Minutes of the 123rd meeting held on 5 March 2019

Present (* = part time):

Apologies:

Agenda

1) Chairperson’s remarks
2) Adoption of the agenda
3) Minutes of the previous meeting
4) News from the CERN Management
5) Report on services from SMB department
6) Update on Microsoft licenses
7) The CERN Wi-Fi project
8) Reports from ACCU representatives on other Committees
   a) Mobility Working Group
   b) Restaurants’ Supervisory Committee
9) Users’ Office news
10) Update on Internal Taxation certificate change
11) Matters arising
12) Any Other Business
13) 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 Delegates (until end of 2020):

- Konstantinos Vellidis (Greece), replacing Dimitrios Sampsonidis
- Róbert Véresi (Hungary), replacing Viktor Veszprémi
- Emilio Radicioni (Italy), replacing Clara Troncon
- Anna Lipniacka (Norway), replacing Ketil Røed
- Aamir Irshad (Pakistan)
- Danek Kotliński (Switzerland), replacing Michael Dittmar

Extended Delegates (until end of 2020):

- Lucia Masetti (Germany)
- Maciej Trzebiński (Poland)
- Fernando Barão (Portugal)
- Dragoslav-Laza Lazic (Serbia)
- Marcella Bona (United Kingdom)
- Roger Jones (United Kingdom, until end of 2019)
- Massimiliano Ferro-Luzzi (CERN)

Pending decisions

France, India and Israel did not yet decide on extension of the present (or second) Delegate or finding a new (or second) Delegate.

Finding non-member State Delegates for Middle East & North Africa and for Eastern Europe also did not yet succeed.

2. ADOPTION OF THE AGENDA

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

- Report(s) by ACCU representatives:
  a) Restaurants’ Supervisory committee (CSR) → presentation by Cristina Biino (ACCU representative)
  b) Mobility Working Group → presentation by Cristina Biino (ACCU representative)

- The CERN Wi-Fi project → presentation by Adam Wojciech Sosnowski (CERN-IT)
CERN and the environment  
→ postponed to June meeting

Science Gateway  
→ postponed to June meeting

Additional topics since last meeting:

- **Update on Microsoft licenses**  
  → presentation by Frederic Hemmer (CERN, Head of Information Technology Department)

- **Update on Internal Taxation certificate change**  
  → presentation by Gregory Cavallo (CERN, FAP Department)

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 122\textsuperscript{nd} meeting, no comments were received.

The Minutes of the 122\textsuperscript{nd} meeting were adopted without modifications.

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

At the last ACCU meeting on 4 December 2018, the Director General gave an extensive overview on various subjects:

- Extraordinary LHC performance 2018 with a very successful end of Run 2
- Long Shutdown LS2 and upgrade activities over 2019 and 2020
- Variety of other many impressive achievements 2018 outside the LHC domain
- Science Gateway project which continues to progress very well, the project will be presented to the press and to the CERN personnel on 8 April 2019

Recent developments and other topics from the International Relations and the Finance and Human Resources Sectors are as follows:

a) **International Relations**

Associate Membership Agreement for Croatia signed on 28 February

Together with the Croatian Minister of Science and Education, and in the presence of the Prime Minister of Croatia, the Director-General signed on 28 February the
agreement concerning granting the status of Associate Member at CERN to Croatia. The agreement now needs to be ratified in Croatia, and it is expected to welcome Croatia as an Associate Member State in the second half of the year.

**Membership for Serbia expected to come into force within the coming months**

Admitted to Membership by the Council in December, Serbia has been moving forward with the internal procedures for Membership to take effect. CERN has been informed that this process is well advanced, with ratification completed by the parliament, and now awaiting notification that all has been completed. When that happened, Serbia can be formally welcomed as 23rd Member State.

**Open Days on 14 and 15 September**

This will be a key outreach opportunity for the entire Lab, and one of the top 5 priorities for 2019. Some 3’000 volunteers will be needed, and hope is, that, as in previous years, many Users will serve as volunteers. More up-to-date information will be provided in the coming weeks following a large planning meeting that took place on the same day as the ACCU meeting.

**Web@30 event**

On 12 March, the 30th anniversary of the first proposal for the World Wide Web is being celebrated. Webcasts will be available for both the morning’s kick-off event and the evening’s film screening and discussion. These events will feature web pioneers, including Sir Tim Berners-Lee and Robert Cailliau. In the early evening, an “Ask Me Anything” session will take place on Reddit, in which the web pioneers and experts will answer questions from around the world. Hope is that many will follow these different events to mark this important anniversary. More detailed information will be available in an email to all Members of the Personnel, due to go out within the next days.

**a) Finance and Human Resources**

**Finance Department**

As of this year, the Administrative Information Systems Group and the Treasury, Processes & Reporting Group were merged to become the Business Computing Group with a move from project to product management. In December, the Finance Committee took note that 99.8% of the 2018 contributions by the Member and Associate Member States had been received to date. This is an unprecedented level, which is regarded as a very strong signal of confidence and trust into the functioning and work of the Organization.

**Human Resources Department**

Under the motto “Caring for our People” the “Work Well Feel Well project” at CERN progresses very well with surveys and analysis concluded and recommendations
being drawn up. In close concertation with the Staff Association, implementation is continuing of the remaining recommendations of the 2015 5-yearly review (e.g. Internal Mobility, Focus Conversations, 180-degree feedback and more). In December, the Council approved the proposal to commence the next 5-yearly review process in 2019 and to conclude it with a decision by the Council in 2021. A 5-yearly review addresses the financial and social conditions of the members of the CERN personnel. Last not least, the implementation of the Data Privacy Policy is a CERN-wide challenge.

**Industry and Procurement Department**

For the Purchasing Service the close follow-up of the tendering of the HighLumi-LHC contracts and in particular the execution of the HL-LHC construction contracts is of highest priority in this period. In 2018, the Finance Committee adjudicated 67 contracts with a total volume of 386 MCHF. The European Union Support Group will have to cope with respect to the CERN presidency of EIROforum as of 1 July 2019. This is an excellent opportunity to showcase CERN in the European wide context.

**Site Management and Buildings Department**

In 2018, Long Shutdown 2 related projects as e.g. Bldg. 947 (flex storage bldg.) were delivered for exploitation. In 2019, focus is on the monitoring of the execution of the HighLumi-LHC Civil Engineering construction contracts, with respect to schedule and budget. Site infrastructure related projects are manifold with a consolidation program of many buildings and a strong support needed for the Science Gateway project. The “Mobility @ CERN” Working Group is progressing well in view of a modern and sustainable CERN mobility plan.

