AGENDA

• Service Management & Support
• Site Services
  • Housing
  • Catering
  • Installation
  • Mobility
• Supply Chain
• Site Engineering
• Security Service
• AOB
Human generated tickets trend

Usual “dip” after summer
3rd quarter still +4 K over 2018

Top 10 this year

<table>
<thead>
<tr>
<th>Service Element</th>
<th>Task Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guards Service</td>
<td>28,786</td>
</tr>
<tr>
<td>Person and Vehicle Registration Service</td>
<td>26,957</td>
</tr>
<tr>
<td>Service Management Service</td>
<td>24,625</td>
</tr>
<tr>
<td>Housing Service</td>
<td>22,796</td>
</tr>
<tr>
<td>Accounts Payable Service</td>
<td>20,041</td>
</tr>
<tr>
<td>Windows Service</td>
<td>9,646</td>
</tr>
<tr>
<td>Mail and Internal Distribution Service</td>
<td>9,038</td>
</tr>
<tr>
<td>Swiss and French Cards and Visa Service</td>
<td>6,492</td>
</tr>
<tr>
<td>Safety Training</td>
<td>6,188</td>
</tr>
<tr>
<td>Car Rental Services</td>
<td>5,520</td>
</tr>
<tr>
<td>Other</td>
<td>127,007</td>
</tr>
<tr>
<td>total</td>
<td>287,096</td>
</tr>
</tbody>
</table>
Voice your experience!

Are you happy with the way that your ticket has been resolved? (Click on one of the smileys)

- Your feedback is integrated in a wider culture of continuous service improvement;
- Drives discussions;
- Helps to ensure that services meet users expectations, solve users problems and fulfil their needs;

Feedback reduced at 6.1 % of all “human” tickets of which 2.2% 😞 😞

Q3 2019 : 0.14% 😞 😞 (129 out of 95134 tickets)
SERVICE MANAGEMENT: Service Portal

1st quarter 2020 – renewed CERN Service Portal

More attractive visuals, empowered search engine, better user experience

More information on the Service Portal early next year.
HOUSING: Occupancy - Meyrin
## HOUSING: Occupancy - Apartments

<table>
<thead>
<tr>
<th>Apartments</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
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<tbody>
<tr>
<td>03BO72</td>
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<td>100</td>
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<td>04TA65</td>
<td>84</td>
<td>61</td>
<td>80</td>
<td>79</td>
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<td>06TA03</td>
<td>84</td>
<td>95</td>
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<td>78</td>
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<td>07BO72</td>
<td>31</td>
<td>61</td>
<td>54</td>
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<td>15TA83</td>
<td>88</td>
<td>77</td>
<td>92</td>
<td>66</td>
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<td>17TA83</td>
<td>85</td>
<td>91</td>
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<td>89</td>
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<td>60PL43</td>
<td>80</td>
<td>69</td>
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<td>88</td>
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<td>62PL01</td>
<td>91</td>
<td>86</td>
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<td>62L04</td>
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<td>95</td>
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<td>62PL21</td>
<td>85</td>
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<td>96</td>
<td>71</td>
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<td>62PL22</td>
<td>96</td>
<td>86</td>
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<td>81</td>
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<td>62PL26</td>
<td>73</td>
<td>93</td>
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<td>92</td>
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<tr>
<td>62PL44</td>
<td>71</td>
<td>90</td>
<td>75</td>
<td>77</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>82</strong></td>
<td><strong>83</strong></td>
<td><strong>86</strong></td>
<td><strong>79</strong></td>
</tr>
</tbody>
</table>
**HOUSING: Rooms OOO - Meyrin**

![Graph showing Nuitées Out of Order 2018 vs 2019](image)

<table>
<thead>
<tr>
<th></th>
<th>Janv</th>
<th>Frev</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>113</td>
<td>240</td>
<td>729</td>
<td>473</td>
<td>321</td>
<td>173</td>
<td>187</td>
<td>183</td>
<td>135</td>
<td>184</td>
<td>135</td>
<td>924</td>
</tr>
<tr>
<td>2019</td>
<td>409</td>
<td>446</td>
<td>389</td>
<td>271</td>
<td>15</td>
<td>19</td>
<td>33</td>
<td>19</td>
<td>12</td>
<td>28</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HOUSING: Volume of tickets

