

CERN Guides Rules

CERN guides are individuals taking part in official outreach activities of the Organization (such as guided tours, lab workshops, exhibitions, science shows, events, etc.) on a voluntary basis, according to their availability.

Who can be a CERN Guide?

Anyone with an active affiliation with CERN [Member of the personnel – the full list of statuses is available on <https://admin-eguide.web.cern.ch/en/members-personnel>, contractor's personnel (ENTC) or temporary personnel (TEMC)] for 6 months or longer can be a CERN Guide. Exceptions are possible if strictly necessary and subject to the authorisation of the CERN Guides Community Manager (with possible consultation of their hierarchy).

What is required to become a CERN Guide?

If eligible,

CERN Guides must follow the CERN Guides Introduction course available on CERN Guides website (<https://guides.web.cern.ch>) and by signing the presence sheet they confirm they have or will read the CERN Guides rules and apply them. Additional training is required for each guiding activity. All CERN Guides trainings are available on the CERN Guides website.

As soon as the required training is completed and any additional safety requirement is met (personal dosimeter, personal safety equipment, etc.), the individual can act as a CERN Guide for the activity for which they trained. Guides have the responsibility to check that all safety requirements are met prior to performing their activities. Safety requirements for each activity are listed on the CERN Guides website.

It is the guide's responsibility to check they have the required access authorisations to perform their guiding activities..

When does the CERN Guide status end?

In principle, the CERN Guide status elapses at the end of the Guide's affiliation with CERN.

Can a CERN Guide keep their status after the end of their affiliation with CERN?

A CERN Guide who is already engaging in guiding activities and whose affiliation with CERN comes to an end can request to stay as an *external guide* (EXTN with reason Guide) beyond the end of their affiliation with CERN.

This status is granted for one-year renewable periods. It is the responsibility of the Guide to request their registration in time.

The CERN Guides Community Manager will assess each request taking into account the Guide's motivation and previous? guiding activity (typically a minimum of 12 guiding activities organised by

the CERN Visits Service per year). Exceptions are possible, at the discretion of CERN Guides Community Manager (with possible consultation of their hierarchy)..

Are CERN Guides paid?

Being a CERN Guide is a voluntary non-remunerated activity. Only for activities organised by the CERN Visits Service, a small honorarium may be granted as a gesture of gratitude and to offset the Guide's costs (e.g. transport, meals etc.) according to the Guide's status and the duration of the activity.

Neither cash nor benefits in kind should be received by guides from visitors in exchange of guiding. CERN Guides must comply with "CERN Guidelines for the implementation of the Conflict-of-Interest Policy". See <https://hr.web.cern.ch/fr/node/2169>.

The honorarium amounts to:

- 28 CHF per hour, Monday to Friday, 8:30 to 17:30 (on official CERN working days)
- 33 CHF per hour outside working hours (on weekdays before 8:30 or after 17:30 and on weekends and official CERN holidays).

The honorarium is calculated pro rata temporis and rounded up to the minute, including the time when Guides are assigned to accompany the visitors (bus transport, walking time, preparation time for workshops or shows etc.).

No honorarium is granted for activities organised by the Protocol Office, the Press Office, other visits services (e.g. collaborations) or members of the personnel.

No honorarium is granted for CERN Guides on CERN payroll during normal working hours, Monday to Friday, 8:30 to 17:30 (on official CERN working days) nor for Senior staff (grade 8 and above). An honorarium is effected in all other cases.

How is the honorarium granted?

Claims for honoraria are generated automatically every second Tuesday of each month (for the activities which occurred during the previous calendar month) in the form of "EDH claims".

The claim is approved by the Head of the Visits Service and then forwarded to the Guide concerned for approval. Thereafter, a last check is carried out by Claims Office. Should a Guide decide not to receive the honorarium, they can reject the claim.

Honoraria are transferred directly to the beneficiary's bank account. Guides who do not have a bank account registered with CERN should update their bank account details in EDH (<https://edh.cern.ch/Document/Personnel/BankDetails>). The account number provided must belong to the beneficiary and not to a third person. The Guide's bank account can be located in any country provided it accepts bank transfer in CHF currency..

GGuides who have not provided bank account details, cannot receive honoraria.

These honoraria are not subject to internal taxation at CERN, and it is the responsibility of every Guide to comply with their fiscal obligations in respect thereof.

How can a Guide sign up for activities?

Guides may register for an outreach activity if they have completed the corresponding training courses, in the language they have declared that they can guide in and provided they are registered as active Guides.

Guides must ensure that their health condition is compatible with the activities they sign up for.

Guides are registered through the Public Outreach Agenda **either by themselves or via the Visits Service**.

The following rules apply:

- Maximum 10 hours per week as a Guide, for official outreach activities. Under specific circumstances, the Visits Service may exceptionally allow Guides to exceed this limit if no other Guide can be found.
- Maximum 2 exhibition slots per day and up to 3 assignments in exhibitions per week.
- Registration maximum 1 week in advance for exhibitions, 2 to 3 weeks for other activities.

