Minutes of the 100th meeting held on 4 June 2013

Present:
D. Acosta, W. Adam (replacing M. Jeitler), C. Alexa (replacing R. Muresan),
G. Bencze (replacing V. Veszprémi), G. Bobbink, P. Bonnal (invited), P. Bordalo,
M. Campanelli*, A. Cervelli (replacing M. Weber), D. Chromeck-Burckhart,
C. Delamare, A. Dubniková, E. Etzion, A. Ferrari, F. Ferri, M. Goossens, I. Haug,
M. Hauschild (Secretary), R. Hawkings, H. Hayward, F. Hemmer* (invited),
K. Lassila-Perini, D. Lazic, S. Lüders* (invited), G. Mallot, V. Marchal,
I. Mardirossian, A. Meyer, S. Nemecek, J. Nystrand, S. Piperov, I. Riu, A. Rozanov,
D. Sampsonidis, J. Salicio Diez, G. Thiede (invited), C. Troncon, C. Vander Velde
(Chair), N. Zimine
* part time

Apologies:
E. Auffray, K. Bunkowski, I. Fleck, J. B. Hansen, R. Heuer, M. Jeitler, S. Lettow,

Agenda

1. Chairperson's remarks
2. Adoption of the agenda
3. Minutes of the previous meeting
4. 25 Years of ACCU
5. News from the CERN Management
6. Report on services from GS department
7. Status of the Health Insurance Project for Users
8. Users' Office news
9. Public Wi-Fi at CERN
10. Reports from ACCU representatives on other Committees
   a) Restaurants' Supervisory Committee
11. Matters arising
12. Any Other Business
13. Agenda for the next meeting
1. CHAIRPERSON'S REMARKS

C. Vander Velde, Chairperson, opened the meeting. This is the 100th ACCU meeting, which was celebrated by a Dinner on the evening before, where many Delegates and also the Director General, Rolf Heuer, attended. There was a nice atmosphere and an opportunity for discussions in a more relaxed way. This initiative by the DG was very much appreciated.

Because of an ongoing visit of the Prime Minister of Belgium, the DG was unable to attend the meeting. The Chairperson announced that for the same reason, she needs to leave at 12:45 at the latest.

Helen Hayward was welcomed as new Delegate for the United Kingdom, replacing Tracey Berry.

Paula Bordalo (Portugal) has been extended until end of 2014, Alexandre Rozanov (France) has been extended until June 2014.

There is still no response concerning extension or replacement of the Spanish Delegate. Imma Riu will continue to participate ad interim representing the Spanish community.

Apologies for absences were mentioned from delegates who could not attend the meeting.

2. ADOPTION OF THE AGENDA

At the last meeting in March 2013 reports on the following topics were foreseen:

- Reports from ACCU representatives on other Committees
  - Accommodation Facilities Working Group (Alexandre Rozanov)
  - Restaurants' Supervisory Committee (Mario Campanelli)
- Public Wi-Fi (Frederic Hemmer, CERN-IT Department Head)
- History of 25 years of ACCU (Michael Hauschild, CERN)

The report on the Accommodation Facilities Working Group has been postponed to the next meeting in September 2013.

The report on News from the CERN Management had to be cancelled because of absence of the DG. No short-term replacement could be found.

A report on Status of the Health Insurance Project for Users (Pierre Bonnal, CERN) has been added.
The following issue was brought up since the last meeting, and has been added under AOB:

- Retendering of Travel Agency Contract (Gabriele Thiede, CERN)

Other issues, brought up by the Delegates since the last meeting, were also handled under AOB, if not already covered earlier.

The modified agenda was adopted.

3. MINUTES OF THE PREVIOUS MEETING

The Minutes of the 99th meeting were adopted without modification.

4. 25 YEARS OF ACCU (Michael Hauschild, CERN, ACCU Secretary)

On the occasion of the 100th meeting, the Secretary gave a brief historical view back in time.

The first ACCU

The first Advisory Committee of CERN Users was actually initiated by CERN Management in 1977. CERN had about 1’500 Users at that time, which was considered very high. CERN Management felt that this growing community should be represented and should advise the DG. At the 127th Meeting of Committee of Council in September 1977, a proposal was presented to set up an Advisory Committee of CERN Users (CERN/CC/1269).