 Création tickets Snow, par FE 2018 VS 2019

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel Booking simple</td>
<td>14520</td>
<td>13619</td>
</tr>
<tr>
<td>Hotel booking group</td>
<td>3831</td>
<td>3809</td>
</tr>
<tr>
<td>Private Market</td>
<td>5841</td>
<td>4533</td>
</tr>
<tr>
<td>CERN Apt</td>
<td>304</td>
<td>278</td>
</tr>
</tbody>
</table>

2018 vs 2019
BUILDING 38 – Renovation Project:

- The scope covers the following fields:
  - Security upgrade (safety lighting, fire detection; evacuation sound system)
  - Electricity (cabling and lighting) and HVAC (system upgrade);
  - Sanitary renovation;
  - Interior renovation of the rooms and corridors (painting, flooring)
- Procurement process on-going -> MS’s published;
- Works affecting rooms planned to start by end of April 2020 for a year -> major optimisation of project planning;
- Important technicity of the works will require floors to be closed completely per phase for safety reasons;
- Open floors will continue to welcome guests.
HOUSING: Infrastructure renovations (2/3)

- BUILDING 38 – Renovation Project estimated planning:

- Dépôt autor. construire
- Ouverture chantier – 30.03.2020
- Démantèlement
- Sol sous-sol
- S + T
- Conformité sécurité
- R
- Sécurité + Finitions
- R+2
- Sécurité + Finitions
- Zone 1
- Douches hommes + WC Femmes
- Zone 2
- Douches femmes
- Zone 3
- WC hommes
- R+3
- R+2
- R+1
- R
- WC mixtes
- R+2
- R+1
- R
- San Ch. twin
- R+2
- R+1
- R
- Mouettes
- Fin chantier – 30.04.2021
HOUSING: Infrastructure renovations (3/3)

- APARTMENTS:

  - Study to assess required renovations works as well as furniture to be replaced finalised

  - On-going discussions related to:
    - Budget
    - Planning
    - Contractors
HOUSING: Upcoming

- **PMS-Fidelio:**
  - Complete review of Property Management System. Version upgrade early 2020

- **Kitchen facilities:**
  - New rules and procedures for the use of the kitchen facilities being finalised
  - Implementation beginning of 2020
User satisfaction survey by Novae:
- For the 3 main restaurants (R1, R2, R3) – One questionnaire is valid for one restaurant only.
- From 25.11 and 05.12
- 10 to 15 mn
- Polling institute M.I.S. Trend for Novae
- [https://survey.mis-trend.ch/CERN19](https://survey.mis-trend.ch/CERN19) or paper questionnaire available @ restaurants

Terraces:
- The furniture will be removed from the terraces (R1, R2, R3) on 06.12 for refurbishment, only a few chairs will be left.
- Full refurbishment of the tables is planned over the winter (tops and table legs). Operation is expected to be over by beginning of February;
- Cleaning of all terraces planned for December.
Novae bought 9000 CERN open days cups for its 3 restaurants as an alternative to the plastic cups currently distributed, to compensate for the «vanishing» glasses.

A communication inviting clients to return them will be placed next to the water fountains in each restaurant.
reCircle @ CERN - UPDATE

The concept aims to reduce disposable lunch boxes in restaurants in favour of reusable containers, the reBox;

- The response to the concept has been lower than expected. The communication campaign will continue and be reinforced in the next months;

https://www.recircle.ch/
Single use plastic dishes will be banned from Geneva’s public places as of January 1st, 2020:


Novae is already mostly compliant and will continue its effort to eradicate plastic from its sites:

- Only PLA compostable dishes available in restaurants and cafeterias from 01.01.20
- Removal of plastic cups in vending machines as from February 2020.
BRING YOUR OWN MUG initiative!

