SMB Service Status
ACCU – 124th Meeting
SMB

www.cern.ch

Tuesday, 11th June 2019
AGENDA

• Service Management & Support
• Site Services
  • Housing
  • Catering
  • Installation
  • Mobility
• Site Security – Access Management
• Supply Chain
  • Waste management
  • Gas supply
• Site Engineering
Quarterly, Human generated tickets trend

Top 20 this year

- Windows Service = 3,642
- Swiss and French Cards and ...
- Safety Training = 2,541
- Car Rental Services = 2,198
- Buildings Repair And Mainte...
- Personnel Records Service ...
- Goods and Material Service ...
- Single Sign On and Account...
- Locks and Keys Service = 1,...
- Printing and Copying Service...
- Conference Rooms Service = ...
- Other = 33,655
Your Feedback Matters

Quarterly feedback & Request volumes

Top 10 Feedback this year

Keep giving feedback to help us improve!

Feedback on ~8% of all “human” tickets of which 2.5% is negative
On average 0.25% of all tickets get a negative feedback
• Continued drop in Occupancy Rate compared to two previous years
• Reduction due to LS2?
• Technical departments had foreseen increased use of the Hotel for LS2
• Some rooms still available for the majority of days in June
• Three middle weeks of July full
• Some rooms still available for the majority of days in August
• Important to stay flexible in regards to room type!
8% of cancellations due to modifications effectively block rooms for other users. These modifications were done on average done 7 days before foreseen arrival.

30% of cancellations due to merge have no impact on other users.

61% of cancellations are done at latest 48h before foreseen arrival. On average these are done 10 days before foreseen arrival. Huge impact on available capacity.
• Additional pre-stay reminder was implemented 15 days before foreseen arrival
• Positive impact on waiting list since guests are prompted to release in time to attribute the rooms.
BUILDING 39:
• **UPDATE - 8 rooms will be renovated due to water leak damages:**
  - Works completed
• **Two public WCs need complete retiling:**
  - Works ongoing – recurring noise during day time

BUILDING 38:
• **Shower issue in one twin room:**
  - Works completed
• **B38 renovation project:**
  - Execution plan review on-going
  - Safety aspects under review (fire safety, emergency telephony …)
  - Next steering commitee – end of June
HOUSING: Various

- Reduction of **reservation lead time** from 12 to 4 months: successfully implemented!

- Improvement on **reporting** solutions – delayed

- **Summer Student** period starting well

- **External Hotels** – **Corporate prices:**
  - MICE Procurement offers negotiated rates for all CERN users for their private or professional use for nights stay. CERN has to be mentioned upon reservation in order for the rates to be applied.
  - [https://fpmice.web.cern.ch/content/corporate-prices](https://fpmice.web.cern.ch/content/corporate-prices)
  - For questions and assistance, please contact **mice.office@cern.ch**
HOUSING: Foyer Schuman

- 60 beds replaced in building A

- TV room improvements on-going:
  - International channels soon available

- Exterior improvements projects under study:
  - Pic-nic tables
  - Ping-pong
  - Additional bike shelter
CATERING: Contract management

- Update on Novae’s new contracts:
  - Aim to have a unique framework allowing:
    - Consolidation of responsibilities;
    - Consolidation of terms & conditions;
    - Implementation of an investments’ plan;

- Contracts signature:
  - R1 – Signed last summer
  - R2 (incl. CH Vending machines, cafeterias and kiosk) – Signed 15.05.19
  - R3 – Being reviewed by Novae
    - R3 will remain open over the «Jeûne Genevois»
CATERING: R2 improvements

- New furniture was installed
  - 22 additional seats
- Additional microwaves will be installed soon to answer users’ needs
- Back office works required
  - planning on-going
The furniture was replaced as planned, second half of March:

- Better fluidity
- Security upgrade
On-going discussions to replace free-flow:

- Better dispatch of service areas
- Improve general flow
- Increase service capacity up to 700 per day (vs 500 today)
CATERING: Terraces

- Furniture installed back on all terraces
- Year round offer will remain available
- R1:
  - Total of 80 tables & 400 chairs
  - 2 additional parasols installed
  - 6 parasols refurbished
  - Study to assess additional possibilities
- By end of summer, all furniture will be assessed to check if can be refurbished or need to be replaced
- Under study - installation of storage space near R2 for Novae to manage the terrace furniture directly
To answer the increasing number of users and visitors that led to overcrowding of R1 & R2;
The need to find rapid & easy & low cost solutions to the current situation;
economical & flexible solution.

