The Site Engineering Management Group (GS-SEM) provides and maintains the CERN’s sites, buildings and underground civil engineering works as well as the logistics and general services.
General Infrastructure Services
SEM - Organization

Group management
M. Tiirakari
(N. Lopez)

Site services and Logistics (LS)
I. Mardirossian

Site Maintenance and works (SM)
P. Pepinster

Civil Engineering (CE)
N. Lopez
GS-SEM-CE
Civil Engineering Section

- LHC Civil Engineering Project, finishing and supplementary works in collaboration with architects, consultants and contractors
- Other large scale projects such as CLIC, ILC and SPL
- Surface structures or buildings on CERN sites
- Maintenance work for all underground structures
- Building related consultancy services for all Departments
- Topographical Surveying of CERN sites and installations (buildings, roads, distribution networks, parks, ...)

- Updating and maintenance of CERN GIS (Geographical Information System)

- Production of maps (surface and underground)

- Classification of new CERN constructions (buildings, barracks, ...) and updating and maintenance of the Patrimony (GEOSIP) Database.
- Maintenance and renovation of buildings, roads, parking places and green areas.

- Consolidation Project.
GS-SEM-LS
Logistics Section

The GS-SEM-LS Section is responsible for the management of CERN’s General and Logistics services:
- Cleaning
- Car pool
- CERN Hostel
- Stores
- Site surveillance
- Keys
- Registration and reception
- Shipping
- Goods reception
- Waste management
- Personnel transport
- CERN mailing
- Green number Plates and private removals
- Exhibitions
- Internal material distribution

10 June 2009  M. Tiirakari EDMS: 7
GS-SEM-LS Organizational Chart

10 June 2009

M. Tiirakari EDMS:
• Cleaning at CERN is a very sensitive issue;
• Major quality progress has been made in this field during the past two years;
• Two CERN staff members are today in charge of the follow-up of this activity CERN-wide (underground and surface building infrastructure):

  **Mr. Michel Grospiron (160053)**
  **Mr. Alain Bertrand (162056)**
The service is handled as follows:

- **A base line cleaning service paid on a GS centralized budget**;
- **On demand a supplementary cleaning service can be requested but is has to be paid by the requestor. A cost estimation is made by the contractor and submitted to the client for prior (electronic) approval before any new activity is undertaken.**
Cleaning service

6 different space family types have been defined:

- **A**: Stores, storage areas, workshops, technical working areas;
- **B**: Offices, control rooms, laboratories;
- **C**: Lifts, stairs, entrance halls, corridors;
- **H**: Experiments, storage, mounting halls, tunnels;
- **P**: Library, restaurants, meeting rooms;
- **S**: Sanitary areas, dressing/changing rooms, dining areas.
Cleaning service

Each space family type has a defined cleaning quality level and number of interventions per week:

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>QUALITY</th>
<th>DÉFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>NONE</td>
<td>No need</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No service required</td>
</tr>
<tr>
<td>1</td>
<td>MINIMUM</td>
<td>Help in maintaining the goods but not to stay in acceptable conditions</td>
</tr>
<tr>
<td>2</td>
<td>STANDARD</td>
<td>Need corresponding to a normal use</td>
</tr>
<tr>
<td>3</td>
<td>IMPROVED</td>
<td>Need corresponding to an intensive or specific use</td>
</tr>
<tr>
<td>4</td>
<td>HIGH</td>
<td>Need corresponding to an intensive or regular use or occupation</td>
</tr>
<tr>
<td>5</td>
<td>VERY HIGH</td>
<td>Need corresponding to a constant and specific use or occupation</td>
</tr>
<tr>
<td>6</td>
<td>EXTRA</td>
<td>Correspond to specific and constant requirements linked to the attendance and/or representativeness</td>
</tr>
</tbody>
</table>
## Cleaning service

<table>
<thead>
<tr>
<th>Location Family</th>
<th>Quality Level</th>
<th>Number of Cleaning per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>B</td>
<td>2 (Except control room level 3)</td>
<td>1 (Except control room twice /w)</td>
</tr>
<tr>
<td>C</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>H (tunnels excepted service always on demand)</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>P</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Meeting Rooms, Library Restaurants, Cafeteria</td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>S</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Sanitary Dining Rooms/ Changing Rooms</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>
Cleaning service – New Projects

• A purchasing procedure will be initiated this year for the renewal of both contracts in France and in Switzerland;

• Review the approach of the new contracts: should we keep the concept of “on demand cleaning” or should we consider that any cleaning activity is part of the base line service? Major issue here is cost impact…
The Car Pool Service is in charge of the:

- purchasing procedures related to the provision of cars (today: Peugeot)
- administrative formalities in connection with the "Bureau des Automobiles" for the CERN car fleet
- follow-up of the car fleet insurance
- management of car repairs and maintenance
- management of the two on-site petrol stations
- trade-in formalities after 4 years of rental/leasing
- invoicing to departments **but ALSO**
- Short-term rental request (today: HERTZ)
Car Pool Service - *Projects*

