

Institut Laue-Langevin

more  
than  
simply  
neutrons

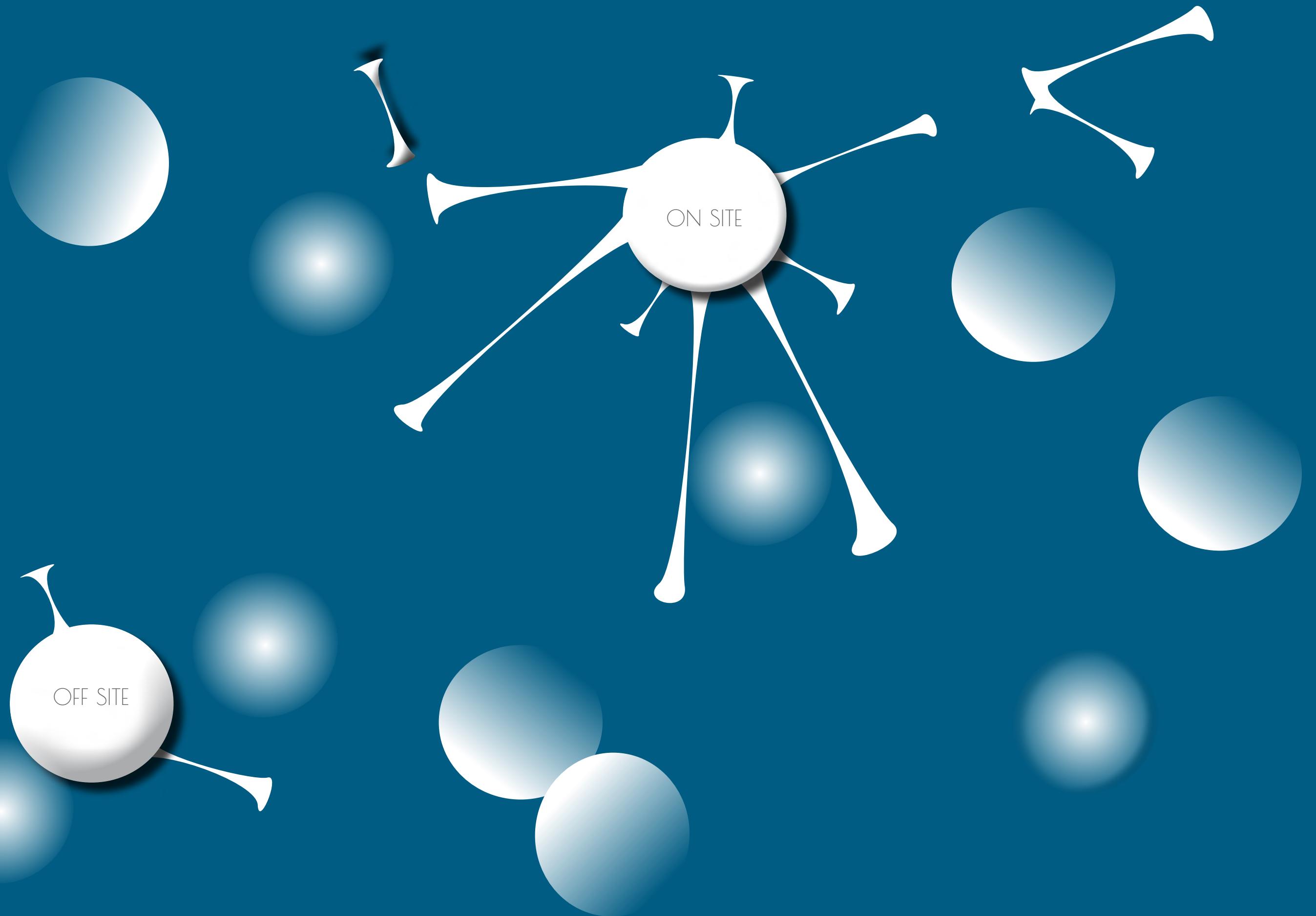
# User Handbook

practical information for your stay at the ILL

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Welcome to the world leader in neutron science and technology

Winter 2019





## User Office

located on the first floor of  
the main building (ILL4)  
room 112

Contact: ext. 70 82 or 72 40  
[user-office@ill.eu](mailto:user-office@ill.eu)



## Support facilities & lab access

You will find all the information for accessing the  
support facilities and labs here:  
<https://www.ill.eu/users/support-labs-infrastructure/>

Ask your local contact for help.

## IT tools

### