ORGANISATION EUROPEENNE POUR LA RECHERCHE NUCLEAIRE
CERN EUROPEAN ORGANIZATION FOR NUCLEAR RESEARCH

ADVISORY COMMITTEE OF CERN USERS

Minutes of the 120th meeting held on 5 June 2018

Present (* = part time):
M. Barroso Lopez (replacing M. Marquina), Y. Benhammou* (replacing L. Barak),
C. Biino, G. Bobbink, M. Bona, G. Cavallo, C. Decosse, E. Dimovasili, M. Dittmar,
G. Duperrier (invited), J. Erö (replacing M. Jeitler), I. Fernandez Gonzalez, F. Ferri,
P. Gildemyn* (invited), I. Glushkov, A. Gorišek, I. Haug, M. Hauschild (Secretary),
F. Hemmer* (invited), T. Hryn’ova, R. Jones, D. Lazić (Chair), W. Lerche, R. Lica,
I. Mardirossian* (invited), L. Miralles, S. Nemecek, A. Rinkevičius, G. Roy,
M. Steinacher, J. Terrón, R. Teuscher, C. Troncon, M. Trzebiński, C. Warakaulle

Apologies:
W. Ahmed, M. Aicheler, L. Barak, F. Barão, G. Boudoul, B. Demirköz,
A. Dubnicková, E. Elsen, M. Ferro-Luzzi, D. Forkel-Wirth, F. Gianotti, J. B. Hansen,
M. Jeitler, M. Marquina, L. Masetti, T. Nayak, K. Rabbertz, K. Røed, D. Sampsonidis,
S. Strandberg, M. Tytgat, V. Veszprémi, N. Zimine

Agenda

1) Chairperson’s remarks
2) Adoption of the agenda
3) Minutes of the previous meeting
4) News from the CERN Management
5) Microsoft licenses at CERN
6) Report on services from SMB department
7) The CERN Ombudsperson
8) Staff Association and the links with Users
9) Users’ Office news
10) Matters arising
11) Any Other Business
12) Agenda for the next meeting
1. CHAIRPERSON’S REMARKS

D. Lazic, Chairperson, opened the meeting, welcomed new Delegates and mentioned extended Delegates. Apologies for absences were mentioned from Delegates who could not attend the meeting.

New and extended Delegates

The Chairperson welcomed the extended Delegates:

- Roger Jones (United Kingdom)

Pending decisions

Pakistan did not yet decide on extension of the present Delegate or finding a new Delegate.

Finding non-member State Delegates for Middle East & North Africa and for Asia–Pacific also did not yet succeed.

2. ADOPTION OF THE AGENDA

At the last meeting in March 2018, beside the regular standing items, reports on the following topics were foreseen:

- Report(s) by ACCU representatives: Scientific Information Policy Board (SIPB) and/or Housing Service review meeting

  The report from the Scientific Information Policy Board is postponed to a later ACCU meeting as only one meeting was held since the last report in March 2017.

  The report from the Housing Service review meeting is postponed as at the next Housing Service review meeting, details of the revised renovation plan for Building 38 will be discussed, which will be reported at the next ACCU meeting.

Additional topic since last meeting:

- Microsoft licenses at CERN: presentation by Frederic Hemmer (CERN, Head of IT Department)

- The CERN Ombudsperson: Pierre Gildemyn (CERN, Ombudsperson)

- Staff Association and the links with Users: Ghislain Roy (CERN, President of the Staff Association)
Further issues brought up by Delegates since the last meeting were handled under AOB, if not already covered earlier.

3. MINUTES OF THE PREVIOUS MEETING

Following the distribution of the final draft minutes of the 119th meeting, no comments were received.

The Minutes of the 119th meeting were adopted without modifications.

4. NEWS FROM THE CERN MANAGEMENT (Charlotte Warakaulle, Director for International Relations and Martin Steinacher, Director for Finance and Human Resources)

In absence of the Director General, Fabiola Gianotti, the report was given by the Director for International Relations, Charlotte Warakaulle, and the Director for Finance and Human Resources, Martin Steinacher.

