



EN Newcomers FAQ

Prepared by: EN DAO Office

The following document has been prepared in order to assist the Engineering Department newcomers in their first days at CERN and to help them accommodate themselves to the local area.

Bank Account

1. What kind of bank account do I need to receive my salary/subsistence from CERN?

As your monthly salary/subsistence, or other indemnities, will be paid in Swiss Francs (CHF), your bank account's IBAN should start with CH (does not apply to *STAG* contracts). This means you should provide CERN with bank details from either a Swiss bank or a French bank which offers its clients the possibility to obtain a Swiss Francs account.

On the CERN sites, there are several bank branches available.

For more information, please refer to the following webpage:

<https://admin-eguide.web.cern.ch/en/procedure/management-bank-details>

2. How can I open a Swiss bank account if I have not received my Swiss Card yet?

As CERN assists you in the application procedure for the Swiss card, you can ask for a document that confirms the procedure is in progress, by submitting a request through the CERN Service Portal. The generated attestation is sufficient for you to open an account in a Swiss bank (the proof of application for a Swiss card is only required by UBS). However, please keep in mind that you will still need to provide your bank with a copy of your Swiss card as soon as you receive it.

In order to request the attestation, which will enable you to open a bank account at UBS, please visit the following webpage:

https://cern.service-now.com/service-portal?id=sc_cat_item&name=attestation-ubs-account&se=swiss-french-cards

Support for the Family/Spouse

1. Will CERN help me find a kindergarten/school for my children?



All the formalities must be done by the parent, although CERN does provide information on childcare facilities and international schools located in the area.

Please refer to the information brochure which is available on the “Spouse Welcome” webpage:

<https://hr.web.cern.ch/spouse-welcome>

2. Will CERN assist my spouse in finding a job?

To help your spouse integrate in the local area, CERN has prepared a brochure touching on the most important matters after arriving in the area, which is available on the “Spouse Welcome” webpage.

Please refer to the following link:

<https://hr.web.cern.ch/spouse-welcome>

Should you be moving to the area with your family, you might be entitled to additional benefits (provided you meet certain conditions). For more information on family allowance, please refer to the following link:

<https://admin-eguide.web.cern.ch/en/procedure/change-family-situation>

3. Can I apply for the Swiss card for my spouse/registered partner?

The possibility to apply for the Swiss/French card depends on several factors, such as your citizenship or your country of residence.

If you are residing in France, you can apply for a French card for your spouse/partner, however Swiss cards are not normally issued to family members residing in France.

If you are residing in Switzerland, the request for a Swiss card is mandatory for your spouse/partner and children, however French cards are not issued for members of the family.

For more information, please consult the following procedures:

<https://admin-eguide.web.cern.ch/en/procedure/work-permits-family-members>

<https://admin-eguide.web.cern.ch/en/procedure/swiss-cards>

<https://admin-eguide.web.cern.ch/en/procedure/french-cards>

<https://admin-eguide.web.cern.ch/en/procedure/visas-entry-and-stays-host-states>

Relocation support

1. Will CERN assist me in finding accommodation in the area?

CERN can only provide you with guidance on renting an apartment in the area. Please refer to the following document to get acquainted with the estimates of the cost of living:

http://cds.cern.ch/record/1995622/files/Cost_of_living.pdf



At the beginning of your stay in the area, if needed, you can stay in one of the CERN Hostels, while looking for permanent accommodation.

Sources to find accommodation:

https://smb-dep.web.cern.ch/fr/CERN_Housing

<https://www.cagi.ch/>

<https://smb-dep.web.cern.ch/en/private-market-accommodation>

<https://social.cern.ch/community/cern-market/SitePages/Community%20Home.aspx>

Other useful links:

<https://admin-eguide.web.cern.ch/en/procedure/booking-rooms-cern-hostels-and-billing>

<https://admin-eguide.web.cern.ch/en/procedure/installation-indemnity>

<https://admin-eguide.web.cern.ch/en/procedure/international-indemnity-and-non-resident-allowance>

Start of contract

1. Do I need to fill in an Absence request in case I start my contract by teleworking?

Please ask your Supervisor/Group Secretary to confirm whether you should start your contract remotely or on site. Should you be teleworking, please ask them about the guidelines for your teleworking registration in EDH during the COVID-19 pandemic.

2. Due to quarantine, I will not be able to pick up my access card during the first two days of work. Can I also obtain it after 14 days, when the quarantine is over?

Yes, you can collect your permanent access badge from building 55 (next to Entrance B) when your quarantine is over. In order to easily localize buildings on the CERN sites, please refer to the online map of CERN premises:

<https://maps.web.cern.ch>

3. I forgot to print the temporary access card, is it possible to print it on site?

Yes, it is possible. Please stop by the building 55 (next to the Entrance B) and ask the guardian for further instructions.

4. Can I enter the CERN sites with my car?

You can enter the CERN sites with your car only after you have registered it through the following link:



<https://vehicles.cern.ch/vehicles/>

Please be aware that the validation process can take up to 48 hours so please ensure the registration of your vehicle well in advance.

Extra activities

1. Are there any post-work activities I could take part in?

Of course!

First, please have a look at the agenda for the ongoing and upcoming events:

<https://home.cern/events>

Moreover, please check out the learning opportunities with the CERN Learning Hub:

<https://learninghub.cern.ch>

Attestation Portal

1. What affairs can I manage using the Attestation Portal?

The Attestation Portal was created in order to provide you with different CERN attestations and certificates. The Service offers:

- ✓ Employment contract attestations
- ✓ Remuneration and subsistence attestations
- ✓ Annual internal tax certificates
- ✓ Training attestations

For more information and for the generation of an attestation/certificate, please visit the following webpage:

https://cern.service-now.com/service-portal?id=service_element&name=attestation