Guides are not entitled to self-register in the following cases, in which the Visits Service can sign them up:

- Activities organised by a member of the personnel;
- Activities that have already started or that occurred in the past;
- When they are already registered for another activity planned at the same time;
- Activities for which the Visits Service have not yet allowed registration;
- Activities for which the corresponding training courses have not yet been completed;
- Activities for which the language does not correspond to the language registered in the Guides database;
- Activities for which the number of Guides required has already been reached.

Guides can register and cancel their registrations as many times as they wish. They cannot cancel their registrations later than one week prior to the activity. For cancellation within a week before the activity, the Guide must always e-mail or call the Visits Service (or the Visits Traffic Controller – VTC - during weekends and official holidays or in any urgent cases).

On the day of the activity, Guides must inform the VTC immediately, should they not be able to join their activity. This should happen only under exceptional circumstances.

Health, Accident & illness and third-party liability insurance

CERN Guides must ensure they have adequate health insurance cover in Switzerland and France covering their activities as Guides.

CERN guides must declare to the Organization any change in respect thereof. The loss of insurance cover entails automatic termination of their status of CERN Guides.

CERN is not responsible for any lack or inadequacy of a CERN Guide's health insurance cover.

Consequences of an accident or illness occurring during the Guide activity (ex. cares following an injury, medication) are covered exclusively by the Guides' health insurance. No claim (ex. deductible or non-reimbursed amount by the Guide's Health insurance) will be reimbursed by CERN.

Accidents or illnesses suffered by a CERN Guide, who is not an employed member of the personnel, during the execution of their activities will not be considered as occupational, including in the context of the CERN Staff Rules and Regulations and Pension Fund Rules and Regulations.

Any consequence of such an accident or illness will exclusively be taken in charge by the Guide's accident and illness own insurance (in the case of EXT) or employer Guide's accident and illness insurance. CERN will not reimburse any claim arising from an accident or illness occurring.

As far as Third-party liability insurance is concerned, Guides are covered by CERN's third-party liability insurance policy during their activity of Guides, except in cases of wilful misconduct or gross negligence.

The Organization could provide the Guides with all necessary information regarding its insurance policy applicable to activities taking place either on the CERN site or outside.

Data Protection

CERN Guides personal data is processed in accordance with the CERN Guides Data Privacy Notice available on <https://cern.ch/guides-privacy-notice>.

CERN Guides Charter

CERN Guides are often the public's first line of contact with CERN. They are both ambassadors for the Laboratory and a purveyor of knowledge, to be shared with diverse profiles of visitors. They must comply with the CERN Code of Conduct and apply the following principles at all times:

- Responsibility – Guides take responsibility for their visitors and the resources provided.
 - Know and abide by the safety rules.
 - Keep to the planned programs, timings and transport arrangements.
 - Make sure that any resources made available are used in CERN's best interests.
 - Kindly inform visitors that they must abide by the CERN rules and address any misbehaviour.
- Ethical behaviour – Guides behave respectfully towards visitors and colleagues.
 - Always behave in the interests of the Organization.
 - Listen to what the visitors have to say and, express opinions in a respectful manner.
 - Do not engage in any inappropriate behaviour towards or with visitors or colleagues.
- Respect – Guides are respectful towards visitors and colleagues.
 - Follow the program and timings to facilitate the efficient work of the Visits Traffic Controller, the Visits Service and other Guides.
- Punctuality – Guides must be on time.
 - Be punctual as a mark of courtesy and respect for the members of the public.
 - Arrive on time for your activity taking into account any preparation time.
- Welcome – Guides welcome visitors as guests.

- Place visitors at their ease.
- Pay heed to the visitors' wishes.
- Supervision – Guides are attentive to all their visitors.
 - Make sure to direct remarks at all visitors and include everyone equally.
 - Wait for everyone when moving around on foot or by bus.
 - Do not let the groups split up when moving towards or at an activity location.
- Appropriate content – Guides adapt to the level of their visitors and endeavour to make themselves understood by all.
 - Identify the visitors' level and pitch talk accordingly.
 - Adapt the talk and the language used in order to be understood by all.
 - Avoid excessively technical language when addressing non-specialist audiences.
- Availability – Guides are committed to participate to outreach activities.
 - Guides accept to be contacted in the context of the organisation of outreach activities and consent to appear in the CERN Guides repositories.
 - Guides commit to participate in official activities organised by the Visits Service subject to their availability.

Every CERN Guide is obliged to comply with this Charter. Non-compliance may result in the withdrawal of the status of Guide. Any such decision is at the sole discretion of the Guides Community Manager (with possible consultation of their hierarchy)..

Useful links

- CERN Guides Website : <https://guides.web.cern.ch>
- Public Outreach Agenda: <https://cern.ch/agenda>
- CERN Guides Community Manager: guides.manager@cern.ch
- Visits Service: (+41 22) 767 23 10 – visits.service@cern.ch – Mon-Fri – 08.30-17.30
- Visits Traffic Controller: (+41 75) 411 62 22 - vtc@cern.ch - Tue-Sun – 08.30-17.30