LHC and injectors

The excellent performance of the LHC continues. This year, the LHC is well on track towards an integrated luminosity of 60 fb\(^{-1}\), with 19 fb\(^{-1}\) at the time of the meeting. In 2017, an LHC half-cell in the middle of arc 12, called “16L2”, made of 3 main dipoles, 1 quadrupole, 1 sextupole and correctors showed abnormal losses. The challenge with “16L2” is still there, but the excellent teams working on this now have a recipe to run with 2556 bunches and luminosity 2 x 10\(^{34}\) (twice the design LHC luminosity).

The Injector Upgrades (LIU) and HL-LHC are progressing well with very nice results, including two world records very recently. The Fresca II magnet reached 14.6 T (a new world record for a dipole) and the first test of crab cavities with protons (in SPS) went very successfully, both important technological developments for the future of the complex.

For the HL-LHC project, an important milestone will be the start of the civil engineering work on 15 June, with a ceremony involving both the host countries as well as Council delegates.

Enlargement

The CERN Council has received two Expressions of Interest in Full Membership from Estonia and Latvia and will decide on whether to invite them to apply. This could potentially broaden the membership of the Organization in due course though these processes do take some time, with a number of steps involved.
Two new International Cooperation Agreements were made with the Philippines and Thailand, showing dynamism in the Asian context. Last year, there were International Cooperation Agreements with Nepal and Kazakhstan. It is very encouraging that CERN is experiencing growth and dynamism in the community in several countries.

Council will also be considering an updated International Cooperation Agreement with Russia, to replace the one from 1993, to bring it in line with the current format and provide a basis, hopefully, for Russian contributions to the HL-LHC project.

**Council and Committees**

At the Council Week in March, the SPC approved the detailed plan for the Strategy update process ESPP, heard a report on the “European Astro-particle Strategy 2017 – 2026” and held a brainstorming on “What we need to learn about the Higgs boson”. The Finance Committee received the site and building renovation status, heard the Knowledge Transfer 2017 report and received the Report on Procurement during 2017.

Council heard a report on energy management and efficiency, welcomed and commented the Annual Progress Report for 2017, containing for a second year, key performance indicators (KPIs) for many of CERN’s activities, and heard first-hand information on the Medium-Term Plan for the Period 2019 - 2023 given by the Director-General, also built this time on the three main ESPP pillars.

In April, the LHC Experiments and WLCG Resources Review Boards (Spring RRBs) discussed on the main LHCC deliberations on Phase-II Upgrade, received a report by the Upgrade Cost Group Report on Phase-II Upgrade and a report from the Scientific Computing Forum.

The SPC meeting in May focused on discussions of the scientific programme in the Medium-Term Plan White Paper for the period 2019 – 2023, gave general comments on the Medium-Term Plan as input for the Green Paper in June and received a status report on the Theory Department by Gian Giudice.

At its bi-annual meeting in May, TREF endorsed the CERN Personnel Statistics 2017, received the Diversity Report 2017 and noted the recent appointments of a new Ombuds and a new Diversity Officer.

Preparations for the June Council Week have been recently concluded. The Management is seeking approval of the Annual Progress Report for 2017, Financial Statements 2017 and discharge of the Director General, Medium-Term Plan for the Period 2019 - 2023 and Draft Budget for 2019, Scale of Contributions to the 2019 Budget, and the outcome of the April 2018 LIU and HL-LHC Cost & Schedule Review.
Alumni Programme

The Alumni Programme is celebrating its first anniversary on 7 June. Already now the network, which is open to all Users, counts over 3’000 members. Three new local chapters have been established, the first ones in New York, in Texas and in the local Swiss Romande region.

A workshop on “Moving out of Academia into the Financial Sector”, which will take place on 8 June, was filled up very quickly, and shows the value of the network in providing support for the transition out of academia, which may be particularly relevant for Users.

5. MICROSOFT LICENSES AT CERN (Frederic Hemmer, Head of IT Department)

Microsoft revoked CERN’s academic/education status in 2017 as CERN doesn’t fit in any of the special categories: government, education, health, non-profit (charities). As a consequence, a more than 10x increase in price has to be expected after the current contract terminates on 28 February 2019.

Microsoft licensing is based on the number of users, where a “user” in the sense of licensing is defined as an email address, not as the number of physical persons as published in the CERN personnel statistics. This policy results in 40’000 accounts and mailboxes counted as “user” in the sense of Microsoft. The vast majority of them are owned by Users (persons) and by Externals participating in an experiment (status: PART), and to a lesser amount by people from companies.