- Standardization of discount offered on coffee and tea when client brings his/her own mug:
  - CHF 0.10 reduction @ R1, R2 & cafeterias
  - € 0.05 @ R3

- Communication done by Novae.
R1

- **Floor & water fountain renovation** -> confirmed during Christmas break:
  - New water fountain ordered, part of Novae’s investment plan
  - Work on water fountain pipes took place on 24-25.11

- **Public toilets**: upcoming meeting to plan the renovation works (part of consolidation plan)

- **Back office operations** (offices, basement staff sanitary, storage space): on-going discussions with SMB-SE for some urgent works to be done

- **Lockers** (next to public toilets):
  - Out of order locks have been replaced
  - *It is requested that user’s do not leave their belongings for an indefinite period of time + remove all detritus from the lockers*
R3 – Free flow renovation project:

- PROJECT GOALS - **REMINDER**:
  - Better dispatch of service areas
  - Improve general flow
  - Increase service capacity up to 700 per day (vs 500 today)

- UPDATE:
  - Free flow layout has been finalised
  - HSE constraints integrated in the project
  - The floor will be re-done (light waxed concrete finish)
  - Electric cabling will need to be re-done due to state of the installation (not originally planned)
  - Work will start on the 13.12 and will last until the end of January. Reopening planned for 27.01.20
Temporary offer during renovation work:
From 16.12.19 to the end of January, a temporary offer will be provided @ R3.
The bar will serve a selection of snacking, salads, hot dishes and desserts.
This offer will be completed by the presence of the Food truck for the duration of the works.

Programme de vente pendant travaux 2019-2020
Restaurant 3 - Prevessin

<table>
<thead>
<tr>
<th>SELF</th>
<th>prix ttc</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plats</td>
<td></td>
</tr>
<tr>
<td>Menu Marché</td>
<td>5.50 €</td>
</tr>
<tr>
<td>Menu Saison</td>
<td>6.50 €</td>
</tr>
<tr>
<td>Food Truck, spécialité</td>
<td>libre</td>
</tr>
<tr>
<td>Potage bol 2,5dl</td>
<td>1.40 €</td>
</tr>
<tr>
<td>Portion de féculents</td>
<td>2.80 €</td>
</tr>
<tr>
<td>Portion de légumes</td>
<td>4.30 €</td>
</tr>
<tr>
<td>Salade composée grande</td>
<td>6.50 €</td>
</tr>
<tr>
<td>Bol de salade méliée</td>
<td>0.90 €</td>
</tr>
<tr>
<td>Desserts</td>
<td></td>
</tr>
<tr>
<td>Tarte maison aux fruits</td>
<td>2.20 €</td>
</tr>
<tr>
<td>Dessert maison</td>
<td>1.90 €</td>
</tr>
<tr>
<td>Verrine dessert Santé</td>
<td>2.30 €</td>
</tr>
<tr>
<td>Verrine dessert gourmande</td>
<td>2.80 €</td>
</tr>
<tr>
<td>Salade de fruits frais bol</td>
<td>3.20 €</td>
</tr>
<tr>
<td>Fruit à la pièce de la corbeille</td>
<td>0.90 €</td>
</tr>
<tr>
<td>Produits laitiers :</td>
<td></td>
</tr>
<tr>
<td>Petite assiette fromage 2 choix</td>
<td>1.80 €</td>
</tr>
<tr>
<td>Yogourt nature</td>
<td>0.85 €</td>
</tr>
<tr>
<td>Yogourt arôme ou fruit</td>
<td>1.50 €</td>
</tr>
<tr>
<td>Yogourt Activia</td>
<td>1.50 €</td>
</tr>
<tr>
<td>Faisselle</td>
<td>1.20 €</td>
</tr>
<tr>
<td>Yogourt gourmand</td>
<td>2.30 €</td>
</tr>
<tr>
<td>BAR</td>
<td></td>
</tr>
<tr>
<td>Panini grillé</td>
<td>3.90 €</td>
</tr>
<tr>
<td>Pizza</td>
<td>libre</td>
</tr>
<tr>
<td>Croque monsieur</td>
<td>libre</td>
</tr>
<tr>
<td>Quiche</td>
<td>libre</td>
</tr>
</tbody>
</table>
CATERING: Infrastructure upgrade (4/5)
CATERING: Infrastructure upgrade (5/5)

Dark waxed concrete finish in the front
Light waxed concrete finish on the top

Flashy green niche to remind of the opposite bar area
CATERING: Private Parties

- Private parties in R1 extension continues to be difficult to manage, and often clients are disrespectful when requested to comply with the rules in place.

