hours average booking duration. The majority of vehicles used were e-bikes (64.8%), followed by e-scooters (23.3%) and bikes (11.9%). Solving operational aspects is in progress (fleet redistribution, e-scooters recharge, repairs).

Providing bike shelters has been a recent subject in the Mobility Working Group and will be largely improved in the near future. In consultation with other communities,

as a first step the bike shelters will be significantly increased from currently 1298 (780 covered) to 1651 (849 covered). An announcement of the works is planned for October.

As of November, bikes are requested to be labelled by their owners (sticker to be added). An offer will be also provided to move them to long term storage or to long term parking. From December to February, announcements will be made of the zones where shelters will be exchanged (one month before the work is done). From January to March, bikes will be removed that cannot be identified and blocking the works and shelters will be modified.

Long-term parking for cars is already available between Entrance B and the border. New long-term parking for bikes (covered) will be ready in October and communication of long-term parking (reminder for cars + new for bikes) will be made in October. The existing EDH request form for long term car parking will be extended to long term bike parking.

There are several existing “non declared” parking slots for cars on the sites, which are mainly used since decades but never put on the GIS portal leading to infractions. 55 parking slots in the French part of Meyrin and 30 in the Swiss part of Meyrin will be officialized after checking with the transport group and local users and markings are planned from November – March. Generally, the GIS portal is a very useful tool to display all the available services. More information on GIS will be given in the next ACCU meeting.

Identification of all the existing “moto parking slots” will be made to compare them with the space reserved for bicycles. Today they are mainly jeopardizing slots for bicycles. Presently under evaluation is identification of alternative places with a full map with the existing places occupied by motorcycles and alternative spaces that could be marked. Markings are planned from November – March.

A problem at CERN is abandoned vehicles, both cars and bikes. Parking slots are being cleaned from abandoned cars and already 15 cars (“wrecks”) have been eliminated. The procedure is being reviewed and will now be done annually. Space has been prepared for abandoned bikes, which will be stored for 12 months until elimination.

Charging points for private e-bikes including a pilot with photovoltaic recharging will be implemented in Prévessin and Meyrin in December until March. For private e-cars, a pilot of a few new charging stations “11-22 kW” (fast charging) on different sectors of the sites is also planned, pending discussions with the legal service.

The St. Genis round-about is planned to be completely restructured (Porte de France crossroads). This also means restructuring of the access roads to/from Entrance E. Works are expected to start in 2022. The road along the CERN fence from the customs to the St. Genis round-about will also be changed, giving the opportunity for a bike path along the customs. Works are expected to start in 2024 (duration: 2-3 years) at the earliest after works of the new Porte de France crossroads is completed.

The project of an extension of the tram line from CERN toward St. Genis has been abandoned due to lack of budget in France. Instead, a high-frequency bus line with separated bus lanes is planned.

Security

In addition to building 33 and Gate B in Meyrin, approved visitor cards can now be printed at the entrance of the Prévessin site in building 880. A desk to enter the access code and a printer are available from the security guard in charge of access control. As a reminder, staff members can [request access to CERN for visitors](#) by filling a ticket.

7. THE CERN OMBUD (Laure Esteveny, CERN Ombud)

The Ombud is a service provided by CERN as the host lab to anyone in the CERN Community since January 2011 to provide guidance in the application and interpretation of the CERN Code of Conduct and to provide confidential assistance for the informal resolution of interpersonal conflicts, through counselling, mediation, consensus building and/or other conflict resolution methods.

The Ombud is reporting upwards (CERN & Collaborations Management) on trends or issues that have not surfaced through other channels. The Ombud is fully trained and exercises her mandate according to professional standards set by the IOA, with access to professional networks.

The Ombud provides a safe space for visitors based on the four key issues: confidentiality, informality, impartiality and independence.

Conversation between the visitor and the Ombud is confidential. If asked and given Ombud permission, the Ombud may contact other specific individuals. Only exception is in case of imminent risk of serious harm to anyone.

Use of the Ombud is entirely voluntary. The Ombud is not an agent of notice, is not where to make a formal complaint and there are no records kept. The Ombud does not determine fault and does not conduct investigation. However, the Ombud is an alternative to or supplement to other support structures (formal processes).

The Ombud tries to understand and helps communicating the interests and rights of everyone but does not take sides in disputes, does not try to help one person “win” and another “lose” and does not advocate for individuals.

The Ombud is not part of any operations/ management, such that there are no conflicts of interest and keeps a truly external view.

Since 2011, there were an average of about 100 visits per years, which went down in 2020 to only 65 visits. This could be interpreted as conflicts becoming less tense in view of the Covid-19 pandemic.

In 2020, visitors of the Ombud were mainly MPEs (29% IC Staff, 20% LD Staff, 11% Fellows) but also Doctoral/Technical/Admin Students (11%), Users (20%) and a few other categories. Users are often not aware on the Ombud or are not aware that also Users can visit the Ombud. In larger collaborations, Users also might contact the diversity teams inside their collaboration.

There were 48% female and 52% male visitors, which means that there are 2.6x more female than male visitors, given the population of staff members at CERN. Main issues in 2020 were peers' relationships (19), evaluative relationships (17) and safety, health & physical environment (12).

The Ombud's Annual Report reflects on the reality in the Ombud Office. Visitors represent on average 2% of total population. Issues raised with the Ombud are either reinforce or add to other findings or perceptions.

