



CERN ombud

The CERN OMBUD

A service to all in all collaborations

ISOLDE Workshop and Users meetings – 14 December 2021

Laure Esteveny

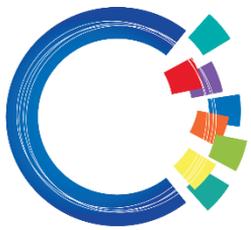
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<http://ombuds.web.cern.ch>



14 December 2021





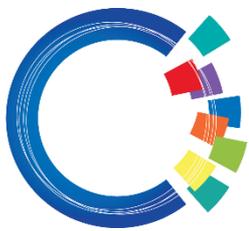
Who is the ombud?

CERN ombud

- A service provided by CERN, in its role of host laboratory, to all in the CERN Community since January 2011 to:
 - Provide confidential assistance for the **informal resolution of interpersonal conflicts**, through counselling, mediation, consensus building and/or other conflict resolution methods
 - Raise awareness of and provide guidance in the application and interpretation of the CERN Code of Conduct
 - Detailed mandate from <https://ombud.web.cern.ch> home page
- An alternative to or supplement to other support structures (formal processes)
- Triggers awareness of top management (Host Lab and Collaborations) **on trends or issues** that have not surfaced through other channels
- The Ombud exercises this mandate according to **professional standards** set by the International Ombuds Association



So what makes it unique?



CERN ombud

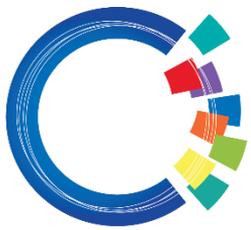
Confidentiality

Informality



Neutrality & Impartiality

Independence

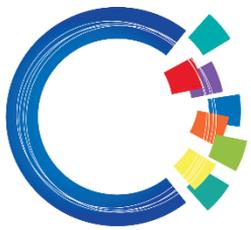


Four principles

CERN ombud

- ***Confidentiality***
 - The conversation between the visitor and the ombud, no one else.
 - If asked and given permission, the ombud may contact other designated individuals.
 - Exception: Imminent risk of serious harm to anyone.
- ***Informality***
 - Not an agent of notice; not the place where to make a formal complaint.
 - The ombud does not conduct investigation.
 - It does not trigger any process, the visitor remains in full control of what happens next.

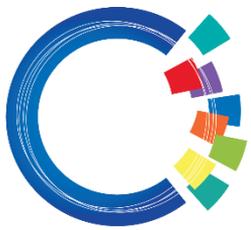
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Four principles

CERN ombud

- ***Neutrality / Impartiality***
 - The ombud tries to understand and help communicate the interests and rights of everyone but does not
 - Take sides in disputes
 - Try to help one person “win” and another “lose”
 - Advocate for individuals
- ***Independence***
 - The ombud is not part of any operations/management and it is a last job before leaving CERN
 - No conflicts of interest and a truly external view

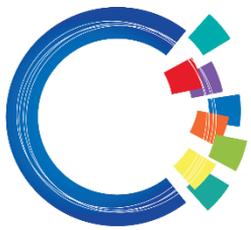


What do you find in the OO?

CERN ombud

- Active listening and a sounding board
- Conflict resolution coaching
- Facilitated conversations
- Shuttle mediation
- Structured mediation
- Information about policies, rules, rights, procedures, “how things work here”
- Referrals to other support structures
- Etc.

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Who is the 4th CERN Ombud?