The proposal reads: “In view of the large number and diversity of CERN Users, it has become apparent for some time that it would be useful to have an organized channel of consultation between the CERN Directorate and a representative group of CERN Users, in order to review at regular intervals the practical measures and arrangements taken by the CERN Management at various levels for the work of the Users at the CERN Laboratory.”

“Users” in the sense of the proposal were both Users not paid by CERN (~1’200), which are Users in the present understanding, but also Users paid by CERN (~320), which were CERN Research Staff, Fellows and Scientific Associates.

The first ACCU had 4 members from large Member States, 2 members from small Member States, 4 members from the “Users paid by CERN” as well as members from the Directorate and other CERN representatives. There were no members from non-Member States.
A new ACCU

In the mid-1980s, certain countries considered costs of CERN as too high and asked to find ways of reducing the budget significantly. CERN Council did set up a Review Committee in 1986, chaired by Anatole Abragam, which delivered its final report to Council at its 87th meeting in December 1987 (CERN/1675).

Among many comments and recommendations, two of them had a direct impact to ACCU and the Users at CERN:

- “The communication between CERN and the community of the users has to be improved by ensuring a better circulation of the documents explaining the policy of the Organization, and by strengthening in particular the role of the Advisory Committee of CERN Users (ACCU).”
- “As a general rule, CERN should inform all its users about the services put at their disposal. A new administrative unit (the Users’ Office) has to be created to help the users and identify their needs.”

This was the birth of the ACCU in its present form and of the Users’ Office.

The new ACCU has Delegates from all Member States representing their Users community. They are proposed by nominators in the Member States, typically national HEP committees or funding agencies. For the first time, also the largely growing number of Users from non-Member States was recognized. Initially two ACCU members and since September 1998 four ACCU members from the non-Member States are covering the major non-Member State regions. The first meeting of the new ACCU was held on 5 December 1988, almost 25 years ago.

Early ACCU topics

Typical topics of early ACCU meetings were surprisingly similar to nowadays topics:

- Housing: extension of the Hostel by a new CERN Hostel building, and increasing the number of rooms at the St. Genis Foyer Hostel.
- Crèche: a questionnaire by the Staff Association clearly resulted in the need of a Crèche, which took many years to become reality but finally was created.
- Mobility: with the start of LEP in 1989, transport to the LEP sites became an issue, as well as car leasing, and an extended bus schedule to the St. Genis Foyer Hostel.
- The financial situation and insurance cover of Users was and always is a burning topic.
- Restaurant: the equipment was considered too old and needed to be replaced. An extension of the restaurant was envisaged, now known as the “Glassbox”. More microwave ovens were requested.
- Walking and bicycle paths were under discussion in many ACCU meetings.
Other topics, much debated in the early ACCU meetings, have diminished or disappeared with time:

- Links between ACCU Members and their Communities: how ACCU Delegates communicate with their community, funding agency, and how the community is communicating with the Delegates. At times when the web was just born and email lists were not much common yet, the technical aspects of communication were rather important.

- Computing: faster links between CERN and institutes and storage space was an ongoing topic for many years.

- Access and Safety: access cards were introduced 1 January 1992, with lots of discussions beforehand. One reason to introduce access cards was to reduce the number of thefts, which became a raising problem.

- Telephone and Electronics Pool: a new telephone system with a PIN connected to phone was introduced 20 years ago, which allowed easier billing.

There was also the idea of having an open meeting once per year where any User could attend. However, after the first open meeting this was discontinued because of the very low number of attending Users.

5. REPORT ON SERVICES FROM GS DEPARTMENT (Isabelle Mardirossian, CERN-GS)

CERN Hostel

After a peak occupancy of 80.43% in 2012, for the first time since years, the occupancy is estimated to drop to only 67% in 2013, which is even lower than earlier expected.

The furniture in all apartments has been renewed and work on the 5 additional rooms in Building 39 is ongoing. There are 8 washing machines and 8 dryers available in the CERN Hostel and 3 of them in Building 39 are going to be renewed. There is 1 ironing board available per building and 6 irons. Some additional ones can be obtained at the Reception Desk on request. Information on the washing machines, dryers and irons will be given to Users.

