Committee
Surveillance
Restaurants

ACCU 123 - Report CSR

Cristina Biino

5 March 2019
Advisory body to the SCC. Convenes approximately 4 times a year.
Oversees all matters regarding restaurants/cafeterias/vending machines on CERN site
  - Monitor contracts compliance (by both parties)
  - Acts as two-way channel of information
  - Addresses investment/health/safety issues
  - Liaises with specialists e.g. dietician
  - Produce annual report

- Chairman: Thierry Lagrange (IPT chair)
- Procurement: L.Bellini/S.Guerri Dall’Oro
- Technical contract managers: L.Lejeune, V.Sogno, L. Scibile (SMB)
- Technical issues: C.Pinto (HSE)
- Medical Service: J.Dentz, F.Lebrun-Klauser
- Staff Association members 2013: P.Blaise, R.Bray, M.Jeckel
- ACCU member: Cristina Biino (user)
- P.Carvalho Correia (SMB-SE)
- Secretary: Anne-Laure Léonard/IPT – secretary
### Numbers of meals/day

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Restaurants new contracts...

- The contract of the R1 & Kiosk expired at the end of March 2018: the Novae contract has been recently renewed on the long term (7 years), following the presentation by NOVAE of a proposal of an investment plan on the long term.
- Recent announcement of NOVAE acquisition by SODEXO. Nothing changes for CERN, Novae does not change names either.
- The R2 and R3 new contracts will be finalized in early May.
- R1 and R2 work on the principle that it is the contractor who provides everything outside the walls and that everything entering the wall becomes the responsibility of CERN. This has not been the case so far for R3 but will apply in the new contract.
- The furniture in the B13 cafeteria will be changed in April and the modified portion of R2 will be finalized in May (coffee area R2 redone: floor, radiators, eliminate asbestos; high tables placed to make a dining room).
- The terrace furniture will get out in March and there will be an update on their state.
- There will be a technical audit of the kitchens to be conducted by SMB.
...R1 renovation work

105 additional seats have been created by changing the furnitures of the R1 and it may be possible to add a few more tables knowing that there is no alternative for the moment for visitors. They may be redirected to Science Gateway in the long term future.

The R1 renovation work planned has been carried out (December-January) in different phases and zones so as not to completely close the restaurant.
Long awaited investments in furnishings
Also Cafeteria in B40 and B30 were refurbished.

The Grab & Go expansion project is not yet finalized.
Renewal and harmonization of contract for all (enabling some long due investments in furniture and other matters) with the implementation of the recommendations issued by the Internal Audit.

Renovation works and new furniture in R1 (chairs and tables); work ongoing in R2 coffee area.

Work plan for the extension of the Grab&Go corner

• Payment with bank card available in all three restaurants.
• 10% discount granted to students during the last summers (*June 15 to September 15*).
• Information about allergens put in place according to the French or Swiss legislation.
• Renovation of Glass Box.
• New external dietician appointed for CERN restaurants.
• Safety inspections made in the 3 restaurants.
• Sanitary inspection on Swiss and French site (by APAVE).
• Execution of an external audit on corporate catering and first results.
• Glasses issue of not enough glasses at peak time. Limitations from the capacity of the dish washers but not only: new water carafes and glasses added.
• Improvement on waste sorting (a lot of coffee paper cups but considered less expensive and more friendly compared to washing at high temperature): 15 recycling bins placed by CERN.
• New coffee machines charge random amounts when paying by credit card. Presumably depends on the financial institution (often not Swiss), and not on NOVAE.
• Issue of milk availability for teas and coffees at R2. Now milk is available in the fridges. In R1, customers can take extra milk to the machines inside the free-flow.
• Request to have a restore point near the entrance E. It is suggested to place a foodtruck instead.
• Request to increase the number of microwave ovens. SMB will soon be offering a few more microwave ovens in restaurants.
• App indicating the density of people in restaurants: NOVAE is doing tests in a restaurant of one of their customers with sensors that count the number of GSM signals in a certain area.
• The CSR approves the price list of the new products for the distributors of the service provider Pélican rouge.
Sanitary inspection of the restaurants

- New dietician appointed (affiliated in Switzerland)

- An external sanitary inspection (by APAVE) done for R3.

- This is the first time such a study has been requested. Normally it is done by the dietician, but this double-check, more advanced, was planned to know if what is usually done is enough. The idea was to continue the process with the objective of safety in food production and hygiene. Decision to do it once for all the restaurants.

- Recent presentation of the sanitary inspections of R1 and R2 (9 and 10 October 2018) – by APAVE

- The report was especially important to identify weak points and to avoid contamination due to lack of appropriate structure. The report indicates that the current situation is adequate from this point of view.
Catering: restaurant capacity is stretched to the limit, infrastructure are old ➔ significant investments are necessary in coming years.

CERN envisage the support of an external consultant to formalize a strategy.

**Scope of the external audit:**

1. Analysis of the current contractual and commercial relations. Review of current situation and facilities (infrastructure, efficiency, effectiveness, ..)
3. Prepare detailed plan(s) for R1, R2 and R3 renovation/evolution/schedule/cost.

Invitation to tender sent out in November 2017 to six companies.