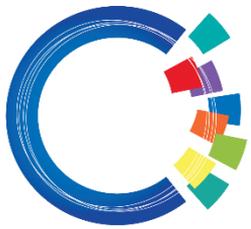
CERN ombud

- Came to CERN in 1986 as a fellow in DD
- Many years of engineering of information systems and computing project leadership
- Joined LHC Office in 2003
- Internal Auditor as of 2004
- Head of Internal Audit 2009 – 2015
- Launched the CERN Alumni network in IR in 2017
- CERN Ombud since 15 April 2021
- Fully trained as Ombud and in workplace mediation – Access to 5 professional networks
- More at <https://www.linkedin.com/in/laure-esteveny-0177999/>

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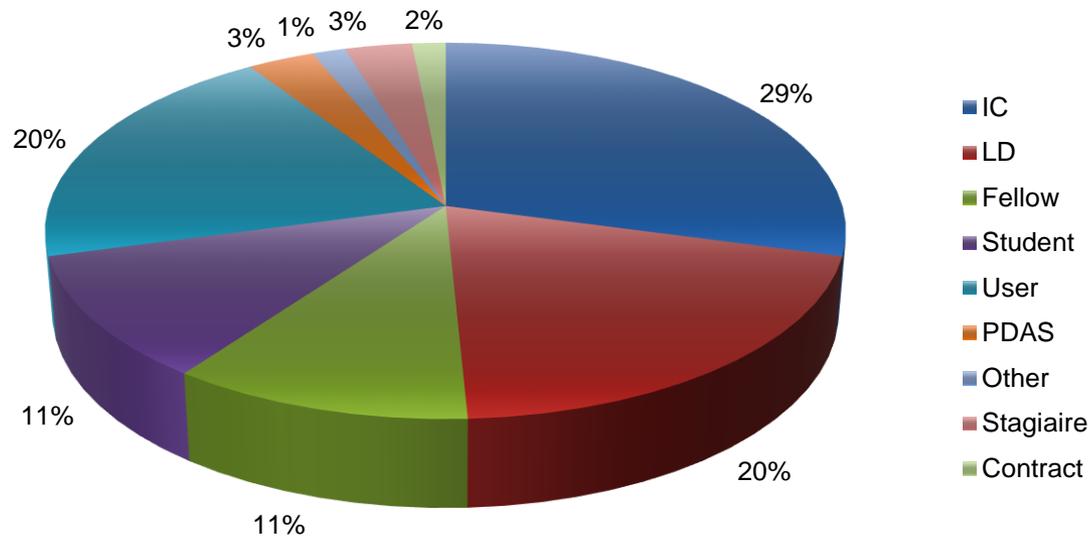
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A few figures from the 2020 annual report ?