**FOOD TRUCK:**
- Started April 10th
- Locations:
  - Mondays – B183
  - Wednesdays – Idea Square *(move on the Globe side under study)*
  - Fridays – B506 (Heliport)
  - FR locations still not validated
- Updated information can be found under “Life at CERN” section
- News published:
FOOD TRAILER:
- Should start June 11th from 11:30
- Location:
  - R1 terrace
- Throughout summer season, weather permitting
- Menu selected weekly:
  - Bagel store: veggie chèvre, chicks peper, slamon, Louisiana…
  - Foccacias; Maxi hot dog
  - Fish and chips; Chiken wings
  - Tortillas, burritos, enchiladas, quesadillas, tacos, wraps
  - Poke bowl (protéine animale), buddha bowl (végétarien ou végétalien
  - Paella, kebab, pad thai, nasi, bami, chili, risotto, soupe pistou, brochettes, pulled pork…
  - Crêpes, hot dog, sandwiches, sandwiches chauds, wraps, salads…
  - Soft drinks & one dessert per day
- Communication:
  - Via restaurants’ screens and paper display
  - Via menu published under “Life at CERN”
  - News to follow
«Lunch-check» implemented in May as a trial

- Easier payment method
- Free of charge for CERN
- Easier invoicing process for Novae
- Wider offer for beneficiary (both within CERN and outside)
- Easier management for CERN groups’ supervisors

NEXT STEPS:
- Study possibility to extend trial to other groups
CATERING: Information

- Coca-Cola packaging:
  - Since April, Coca-Cola has reduced their packaging to 45cl instead of 50cl for some of their products
  - Prices remain however the same
  - Alternative brands to be looked at

- Summer student’s discount:
  - When: From June 15th to September 15th
  - Whom: Students born from 1994 with a one month contract minimum
  - What: 10% discount at the CERN restaurants R1 and R2
  - How: Full details and ID badge provided by secretariats
CATERING: Private parties – 1/2

- Unauthorized & authorized private events in R1 extension, resulted in costly damages to the infrastructure & equipment and entailed additional cleaning (*3 broken windows; broken chairs; empty glass bottles and waste left*);
- Non-respect of CERN rules;
- Refusal to leave the premises -> CSA had to intervene;
- Procedure & area currently under analysis to resolve, or at least minimize the current situation.
Current private events rules remain valid:

- Only authorized private events can take place in CERN restaurants;

- On-line booking available for R1 & soon available for R2 & R3; Request via SNOW form without exception

- CERN Code of Conduct & OC no. 80 & operational rules shall be respected in all private events
INSTALLATION

- Green plates' requests – New procedure:
  - REMINDER: New form via Service Now to be submitted: Car VAT exclusion request (K or CD series).
  - Green plates are produced by the CERN's workshop FREE OF CHARGE => 21 printings – New process works well!

- From January to May 2019:
  - 112 green plates applications have been submitted.

- Currently:
  - 38 green plates applications have to be approved by the French authorities (applications sent since April).
  - Current average waiting time for CPI: 2 months (instead of 2.5 months at the beginning of the year) - WHEN ALL DOCUMENTS ARE CORRECT
  - Current average waiting time for "carte grise": still 3 months
Industrial Exhibitions – Visit of firms

• In 2019

• Visit of firms
  • 10/11 January, Greece@Cern
  • 7/8 March, Sweden@Cern
  • 19/20 March, Belgium@Cern
  • 2/4 April, Poland@Cern

• Industrial Exhibitions
  • 3/6 June, Holland@Cern

• Upcoming:
  • 7/8 October, Slovenia@Cern
  • 15/16 October, UK@Cern
  • 14/15 November, Norway@Cern
  • 1/2 April, Denmark@Cern
MOBILITY: Bikes (1/3)

- CERN bike fleet @ 530
  - Delivery and assembly of 150 new bikes completed
  - 530 bikes now available

- Expected huge wave of summer students for beginning of July

- An additional order is planned in 2019 to continue fleet renewal
MOBILITY: Bikes (2/3)

- Status of bikes lost/stolen/out of order since 2019

![Graph showing number of CERN bikes lost/stolen mid year 2019]

- Meeting to be held in few weeks between CERN, French and Swiss customs to reopen the topic of how cyclists shall cross the border at Meyrin
MOBILITY: Bikes (3/3)

- **Bike shelters:**
  - Inventory on-going
  - GIS update on-going
  - Additional shelters to be integrated to Mobility Plan actions
  - Mobile and temporary structures looked at to increase capacity over summer