A survey was made concerning renovation of building 38 and also feedback from ACCU was taken into account. As a general result, Users prefer to be on CERN site as highest priority. As second priority, rooms should be either of low price or with more comfort, serving different categories of Users. Based on that, a modified proposal has been made, with 30 more cheap single rooms, and with 20 additional more comfortable single rooms, w.r.t. the present situation:
<table>
<thead>
<tr>
<th>Room type</th>
<th>Present</th>
<th>Proposal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared rooms with washbasin, 14 CHF/night</td>
<td>26</td>
<td>28</td>
</tr>
<tr>
<td>Single rooms with washbasin, 27 CHF/night</td>
<td>58</td>
<td>88</td>
</tr>
<tr>
<td>Single rooms with washbasin and toilet, 48 CHF/night</td>
<td>30</td>
<td>0</td>
</tr>
<tr>
<td>Single rooms with washbasin, shower and toilet, 58 CHF/night</td>
<td>60</td>
<td>80</td>
</tr>
<tr>
<td>Twin rooms with washbasin, shower and toilet, 64 CHF/night if occupied by one person</td>
<td>25</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total number of rooms</strong></td>
<td><strong>199</strong></td>
<td><strong>196</strong></td>
</tr>
</tbody>
</table>

The number of rooms is slightly lower because of additional space needed for safety installations, e.g. an improved fire protection system, which has to be upgraded following change of norms over recent years. Work is quite heavy and walls have to be removed and to be replaced. Any rearrangement of rooms would not put much additional cost on top of it. The LS1 shutdown gives a unique opportunity to perform all these works.

**ACCU endorsed the presented proposal after some discussion.**

**Saint Genis Hostel**

Two lockable bicycle sheds are going to be installed in Saint-Genis by mid-June, in front of Building A. There is also a bicycle parking in the basement of Building C.

Similar to the occupancy in the CERN Hostel, the Saint Genis Hostel also had a peak occupancy of 82.59% in 2012, and has an estimated occupancy of only 58% for 2013, if the current trend continues. Consistent with these estimates, the shuttle service is also less frequently used.

Hence, it is proposed that 70 rooms after September 2013 could be given to contractors working for the LS1 shutdown. These 70 rooms were added in 2012, but are not needed now. There is no problem expected for accommodation of Summer Students in 2014, so the number of students does not need to go down because of missing accommodation opportunities.

**ACCU agreed to give 70 rooms to LS1 contractors after September 2013. As the number of Users is expected raising again towards end of 2014, the rooms should be given back to Users in October 2014.**

**Long-term waiting list (Pavel Makhov, CERN-GS)**

The CERN Housing service has a new webpage. It is possible now to modify a booking, which is highly welcomed. Modification was difficult so far, as the only
way for a change was to cancel a reservation and to rebook again. There are on average 15 cancellations per day, and hope is that this number will go down after it is possible to modify a booking without cancellation.

The long expected long-term waiting list is also available now. When using the list, the preferred room type needs to be chosen and a valid credit card number has to be given. It is not possible to choose any type of room because of restrictions of the underlying Fidelio reservation system. There might be possibilities to flag a preferred type but this seems difficult to implement on top of the existing Fidelio system.

If a room becomes available, the system does find the best matching solution from the long-term waiting list, based on first-come, first-serve. If 15 days before the start of the preferred period no room could be found, the Hostel Reception will contact the requester and will ask how to proceed. At present, the long-term waiting list can only be used 20 days or earlier before start of the planned booking period. However, Users prefer no such limitations.

The maximum length of stay in the CERN hostel is 60 days. Staff members, fellows and students may book the hotel online within first two months of their current contract. A person cannot have more than one reservation at the same time (regardless of the status). End date of reservation cannot be more than 12 months in advance.

ACCU very much welcomed the long-term waiting list. Experience over the next 3 months should be gained before possible improvements would be implemented.

**Shuttle service**

In 2012 nearly 110’000 passengers were transported, which is an increase of 18% compared to 2011. In 2013, there is a 9% decrease compared to 2012 during the same period (January – 24 May): 37’746 transported passengers in 2013 and 41’787 in 2012. The decrease is consistent with the drop in Hostel occupancy.

Circuit 3 of the CERN Shuttle Service (Point 5), which has served CMS since the start of LS1, has been cancelled with effect from 16 April. This decision has been taken in consultation with CMS, as the circuit was rarely used.