5. REPORT ON SERVICES FROM SMB DEPARTMENT (Laetitia Lejeune, CERN-SMB)

**Service Report**

The volume of requests is still growing. In 2018, there were 319,483 human generated tickets, where the Service Desk, consisting out of 6 people in building 55, handled 113,655 tickets out of them. The number of incidents is quite steady throughout the year, whereas the requests are getting more and more.

There is a stable feedback rate on ~8% of all “human” tickets. A higher feedback rate of 10-12% is welcome, as giving feedback helps to improve. Only 2.5% of the feedbacks is negative, which is still low.

**Housing**

The Hostel occupancies in 2018 were similar to 2017. At the CERN Hostel on the Meyrin site, occupancy was 79.0% (2017: 77.1%), and the St. Genis Hostel had an occupancy of 83.8% (2017: 83.6%). Occupancy in St. Genis is higher because of longer
stays, also over weekends, compared to Meyrin. The occupancy is very high and steadily raising.

Taking only working days into account, occupancy at Meyrin was 84.7% (2017: 83.2%) and at St. Genis 85.8% (2017: 85.7%), which is rather similar. Occupancies at the CERN Hostels are in general quite high compared to hotels in Geneva, where the occupancy was 67%.

There are some periods over the year with almost 100% occupancy, but also other periods with only 50%. At the moment, there is no case for a capacity increase, e.g. by construction of a new Hostel building, but the question of more capacity is being addressed on a regular basis.

More than 52’000 reservation requests were handled in 2018, about the same number as in 2017. An interesting observation is a constant rise of occupancy in January over the past 3 years, mainly due to an increase of block and group bookings (+22% in January 2019 w.r.t. January 2018).

The current year will be a busy year for the CERN Hostels, because of an increased need for long-term stays due to the Long Shutdown 2. The St. Genis Hostel is already almost fully booked in July 2019, with some availability still in Meyrin.

The new cancellation procedure, that was introduced in summer 2018 has 8 different specific cancellation reasons that shall be used: modification of date, double reservation, cancellation, force majeure, merge, change of room type, cancellation no show, cancelled from the web. The new procedure has increased visibility substantially with a very good outcome: since 1 September 2018 only 0.3% of the cancellations were treated manually without cancellation reason. From September to February 10’700 cancellations/modifications were handled.

The majority of reasons given is “Cancellation” (53%), followed by “Merge” (25%), “Date Modification” (13%), “Double Reservation” (6%) and “Change of Room Type” (3%). The “Cancellation”, possible at latest 48 hours before foreseen arrival, have a huge impact on the available capacity. On average these are done 12 days before foreseen arrival. Also “Date Modification”, “Double Reservation” and “Change of Room Type”, together 22% of the cancellations, effectively block rooms for other users. These modifications are on average done 17 days before foreseen arrival. Only 25% of the cancellations due to “Merge” have no impact on other users.

A study is under way to identify possible solutions and will be presented at the next ACCU meeting in June 2019. The very high rate of simple cancellations (53%) and the various types of modification (22%) are the major reasons for problems finding a place in the CERN Hostel, it’s not due to block bookings. As a reminder, improvised dormitories are prohibited for obvious safety reasons!

The waiting list is still not very efficient and there are on-going efforts to improve. Best way to get information in periods that are fully booked, is to call the Hostel reception.
Noise issues in the CERN Hostel should be addressed to the reception during working hours (Monday to Friday from 07:30 to 01:00 next day, Saturday and Sunday from 09:00 to 01:00 next day), and to the guard service outside these hours (phone 78877 or 78878). Noise by school groups is still an issue. Actions were taken when being informed. A special zone for night shifters, who need rest during daytime, could be defined, but several issues would need to be considered, e.g. building 38 is close to a car park and Restaurant 1, whereas buildings 39 and 41 are more expensive.

A leak in building 39 was fixed during the end of year closure, that had developed on the main water supply valves. There are on-going works on renovation of 8 rooms due to earlier water leak damages, which are due to be completed by the end of May.

The kitchen in building 38 was closed in January due to a plumbing issue in the above room on first floor. The concrete slab in the kitchen ceiling was opened (dish-washing zone) for diagnostic and repair work. The kitchen reopened earlier than expected and no complaints were recorded.

As part of the bidding process for the building 38 renovation project, following the call for tender, two providers have been selected for the preliminary study. More news at the next ACCU meeting June.

A meeting between CERN and Alfa3a (managing the Foyer Schuman Hostel in St. Genis) took place on 12 February with the aim of discussing the long-term future of the St. Genis Hostel. Alfa3a is open to a major renovation project, that would lead to significantly higher comfort like private bathrooms for each room. However, this would also lead to a significant price increase.

CERN is not in favor of such a major layout change with price increase and confirmed that the current layout works fine as price is a major concern and a long-term stay solution at affordable prices is a must for CERN Users. As a vision for the next 10 years, the St. Genis Foyer Schuman will keep on improving the quality of the current layout, including WiFi issues, where the provider has been changed recently, hopefully leading to improvements. There are also possibilities of adding some more rooms on the long-term. However, no major renovation, leading to significant price increases, is planned.

As announced at the last meeting, reduction of the reservation lead time from 12 months to 4 months is under implementation. Only 5% of the Users made their reservations more than 4 months in advance. However, the new 4 months lead time was criticized by some Delegates, as it does not allow anymore to make reservations for events, that are known long time in advance, like collaboration weeks. Instead of shortening the reservation lead, other measures like cancellation fees should be introduced. The reservation and cancellation policy is presently under review. A presentation of the new policy is expected at the June ACCU meeting.

There is on-going work on improving reporting solutions, such as improvements on the waiting list. The annual safety inspections had excellent results with only very minor remarks mainly in non-public areas.
Mobility

The delivery of 150 new bikes has been slightly delayed due to late supplying of the integrated gears and is now expected for mid-April. A total number of 530 bikes will be available in summer, much more than last summer and sufficient to fulfil all requests.

From the 2018 bike fleet 9 bikes were lost, 18 became not functional for various reasons and 45 were stolen, which is quite a high number. A second order of bikes is planned after the first batch has arrived and some experience has been gained. With a production time of about 4 months, the second batch would not arrive before summer, though.