- It will be difficult to continue to leave the extension at the free disposal of guests.

- A revision of the rules in place is on-going with the CSR.
CATERING: Users’ questions - Glassbox

- **Glassbox booking rules:**
  - Ticket RQF1423257:
    - The request was actually made for the R1 extension with the SNOW form and was accepted. Note that our contractor does not intervene more than accepting the request to use the R1 extension. It was not a reservation per say but an authorisation to use R1 extension. This authorisation was not cancelled.
    - In addition, caller mentioned in request location “5/2-001”
    - The Glassbox was not specifically requested (below form to be used)
    - Miscommunication
  - Current booking rule - see new booking form:
    https://cern.service-now.com/service-portal/report-ticket.do?name=glassbox_res&fe=restaurant1

The Glass box is a private lounge in Restaurant 1 that can be booked for lunch, dinner, receptions.

Please note that this service is provided:

- In priority for CERN official activities and costs shall be borne by CERN;
- Private events can also be requested and costs shall be borne by the organizer.

Requests should be completed at least 24 working hours in advance prior to the delivery date. Any requests submitted less than this delay may not be considered and cannot be guaranteed.

- Booking rule to be reviewed, a clearer rule and process are in discussion with the CSR.
From January to November 2019:
- 212 green plates applications have been submitted.

From April to November 2019:
- 111 green plates printings.

Currently:
- 20 green plates applications have to be approved by the French authorities (applications sent since August).

Green plate to French license plate formalities can be carried out through - **REMINDER**:
- “Gexpress Carte Grise” registration agency in Ornex,
- OR any other authorized agency or garage.
Industrial Exhibitions / Visit of firms:

- **2019**
  - 9 events:
    - GR, SE, BE, PL, NL, IT, SI, UK, NO.

- **2020 (currently confirmed)**
  - 1/2 April, Denmark@Cern
  - 18/19 November, France@Cern

- **2021**
  - Germany
  - Holland
MOBILITY: Bikes (1/3)

- CERN current bike fleet @ 480
- Status of bikes Lost / Stolen / Out of Order

Number of CERN bikes Lost/Stolen/OOO
September to November 2019

- Almost 50% of the fleet is always in use
- Additional bikes expected during 1st quarter 2020
• Maximum number of bikes in use per month YTD

- This graph shows that the need for bikes never reached 500 (current bike fleet)
• Bike path project on sites – Meyrin and Prevessin

➤ A proposition has been finalised and will be presented to our biking community and to the Mobility Working Group where the ACCU has a representative.
MOBILITY: Car fleet renewal

- Preparation for the fleet renewal almost completed for EP department
  - No increase announced
  - Car fleet optimisation allowed a reduction of 9%

- Announced reduction - 13 cars
MOBILITY: Shuttle (1/2)

• Brand new vehicle for the shuttle service line 2
  ➢ Improved comfort
  ➢ Increase of capacity (39 Pax)
  ➢ Electronic display
MOBILITY: Shuttle (2/2)

- Regular circuit 2 (FH Schumann) monitoring

- Regular circuit 4 (airport) monitoring
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: MapCERN (1/3)

- New MapCERN version online
  https://cern.ch/maps

- 3D Map
- Itinerary options (pedestrian, bike, car)
- Shuttle timetable visible
MOBILITY: MapCERN (2/3)

- New MapCERN version
  - Shuttle timetable visible by shuttle stop
MOBILITY: MapCERN (3/3)

- Mobile application of MapCERN to follow by the end of this year
  - Same functionnalities as MapCERN
• Mobility @ CERN

- CERN has launched a process to establish its Enterprise Mobility Plan (EMP), with the aim of identifying measures to improve the commuting and professional travel of its personnel and collaborators.