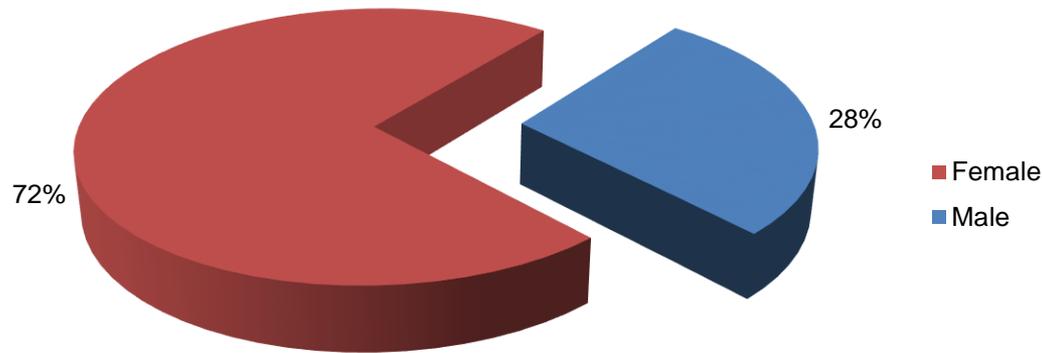
OMBUD Visitor Profiles 2020

Contract Type

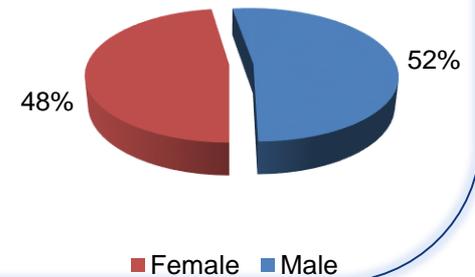


OMBUD Visitor Profiles 2020 by gender

Visitors' gender relative to CERN population



Total visitors

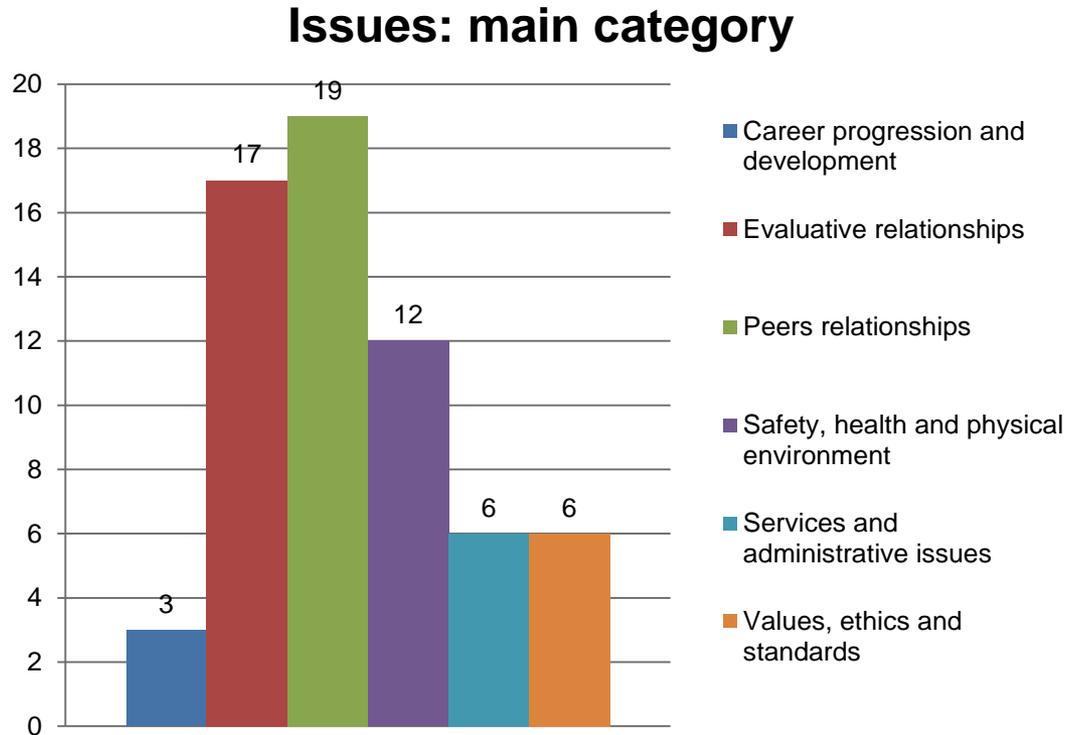


We can't show how many non-binary people have accessed the service since this data is – today - not available, but we try to be inclusive and are happy to work with colleagues of all genders.

<http://ombuds.web.cern.ch>

OMBUD Categories of Issues 2020

[Classification according to International Ombudsman Association]