In response to increasing demand for Circuit 1 (Meyrin) and feedback from passengers, the two Circuit 3 (P5) journeys will be switched to a new Circuit 1 (Meyrin) with higher frequency.

**Restaurants, Cafeterias & Snack Service**

Two additional microwave ovens have been bought for Restaurant 1, and 2-3 non-functioning ovens have been renewed. There seems no lack of microwaves in Restaurant 2, no queues have been observed.
Renovation of Cafeterias in buildings 30 and 6 is planned to start in the next weeks.

A wider range of products is available in the vending machines with more fresh items. By the end of the year, 16 additional vending machines will be deployed CERN wide, and 3 additional Nespresso machines will be installed.

**Parking and CERN cars**

Long term parking is available in between the CLIC CTF3 facility (building 2010) and the Annex of the PS East Hall (building 156).

A meeting has been held with people from the SOCAR gas station (former ESSO station) opposite of Entrance B, to agree on a procedure where bills can be charged on CERN team accounts. They are open to such a procedure, further details have to be worked out by FP Department, to ensure that the procedure complies with the rules for team accounts.

**Bicycle entrances and paths**

A second entrance for pedestrians and cyclists on Route du Maroc has been opened and the existing entrance on Chemin du Moulin des Ponts has been re-opened for the period 2 April to 31 October 2013, from 7.00 a.m. to 9.00 a.m. and from 5.00 p.m. to 7.00 p.m. on working days (Monday to Friday).

All users must show their access cards to the security guard when passing through the gates, both on entering and leaving the site.

Entrance C on the Meyrin site, which drivers of motorized vehicles can use between 7 a.m. and 9 a.m. and between 5 p.m. and 7 p.m., Mondays to Fridays, has been altered to include a turnstile to allow cyclists and pedestrians to use their access card to get in and out of the site between 6 a.m. and 10 p.m.

Concerning a new bicycle entrance near Gate D, agreement from the French and Swiss Customs is still to be sought. This issue has to be put in perspective with the general issue of transfrontalier mobility for all the people living in the local area. As the issue of Gate D, close to the French – Swiss border, is not within the CERN domain, many parties are involved. More news is hopefully available at the next ACCU meeting in September.

At the tram crossing, pedestrians need to cross rails. However, no clear zones are marked for pedestrian crossing and there are sometimes dangerous situations if the tram suddenly starts moving again after arrival. Although not in the responsibility of CERN, the issue could be brought up in discussions with TPG.

There is progress on a bicycle path between Meyrin and Preveissin sites. The project has a cost around 800 kCHF and is approved by all French local authorities involved.
Technical drawings have been finalized and approved. More detailed planning will be hopefully agreed in October, with the objective to have the path ready in late-2014.

**Green Space Management**

Clean-up and cutting of old trees is ongoing.

6. **STATUS OF THE HEALTH INSURANCE PROJECT FOR USERS (Pierre Bonnal, CERN)**

At the past ACCU meetings in December 2012 and March 2013, the project of a collective health insurance for Users was presented and an overview of the CHIS/UNIQA scheme has been given, which is designed for employed members of the personnel. Two types of insurances were considered, a subsidiary insurance for 1.55 CHF/day/person and a full insurance of about 6 CHF/day/person. However, the exact premiums depend on the number of subscribers.

**Survey**

In April, a web survey has been made among all CERN Users, to get response on the possible number of Users, who might be interested in such insurances and the number of family members, who would participate. It was also possible to give comments.

In total, there were 620 responses, representing only about 6% of all CERN Users. Results are as follows:

<table>
<thead>
<tr>
<th></th>
<th>subsidiary</th>
<th>full</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>328</td>
<td>282</td>
</tr>
<tr>
<td>No</td>
<td>171</td>
<td>223</td>
</tr>
<tr>
<td>Don’t know</td>
<td>121</td>
<td>115</td>
</tr>
<tr>
<td>number of family members</td>
<td>196</td>
<td>236</td>
</tr>
<tr>
<td><strong>total number of interested persons</strong> (Users + family members)</td>
<td><strong>524</strong></td>
<td><strong>518</strong></td>
</tr>
</tbody>
</table>