- Public presentation of 20/09/19 can be found on the Indico page.
**MOBILITY: Users’ questions – New sticker**

- **Environmental performance sticker:**
  - In case of pollution peak in the Geneva city centre, all vehicles will require to have an environmental sticker as from January 15th, 2020 – Stick’AIR sticker - [https://www.ge.ch/stick-air-circulation-differenciee](https://www.ge.ch/stick-air-circulation-differenciee)
  - Already enforced in France since 2017 for all vehicles (including K and CD series) - CRIT’Air sticker *(only grey card with K and FR licence plate entitled)*
  - Same criteria will be valid in Geneva and only one of the 2 stickers will be required (CRIT’Air or Stick’AIR)
  - Easy online procedure to obtain French Crit’AIR (€ 3.62) - [https://www.certificat-air.gouv.fr/](https://www.certificat-air.gouv.fr/)
  - Swiss Stick’AIR can be obtain from the Office Cantonal des Véhicules - [https://www.ge.ch/organisation/office-cantonal-vehicules-ocv](https://www.ge.ch/organisation/office-cantonal-vehicules-ocv)
  - On-going clarification for the exemption rules with the Administration Cantonale Genevoise
SUPPLY CHAIN:
Centralisation of Waste Collection for Offices (1/2)

- **Context**
  - 2016 Swiss law «Ordonnance sur la Limitation et L’élimination des Déchets» (OLED) insists not only on *recycling* waste but also on *reducing* the amount of waste. «The best waste is no waste».

- **Goal**
  - **Reduce by 20%** the total waste generated in offices
  - **Increase recycling** ratio for waste generated in offices
  - **Reduce costs** of waste collect and treatment

- **How**
  - Make everyone responsible of his own waste production!
SUPPLY CHAIN: Centralisation of Waste Collection for Offices (2/2)

Experimentation of new voluntary sorting stations in 3 buildings: b.5 (procurement service), b.24 (HSE), b.73 (site services, supply chain and service management):

- 1/ Collection of data on current waste production (DONE)
- 2/ Presentation to office occupants (DONE)
- 3/ Implantation of voluntary sorting stations (incinerable, paper, PET) and removal of office bins (IN-PROGRESS, by the end of 2019)
- 4/ Collection of data, measure of impact (Q1 to Q3 2020)
- 5/ Conclusion of the experimentation, eventual extension to other buildings (Q4.2020)
SUPPLY CHAIN:
Phasing-out of plastic cups for single use

Context

Bulletin announcement (week 48)

Reusables replace disposables at CERN

A “single-use” product is only used for an extremely short period of time. The design, manufacture and distribution involved consumes a huge amount of resources beforehand (since each product that is thrown away has to be manufactured again) as well as a significant amount of waste to deal with afterwards.

Moving towards reusables is another step in the right direction for the environment!

Following on from the elimination of plastic cups in the restaurants (see https://home.cern/news/news/cern-people/much-less-plastic-thats-fantastic) reusable cups will replace the single-use cups that are currently available next to the water dispensers.

The CERN stores supply some 600 000 single-use plastic cups every year! Initially, 40 000 of the reusable cups ordered for the Open Days will be provided free of charge at CERN’s water dispensers. After that, these reusable cups will receive a reference number for sale in the CERN stores, replacing the disposable cups currently stocked.

Reducing plastic waste is everyone’s responsibility – thank you for helping!
SUPPLY CHAIN: Gas Supply Contracts

Reminder

- Gas supply contracts (Carbagas & Pangas) managed by SMB department 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](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.
SITE ENGINEERING:
Kindergarten relocation 663-664 (1/2)

Location between building 5, 602 and the Esplanades des Particules

- 1 year olds: 8 places
- 2 year olds: 9 places
- 3 year olds: 16 places
- 4 year olds: 16 places
- 1P: 20 places
- 2P: 20 places
SITE ENGINEERING: Kindergarten relocation 663-664 (2/2)

Final layout

Time Schedule:
12.19 – 03.20: CE works
02.20 – 03.20: Precast production
04.20 – 07.20: Building assembly
07.20 – 08.20: Outdoor facilities
08.20: Reception - commissioning
08.20: Back to school
SITE ENGINEERING: Mobility Center Moving

Layout under study

- Ligne électrique HT aériennes
- Mur de soutènement
- Séparation/barrière
- Contrôle d'accès
- Câbles HT enterrés
- Rampe PMR à adapter