Other similar organizations (Fermilab, DESY, Eurofusion, ESO etc.) have similar problems, although not (yet) for everybody and some benefit from the special categories, e.g. Fermilab as a governmental organization.

The big financial impact is due to the server-side technologies currently used (e.g. mail, authentication etc.), not due to Office software. Over years, CERN granted access to all Microsoft products, regardless of the needs, e.g. 500 Visual Studio installations, 1500 Visio or Project.

Different scenarios beyond February 2019 have been discussed with Microsoft. However, only indications and scale factors can be given from informal meetings, but no firm prices. Numbers are based on a bundle, as in the current offering. Exiting this bundle would likely double the prices.

CERN is playing a pioneering role among public research institutions in its Member States. Strategy is to remove dependency on commercial companies and to migrate from proprietary software to open-source solutions, not only in case of Microsoft products.
In the meantime, negotiations with Microsoft continue at highest level, just below the CEO. A ramp up grace period has already been promised where restricting products and/or different usage maybe required.

It’s priority of the IT Department to address the Microsoft problem. IT is providing manpower for this, however, a decrease of 3rd level support has to be expected. More self-help through community forums may be provided.

In the meantime, no actions are required until alternatives are proposed and a detailed plan. Microsoft products like SharePoint, Skype for business, Office, etc. should continue to be used. For specific needs it will always be possible to use Microsoft products in the future. However, Microsoft negotiations may force CERN to move to other implementations, e.g. cloud based.

Negotiations need to terminate in the second half of 2018, in order to leave enough time before the December Finance Committee. Boundary conditions have to be determined also in 2018, with proof of concept, e.g. a fast migration to an email alternative, to be followed by pilot tests in 2019. It will always be possible to use Microsoft products in the future but generally, CERN must remove CERN’s dependency on commercial companies as much as possible. Hence, products from other companies like Google are not an option. Open-source products should be used as widely as possible, but also have support costs with no estimate yet.

Regular updates are given in the IT Technical Users Meetings and on a web page dedicated to Microsoft Alternatives - Assessing an Open Software Strategy for Core Services at CERN. Surveys might be conducted to understand the use cases.

CERN Users and Externals are often using both Microsoft licenses from their home institute/university and those from CERN, which is double-counting. However, using licenses from home universities outside the university might also cause problems.

Other international organizations have similar problems, some were even migrating from open-source solutions to Microsoft products on request by their users and have to pay a big price. Main difference to other organizations is the large number of 40’000 license users, which is unique for CERN.

6. REPORT ON SERVICES FROM SMB DEPARTMENT (Isabel Fernandez Gonzalez, CERN-SMB)

Service Report

The number of tickets has stabilized at a level of 25’000 tickets per month with a human caller over the first months in 2018. There is a slight downward trend for the number of incident tickets and a slight upward trend for the number of request tickets. The number of feedback given is stable at ~8% of all “human” tickets with
only 0.2% of all tickets having a negative feedback. However, having only 8% feedback is not enough.

It’s now more than one year since a new contractor started in April 2017, with integration of the CERN Switchboard. Average daily workload is about 580 tickets and 85 switchboard calls, with a slight downward trend for the number of switchboard calls.

Stable operation was achieved after 3 months when quality levels were reached as in the service-level agreement (< 0.3 % failures, < 0.1% negative feedback). The first yearly contract review resulted with positive trends. There is continuous effort working tightly with CERN services and to integrate more services.

CERN Hostel

A service review meeting with all stakeholders, including the ACCU representative, is planned for 19 June.

Preparation of building 38 renovation is ongoing and scheduled for 2019 thru 2022. Work is ongoing on solutions to reduce the high cancellation rate of 48% in 2018 and to improve the waiting list. Results will be discussed in the service review meeting.

A small part of the high cancellation rate is due to a lack of capabilities of the booking software, e.g. merging a series of bookings for the same person into a single booking is counted as multiple (fake) cancellations. However, the majority of cancellations is due to massive group bookings with multiple real cancellations on very short notice.

Some hiccups have happened with school groups, linked to the badge wearing obligation and communication between visits service, guards service and hostel, which have been solved in a pragmatic way.