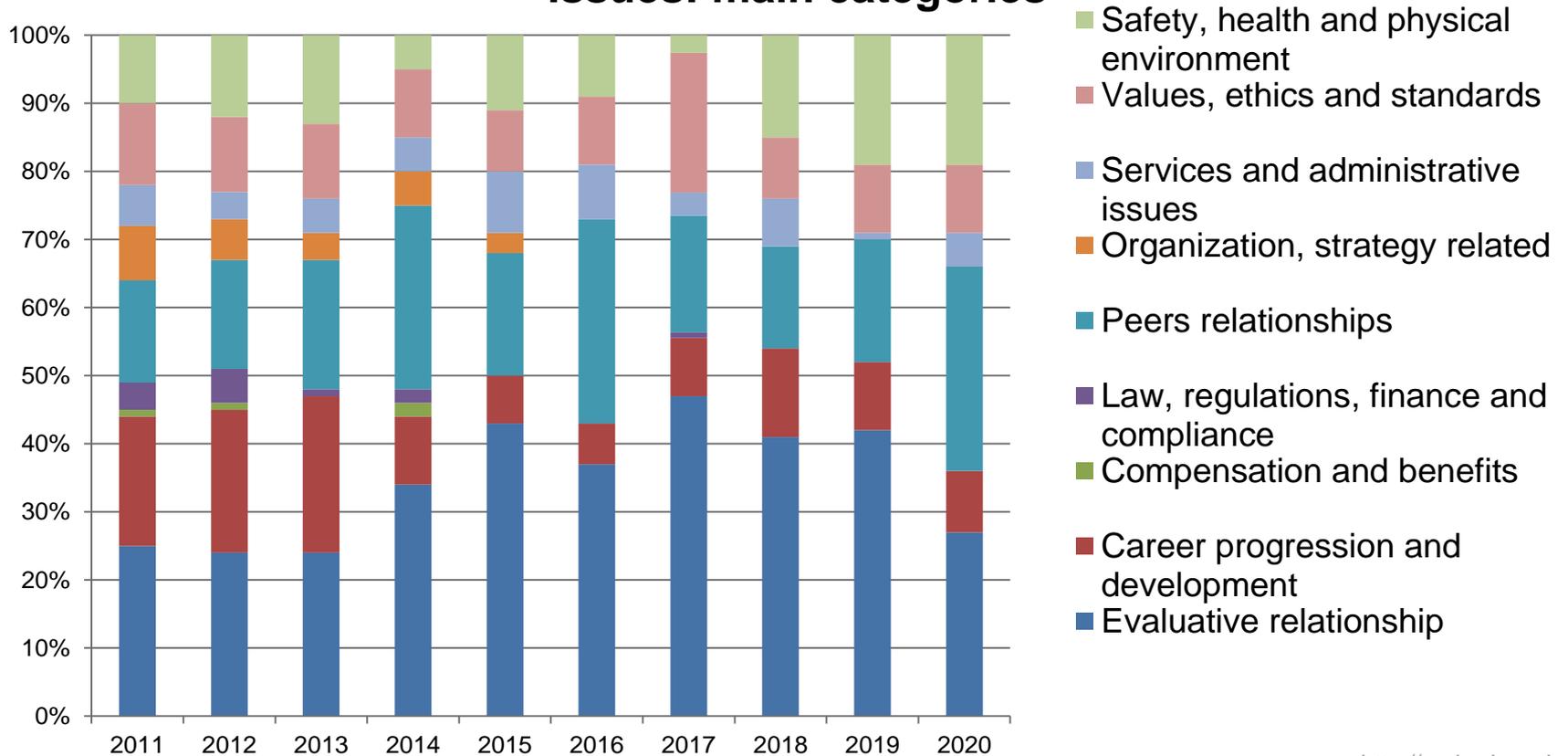


Absent in 2020: Organization & strategy related, Law, regulations, finance & compliance, Compensation and benefits

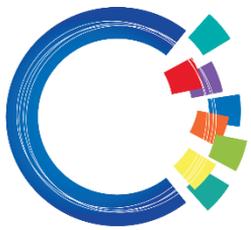
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Trends 2011 - 2020

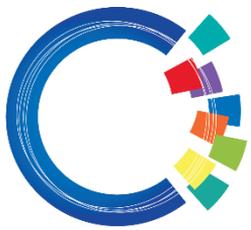
Issues: main categories



<http://ombuds.web.cern.ch>



All reports over 2011-2020
are available from the
Ombud's web site:
<https://ombud.web.cern.ch>

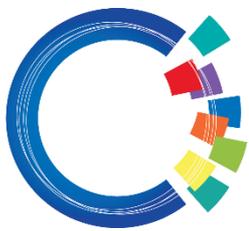


A few messages to leave with

CERN ombud

- Dispute resolution is not about physics or technical matters, it is about **human behaviours**
- Conflicts are a normal part of workplace life, they can be **productive or destructive** depending on the way they are managed
 - Don't try to ignore them, they only grow stronger
 - Give the Ombud a chance to help
- Scientific research is a highly **challenging and competitive** field – Fear of retaliation is high especially for junior colleagues
- To best advise visitors, the Ombud needs to maintain good knowledge of both CERN and the Collaborations organizational processes, as well as close relationships with [key stakeholders](#)
- USERS have a number of doors where they may find support the Ombud is a useful entry point to discuss an issue of concern

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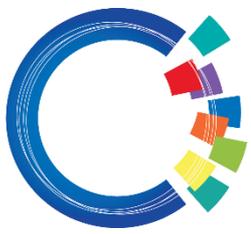
Thank you for your attention!

Any questions left unanswered? Need to discuss an issue of concern?
Please do contact me at ombud@cern.ch

¹⁶ Stay in touch by registering to cern-ombud-news (e-group)



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CERN ombud

SPARE SLIDES

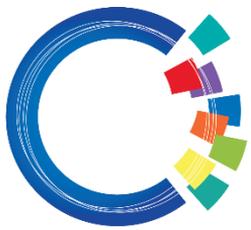


What does the Ombud do for CERN and the Collaborations?

CERN ombud

The Ombud provides a safe, informal, confidential place to surface concerns, move more quickly to problem resolution and regain the ability to give one's best again to work

- ✓ Helps safeguard the Code of Conduct
- ✓ Assist in the repair and building of trust
- ✓ Helps lessen the distance between members of personnel and leadership
- ✓ Enhances the engagement of contributors
- ✓ Connects across organizational hierarchies
- ✓ Provides early warning and insights on systemic issues
- ✓ Allows resolution of issues within CERN and the Collaborations
- ✓ Adds to the Lab's reputation as a great place to work



CERN ombud

Inappropriate behaviour? Misconduct? Harassment? CERN's Response Channels

Handling your concern in <u>full confidentiality</u>	Contact Information Building-floor-office location	Listening	Mediation	Advice &/or Guidance	Receipt of formal complaint; Investigation; Disciplinary action
Ombud's Office	ombuds@cern.ch 500-1-04	✓	✓	✓	
Social Affairs Service	social.affairs@cern.ch 33-1-38	✓		✓	
Medical Service	medical.service@cern.ch 57-1	✓		✓	
HR Adviser (Staff) or HR Coordinator (Fellows, Trainees, Students)	cern.ch/hr/hr-key-contacts 5-1 & 5-2	✓	✓	✓	
Staff Association	staff.association@cern.ch 64-R-010	✓		✓	
Your Department Head, or Head, Human Resources	(name)@cern.ch, or hr-dept.head@cern.ch	✓		✓	✓
Harassment Investigation Panel (HIP)	HIP Chairperson HIP.Chair@cern.ch			✓	✓



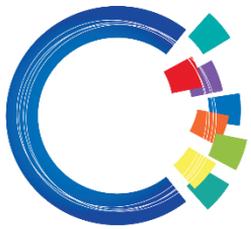
 All members of personnel (incl. Users)

 Staff, Fellows, Trainees, Students*

*Students: TECH, ADMIN, DOCT, Short-Term Internship programmes coordinated by CERN HR

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CERN ombud

<https://ombuds.web.cern.ch/blog/2021/05/ten-good-reasons-opt-ombud>

YOUR WELL-BEING

AT CERN

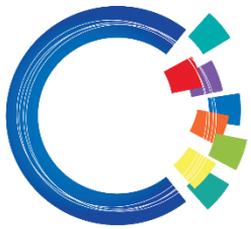
ARE YOU LOOKING FOR SUPPORT? DO YOU NEED HELP?