About 140 comments were given. Many Users acknowledged the initiative and also stressed that CERN should propose a health insurance scheme for Users and should limit the administrative burden. Some clarifications were missing on who is paying for the insurance: institutes or employers and what are the minimum requirements in France compared to the Swiss health insurance scheme LAMaL. Other issues were the levels of insurance fees, the future of CHIS/UNIQA for Users, and the question of retired Users staying in the area.
Legal feasibility and new offers

The legal feasibility of a collective health insurance was reviewed in-depth by a small working group led by the Director of Administration, S. Lettow. Unfortunately, conclusion was that a collective insurance for Users as proposed by the insurance companies is incompatible with CERN’s legal requirements. Health insurance is responsibility of the employer or the individual (if the employer cannot arrange health cover). However, CERN is not employer of the Users and cannot act as “pseudo-employer” in a collective health insurance scheme.

Hence, other possibilities are being looked for, which need to fulfill the following requirements: CERN does not play the role of a “pseudo-employer”, there is no minimum collective premium and no minimum number of individual subscribers, and CERN eases the process of subscribing by providing appropriate information to the Users.

A few insurance companies offer such a service, most interesting are schemes from April International (France) and SwissLife (Switzerland). Both companies offer schemes for short-term and medium-/long-term expatriates, with different levels of insurance fees and reimbursements, all lower than in the CHIS/UNIQA scheme.

Next steps

Next steps are:

• to summarize needs and requirements in a specification aligned with the already existing accident-at-work Helsana insurance, which covers both Users and employed members of the personnel
• to identify individual schemes suited to Users, i.e. contact insurance companies, and get confirmation that their schemes fit requirements (June – July 2013)
• to “package” the best suited health insurance offers and to provide this information to Users (August – September 2013)

Specifications will include some typical examples reflecting the Users’ diversity, to see which scheme fits best. Frequent cases are, e.g. Users who are short-term travelling to CERN or who are living in France and are going for hospitalization in Switzerland, either in the public or private sector. There is no way to tailor a specific scheme exactly to Users needs as insurance companies want to offer their standard products without modifications.

Users who are already in CHIS/UNIQA can stay and there is no need to stop. However, when the new insurance is in place, they have the option to leave. The situation of retirees needs also to be assessed.
The Serbian Delegate, D. Lazic, expressed big thanks to all who have spent efforts to find the best scheme of a health insurance for Users and read all the small prints in very detail.

7. USERS’ OFFICE NEWS (Doris Chromek-Burckhart, CERN-PH)

**VIS Information System for Swiss VISA**

On 11 October 2011 the Schengen member states introduced the Visa Information System (VIS). The VIS is used to store the biometric data (10 fingerprints and the facial image) of the visa applicant. Therefore, all Swiss diplomatic representations connected to the VIS capture the biometric data of persons applying for a Schengen visa, which does require personal presence. The biometric data remain valid for 5 years. The Swiss diplomatic representations will be gradually connected to the system region by region.

More information, including a timetable with dates of introduction of the system and a leaflet in 5 languages, can be found on the [Introduction Webpage of the Visa Information System (VIS)](link).

**Grey Book – historical data**

Verification, correction and completion of data of early experiments have been made thanks to a collaboration between the former editor of the Grey Book, the head of the CERN library and the Grey Book Secretaries.

19 experiments have been corrected within the range S97 – S103 at the PS South Hall in the 1960s and 1970s, and further 25 experiments within the range PS140 – PS211. A few duplicates have been deleted and about 30 historical experiments are being added soon, more to come.

**User statistics**

12,207 User contracts have been processed in 2012, compared to about 7,500 contracts 10 years ago. Among those, 3,369 were new contracts. This number is about stable since 2008.

A total of 970 short term contracts were issued in 2012, with a contract length of up to 3 months. The summer months are the peak period for short term contracts.

As of 1 June 2013, 11,144 Users were registered at CERN with the following status, all handled by the Users’ Office:
<table>
<thead>
<tr>
<th>USER</th>
<th>10’294</th>
</tr>
</thead>
<tbody>
<tr>
<td>COAS (Cooperation Associate)</td>
<td>138</td>
</tr>
<tr>
<td>VISC (Visiting Scientists)</td>
<td>103</td>
</tr>
<tr>
<td>UPAS (Unpaid Associates)</td>
<td>609</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11’144</strong></td>
</tr>
</tbody>
</table>

The increase of the maximum contract length is well appreciated by the Users’ Office. 1’572 Users have already a contract length of more than two years.