Bikes are systematically reviewed after each bike rental period (maximum after 6 months of usage). This process is registered in Service Now, and the service in charge cannot rent a bike without completing this step. Each bike is physically brought back to the workshop (Bat. 130) for inspection, consisting of a technical and safety check of 9 important points.

In case of flat tires after long storage or during usage, a self-service pump has been installed. Should any other issue arise, Users are asked to report them immediately to the Mobility Center reception.

Already raised at earlier meetings, the question of long-term bike storage of personal bikes was discussed, e.g. over winter time or for Users, who only occasionally come to CERN. Problem is not the cost, but the responsibility, e.g. CERN cannot be in charge if personal bikes are lost. Different to the long-term storage of personal cars, there is also no surveillance for bikes in general, as they don’t have a liability insurance, as obligatory for cars.

The CERN car sharing is a free service to users and is counting on the respect of all! Cars can be used from 8.00 – 18.00 for a maximum continuous period of 4 hours, and from 18.00 to 8.00 next day for a maximum continuous period of 14 hours. All car-sharing vehicles must be returned on time to their original pick-up location at the end of the reservation.

Unfortunately, the free use of shared cars is misused for various reasons: Abusive reservation time (original reservation of more than 4h or 14h), vehicle not returned to station (car is not at its supposed location for pick-up) or no-show (vehicle is not picked up), which is the vast majority of misuse.

Car sharing at CERN is managed by the mobility.ch platform, which has limited capabilities. The platform only sends a weekly report to CERN, there is no automatic release possible with the current system in case of no-show. An alternative platform might provide more flexibility and capabilities, and is being looked into. In case of misuse, reminders are sent to the user and after 3 reminders, access is revoked for a 6 months period.
Distribution of new cars, mostly Peugeot Rifter, is ongoing for use during the Long Shutdown 2. A call for tender has been submitted for renewal of the rest of the CERN rental car fleet.

There is an on-going study of various propositions regarding the adjustment of shuttle timetables in order to reinforce the axis Meyrin - Prévessin (line 5), to ensure capacity to and from St. Genis Foyer Hostel (line 2), and to ensure enough capacity of the airport shuttle at peak hours (line 4).

A bus stop in front of the CERN Prévessin entrance is foreseen in the course of 2019. The new bus line 66 is linking the Airport with Thoiry since December 2018, but is just passing CERN Prévessin without stopping so far.

Gate B has an entrance for reduced mobility. Guards should be better instructed to help persons with reduced mobility using that entrance, also for people with buggies for small children.

**Green plates**

A new procedure at CERN is in place for green plate requests. All forms and documents can be submitted via Service Now: [Car VAT exclusion request (K or CD series)](https://service.now.cern.ch), which makes the procedure much easier. Green plates are now produced by the CERN workshop free of charge, but cannot be attached by CERN for insurance reasons.

In 2018, 248 green plate applications were submitted and the current situation is as follows: 50 green plate applications still have to be approved by the French authorities (applications were sent from mid-December to end of February). 26 people are waiting for CPI (temporary plates) with a current waiting time of 2.5 months, provided that all documents are correct.

Temporary plates are not mandatory. They can be avoided if the car is registered on export plates, when bought outside France and imported from there. Current average waiting time for the final “carte grise” is 3 months, in parallel to the waiting time for CPI (if needed).

The paperless “DEFI” project that was announced to start early 2019 has been abandoned by French authorities!

**Industrial exhibitions**

In 2018, 2 industrial exhibitions and 5 visits of firms were organized:

- **Industrial Exhibitions**:
  - Pakistan@Cern, 9 firms
  - France@Cern, 42 firms

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In 2018, 2 industrial exhibitions and 5 visits of firms were organized:
Visit of firms:
- Holland@Cern, 28 firms
- Slovakia@Cern, 8 firms
- Denmark@Cern, 10 firms
- Spain@Cern, 49 firms
- UK@Cern, 25 firms

The following events are planned in 2019:
- 7 - 8 March: Sweden@Cern
- 2 - 4 April: Poland@Cern
- 3 - 7 June: Holland@Cern
- 7 - 8 October: Slovenia@Cern
- 15 - 16 October: UK@Cern
- 14 - 15 November: Norway@Cern

One more event is already planned in 2020:
- 1 - 2 April Denmark@Cern

Catering

Two new contracts are in preparation: for Restaurant 2, cafeterias and vending machines located on Meyrin site; and for Restaurant 3 and coffee points located on Prévessin site.

Aims are to consolidate responsibilities, terms and conditions and the implementation of an investment plan, in same spirit as for Restaurant 1, where a new contract was signed last summer. Start date of the new contracts is aimed for May 2019.

All the furniture of Restaurant 1 was replaced over the Christmas break and in January, together with renovation work (painting and floor). The floor was partially replaced, the remaining part will be done during the 2019/20 Christmas break. The new furniture resulted in a capacity increase by 105 seats. A new washing tunnel, which is more efficient and faster, has also been installed.

New furniture is also planned for part of Restaurant 2. The foreseen furniture has been validated by HSE and is to be installed in May, resulting in 22 additional seats. The cafeteria in Bat. 13 will get new furniture as well, which is planned for the second half of March, together with some safety improvements.

Due to the disappearance of many kitchen supplies belonging to Novae (cutlery and other tableware), the Restaurants’ Supervisory Committee made a reminder in January 2018 asking everybody to return the tableware borrowed or left in the offices to the respective cafeterias and restaurants. Unfortunately, in the course of 2018, no significant change was observed. Tableware is still disappearing and needs to be replaced. More than 1300 glasses and 2300 forks were bought for Restaurant 1 in 2018, compared to 1489 glasses and 1526 forks at the
inventory in February 2018. Disappearance rates are similar for Restaurants 2 and 3. There is only little, that can be done. Another reminder will be placed in due time.

Tables and chairs on the Restaurant 1 terrace are back, and in future, will remain available all year round except for maintenance. This was suggested by Delegates at the last meeting, as also in winter time, there can be good weather conditions to sit outside, which would be welcomed by many users and visitors.

Also raised by Delegates at the last meeting was the service à table corner, that was introduced as a trial. Maximum capacity allowed is 50 places and tables are freed if not reserved before 12:00, such that there is no impact to the overall capacity. This service is complementary to the Brasserie in Restaurant 2.

New microwaves have been ordered, to replace old models, that were broken or have disappeared. The new models are mid-level household models, as professional microwaves are ten times more expensive and even increase the risk of disappearance.

A proper place for some special actions by Novae (animations) still needs to be found in order to fulfill safety and other aspects.