There were strong complains in 2017 because of excessive noise by school groups, resulting in a change of the booking rules for school groups. No complains due to noise by school groups have been received since. School groups are not accepted in the period June – September and only used 2% of the Hostel beds, with 66 school groups in total in 2017. The overall satisfaction rate in 2018 is at a very high level of 97%.

There was no feedback received on the proposal to allow babies below 12 months receiving breast feeding in the Hostel and to provide a couple of baby cots. There was also no feedback on the more expensive solution to create a family section, where a dedicated isolated area is reserved of up to 5 such rooms with changing tables and fridges (including a breast-feeding room). A general breast-feeding room is already available at CERN, which was used ten times in 2017. A mobile breast-feeding booth for events and conferences is also an option.
Mobility Service

The regular shuttle service has suffered from some delays due to reasons works, heavy traffic and timeliness drivers. Timetables will be adjusted and service increased over summer in an attempt to remedy the issues. Target for new improved service/timetable is September. It is aimed to report delays in close to real time on the service status board (service portal).

A new pricing policy for car rental has been approved. As of 1 July, new long-term rental prices will apply, and short-term rental prices will drop to lower fixed prices. As of 1 September, short term rental prices will further drop as function of the rental period (awaiting AIS implementation).

A study has been launched to simulate traffic conditions around Meyrin site in collaboration with University of Geneva. It will evaluate the impact on the route de Meyrin and the Saint Genis roundabout if Gate E and the inter-site tunnel would be accessible under the same conditions as Gates A, B, C located in Switzerland. There are special rules for the use of Gate E, as this gate (and also the inter-site tunnel) links CERN Meyrin with France. Hence, changing any rules requires agreement of the host states authorities, who have requested this study. Works on doubling the lanes at Gate E, as announced earlier, are planned to start in summer.

Taxi vouchers will be distributed via the Mobility Centre on request by Department or Group secretariats. They are charged on CERN budget codes or team accounts. If one wants to be picked up by a taxi on the CERN site, the arrival of the taxi must be announced to the Guards Service in advance through the service portal (until some minutes before the taxi arrives).

There is a Swiss Working Group on mobility at International Organizations. In the framework of this Working Group, parking fees have been discussed. However, there is no intention to introduce parking fees at CERN.

Restaurants

CERN is aiming for a new contract by 1 July with clarification of responsibilities and terms and conditions. This should allow for greater visibility from the contractor and from the CERN point of view and enable investments in e.g. new furniture.

Private parties, organized in the Restaurant 1 extension, are still an issue. People mostly bringing their own drinks and food, which is no problem if organizers show respect to the furniture, restaurant and cleaning staff. Despite of posters being placed a year ago, asking for people to clean up behind, and not use (or at least return) glasses, cutlery and plates from Novae, there is still regular abuse and measures have to be taken. Implementation of a procedure is in progress. An announcement in the Bulletin is also planned.

To reduce the environmental impact, Novae has replaced plastic cups by glasses and added 200 water carafes. In 2017, Restaurant 1 & 2 used 846'000 plastic cups in total,
a significant reduction of the environmental impact, if it can be avoided. However, after only one week, more than 25% of the glasses were “lost”. In addition, 12% of the knives and 17% of the forks couldn’t be found after one week. Hope is, that after some time the situation saturates. A reminder to bring back glasses and cutlery, e.g. through posters or email, could also help.

Complains and suggestions concerning the Restaurants can be submitted through the Service Portal. Any input is also very useful for an external expert review, that was recently started with results expected after summer.

**Shipping**

A new transport insurance contract is in place, covering all regular transport (in- & outbound). Insurance will be “free” for departments and teams from a centralized budget code. A modification of the EDH shipping request is still ongoing.

**Badges and site security**

Since 2 May, all persons present on the CERN site are required to wear a badge visibly, including participants to an event (badges obtained via Indico application), to a guided tour (via the outreach application) and also visitors invited by guarantor and club members (via the Service Portal). Badges can be printed at a kiosk in building (reception), another kiosk at Gate B is under test. A privacy notice has been published. Feedback on the policy, any problems etc. can be given at the Service Portal.

A [self-service car registration](#) of vehicles to be brought onto the CERN site has been implemented.