8. PUBLIC WI-FI AT CERN (Frederic Hemmer, CERN-IT)

**Wi-Fi infrastructure**

Wi-Fi at CERN is very widely used. There are 219 equipped buildings with 796 installed base stations, a total investment of 916 kCHF. The number of simultaneous users raised from 1’100 in 2009 up to 4’000 in 2013. About 6’000 devices are connected per day and the traffic has increased from 1.5 Gb/s in 2011 up to 7 Gb/s in 2013.

Wi-Fi at the Saint Genis Hostel is not operated by CERN, as CERN is not allowed to provide Wi-Fi outside of the CERN fenced area. However, a small site survey was made and suggestions, where the signal quality could be improved, have been passed to the Saint Genis Hostel.

Wi-Fi support is given by a dedicated micro-wave telecom engineer hired in 2010. The WIND project with HP networking is the main tool for monitoring, optimizing, and troubleshooting existing installations as well as providing feedback for Wi-Fi design to manufacturers.

Wireless is a shared medium and is rather complex. Subtle problems can occur from the diversity of connected devices, infrastructure issues such as deployment problems and sources of interference, and high density issues, e.g. in conference rooms. Tools from the WIND project discovered, e.g. interference problems in the Restaurants related to microwave ovens and in building 40 due to wireless headphones using bluetooth. Microwaves and headphones are all within specs but caused interference problems nevertheless. Also ventilation ducts in building 40 are acting as wave guides and caused problems between base stations because of too long range.

All users of the CERN networks have to comply with Operational Circular 5 “Use of CERN Computing Facilities”. Device registration is mandatory, as agreed at the 61st ACCU Meeting in September 2003 (see minutes under item 8).
It is necessary to be able to track down the origin of perturbations of the network as well as inappropriate behavior. It is almost impossible to do it automatically for wireless connected devices. Incorrectly configured devices are more likely to occur with visitors. Consequences of inappropriate behavior can have a bad impact, some attacks in the past made it to the news lines.

**Request for “free” Wi-Fi**

ACCU has made the request to check the possibility of having a public Wi-Fi network for general visitors without registration at a few hot spots, e.g. restaurants and reception.

Free Wi-Fi is available, but requires registration and authorization by a “responsible” person at CERN as the only contact for any kind of issues. Access to the CERN office network and computing resources needs to be registered for traceability reasons. Registration takes less than 5 minutes and is important to follow-up and improving individual security issues, protection of CERN reputation and legal issues.

Unauthenticated access implies unidentified individuals have direct access to the CERN office network and DAQ of “small” experiments and are at 1 hop away of the control systems of LHC and LHC experiments. This is an unacceptable risk w.r.t. CERN assets.

It has been checked if a parallel network could be deployed or an alternative supplier (e.g. Swisscom, SFR, etc.) could be used. However, this would be expensive and would degrade the existing signals. Therefore it would deteriorate the CERN Wi-Fi service for registered users, which is not an option.

**Eduroam at CERN and Geneva Airport**

Eduroam is a world-wide network roaming access service for research and education communities, available at many Universities and also airports, e.g. Stockholm, Copenhagen.

Devices can authenticate using eduroam credentials provided by participating institutes. Access is possible to any eduroam access point. A pilot project has started at CERN to introduce eduroam by September 2013, depending on availability of personnel. Eduroam would then become available at all capable Wi-Fi base stations, i.e. new HP base stations but not at old ones.

Eduroam users not affiliated with CERN would get 4 weeks access to Wi-Fi at CERN after eduroam authentication using their institute credentials. CERN users would also have eduroam access in 57 countries and hundreds of institutes after certificate registration. Other visitors, neither CERN nor eduroam users, get up to 4 weeks access upon registration and authorization by a responsible person, as before.
Eduroam coverage at the Geneva airport is not under CERN’s control. Coverage in Switzerland is the responsibility of Switch, the Swiss Research and Education Network. CERN will convey the message of the CERN users to Switch.

