

## The Group's duties

- Receive site visitors and perform the necessary arrival and departure formalities
- Carry out security checks on persons and vehicles
- General surveillance of the site and ILL buildings
- Intervene in the event of a fire, flood, illegal entry, injury, etc.
- Organise the evacuation of the site in the event of an emergency
- Check all safety-related equipment (fire extinguishers and detectors, emergency telephones, etc.)
- Individual assistance (taxis, information, etc.).

## Group organisation (the team)

- 1 Head of Division
- 1 Head of Service
- 1 Head of Group
- 1 Deputy Head of Division
- 1 hostess
- 6 security officers responsible for site surveillance and protection
- 12 security officers for site and reactor entry duties.

**A 24-HOUR SERVICE, 7 DAYS A WEEK**

## Group organisation (posts of duty)

- Site entrance (Tel. 15, or 7176)
- Reactor Level C entrance (Tel. 14, or 7419) ;
- Head of Group's office (Tel. 7182, or 7572)
- Staff office (Tel. 7776, or 7163).

## The Group's clientele

- 3 institutes (EMBL, ESRF, ILL)
  - 3 laboratories (FAME, PSB, IVMS) ;
  - The staff of these organisations
  - The users
  - The sub-contractors
  - Visitors
  - Deliverers
- } About 2 000 entries per day

## The reception of ESRF users

(hand-over of user dossier at the site entrance)

### Upon arrival, at the site entrance

- Search for the visitor in the site access database
- Control and registration formalities
- Preparation and delivery of badges
- Contact correspondents if necessary
- Visitor guidance

### Upon departure

- Retrieval of badges
- Search for the visitor in the site access database
- Departure control and registration formalities

## The reception of ILL users

(hand-over of user dossier at the site entrance)

### Upon arrival, at the site entrance

- Search for the visitor in the site access database
- Control and registration formalities
- Preparation and delivery of badges
- Contact correspondents if necessary
- Visitor guidance

### On arrival, at the reactor entrance

- Encoding of badges (if authorised by the Health Physics Service)
- Allocation of dosimeters
- Supply of instructions
- Archiving of experimental conditions.

## The reception of ILL users

### Upon departure (reactor entrance)

- Return of dosimeters
- Return and filing of user file
- Return of canteen cards and badge holders
- Completion of departure forms (procedures for samples, ...).

### On departure, at the site entrance reception

- Return of items cited above if the user has failed to leave them at the reactor entrance office.

## Difficulties encountered

- Visitors not validated in the database
- High workload if the 2 instruments start up at the same time
- Increasing number of visitors arriving outside normal working hours



## Our objectives

- Reduce wait time
  - Reduce the number of steps in the procedure
  - Improve our practice of English
- } same procedure whenever it's for ESRF, PSB or ILL visitors