The Ombudsperson Initiative Group

ACCU Meeting, CERN, 13 June 2007
The Ombudsperson Initiative Group

• Created by a number of CERN users from the ATLAS Women’s Network and staff members who all share the view that a coherent and harmonized process would be welcome at CERN for conflict resolution in the workplace for ALL types of CERN collaborators;

• Members:
  Barbro Asman, ATLAS, Stockholm University, CERN Council member
  Anna Cook, Staff, IT
  Pierre Charrue, Staff, AB
  Catherine Delamare, Staff, IT (Ombudsperson)
  Paula Eerola, ATLAS, Lund University
  Pauline Gagnon, ATLAS, Indiana University,
  Eugenia Hatziangeli, Staff, AB
  Doreen Klem, Staff, IT
  Bertrand Nicquevert, Staff, TS
  Laura Stewart, Staff, AT

Advice received from Joan Connors, Consultant and former ILO Ombudsperson
RATIONALE

• Increasing workload, decreasing staff numbers, tight and moving deadlines
• “Unhappy people” are counter-productive in the workplace
• Diversity of recourse mechanisms
• Diversity of staff composition (Users, PJAS, Fellows, staff members, sub-contractors, etc.)
• Diversity of “bodies” for recourse and lack of clarity on where to go in the event of difficulty or conflict in the workplace
Case study: Recourse mechanisms in place for Staff members

- No clear sequence
- Whom to go to in the first instance?
- Coordination needed

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Case study: Possible recourse mechanisms for Users

CERN Resources:
- CERN EOO and EOAP
- CERN medical office
- CERN social service and counseling
- CERN management and Director General

Geneva area resources:
- Legal system, lawsuit
- Office cantonal de l’inspection des relations de travail (Geneva)
- Police, gendarmerie

Home Institute Resources:
- Advise from peers
- Immediate supervisor
- EOO or ombudsperson

Experiment structure (ATLAS, CMS, Alice etc.):
- Experiment management
- Project leader
- Immediate supervisor

User
Proposal for the creation of a Working Group to establish the position of a CERN-wide Ombudsperson

• To study current procedures and recourse mechanisms for ALL CERN collaborators

• Ultimately agree on Timeline, Terms of Reference and contractual aspects for presentation to Management and Council

• It is advisable to hire an external consultant, with Ombuds experience and a wider perspective to increase the efficiency of the process
People Contacted, Positive feedback

- Council: Torsten Akesson
- EOAP: Tiziano Camporesi, Josi Schinzel, Sue Foffano, John Ellis, Sudeshna Datta-Cockerill
- Experiments: Steinar Stapnes
- HR: Enrico Chiaveri, Anne-Sylvie Catherin
- Management: Sigurd Lettow
- Medical Service: Eric Reymond, Veronique Fassnacht
- Senior Staff Advisory Committee: Thomas Pettersson
- Social Affairs: Pascale Leuzzi
- Staff Association: Irene Seis, Sigrid Knoops, Friedrich Haug, Gianni Deroma
- Users’ Office: Chris Onions
Meeting with HR and EOAP on June 12 to present our proposal

Participants:

**HR**: Enrico Chiaveri, Sudeshna Datta-Cockerill, Anne-Sylvie Catherin

**EOAP**: Tiziano Camporesi, Josi Schinzel, Sue Foffano

**OIG**: Anna Cook, Pauline Gagnon, Eugenia Hatziangeli, Doreen Klem

**Outcome**: Form a task force composed of 1 representative from HR, EOAP, Medical office, Users, Staff Association and Ombudsperson Initiative Group to:

1. Define the mandate of the working group
2. Determine the composition of the working group
3. Set the timescale