Discussion

ACCU then discussed at length, how access for visitors could be made easier, in particular also for large groups, e.g. school classes. CERN-IT is open to solutions but it was made clear that Wi-Fi access without any kind of registration will not be made possible in any case. Also security and quality of service of the existing network should not be degraded in whatever solution.

The German Delegate, A. Meyer, suggested a simplified registration and authorization procedure, similar as at DESY for access to their separate guest network. Access is rather limited, e.g. no printing possibilities. This will be investigated further, under the provision that the quality of the standard CERN free wireless network is not degraded, which is a concern expressed by several Delegates.

9. REPORTS FROM ACCU REPRESENTATIVES ON OTHER COMMITTEES

a) Restaurants' Supervisory Committee (Mario Campanelli, United Kingdom)

The Restaurants' Supervisory Committee CSR is an advisory body to the Standing Concertation Committee SCC, which is a committee for the formal relations between CERN Management and CERN Staff Association.

The CSR oversees all matters regarding restaurants/cafeterias/vending machines, ensures contracts are being respected, acts as two-way channel of information, addresses investment/health/safety issues, and liaises with specialists e.g. dietician.

The CSR is chaired by Thierry Lagrange, Head of Finance and Procurement Department and convenes approximately 4 times a year. ACCU is represented by Mario Campanelli.

In 2012, all 3 Restaurants at CERN were integrated under a single contractor NOVAE and very positive feedback was received from the users. Partial renovations have been made at Restaurant 2 and the Cafeteria in building 40 has been completely renovated. All these efforts had an overall positive outcome for NOVAE. In building 40, the turnover of the cafeteria has increased by more than 50% compared to one year ago. Also the number of meals per day in Restaurant 2 raised in 2012, and in particular in Restaurant 3 to the highest number since many years.
Overall number of meals per day in 2012:

<table>
<thead>
<tr>
<th>Restaurant</th>
<th>Meals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restaurant 1</td>
<td>2'177</td>
</tr>
<tr>
<td>Restaurant 2</td>
<td>717</td>
</tr>
<tr>
<td>Restaurant 3</td>
<td>460</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3'354</td>
</tr>
</tbody>
</table>

The kiosk close to the Reception building 33 was requested by the Visit Service as an alternative to Restaurant 1, but was no success and will be removed again. Instead, something will put close to the Globe.

The kiosk in the main building is losing money since quite a while. It offers a large variety of journals, but fewer and fewer people are interested to buy them. Nevertheless, it will be kept open as a service.

Still outstanding issues are payment with credit card, which might come not before 2014, capacity and waste sorting. Next projects are renovations of Cafeterias in buildings 30 and 6, and an increase of capacity of Restaurant 3, at least during LS1, where many contractors are eating.

10. MATTERS ARISING FROM THE PREVIOUS MEETING

Most action items were handled under the previous items, except:

**CERN, Head of Diversity Office (S. Datta Cockerill)**

- To contact the experiments asking for the possibility to give a presentation of the Code of Conduct and Diversity at one of their next Plenary Weeks.

  *The spokespersons of the four major LHC experiments have been contacted and a first presentation will be given to ALICE in July, and at one of the next CMS Collaboration Weeks in 2013.*

11. ANY OTHER BUSINESS

**Retendering of Travel Agency Contract (Gabriele Thiede, CERN)**

CERN’s travel agency is Carlson Wagonlit Travel, who has been under current contract since 1 June 1990. CERN shall issue a tender for these services in order to establish a new contract with a maximum term of 7 years.

In 2012 the volume of travel services purchased through the travel agency was 4.6 MCHF consisting mainly of plane tickets, but also of rail tickets, rental car and hotel bookings. About 25% was spent by collaborating institutes. Hence, Users are
relevant customers who may have special requirements and wishes, and it is in this regard that ACCU is addressed.

The cost of an on-site travel agency is about 480 kCHF; this fee is charged to the centralized budget of CERN. There are no transaction fees for official travel as these services are included in the current contract, whereas fees are applied for private travel.

A survey among CERN Users and employed members of the personnel was made from 21 May - 2 June on behavior, needs and expectations of the customers. There were 567 responses, of which 111 were from persons travelling for collaborating institutes, 76 travelling exclusively for institutes and 35 travelling for both CERN and institutes.