Observations by the Ombud are as follows:

- Disciplinary process: Victims of harassment are not directly informed about outcome of disciplinary process, if any. For some it impedes them from closing the case.
- Leadership: Supervision remains topic No. 1 in Ombud's Office. Human qualities remain key criteria for good supervision.
- Sexism: Sexism occurs everywhere, including at CERN. It might be occasional or systemic.
- Scientific Community: Support to the Users' community should be expanded. Users often feel as "second-class citizens" at CERN, but everyone should feel "same-class citizen".
- National Diversity: In some places clusters encourage discrimination based on nationality. Existing clusters should be fixed, and new ones should be prevented.
- Consensual Relationships: Situations are potentially inductive of conflict of interest. Awareness of CERN guidelines should be raised, and those should be protected reporting on conflict of interests.
- Support Services: Coordination should be encouraged, and best practices should be exchanged.

Scientific research at CERN is a highly challenging and competitive field and dispute resolution is not about physics or technical matters, but about human behaviours and conflicts arising. To best advise visitors, the Ombud needs to maintain good knowledge of both CERN and the Collaborations organizational processes, as well as close relationships with key stakeholders.

Users have a number of doors where they may find support (also within the collaborations), the Ombud is a useful entry point who can be trusted and is especially useful for younger colleagues from collaborations as a lot is at stake for them.

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

Users' Office opening hours are back to normal (pre-Covid):

- Monday, Tuesday, Thursday, Friday: 08:30 – 12:30
- Monday to Friday: 14:00 – 16:00
- Closed Wednesday mornings and on official CERN holidays

User Statistics

As a consequence of the Covid-19 pandemic, the number of Users registered at CERN started to go down since April 2020. As of 31 July 2021, a drop of 11.5% was observed w.r.t. the average number of Users from January 2019 to December 2019, which, however, seem to slightly stabilize now.

This becomes also visible in the number of Users in 2020 w.r.t. 2019. As of 31 December 2020, the following number of Users (USER), Cooperation Associates (COAS) and Visiting Scientists (VISC) were registered:

	2020	Change w.r.t. 2019
USER	11'399	-1'028 (-8.3%)
COAS	241	-53 (-18.0%)
VISC	584	-49 (-7.7%)
Total	12'224	-1'130 (-8.5%)

Users were sent to CERN from 917 (-9) institutes in 76 (+1) countries and had 110 (-6) different nationalities.

The evolution of Users at CERN over the past decades shows a strong correlation with the main scientific programmes, such as the SPS programme in the 1970s and 1980s, the LEP programme in the 1980s and 1990s, and the LHC programme, where a strong raise of Users is observed after 2006. The fraction of Users from non-Member States was raising steadily and meanwhile, has reached a level of more than 1/3 of all Users.

Most Users at CERN are actually coming from the US, with 1'839 Users from 143 US institutes. About half of those US Users are non-US citizens. From the Member States, the largest number of Users are from Italian institutes (1'388) and also the largest number of Users have Italian nationality (1'287). On average 74.02% of the Users from an institute in the Member States have the same nationality as their institute country, with one significant exception: Only about ¼ of the Users from Swiss institutes are of Swiss nationality.

Health Insurance

The present Allianz Health Insurance for MPAs is available since 1 April 2015 for Users (MPAs in general). In December 2020, a tender was prepared for an improved health insurance for MPAs and sent out by the insurance brokers working for CERN (*Kessler S.A.*)

8 insurance companies were contacted who might be interested and offers were received by 4 companies in January 2021. 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.

However, in early June, a major (regulatory) issue appeared, which could not be solved on the time scale of a few days/weeks/months. As a consequence, the chosen provider cancelled the offer.

Following that, the current provider, Allianz, agreed to extend the present Allianz health insurance for MPAs beyond 30 June by 6 months until the end of 2021. Same conditions, benefits and premiums (346 € / 30 days) apply and MPAs were able to continue to subscribe to Allianz with a start date beyond 30 June.

This allows time for negotiations with the provider with the second-best offer in the tender process. Hope is to introduce the new scheme as of 1 January 2022, or earlier.

9. MATTERS ARISING

a) Conditions applicable to the opening and use of third-party account (v.2.0) (Dante Gregorio, CERN-FAP)

As already discussed at the last ACCU meeting in June 2021, 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 allowance 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.

A revised version of the document “[Conditions applicable to the opening and use of Third-Party Accounts](#)” was published in August, where the conditions applicable to the payment of COLA have been defined, such as eligibility, amount, duration and liability.

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)

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 an earlier communication with K. Kahle, Head of Editorial Content Development, it became clear that the template that is used for displaying events cannot be changed in a way that would be more appropriate to the Users’ needs.

Some improvements have been made to the list of event types that is pulled and displayed from Indico. However, a basic change of the layout does not seem possible, such that the issue has been closed.

10. ANY OTHER BUSINESS

None.

11. ACCU MEETING DATES 2022

The following ACCU Meeting dates for the year 2022 were proposed and approved:

- 135th meeting: Tuesday, 15 March 2022
- 136th meeting: Tuesday, 7 June 2022
- 137th meeting: Tuesday, 6 September 2022
- 138th meeting: Tuesday, 6 December 2022

Meetings will start at 9:15 for all dates and should usually finish around lunch time. However, in case of a heavy agenda, the meeting might be extended into the afternoon after a lunch break and may last until 16:00, if needed.

Depending on the Covid-19 situation in 2022, meetings might be held in-person again at CERN in the 6th floor conference room (Room Georges Charpak, Room F), in hybrid mode (partially in-person in a conference room at CERN, partially by video) or by video-only.

12. PROPOSED TOPICS FOR THE NEXT MEETING (Tuesday, 30 November 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
 - b) Mobility Working Group
- Report on Working Group on Strengthening the Support for Users at CERN

[Michael Hauschild](#), 7 September 2021

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