Projects

- A major improvement has been done of the exit flow at Gate E. Exit of vehicles is now possible on two lanes with an upstream control of the access card. Average waiting time at exit is only 2 minutes 15 seconds, with a maximum waiting time of 5 minutes between 17:00 and 18:00. Very good feedback was given by Delegates.

- Given this success, another flow management study has started at Gate B to optimize the flow and to reduce waiting time at peak hours. The waiting time will be measured over 2 weeks, when the barrier remains open all time (first week) and when it opens only after car plate reading and then is closing again (second week). This allows to analyze if the barriers with car plate reading is slowing down the exit flow or the traffic lights. In addition, the traffic towards France will be monitored anonymously, in particular the traffic behind the border towards Route de l’Europe heading to the Prévessin site and towards the St. Genis roundabout. This allows to evaluate the percentage of vehicles using Gate B instead of Gate E. Data collection has ended, results and potential improvements will be reported at the next meeting.

- Works at the entrance of SM18 to improve the access control started in November 2018 and finished on time. A new quick opening gate was installed and separate access for pedestrians.

- There are plans for a restructuring of the St. Genis roundabout (Porte de France). No details can be given at this early stage and works will start not before 2021 at the earliest.
There is an approved plan to improve the traffic flow at the Bois Candide area just behind the border at Mategnin. A second roundabout is planned and modification of the existing roundabout. Works are scheduled from June to December 2019, with finalizations early 2020.

Works on the Esplanade des particules were completed end of June 2018. The official inauguration took place on 28 September, with raising the flags of all Member States, and since that day the official address of CERN has changed to:

CERN
Esplanade des Particules 1
1217 Meyrin
Switzerland

The new address should be used in any official documents, letters and emails. Modification and improvement of the bicycle path at the Gate A roundabout by the Canton of Geneva was delayed and still needs to be done.

Works around Restaurant 2 were completed. The parking capacity has been increased from 60 to 79 places, including 2 for reduced mobility. The former 2 places for buses were removed. New trees and bushes will be planted around the new parking area. There will be 12 trees, 250 bushes of various types and 750 m² of grass.

Litter

Waste management is done by the SMB Department. Inside buildings, site services is taking care of the cleaning via the cleaning companies, roads and green spaces are taken care by the civil engineering together with the green spaces team, and the collection of waste is done by the supply chain group.

In case of litter along roads or green spaces, a Service Now ticket (ideally with pictures) should be sent, such that the proper service is promptly contacted for action.

6. UPDATE ON MICROSOFT LICENSES (Frederic Hemmer, Head of Information Technology 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.
Different scenarios beyond February 2019 have been discussed with Microsoft, all based on a bundle, as in the current offering. Exiting this bundle would likely double the prices. After long negotiations, Microsoft made an offer in November 2018 that was accepted by CERN. However, at the time of the meeting, the contract wasn’t signed yet, because of complex contract clauses and legal issues.

CERN’s overall strategy is to reduce the number of “Microsoft users” over the next years and to reduce CERN’s Microsoft dependencies by identifying (open source) replacement products and identifying the real needs for Microsoft tools. People installed these tools in the past as they were available, but may not use them (anymore), e.g. Visual Studio. Users are also encouraged not to use licensed products if not needed for professional usage or if alternatives fit professional needs.

Quite some work and progress has been made over the past 9 months:

- **Authorization Service**: Replacements of core services such as authentication (SSO, Active Directory) and authorization (e-groups) have been identified. A Prototype and pilot phase is planned for 2019, with transition in 2020, fully transparent for end users. Some actions will be needed by application owners.

- **Collaboration Services (Mail)**: Finding an Open Source replacement was difficult, in particular synchronization with mobile phones. By the end of 2018, Kopano has been selected as Exchange replacement and a proof of concept has been made. Following a pilot phase in 2019, migration is planned in 2020/21. This will be transparent for users of most clients, who are targeted first. Power users and difficult client related cases will be handled at the end.

- **Collaboration Services (Telephony)**: An Open Source Asterix based PABX softphone client (WebRTC) will used on all platforms, as already presented at an earlier ACCU meeting. Migration is planned for the second half of 2019 and 2020. The migration plan is based on use cases and current systems (Analog, Skype for Business, VoIP). The [detailed plan](#) has been presented in an IT Users Meeting.

- **Devices (Windows PCs and laptops)**: Similar to Apple Macs, Windows PCs and laptops will no longer be centrally managed, only applications will be managed. This means that the user will be responsible for keeping Windows up-to-date through security and other updates. Microsoft key handling need to be changed by using OEM keys. The Office suite (Word, Excel, Power Point, Outlook) would be available but won’t be installed by default. Alternatives are available in CMF and Users should make use of their institute licenses, whenever possible. The new strategy will be progressively introduced starting in first quarter 2019 on new hardware. Existing installations will need to be reactivated, exact migration plan still being defined. For CERN purchased PCs, OEM keys will be available only for the first 3 years.

- **Applications**: DFS directories will be migrated to CERNBox (EOS). Replacements for the Office suite are being evaluated (OnlyOffice and
LibreOffice). The Office suite will be still available, but only in its Office 365 version, where the key is in the cloud, but not the documents.

- **Specialized Applications**: Alternatives are provided right now for simple use cases. MS Project alternatives are depending on use cases. Project 365 will be available, but there are also alternatives like Jira, KanBan etc. There are also alternatives for MS Visio, e.g. DrawIO on CERNBox and as standalone app, but a Visio 365 version will also be available. Goal is to reduce as much as possible the number of required licenses.

- **Web frameworks, CMS**: A replacement for Sharepoint has not been identified yet and is requiring a case by case analysis. Progressive introduction of alternatives will start 2020. Sharepoint 365 is still available as an option.

The new Microsoft contract also includes Azure cloud storage capacity and some users have been contacted by Microsoft to use this capacity. However, this is not available for free and will be used primarily for the batch Tier-0 use-case.

### 7. THE CERN WI-FI PROJECT (Adam Wojciech Sosnowski, CERN-IT)

The Wi-Fi Service Enhancement project (WiSE) started in 2015, when more and more laptops were produced without ethernet port and smartphones have been part of daily life.

Goals of the project were to provide high quality Wi-Fi coverage in all office buildings and public areas across the CERN campus (~200 buildings), to ensure seamless roaming within the Wi-Fi coverage area, to support the latest available Wi-Fi standard 802.11ac, and to provide additional services such as Wi-Fi for visitors.