Surface totale = 2860 m²

Total = 7 + 65 places

NOTA:
- Rétention d'eau par bassin enterré
- Indications sur le champ magnétique dû aux lignes aériennes suivant rapport ORNI - voir coupe sur plan séparé
• Current traffic (morning peak hours): 1’179 vehicles per hour from France towards the Meyrin border -> saturated!
• According to the hypotheses retained, the traffic will double by 2040 and the transit on the route de Meyrin (morning peak hours) entering the city would reach 2’100 vehicles which would completely block the area.
• The incoming and outgoing traffic from Gate E will be penalized compared to the current set up.
• It is therefore important that 2 main improvements for CERN are taken into consideration by the local authorities:
  • 1 – Addition of a preselection bypass from the RD884 (from Thoiry, over 350m), separated from the borderer traffic;
  • 2 – Addition of a direct bypass from St Genis-Ferney towards Gate E (over 30m).
SITE ENGINEERING:
Under study (work foreseen end of 2020)

**Improving entrance B**
- Double entry ways
- Increased storage length
- Cyclist access control

**Improving entrance E**
- Double exit ways
SECURITY SERVICE: End of year closure (1/4)

- From 21/12/19 to 05/01/20

- Restricted access to CERN during end of year shutdown as last year

- Access to the CERN sites limited to essential personnel only

- Existing IMPACT activities, etc. will not be sufficient

- Procedure is documented on CERN service portal
For **MPE/MPA**, access is only granted if the person responsible in your department puts your name in the ad hoc e-group before 20/12/2019

- Unplanned access can be granted during end of year break on a case by case basis:
  - By putting staff name in the e-group (it will remain available but will take 4 hours to be active)
    - Each department is responsible to select the people who really need to come during closure.
    - Each department designates a person in charge of putting name in each departmental E-group
  - By an **Access Request in ADaMS** approved by TI or Head of security (or its deputy)
• Other than MPE/MPA: XMAS access requests (from 21/12/19 to 05/01/20)

Permission CERNXMAS

<table>
<thead>
<tr>
<th>Permission</th>
<th>Description</th>
<th>Confidential</th>
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<th>Requires O.C. 2</th>
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• **Contractors**: XMAS access requests (from 21/12/19 to 05/01/20)

  - Personnel belonging to firms or subcontractors just have to fill in the usual AET (authorization outside working hours)
  - Departments don't need to put them in their e-group
  - AET are not granted on an annual basis, they will not be valid over the Christmas break! For 2020, annual AET will be valid up to 18/12/2020 maximum.
  - REMINDER: All AET need to be signed by a CERN supervisor.
Parking lots:

- Building plots on the Meyrin campus are currently extremely rare. We more and more consider new project in terms of densification / heightening / demolition to build new buildings. Green space needs also to be preserved for the quality of the site!

- On all new CERN projects, budgets do not allow to create new parking spaces (cost: 45 KCHF per space for underground car park / 5 KCHF per space for outside car park - but no space available to build any)

- The issue is always discussed with the Swiss authorities in the frame of the site development overall project

- The Entreprise Mobility Plan’s measures might ease some

- On-going study of a system that will locate and show free parking space on site
• **Parking lots:**
  - Usage of public roads and car parks by contractors in the scope of their works is managed and pre-approved by SMB’s DSO - [https://cern.service-now.com/service-portal/report-ticket.do?name=Demande-intervention-travaux-routiers&se=roads_drainage](https://cern.service-now.com/service-portal/report-ticket.do?name=Demande-intervention-travaux-routiers&se=roads_drainage)

• **Security @ Globe car park:**
  - No incidents (theft) in the Globe car park have been reported to the Security Service, only a few material damage. Security Service is however not always informed but considering the video extracts requests, it seems that the inside of the site is more subject to incivility

• **Registration of blue access card for children above 25:**
  - According to CERN status, it is not possible to register a child above 25 years of age. If any example exist, please report them to Security Service as this would be a bug from the system

  - However, vehicles declared by cernois but driven by people not registered at CERN can still access the Globe car park as no security guards are at the entrance. Regular spot check are done by Security Service in order to limit those behaviors. Follow up emails are sent to the «owner» of the car to remind them that all vehicle accessing the CERN site can only transport people that have a valid access card.
SECURITY SERVICE

For all your questions regarding security at CERN:


Sites-security@cern.ch
Many thanks for your attention!