Opening hours of the locks and keys service have been enlarged and as of 1 June are on working days from 7:30 to 17:30.

**Projects**

- Works on the Esplanade des particules project are progressing well and as planned. Works on CERN powerlines have been completed by February 2018. Works on the current blue surface is in progress. Presently, the same blue color is used for the road and the surrounding area, which is a safety concern, as the road is not clearly recognizable. This was communicated already to the Swiss authorities, who are responsible for the blue color and replied that the final colors will be different. Target to finish all works is mid-June 2018. In July, Gate B and the entrance to building 33 will be modified for better access for people with reduced mobility.

- Works at the new Prévessin crossing entrance actually started end of November after some delays. Changes in networks have been finished and civil engineering road works began mid-April and will finish end July, to be followed by installation of new traffic lights in August 2018.
• Works have started around Restaurant 2. There will be 3 phases: improving the safety for all users (cars, bikes, pedestrians) on the road and parking, resurfacing of parking and increasing parking capacity, and integration of a bus stop. Route Feynman will be closed for some weeks. Phase 1 has been finished in December 2017, phase 2 is planned to start in summer, phase 3 in fall 2018. All works are due to be completed by the end of 2018.

• New works have started on the Salam road in front of building 107, to be executed with the next two months. A one-way direction of the Salam road is planned, two-way cycling paths, and a security crossroad Salam – Wu – Bakker road and crossroad Salam – Weisskopf road. More parking space along Salam Road will also be created.

7. THE CERN OMBUDSPERSON (Pierre Gildemyn, CERN Ombudsperson)

The CERN Ombuds provides guidance in the application and interpretation of the Code of Conduct and assists for the informal resolution of interpersonal issues.

The Office of the Ombuds has been created together with the Code of Conduct in 2010. The Code of Conduct is constructed around the 5 values at CERN: creativity, diversity, integrity, commitment and professionalism. It is not a law or regulation, but rather an orientation map, how individuals would like to be treated by other people.

In particular Users outside CERN are still representing CERN and should defend the reputation of CERN. Diversity is considered as richness for CERN and is not only gender diversity, but includes nationality, beliefs, culture and sexual orientation.

The Dutch Delegate expressed his gratitude to the Code of Conduct that could also be a good example for other organizations. The Ombuds confirmed that indeed he was contacted in this sense by other international organizations, who are in the same process as at CERN 10 years ago.

All people working at CERN have access to the services of the Ombudsperson. There are about 20 visits per year by Users to the Ombuds, rather stable over the past years. These represent 16% of all visits and are very low w.r.t. to the high Users population. This could indicate that the function of the Ombuds is not known among Users.

People visiting the Ombuds are often young scientists at the start of their career, far from home, who feel isolated. One characteristic for Users at CERN is that the hierarchical structure is not well defined. Other than for staff, who have a defined supervisor and/or group leader, some Users don’t even know their supervisors, which could lead to some misunderstandings.
Young scientists are sometimes under high pressure, as they see their stay at CERN as a unique opportunity, but with high scientific competition. Hence, Users are a vulnerable population.

Most of the problems the Ombuds sees, are related to interpersonal problems, either hierarchical problems with supervisors but also problems with colleagues on the same level. Main role of the Ombuds is listening and coaching, not to solve the problem himself, but to discuss with the people and asking questions e.g. why do you think the other person behaves in this way. Often people rethink after the discussion and solve themselves. The Ombuds can also have more active role of mediating between two people, e.g. in a meeting of three.

Basic principle is confidentiality (professional secret as secret of confession) with only one exception in case of issues with life danger, which never happened so far. The Ombuds not an advocate defending a case, which is independent, is not a member of any department and will not take actions himself without consent of the person, such that visitors keep control over whole process.

8. STAFF ASSOCIATION AND THE LINKS WITH USERS (Ghislain Roy, President of the Staff Association and Isabelle Mardirossian, Vice-president of the Staff Association)

The role of the Staff Association is often subject of misconceptions. Staff can be translated into French in two ways, either as personnel = all members of personnel at CERN, both employed and associated or as titulaires = the staff sub-category of employed members of the personnel.