In an extensive planning and validation phase over 2 years, RF simulations and site surveys were performed to validate the position of the access points. Future proof cabling of the buildings for the new access points was the longest part and took from 2016 to 2018. Pilot implementation started in 2016 in 3 IT buildings and Restaurant 2 and global deployment was made in 2017 and 2018, including post deployment surveys. At last, outdoor deployment was made at the most frequently used pedestrian pathways.

The CERN campus is sub-divided in 2 zones, the production zone is the largest and a smaller pilot zone around the IT buildings + Restaurant 2 is used for development and testing new features. More than 4000 access points have been installed, including 115 outdoor access points. There are 200 fully covered buildings with 250’000 m² surface + outdoor coverage. Around 8000 new UTP outlets were cabled, twice as many as access points, providing the possibility of future extensions, if needed.

Within buildings, access points are installed inside offices, with a density of about one access point per 3 offices. Dedicated access points are installed for meeting/conference rooms. Roaming between floors inside a single building is also provided.
A special case is building 40 with a demanding environment from the RF point of view, and with users suffering from Wi-Fi problems in the past. As a consequence, 265 new access points were deployed, one per office, compared to 61 in the old system. The new system has shown to be stable, reliable and fast with excellent Wi-Fi connectivity.

Outdoor connectivity and roaming is available outside restaurants and along main pedestrian paths on the Meyrin and Prévessin sites, as well as at LHC Points 2 and 5, given the problems with the 3G/4G mobile network availability at those areas.

Three different networks are available. The SSIDs “CERN” and “Eduroam” are reserved to staff and users, where “Eduroam” provides encrypted connection and is also very useful during travel and conferences. There are up to 14’000 unique devices per day connecting to the Wi-Fi network, with more than 8’500 simultaneous users every day. A new network for visitors “CERN-Visitors” with registration by SMS and limited access to CERN resources allows them to connect to the Internet. There is also special content for visitors when connected at the Microcosm. Both public, private and static IP addresses can be provided as for the cabled network.

Some technical areas (technical buildings, labs, workshops) and less frequented outdoor areas are not covered with the new system. They are still partially equipped with the old, unmanaged Wi-Fi access points. In the LHC tunnel, the 3G/4G network is the primary connectivity method.

Areas without Wi-Fi coverage are covered through the mobile phone network. However, for CERN mobile phones, data volume on the Orange network in France is capped and rather limited. There are also problems of losing connection when crossing the border or when switching from Swisscom covered areas in France, e.g. LHC tunnel and experimental caverns, to Orange.

To improve the situation, an Orange data flat rate is going to be introduced in 2019 for CERN mobile phones. The so-called private subscription then will be discontinued. The host states also have recognized the bad cross-border situation and have started tripartite negotiations at high level.

Future plans are replacing the old Wi-Fi system in technical areas with limited access, which will be done during LS2, and a review and deployment of Wi-Fi service in other technical buildings. More information is available on the Wi-Fi service and WiSE pages and in a Bulletin article. In most cases, Wi-Fi meanwhile has a similar performance than the cabled network such that in the long-term, cabled network might be more and more abandoned.

The Chairperson and Delegates congratulated to the success of the Wi-Fi project.
8. REPORTS FROM ACCU REPRESENTATIVES ON OTHER COMMITTEES

a) Mobility Working Group (Cristina Biino, Italy, ACCU representative)

CERN’s mobility objectives from the CERN Masterplan are: to promote an efficient and fluid access to the sites; to promote alternative offers for inter and intra-site transport (and in particular to improve the safety of all modes of transport within the sites); and to optimize parking supply and management (to reduce the pressure on parking at the Meyrin site).

The CERN Mobility Working Group is the communication link with Departments and CERN community. The group relays information, present department’s, ACCU, and CERN community point of view on mobility; contributes to the elaboration of the CERN mobility plan by formulating proposals and evaluating proposals (cost/benefit); and performs data analysis of CERN mobility indicators. The group is chaired by the CERN mobility coordinator, ACCU is represented by Cristina Biino.

The Mobility Working Group proposed to use an external consultant (Citec Ingénieurs Conseils) to help develop CERN’s mobility plan. With the help of the consultants, the Mobility Working Group launched the first part of a two-part survey about mobility at CERN in early 2018. The survey was sent to about 10’000 people at CERN and 4’300 responses were received, a very high return rate, showing the large interest in mobility. However, only 37% of the responses were by Users.

About 70% of respondents live in France and 20% in Switzerland. The remaining 10%, mainly Users, are not resident in the area. A large majority of 80% work on the Meyrin site. They use mainly Gate B (39%), followed by Gate E (32%), Gate A (19%) and Gate C (8%). Nearly half of the people arrive between 7:30 and 8:30, and at 9:00, 85% of the people are present on site. More than half of the people depart between 17:30 and 18:30, and at 18:30, three-quarters have left the site.

On average, people travel 14 km (median 8 km) to work and take 33 minutes (median 20 minutes) to commute. The majority of transport is by private car with single driver only (58%), this has not changed since the last survey in 2014 (59%). A shared car is used in 8% of the commuting travel. There is an impressive number of 13% of the people, who come with bikes, but on the lower side, public transport is only used for 8% of the travels.

The survey shows clear difference between those living in France and in Switzerland, as expected. Private car (single driver) is used by 67% of people living in France, compared to 40% in Switzerland, whereas public transport is only used by 3% people living in France, compared to 26% in Switzerland. This reflects the lack of sufficient public transport in France. Some differences are also visible between staff and Users. Users use less cars or motorbikes than staff, but more public transport (36% of Users living in Switzerland and 6% of Users in France compared to 22% of Staff in Switzerland and 1% of Staff in France).
Various comments were received through the survey: The private car is mainly used for reasons of speed, flexibility or the location of the home (lack of or bad public transport). The car is also used to make chains of activities during or at the end of the day. Nearly three-quarters are likely to perform professional trips during the day, of which 44% at least once a week. Parking doesn’t seem to be a major concern for most people. For 60% of cyclists, the weather has an influence on cycling. They mentioned the lack of safety on the road to use the bike. Half of public transport users fall back on this mode because they do not have a private car (the use of public transport is constraint for these people - who are essentially Users) and more than 2/3 of those have a Unireso subscription (weekly, monthly or yearly). Restricted opening hours of certain gates is a problem, and flexible schedules needed to avoid congestion at peak times are a wish.