Typical use case for Users is to buy plane tickets at the travel agency, whereas train tickets are obtained outside and also car rental is not done via the travel agency. Email or personal contacts during working hours are the preferred ways of communication. A hotline outside working hours is sufficient. When asking for offers, 2-3 offers are preferred within a few hours, compliant with CERN’s or the departmental travel policy. Paper documents should be sent via internal mail or should be picked up at the travel agency. The vast majority of Users were in favor of having a travel agency on-site, and an online booking tool would also be highly welcome.

As next steps, the market survey will be launched in June, to be followed by the invitation for tender together with preparations of questionnaires, technical specifications and other documents. In November the best offer will be selected.

**Resolution of a long outstanding Service Desk ticket**

Following a suggestion by the Bulgarian Delegate, S. Piperov, the CERN-IT Service Management team reported that the incident raised (INC282054 complaining about incorrect closure of INC042761) has been resolved through improvements (past and continuous) of the system handling the tickets.

**Distribution of minutes**

Following a request by the Bulgarian Delegate, S. Piperov, the ACCU Secretary apologized for the late distribution of the first draft minutes of the last meeting. In order to have earlier available the first draft version of the present meeting, the Secretary set a deadline of about 4 weeks after the meeting. This corresponds to distribution of the first draft to the ACCU members in the first week of July.

**Bike rental**

J. Salicio Diez reminded that since 1 June a fee of 1 CHF/day is taken for bike rental, as endorsed at the ACCU meeting in December 2012 (see [proposal](#)).
CERN measures in case of harassment

D. Acosta asked the question of which measures are available at CERN to help in case of harassment or conflict in the work place. D. Chromek-Burckhart, Head of Users’ Office, responded that CERN has implemented two independent measures to help anyone working on the CERN site in case of conflict in the work place and moral or sexual harassment.

The Ombuds is available for informal advice and guidance in conflict resolution and the Harassment Investigation Panel (HIP) can be contacted to perform an administrative investigation in case of perceived moral or sexual harassment. Both bodies are impartial and any conversation and procedures are confidential. Supervisors should, if possible, be contacted initially to help resolving a conflict. The medical service and the CERN psychologist can be contacted as well.

Everyone is advised to follow up eventual harassment in an early stage. Harassment can take many different forms and is complex to determine. The Ombuds is specially trained in these matters. He can listen, advice and guide and will not do any further steps without the permission of the person concerned. It is generally of great help to talk to a person in confidence, who understands the context of CERN but is not in a direct professional relationship with him or her. Most cases can be solved that way.

The chair of the Harassment Investigation panel can be contacted in case of perceived harassment to initiate an administrative investigation. The current chair of the HIP panel is Tim Smith. All references and procedures can be found on their Web page.

Any person is free to contact the Ombuds or the chair of the HIP. The Ombuds will not report to the HIP nor divulge any information provided to him in case of a later administrative investigation. The Code of Conduct applies to any person working on the CERN site: CERN staff, associated members and subcontractor. More details on the Code of Conduct are available on two webpages with Frequently Asked Questions and with Additional Information.

12. PROPOSED TOPICS FOR THE NEXT MEETING (Wednesday, 11 September 2013)

- Reports from ACCU representatives on other Committees
  - Accommodation Facilities Working Group (Alexandre Rozanov)
- Progress on Health Insurance (Pierre Bonnal, CERN)

Michael Hauschild, 4 June 2013

Presentations from the meeting can be found with the minutes on the ACCU web site at http://cern.ch/ph-dep-ACCU/
APPENDIX A

SUMMARY OF ACTION ITEMS

CERN, GS Department (I. Mardirossian)

- To follow-up the installation of a bicycle path between Meyrin and Prevessin, and of a new bicycle entrance near Gate D close to French and Swiss Customs.

CERN, Users’ Office Head (D. Chromek-Burckhart)

- To follow-up the progress of the new collective health insurance project for Users to cover for the financial consequences of private and professional accidents.

CERN, Head of Diversity Office (S. Datta Cockerill)

- To contact the experiments asking for the possibility to give a presentation of the Code of Conduct and Diversity at one of their next Plenary Weeks.

CERN, IT Department Head (F. Hemmer)

- To investigate the possibility of having WiFi access for visitors at a few hot spots, e.g. at the CERN reception and in the Globe, with a simple registration procedure and without reducing the quality of the standard CERN free wireless network.