cern.ch/hr/wwfw

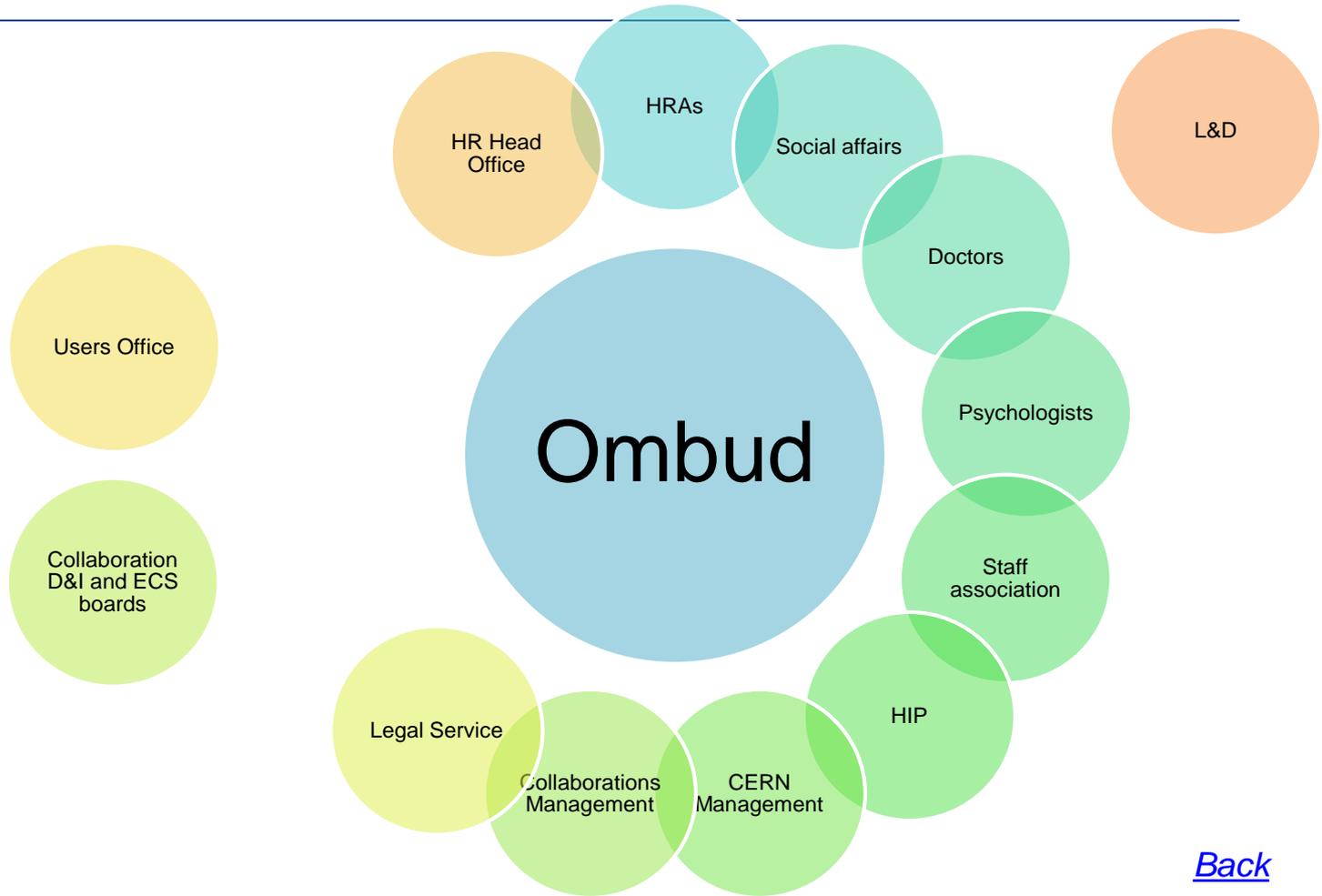
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Who are the stakeholders?

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