- Work closely with the PH car pool to find synergies through resources and procedures and looking to increase the level of service for Users;

- Review the possibilities of car sharing (cars with CERN logo) and more generally personnel transports on CERN sites through “mobility like” solutions.
CERN Hostel: On-going actions

- Renovation of Building 38 launched, priority given to the sanitary installations and kitchens;
- Modification of the reception desk in Building 39 and the transformation of the 5 offices on the first floor into rooms;
- New hostel management software Fidelio implemented, on-line beginning of July;
- Implementation of a web interface for direct reservations by Users in Autumn.
CERN Hostel : Projects

- Renewal of the TV and furniture in rest areas;
- Sign posts to help users to easily find their way on CERN site;
- Review alternative solutions replacing the existing rental apartments such as Long Term Residence hotel with very attractive price and services near CERN sites and experimental pits;
- Re-launch negotiations with hotels in our surroundings to try to improve prices offered (i.e. get lower prices) and services.
# GS-SEM-LS: CERN Hostel
## Occupancy rate 2008 in %

### Still room for improvements

<table>
<thead>
<tr>
<th></th>
<th>01</th>
<th>02</th>
<th>03</th>
<th>04</th>
<th>05</th>
<th>06</th>
<th>07</th>
<th>08</th>
<th>09</th>
<th>10</th>
<th>11</th>
<th>12</th>
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<tbody>
<tr>
<td>B 38</td>
<td>50</td>
<td>76</td>
<td>73</td>
<td>73</td>
<td>71</td>
<td>80</td>
<td>93</td>
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<td>78</td>
<td>70</td>
<td>72</td>
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<tr>
<td>B 39</td>
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<td>69</td>
<td>56</td>
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<td>75</td>
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<td>B 41</td>
<td>38</td>
<td>66</td>
<td>48</td>
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<td>69</td>
<td>70</td>
<td>60</td>
<td>31</td>
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<td>St Genis</td>
<td>27</td>
<td>80</td>
<td>72</td>
<td>71</td>
<td>62</td>
<td>71</td>
<td>96</td>
<td>93</td>
<td>83</td>
<td>81</td>
<td>79</td>
<td>37</td>
</tr>
<tr>
<td>Flats</td>
<td>22</td>
<td>54</td>
<td>58</td>
<td>82</td>
<td>89</td>
<td>76</td>
<td>73</td>
<td>76</td>
<td>82</td>
<td>82</td>
<td>77</td>
<td>57</td>
</tr>
</tbody>
</table>

10 June 2009

M. Tiirakari EDMS
• The product managers are technical experts working in close collaboration with CERN users;

• They are responsible for around 200’000 different items for more than 80 families of products including: vacuum, cryogenics, electronics, electricity, raw materials, gases, tooling, IT equipments, safety equipments, etc...;
Stores service - Product Managers

- Check the compliance with the CERN safety rules;
- Have a view to cost-effectiveness;
- Draw up technical specifications;
- Understand users’ requirements;
- Propose possible alternative technical solutions based on experience and expertise;
- Coordinate standardization of products through standards working groups;
- Manage procurement and follow-up procedures from the ordering stage up to delivery and invoicing;

- Determine whether families of products are to be stored or delivered on a just-in-time basis to the client;

- Carry out quality control of equipment and check that it complies with the technical specifications.

10 June 2009  M. Tiirakari EDMS:
Stores service: Operations

The Section includes two main Stores (the Central and Raw Materials Stores) and works in close collaboration with the product managers to optimize stock levels and families of items proposed.
Transfer of the maintenance management of the LHC oxygen safety masks to the central Stores:

- Use BAAN to follow-up each individual mask;
- Set-up a team insuring a reliable and available service to users;
- Certify the team for the refurbishment or formal destruction of the masks. This avoids the use of external companies (and decreases costs);
Stores service: **Punch-Out**

We implemented virtual stocks for electronics components, informatics consumables, stationary, screws, hand-tooling via an electronic business solution (punch out) by housing outside supplier’s catalogues in the CERN electronic stores catalogue, for optimizing the resources and improving the level of service (24 hours delivery time from supplier to end users’ desk).
Stores service: **Projects**

**RFID project**
- in order to automatically process all entries and exit of stocks;
- technology used for logistics but also in other applications in CERN.

**Classification project**
- make all spare parts purchases transit via the stores frame contracts;
- Implement BAAN usage for all stores;
- Propose the stores catalogue and the SCEM scheme as the foundation for a CERN-wide maintenance management system.