The Staff Association (Association du personnel) is concerned with all members of personnel of CERN, including Users, and is not restricted to only Staff members (titulaires). The Staff Association is a statutory body in the Staff Rules and Regulations (Statut et Règlement du Personnel): Chapter VII defines that the “Relations between the DG and the personnel shall be established either on an individual basis or on a collective basis with the SA as intermediary”.

So far, the Staff Association has concentrated its communication, concerns and actions mainly towards titulaires, but wishes to match its basis with its statutory role and shall address all categories of personnel, MPE’s, including Fellows, and MPA’s, including Users.

Fellows represent close to 25% of all MPE’s, but only a few percent of them are members of the Staff Association, with only 4 fellows elected to the Staff Council (50 delegates).

MPA’s are rather diverse: Students, Associates, Users. There is a very large number of Users at CERN, some stay for long periods at CERN, but actually only 4 Users are Staff Association members. Users can become members through a simple form on
the Service Portal and only need to pay a fixed contribution of 50 CHF per year. Anyone wishing can leave at any time.

The Staff Association is representing and defending the personnel at CERN as a standing conciliation process (collective), but can also give help, advice and support as needed in individual cases, similar to the Ombuds. It also fosters links between members of personnel and helps with integration, at CERN and in the neighborhood through clubs, commercial offers, crèche and school.

There are close to 50 clubs, most with specific activities or interests, financed by CERN and the Staff Association. All clubs exist and operate under the aegis of the Staff Association, that is also providing global services. Facilities are provided by CERN, the equipment is paid by the Clubs and/or the Staff Association.

The Staff Association negotiates commercial offers with partners and directly for banks and insurances (validity for Users needs to be checked). There are offers through INTERFON for other offers and direct offers for cultural and sports activities (Users are eligible), such as FNAC, theaters, concerts and recently Evolution2 as new partner. The eligibility for Users for all offers will be checked.

The Crèche and School has been operated by the Staff Association for over 50 years. It's a small business with 40 employees and 130 children. This structure will be transitioned towards a Swiss Foundation, in partnership and in link with CERN. The change is ongoing and is expected to be finished in 2019.

Financing the Crèche and School is a serious issue, as costs of childcare are generally high, especially in the Geneva area. Fees cannot be scaled down without extra subsidies. As a vision for the future, all children should be accommodated, including those of Users, also for short periods. This is being addressed by TREF, the Tripartite Employment Conditions Forum.

The Staff Association is also represented at ACCU and is addressing Users’ needs and concerns, stemming from its statutes. The Users’ Office and Staff Association Office are also next to each other in building 61. Feedback from the Users’ through ACCU and the Users’ Office is highly welcome. Initiatives and efforts will be deployed with the help and through ACCU and Users’ Office.

A review of commercial offers and advantages for Users with presentation to ACCU is planned for the ACCU Meeting in December and will also be communicated in the Bulletin.

9. USERS’ OFFICE NEWS (Michael Hauschild, Head of Users’ Support)

Changes in Users’ Office

There are a few changes in the Users’ Office. Gaëlle Duperrier is acting as Section Leader since 1 January 2018 and Supervisor of the Users’ Office Team; Michael
Hauschild took over from Doris Chromek-Burckhart on 1 May 2018 as new Head of Users’ Support, formerly Head of Users’ Office, but basically keeping the same functions.

**Users’ Statistics**

The User Statistics 2017 is now available, also on the statistics web pages of the Users’ Office. From the Member States, the largest number of Users are from Italian institutes and also the largest number of Users have Italian nationality. On average 74.23% of the Users from an institute in the Member States have the same nationality as their institute country, with two significant exceptions. Less than half of the Users from Belgium are of Belgian nationality, and only about $\frac{1}{4}$ of the Users from Swiss institutes are of Swiss nationality.

Most Users at CERN are actually coming from the US, with 1’967 Users from 144 US institutes. About $\frac{1}{2}$ of those US Users are non-US citizens.

In summary, there were 12’221 User in 2017 (as of 31.12.2017), which means an increase of 421 Users (+3.6%) w.r.t. 2016. 7’151 Users came from the Member States (+193, +2.8% w.r.t. 2016), 478 from Associate Member States: (+248, +108% w.r.t. 2016) and 4’592 Users from Non-Member States (-20, -0.4% w.r.t. 2016). As India became Associate Member State in 2017, there was some exchange between the Associate Member States and Non-Member States population.