Selected company: PH Partners (France)

- External expert review started, still ongoing
- First results
Catering consultancy

External review still ongoing (Phase 2 restitution)

**Phase 1**
Analyse de la relation contractuelle et commerciale entre le CERN et ses prestataires

- Réunion de démarrage et de cadrage de la mission
- Collecte et analyse des ressources documentaires fournies par le CERN
- Relevé des prestations fournies sur chaque site ainsi que des conditions d'exploitation afférentes (3 restaus, 7 cafétérias, DA*)
- Entretiens qualifiés avec les interlocuteurs désignés (CERN et prestataires)
- Audit technique et inventaire des matériels d'exploitation, évaluation du degré d'usure et/ou d'obsolescence des équipements, identification des points critiques (règl. sanitaire, cap. de production et d'accueil), évaluation de la pertinence de l'utilisation des moyens mis à disposition des prestataires
- Restitution commentée de la Phase 1

**Phase 2**
Recommandations en termes de stratégie d'offre et de contractualisation pour le futur

- Elaboration des scénarios « restauration » envisageables sur le mode « champs du possible » (travail mené en interne dans un 1er temps)
- 2 séances de travail sur les scénarios envisagés avec le CoPil du CERN : Sessions de brainstorming Mise en évidence des avantages vs. inconvénients associés à chaque scénario Premiers arbitrages
- Consolidation du scénario futur retenu par le CoPil : évaluation des impacts, évaluation macro-économique des coûts de fonctionnement et élaboration des schémas fonctionnels types
- Définition des modes de contractualisation : type(s) de contrat, KPIs, partage des coûts d'investissements et des responsabilités, stratégie de consultation et/ou d'allotissement éventuel
- Restitution commentée de la Phase 2

**Phase 3**
Etude de faisabilité sur la base du scénario-cible retenu pour chaque pôle de restauration

- Etude de faisabilité (plans à l'échelle, évaluations travaux et équipements) sur la base d'une étude par pôle de restauration existant (3)
- Phasage des travaux pour chaque pôle et de manière globale,
- Proposition des solutions "restauration" temporaires ou alternatives si nécessaires (fonction de la nature et du phasage des travaux envisagés ci-dessus)
- Restitution commentée de la Phase 3
Strategic priorities:
• Significantly increase the capacity and fluidity of restaurants;
• Diversify the format of catering offerings;
• Accentuate the "healthy" offer;
• Bring infrastructure into compliance;
• Have a tool for tracing the performance of offers and future projects;
• Take into account the financial and budgetary aspects.

Target scenario:
Complete renovation of the R1, deployment of alternative catering offers (including foodtrucks, supermarket), improvement of the catering offer for cafeterias 30, 40 and 774, development of the new restaurant in Prévessin and development of a new restaurant area in the Globe sector.
The renovation of the R1 can be planned in three phases over 3 to 3.5 years with complete renovation.

Financial resources and time resources will be very important for these various activities. One of the clear priorities is the renovation of R1.
SPARES
RESTAURANT SUPERVISORY COMMITTEE (CSR)

Role
The CSR is an advisory body to the SCC and oversees all matters regarding restaurants and cafeterias on CERN sites, including food and drink vending machines.

Composition
The CSR is composed of four members nominated by the Management and four members nominated by the Staff Association.
The members nominated by the Management are: the Chairperson, a representative of TIS (Medical Service), the person responsible for technical issues and the contract manager.
The members nominated by the Staff Association include one User who is nominated after consultation with the Chairman of ACCU.

Mandate
• Monitors compliance, by both parties to the contracts, with all contractual documents, including Service Level Agreements etc.;
• Establishes and maintains a check-list of responsibilities concerning the operation of the restaurants;
• Acts as a two-way channel for the restaurant ‘clientèle’ to give and receive information on the operation of the restaurants, both vis-à-vis the CERN Management and the contract manager;
• Receives all comments concerning the restaurant services and ensures follow-up, as appropriate;
• Examines regular reports, as appropriate, of the day-to-day running of the restaurants from the person responsible for technical issues and the contract manager;
• Examines regular reports, at each meeting – or more often if required, regarding the health and safety issues concerning the activities of the restaurants, from the Medical Service representative on the Committee;
• Produces a written annual report to the SCC on the functioning and state of the restaurants.
Internal Audit

Recommendations

1. Formalize a catering strategy.
2. Review the governance of the management framework of the outsourced catering services.
3. Develop an adequate financial management approach to the outsourced catering services.
4. Regularly review the contracts for catering services.
5. Implement adequate controls and processes to ensure a full and compliant implementation of the contracts.
6. Develop and implement a methodology to measure and regularly review the resources provided free of charge by CERN to the contractors of its catering facilities.
The company, Pélican Rouge, responsible for the vending machines on the Prévessin site (and others sites) has requested CERN to increase certain tariffs, which had not been revalued since 2006. The new price list was submitted to the members of the CSR. The increases concern 12 products and are of the order of 0.5 to 0.10 €. Even with this slight increase, prices of Pélican Rouge remain very competitive compared to the prices applied in France. The CSR therefore approved this increase.
R2 – Renovation of coffee area & furniture

R2 Coffee area - choice being fine tuned and will then be submitted to HSE for approval
Other catering area projects

- **CAFETERIA 13**: Investigation potentiel change of furniture. Increased capacity to be validated by HSE.
Grab & Go: