

# ESA Site Management



Coming three years after the merging of site services within a single Department, 2003 was the year in which site management at ESA came of age, striking a balance between a 'corporate approach', when this brings added value, and the specific characteristics of each Establishment, shaped by their missions and location, and reflected notably in their infrastructure.

In the area of support services (14 different functions), Agency innovations have included the extension of the competence of the Conference Bureau to embrace ESA as a whole, the definition of a new statement of work for catering services, and the launch of trials of new multi-function products with a view to possible general deployment in early 2005.

Local site-management teams have continued in their efforts to improve the quality of service they provide, with the addition of several new services and extensive fine-tuning of their working methods to achieve better results.

The decision taken in 2002 to reinforce site security resulted in the introduction of four different levels of vigilance, with a range of associated measures, and the delivery at the end of the year of video surveillance equipment. A process of redefining the Agency's policy in the area of health and safety was begun at the end of the year.

There are four points concerning infrastructure which apply to all Establishments:

- firstly, following a 700-person increase in the on-site population in 4 years, the four Establishments are saturated and the room for manoeuvre is now very limited;
- the effects of the significant reduction in infrastructure investment decided on in spring 2003 began to be felt at the end of the year, but this reduction mainly applies to the 2004-2007 period;
- as far as general maintenance is concerned, considerable efforts went into harmonising statements of work (the approach being to maintain at all times a harmonised core, and secondary Establishment-specific elements).

### **ESTEC**

Under the asbestos-removal plan, the old Workshop was demolished and preparation was ongoing for the construction of the future Ef building (9000 m<sup>2</sup> with 3000 m<sup>2</sup> of laboratory space). The general concept of the building was approved at the end of the year. In addition, the construction of the new modular building (4200 m<sup>2</sup>) began and delivery is scheduled for May 2004.

### **ESOC**

New construction on the site was limited to a small building to accommodate the Rosetta engineering model. Elsewhere, preparations went ahead for the renovation of a building 5 km away which will eventually house the crèche. During the summer, a working group began examining the measures required to

maintain overall coherence of all of the different technical equipment in operational areas.

### **ESRIN**

The office building in the former CNR area was completely refurbished and construction work began on the site of the crèche. The staff services area, comprising the travel agency, bank and infirmary, was also restructured.

### **Headquarters**

The main activity of the year was the transformation of the squash area (acquired in 2002) in order to accommodate the whole IT section. In addition, the entire system of computer cabling was changed. The invitation to tender for the work on the extension to the Annex was, however, unsuccessful on two occasions, and will have to be repeated on a fresh basis.