*Bookshop and store management in Building 33 now uses BAAN.*

10 June 2009

M. Tiirakari EDMS:
• New opening hours for **Gate D**: Between 7 and 9 am and between 5 and 7 pm (working days);

• Modification of **Gates A and B** in order to get two entry and two exit lanes of which one is automatic (Telepass like system) under discussion.
The mission of the Locks and Keys Service is:

- to manage and ensure the follow-up of the CERN locking plans;
- to distribute KABA keys to the users and recover them in case of needs;
- to distribute furniture keys to the users (if reference available in stock only);
- to distribute and install KABA cylinders on the sites of CERN.
Keys Service : Projects

• Create a working group including the major stakeholders to review CERN “plan général de fermeture” and establish a global strategy for the use of cards and/or keys;

• Discuss with the departmental representatives and respective space managers to present our actions and collect their feed-back;
The Registration Service is in charge of:

- the management and the follow-up of Contractors' Personnel records;
- Issuing CERN access cards as well as CERN car stickers and handles biometric registration (LHC access).
- Located in **Building 55**, (Main Entrance of the Meyrin site), it is open on weekdays from 7:30 to 16:00 non stop.
Shipping Service

- Management of all external movements of material, worldwide, on account of the Organization, or on the request of collaborating research institutes and universities;
- The study of the most suitable and cost-effective means of shipping (Sea, Land, Air) materials and goods both to and from CERN, and from one contractor to another in particular for the LHC project (triangular traffic), but also for any other project;
- Organizing of a large variety of shipments, anything between small parcels to oversized and heavy special transports
Shipping Service

- Ensures compliance with, the customs and tax formalities and procedures for the transit of goods, especially in France and Switzerland;
- The Section is recognized by the customs and tax authorities as the intermediary for all formalities and for arranging exemption from VAT on the territories of CERN’s Host States;
- The Section supervises the procedures related to “dual-use”-goods (military and civil) which need official export permits and close follow-up.
• **Improvement of working methods** and **shipping procedures** as we face a constantly increasing number of shipping requests;

• **All Shipping Requests** are treated through the **EDH and QUALIAC** data handling system;

• The actual Shipping Request on EDH includes **both requests for internal and external transport** services as per the users’ needs. Four options are proposed;

• If internal transport services are required, the information passes **automatically** to the transport service for pick-up and transport to the Reception Service 904 (Prévessin) or 194 (Meyrin) for further shipment to external destination.
Shipping Service

- The new Shipping Request has an **integrated insurance request** which transfers information related to the goods directly to the insurance company without supplementary paperwork;
- New **electronic Transfer Slip** linked to Transport Requests and to Shipping Requests.
- The procedures for Shipping of **radioactive material** have been reviewed and improved with implementation of a special software together with SC-RP (the radioprotection group).
Goods Reception Service

- **Reception**, quantitative **control** of all goods delivered to CERN;
- **Identification** of the delivery, external **inspection**, remarks;
- **Registration** of the delivery into the databases;
- Internal **distribution** of all goods;
- **Collection** and **packaging** of goods for shipment from CERN;
- Starting of all initial **damage reporting** procedure, if needed
Waste Management service

• The section is in charge of the **conventional** waste management;
• Collaboration with SC-RP to manage the commercial, legal, and logistics part of the **radioactive** waste;
• Transfer of the **special** waste management activities today handled by EN department to GS 1\textsuperscript{st} September 2009.
Personnel Transport Service

On-going actions

- Purchase of two new « shuttles » to renew the fleet;

- Review the personnel transport handling on the CERN sites (including the experimental pits) and review and redevelop the necessary routes of the “shuttles”.

10 June 2009

M. Tiirakari EDMS:
The mail service will move from Building 510 to the Meyrin goods reception before Autumn in order to exploit synergies with the other logistics team that are working already on the goods reception premises.
Green number plates and Private Removals Service

- **As from 1 April 2009**, formalities relating to K and CD special series French vehicle plates (green plates), removals and importation of personal effects into France and Switzerland are dealt with by GS Department (Building 73/3-014, tel. 73683/74407).
Exhibition Services

Provisional Planning of Industrial Exhibitions and visit of Member State companies at CERN

- Industrial exhibitions @ CERN

<table>
<thead>
<tr>
<th>Country</th>
<th>Dates</th>
<th>Further information</th>
</tr>
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<td></td>
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</table>

- Visit of firms @ CERN

<table>
<thead>
<tr>
<th>Country</th>
<th>Dates</th>
<th>Further information</th>
</tr>
</thead>
<tbody>
<tr>
<td>BELGIUM @ CERN</td>
<td>25 - 26 May 2009</td>
<td>List of firms (pdf format)</td>
</tr>
</tbody>
</table>

- One-day technical presentations

One way for a company to introduce its products at CERN. For more information, please contact Caroline Laignel (+41 22 767 3722) or Karine Robert (+41 22 767 4407).
Discussions with Departments are ongoing to improve the planning and organization of individual and collective office and laboratories removals.
THANK YOU FOR YOUR ATTENTION