There are more than 6’500 parking spots at CERN overall, about 4’000 on the Meyrin site. Some parking spots were lost on or close to the Meyrin site over the past years. Parking around the flags close to Gate B was removed (-180 places) and at other buildings 64 places were lost. In the course of 2019, additional 100 places will be added after completion of the new building 107.

If parking fees would be introduced, motorists are only willing to pay a “symbolic” amount to secure a place. If the pricing would be greater than the desired amount, 60% of people would maintain their current habits and only 15% would be willing to change their habits. At least a quarter of single drivers are totally uncomfortable with the idea of parking fees. CERN is more experienced as a car place than a place for pedestrians.

More than 80% of Users use shuttles (about 20% at least 1x per week), compared to 2/3 of staff (only 3% at least once a week).

- Circuit 1 at the Meyrin site seems very little used: for half of the races, there are indeed only 2 to 7 passengers. These figures seem very low considering the high number of stops that could drain users and the importance of travel within the site that the analysis of the fleet of CERN vehicles has highlighted.
- Circuit 2 “Précessin” seems to respond to relatively regular travel needs. However, it is mainly the first two races of the morning (8h and 8h45), as well as the last two of the afternoons (17h20 and 18h) which are the busiest, with a good forty passengers on average.
- Circuit 3 “Shift ALICE / CMS / LHCb / COMPASS / NA61 / NA62” also seems to meet relatively regular travel needs. Attendance at the three daily races is very similar, with an average of 15-20 passengers per race.
- Circuit 4 between Meyrin and the airport shows a strong asymmetry of attendance. There are significantly more passengers in the direction from CERN towards the airport than in the opposite direction. Circuit 4 is the one that is used by the largest number of passengers.

A first draft of CERN mobility plan has been produced and reviewed by the mobility working group. This draft then will be presented to the Extended Directorate for feedback. The SMB Department will organize an open session on mobility in April 2019 for the CERN community covering the topics: mobility services (shuttle, bikes,
car fleet, car sharing etc.; past actions aiming at improving mobility to/from and around CERN; mobility working group activity; and CERN mobility plan draft.

The Swedish and French Delegates asked on possibilities for charging private electric cars, a topic that was already discussed earlier in ACCU. As an example, French institutes have more or more electric cars, but are unable to charge their cars at CERN due to missing charging stations.

CERN’s electricity is tax free and can only be used for professional activities at CERN, but not for charging private electric cars. Charging stations for private electric cars would need to get their electricity on a parallel and separated network, in order to be subject to taxation; this network does not exist. The Staff Association is much in favor of usage of electric cars and electric bikes, but is also aware of the tax issues. They are approaching companies in Geneva, to see if there is interest for legal and taxed charging stations at CERN, e.g. at the Globe parking.

With the new TPG bus schedule introduced in December 2018, CERN has lost its direct bus connection to the airport. CERN is in contact with TPG and expressed concerns but decisions by TPG are made according to financial matters and CERN has little influence on that. A possibility could be to extend one of the bus lines currently terminating at Hopital de la Tour (lines 56, 57) further towards CERN.

b) Restaurants’ Supervisory Committee (Cristina Biino, Italy, ACCU representative)

The “Comité de Surveillance des Restaurants” (CSR) is an advisory body to the Standing Concertation Committee (SCC) and convenes approximately four times per year. It oversees all matters regarding restaurants/cafeterias/vending machines on CERN site. Main tasks are: monitoring contractual compliance (by both parties), acting as two-way channel of information, addressing investment/health/safety issues, liaising with specialists e.g. dietician, and producing an annual report. Chairperson and commercial contract manager is Thierry Lagrange (IPT Department Head). ACCU is represented by C. Biino.

The number of meals per day in the 3 restaurants on site (2 in Meyrin, 1 in Prévessin, all operated by Novae) has not changed significantly over the past years and shows only a slight increase. Restaurant 1 serves about 2170 meals per day, Restaurant 2 about 850 and Restaurant 2 about 450 meals per day, giving a total of 3470 meals per day (data from 2017).

The contract of Restaurant 1 and the 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 a long-term investment plan. Novae was recently acquired by SODEXO, but with no changes for CERN, the name Novae does not change either.
New contracts for Restaurants 2 and 3 will be finalized in early May. Restaurant 1 and 2 work on the principle that the contractor provides everything outside the walls and everything entering the wall is the responsibility of CERN. This has not been the case so far for Restaurant 3 but will apply in the new contract.

The furniture of the cafeteria in building 13 will be changed in April and the modified portion of Restaurant 2 will be finalized in May (coffee area Restaurant 2 was redone: floor and radiators were renewed, asbestos was eliminated, high tables were placed to make it a dining room). The terrace furniture will get out in March and there will be an update on their state. A technical audit of the kitchens will be conducted by the SMB Department.

The Restaurant 1 renovation work has been carried out from December to January as planned in different phases and zones so as not to completely close the restaurant. 105 additional seats have been created by changing the furniture 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 the Science Gateway in the long-term future. The Cafeterias in buildings 40 and 30 were also refurbished. The Grab & Go extension project in Restaurant 1 is not yet finalized.

Payment with bank cards is now available in all three restaurants. As in previous years, students will get a 10% discount in Restaurants 1 and 2 from 15 June to 15 September 2019. “Student” means anyone who is less than 25 years old, is in possession of a student card from a university or graduate school, and who has a contract of at least 1 month at CERN. Information about allergens are put in place according to the French or Swiss legislation.

Not enough glasses at peak time is still an issue due to limitations from the capacity of the dish washers but not only. New water carafes and glasses were added. An improvement on waste sorting has been made: 15 recycling bins were placed by CERN. There is a lot of coffee paper cups used but these are considered less expensive and friendlier compared to washing at high temperature.

New coffee machines have been installed, where coffee can be paid by credit card. However, random extra amounts are charged when paying by credit card, presumably depending on the financial institution (often not Swiss), without influence by Novae. Milk now is only available in the fridges of the coffee machines for hygiene reasons. In Restaurant 1, customers can take extra milk from the machines inside the free-flow. A request was made to have a restauration point near Gate E and it was suggested to place a food-truck instead. Another request was made to increase the number of microwave ovens. SMB Department will soon be offering few more microwave ovens in the restaurants.

A new dietician has been appointed (affiliated in Switzerland), and an external sanitary inspection (by APAVE) has been done for Restaurant 3. This is the first time such a study has been requested. Normally it is done by the dietician, but this double-check was planned to know that enough has been done. The idea was to continue the process with the objective of safety in food production and hygiene and decision was
made to do it once for all the restaurants. The inspection was especially important to identify weak points and to avoid contamination due to lack of appropriate structure. The inspection indicated that the current situation is adequate from this point of view.