- **Bike trails**
  - Study on-going on both Meyrin and Prevessin sites

- Communication will follow
MOBILITY: Car fleet renewal

- Preparation for the fleet renewal with the departemental fleet coordinators upcoming
  - Standardization of car categories according to SIPP code (Cat. A,B,C will disappear)
  - First car deliveries expected end of 2019
MOBILITY: Shuttle

• Regular circuits timetables:

  ➢ Study done - various options to adjust shuttle timetables in order to:
    ✓ Reinforce axis Meyrin-Prevessin (line 5)
    ✓ Ensure capacity to and from Foyer Schuman (line 2)
    ✓ Ensure capacity of airport shuttle at peak hours (line 4)

  ➢ To be integrated to the upcoming CERN Mobility Plan in order to ensure a global approach to mobility

• Summer student’s – reinforcement of line 2 and 5 accordingly
MOBILITY: Car sharing

• Misuse Details for the last 3 months:

1. *No-show* = vehicle is not picked up – no automatic release possible with current system

2. *Abusive reservation time* = original reservation of more than 4H or 14H

3. *Vehicle not returned to station* = when a user inform the MC that the car is not at its supposed location for pick up
MOBILITY: AOB

• SMB Mobility web page has been refreshed
  https://smb-dep.web.cern.ch/en/mobility-information
  ➢ Better visibility of information
  ➢ Mobility News: dedicated corner for news related to mobility

• Work on Mobility Plan on going
• To park your vehicle at CERN for more than 5 days (i.e. during holidays), you must **apply** for long-term parking by completing this ticket:

ACCESS MGT: Taxi

• You have ordered a taxi and you want it to pick you up inside CERN - you must fill out a ticket:


• You can enter CERN with a taxi without prior authorization by showing your access card to the security agent.
You want to enter CERN with a trailer - you must apply by filling out a ticket:

https://cern.service-now.com/service-portal/report-ticket.do?name=car-trailer-access&se=guards
• Your car has broken down and you need to bring a tow truck to CERN - you must complete a ticket:

https://cern.service-now.com/service-portal/report-ticket.do?name=access-for-a-tow-truck-depanneuse&se=guards
You have all this information on CERN's security website:

For all your questions regarding security at CERN:
Sites-security@cern.ch
SUPPLY CHAIN: Waste Management

- **Communication campaign** from 3rd to 21th of June
- **New safety training** "Waste Management"
- After a successful test period in March, the number of tours per week for incinerable has been reduced from 3 to 2 on Meyrin site from the 1st of May.

**CERN respects the environment**

For several years, various measures have been implemented at CERN to optimize recycling and meet the following related challenges:
- Reduce the amount of waste sent to landfill or incinerated
- Reduce pollution and contribute to the protection of the environment
- Reduce the use of raw materials in favour of recycled materials
- Reduce the cost of waste processing

At CERN, around 52% of waste is recycled and repurposed. Not recycling energy recovery from incinerable waste. We recycle/repurpose the following types of waste:
- Aluminium cans
- Glass (bottles, windows)
- Green waste
- Incinerable waste

**Waste Management / Gestion des Déchets**

**Target audience:** All personnel working on the CERN sites.

**Objective:** Raise awareness about waste management at CERN and the issues at stake. Remind good practices to identify and sort waste, review specificities related to the different types of waste.

**Content:**
- Classification of waste
- Rules for waste sorting
- Expected behaviours and contact list
SUPPLY CHAIN: Gas Supply Contracts

- Gas supply contracts (Carbagas & Pangas) managed by SMB department are ending up the 30th of June. **Gas containers are not CERN properties!** 4 options exist:
  - **Buy** the container (transfer of property)
  - **Rent** the container on monthly basis (no transfer of property)
  - **Lump sum** to use the container until it's empty and then return it (no time limit, no transfer of property)

Prices depend on contract and container. They are available on request here: https://cern.service-now.com/service-portal/report-ticket.do?name=request&fe=stores-gas-distribution and will be soon published on the service portal.

- **New gas supply contracts managed by EN department will start 1st of July.**
**SUPPLY CHAIN:** Gas Supply Contracts

- Inventory situation May 2019
  - 518 gas containers purchased with team accounts

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WORKS: Esplanade des Particules

- Etat de GE shall still modify the bicycle-way of entrance A roundabout beginning 2019, improvement

Works reported after the SGW
Many thanks for your attention!