CERN’s Users are from 927 Institutes (+44, +5.0% w.r.t. 2016) in 72 Countries (+0 w.r.t 2016). 74.04% of the Users had the same nationality as their institute country (74.16% in 2016). The growth in the number of Users is typically between 3 and 4% since the LHC start in 2008.

**Grey Book Changes**

The Grey Book is the list of experiments at CERN, which was first published in 1975 (as a grey looking book) and is available electronically since 2000: [https://greybook.cern.ch](https://greybook.cern.ch). It also contains/contained institutes, participants, team leaders etc. and historical information, e.g. past participations of Users and institutes to experiments.

The display of historical information has been recently removed, as there was often incorrect information in the data base for Users but also for institutes, such as wrong experiment, wrong starting/end date of participation etc. A deep clean-up would be needed, including historical research, that would require a long-term project, not in reach at the moment.

Display of historical information of participants may also be in conflict with new EU Data Privacy Protection Policy, as it would easily allow to follow employment history of Users without their explicit consent. The information on past participations is available elsewhere, e.g. in INSPIRE but not in the summarized format shown by the Grey Book.
The actual information also needs clean-up: A project on harmonizing institute names in HR and experiments’ databases is ongoing since some months. Sometimes slightly different names for the same institute or an inconsistent hierarchy of institute / sub-institute will be corrected.

**Access for (dependent) Children of Users**

Access control at CERN is either done by guards visibly checking the access card or electronically at one of the turn-styles by checking the access rights. A problem with the access rights of children of Users has been uncovered, now preventing access for them when trying to use the turn-styles.

This is due to a change in the access control, now checking the “beneficiary flag” in the database for children, which defines their dependency (see [Administrative Circular No. 05](#)). However, this flag is not set for children of Users, as CERN doesn’t pay any family allowance to Users.

In order to overcome, it is planned that the “beneficiary flag” will be used and filled by the Users’ Office. The flag should be pre-filled for children <16, assuming their dependency by default. For Users with children with age 16-25, the Users’ Office will contact them asking for documents of dependency (school certificate, enrollment at university etc.). In certain countries, children are considered dependent up to the age of 18. However, CERN only considers them dependent under certain conditions, e.g. unmarried and not holding a full-time employment contract.

**Visa**

The annual meeting of the Swiss Mission with CERN representatives was held on 23 May 2018. Some issues that were discussed:

- Users sometimes experience difficulties at Schengen borders with an unrecognized Swiss Card (carte de légitimation). Any difficulties on the Schengen borders should be reported to the CERN Host State Relations ([Relations.Secretariat@cern.ch](mailto:Relations.Secretariat@cern.ch)), who will forward to the Swiss Mission. Users should not directly contact the Swiss Mission.

- Deadlines for visa applications are at least 3 weeks before arrival for short-stay (C-type, ≤ 90 days) and at least 4 weeks before arrival for long-stay (D-type, > 90 days) + additional delay in obtaining an appointment of up to one month.

- Passports needs to be valid at least 3 months after the expiry date of the short-stay visa and at least 8 months from the date of submission of the application for a long-stay visa.

- There are new representation agreements for short-stay visa, which allows Switzerland to delegate to a foreign embassy the issuing of visas (e.g.
Hungary to Belarus, Poland to Armenia), which can be very convenient for applicants and saves time for traveling.

- Still no information available concerning British nationals after Brexit, see here for updates:

- More information on visa is available on
  - http://international-relations.web.cern.ch/stakeholder-relations/hoststates/VisasAndResidence

10. MATTERS ARISING FROM THE PREVIOUS MEETING

None.

11. ANY OTHER BUSINESS

- Cristina Biino, ACCU representative in the Mobility Working Group reminded to take part in the recently launched mobility survey.

- Students under a certain age will get a reduction by 10% in the restaurants in summer. They need to go to their experimental secretariat to get a badge.

12. PROPOSED TOPICS FOR THE NEXT MEETING (Tuesday, 18 September 2018)

- Report(s) by ACCU representatives: Housing Service review meeting

- Report by the Head of Occupational Health Safety and Environmental protection Unit (HSE)

Michael Hauschild, 5 June 2018

Presentations from the meeting can be found with the minutes on the ACCU website at: http://accu.web.cern.ch/