The restaurant capacity is stretched to the limit, infrastructure is old and significant investments are necessary in coming years. CERN envisaged the support of an external consultant to formalize a strategy. The external audit is being performed by PH Partners to make an analysis of the current contractual and commercial relations; to review the current situation and facilities (infrastructure, efficiency, effectiveness, etc.); to suggest possible improvements; to guide in defining a strategic plan for the future; and to prepare detailed plan(s) for all three Restaurants at CERN in view of renovation/evolution/schedule/cost.

The external review is made in 3 phases and is presently in phase 2. First results from the first phase are available. Strategic priorities are to significantly increase the capacity and fluidity of restaurants; to diversify the format of catering offerings; to accentuate the “healthy” offer; to bring infrastructure into compliance; to have a tool for tracing the performance of offers and future projects; and to consider the financial and budgetary aspects.

Target scenario is a complete renovation of Restaurant 1, deployment of alternative catering offers (including food-trucks, supermarket), improvement of the catering offer for cafeterias 30, 40 and 774, and development of new restaurants in Prévessin and in the Globe sector. The renovation of Restaurant 1 is a clear priority and 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.

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

Allianz Health Insurance for MPAs

An annual renewal meeting on benefits and conditions took place on 22 January with representatives from Allianz, Kessler S.A. (insurance brokers), ANTAE (service provider: web page, documents, etc.). CERN was represented by Carmelo Saitta (CERN-FAP) as insurance specialist and Michael Hauschild as Head of Users’ Support.

Main topics discussed were statistics on insured MPAs; results of a general satisfaction survey; possible changes of conditions, benefits, prices for the next period from 1 April 2019 to 31 March 2020; and a possible future change of the scheme.

The average number of lives (MPAs + family members) were 262 for the period from 1 April 2018 to 31 December 2018, compared to 227 for the same period in 2017, indicating a small rise of insured persons. From those, 81% were MPAs, 12% spouses and 7% children, with 67% male and 33% female. Claims were spent to 46% by MPAs, 42% by spouses and 12% by children, with the vast majority of 94% of the claims spent in Switzerland, 5% in France and only 1% in other countries.
A general client satisfaction survey was conducted between July and October 2018. Following three reminders, 50 out of 176 contacted MPAs replied (28%), which is a rather high rate compared to other surveys conducted by Allianz. The overall satisfaction was very good compared to other international organizations. The Net Promotor Score NPS = % Promoters - % Detractors was 22, whereas the average NPS for other surveys is 16. Many useful comments have been received. A weak point, already known by Allianz, is the helpline, which was rated by 40% of the replies as “not at all satisfied”. Allianz is actively working on training and improvements of the helpline.

Main issue of the renewal meeting was the discussion of the premiums and possible benefits for the next period starting 1 April 2019. Because of more expensive claims (> 10 k€) in 2018 and inflation of medical costs in Switzerland (where 94% of claims are spent), Allianz proposed an increase of +20%, whereas the insurance brokers, based on claim data proposed an increase of only +10%. After some negotiations this resulted in a final increase by +15%, from 260 € / 30 days to 299 € / 30 days. This can be compared to earlier changes of premiums. The past years saw both increases and reduction of the premiums, most recently by +17% and -10% and now +15%. ACCU took note of the general +15% increase and there were no comments.

There are also possible additional benefits and possible price reductions that ACCU can discuss and decide on. Any changes (additional benefits and/or price reductions) affect all policyholders, there is no choice to opt-in or opt-out some of the options for an individual contract.

Possible additional benefits with resulting premium increase:
1) routine visits for newborns and children up to the age of 6 years (+0.5%)
2) vaccination (cost of drug and administering the vaccine) (+2%)
3) health and wellbeing check up to 500 CHF per year (+3%)

Possible price reductions with resulting premium reduction:
4) 20% (now 10%) out-patient (doctor fees, physio, drugs, etc.) co-payment (-3%)
5) 100 CHF or 200 CHF out-patient deductible per insurance period (-4.25% or -6.5%)
6) 10% in-patient (hospitalization) co-payment up to a limit of 1000 CHF or 2000 CHF, then full refund (-4.5% or -6%). The policyholder would need to make sure that the partial payments are paid to the hospital when seeking treatment.

After a long discussion, only routine visits for newborn and children up to the age of 6 years (item 1), and vaccination (item 2) were unanimously accepted. Health and wellbeing check up to 500 CHF per year (item 3) was not considered to be worth given a +3% price increase. All offers on price reductions were rejected, basically to keep the scheme as simple as possible, but also because the 20% out-patient co-payment and the 10% in-patient co-payment up to 1000 CHF or 2000 CHF were considered too much.

On request by CERN, Allianz has started discussions with the Hopital de la Tour, which is the closest and most frequently used hospital by CERN people, but with very
high costs. Allianz (and CHIS/UNIQA too) only pay general/public war, any supplements for semi-private (2-bed) or private (1-bed) ward has to be paid by the policyholder. However, the La Tour hospital has no general ward, such that a supplement always needs to be paid by the MPAs. CHIS/UNIQA have a special agreement with La Tour and Allianz was asked to approach La Tour for a similar agreement, with ceiling of out-of-pocket expenses to max. 3000 CHF per claim for (semi-) private ward (as in CHIS/UNIQA). La Tour seems open for discussions, but negotiations are still ongoing.

A long-term wish often asked by Users is to have a 12-months cover period, possibly with automatic extension of insurance contracts. There was positive feedback by Allianz as it would mean less admin overhead for them, but details are still to be discussed. The 12-months scheme would replace current scheme of 30, 60, 90, 120, 150, 180 days, but an earlier cancellation would be possible. It also would give the possibility of having different premiums for family members, e.g. less premium for children. A possible implementation of the 12-months scheme would be in April 2020 for the next renewal period. The Delegates took note and the possibility of having different premiums for adults and children in that scheme was positively taken.

**Language Requirements for Swiss Permits**

Switzerland has made changes to the Swiss law on foreigners and integration (Loi fédérale sur les étrangers et l’intégration) as of 1 January 2019. Language requirements were introduced for Swiss permits B and C. Permit B is valid 5 years for EU/EFTA citizens or up to 1 year for non-EU/EFTA nationals, permit C is a permanent residence permit. This change also affects spouses with EU/EFTA and non-EU/EFTA citizenship of CERN Members of Personnel who apply or keep these permits. Note: Ci permits are NOT affected, which are usually issued to family members of personnel of international organizations like CERN. However, ex-CERN Members of Personnel (MPEs as well as MPAs) are affected, if they wish to live in Switzerland after their end of contract.

The required language level varies from A1 oral to B1 oral / A2 writing, depending on permit, nationality, etc. where A1 means elementary level (can ask a few basic questions and ideas, but with a lot of mistakes), A2 means pre-intermediate level (limited vocabulary, but with some help can participate in basic conversations, still making a lot of big mistakes) and B1 means intermediate level (can converse in many situations, with less serious errors). An official communication is expected from the Swiss Mission soon, that will be announced through the Bulletin.

As a reminder, there were some updated rules (improved conditions) for family members since 1 July 2018. Family members who are EU or EFTA nationals may make use of the provisions of the agreement on the free movement of persons by requesting, upon their arrival in Switzerland, the issue of a Permit B. The Permit B replaces the legitimation card and the request of a Ci permit.

Family members, who are already in Switzerland with a Permit B or C, can choose to keep their permit without exchanging it for a legitimation card. Previously, this was
granted only to EU or EFTA nationals. Now it is extended to all family members and this regardless of their nationality.

Brexit

Several activities took place, such as a meeting of Brits@CERN on 12 February with representatives of UK authorities in Switzerland and France. There are also frequent contacts of the Relations to Host State Service with Swiss and French authorities.

No changes to UK Members of Personnel are expected after Brexit. Their status is kept, but family members could be affected, e.g. a few children of UK Users, who have no French Card (titre de séjour), which are not needed as long as they are EU citizens.

They will need a French Card after they lose EU citizenship with the problem that usually the card needs to be requested within 3 months after arrival, after which the rights to apply are lost. However, the French authorities made sure, that concerned persons can apply within 1 year after Brexit. An internal meeting will be held on 11 March on this issue.

Other than status and host state documents, there are some further issues, where UK citizens will be affected after Brexit, such as the European Health Insurance Card, that becomes invalid. This also applies to Users from UK institutes, who are not UK citizens.

Switzerland has several agreements in place, which will come into force after Brexit. In France, the situation is uncertain and is depending on the Brexit type.

10. UPDATE ON INTERNAL TAXATION CERTIFICATE CHANGE (Gregory Cavallo, CERN-FAP)

All employed and associated Members of the Personnel have automatically received an Internal Taxation Certificate in February, as in previous years. The high number of certificates raised questions by the tax authorities in the host states and triggered some review of the procedures.

As a result, announced already at the last ACCU meeting in December 2018, as of 2020, no Internal Taxation Certificate will be automatically issued for MPAs without a statutory entitlement to subsistence (i.e. User, Cooperation Associate, Guest Professor or Visiting Scientist). It will be replaced by a Certificate of Payment that has been drafted and that will contain the amount and the nature of payment.

MPAs concerned, who received a subsistence by CERN, will receive this new certificate automatically. MPAs, who did not receive any subsistence by CERN, can create this certificate online, if needed, as a proof that they did not receive any subsistence.
The MPAs concerned have received a dedicated email explaining the change. All services at CERN, who could receive questions by MPAs on this matter have received an internal FAQ. So far, there was a limited number of questions.

On 26 February, a public meeting was held at CERN with representatives of the French tax authorities in Bellegarde. The meeting was rather well attended, also by retired Members of Personnel, who asked many questions on their specific situation. Questions by active Members of Personnel were also raised, in particular if subsistence paid by CERN will be taxed as of 2020. The representatives by the tax authorities were not able to give a definitive answer at the meeting. However, they will work on this issue and will inform CERN at a later stage on the outcome, i.e. if and how subsistence needs to be declared by individuals, who have to make a French tax declaration (e.g. if they are resident in France).

It needs to be understood that the nature of the payment does not change (for Users, a subsistence allowance). However, it is important to remind MPAs that taxation depends on the national legislation of each country, based on the individuals’ declarations. Some countries (France and Switzerland included), but not all countries might consider subsistence allowances as working benefit, that is not taxable up to a certain ceiling.

The protocol on the privileges and immunities of the European Organization for Nuclear Research from 2004 states that salaries and emoluments paid by the Organization shall be exempt from national income tax. However, the protocol does not apply to payments by CERN to Users on behalf of institutes and collaborations, i.e. through team accounts. This is a situation that was not faced by the French tax authorities in the past and hence, requires more time to answer. There are also contacts with the Swiss tax authorities on the same matter.

A first version of a public FAQ has been prepared, following the contacts with the tax authorities that will be updated regularly during the course of 2019. There is also an admin e-guide on subsistence allowance. It has to be understood, that any questions if and how much tax has to be paid in an individual case cannot be answered, as this depends entirely on the specific situation of the individual.

11. MATTERS ARISING FROM THE PREVIOUS MEETING

   a) Call for nominations of a new ACCU representative for the Housing Service review meeting

The mandate of Clara Troncon (Italy) as ACCU representative in the Housing Service Review meeting has ended. A call for nominations of a new representative was sent out by the Secretary on 4 March 2019.

No nominations were received and a new call for nominations will be sent out before the next ACCU meeting in June. Candidates, who are frequent users of the Hostel, are particularly encouraged to volunteer.
b) Election of a new ACCU representative for the Scientific Information Policy Board (SIPB)

The mandate of Clara Troncon (Italy) as one of the two ACCU representatives in the Scientific Information Policy Board (SIPB) has ended. A call for nominations of a new representative was sent out by the Secretary on 4 March 2019.

Following the call, Markus Aicheler (Finland) and Emilio Radicioni (Italy) expressed their interest. After a short introduction of both candidates, **Markus Aicheler** was elected in an open vote as new representative.

The Chairperson congratulated Markus Aicheler and thanked both Markus Aicheler and Emilio Radicioni for having volunteered.

12. ANY OTHER BUSINESS

None.

13. PROPOSED TOPICS FOR THE NEXT MEETING (Tuesday, 11 June 2019)

- CERN and the environment
- Science Gateway
- New ACCU representative for the Housing Service Review meeting
- Update on Tax Certificate

Michael Hauschild, 5 March 2019

Presentations from the meeting can be found with the minutes on the ACCU web site at: [http://accu.web.cern.ch/](http://accu.web.cern.ch/)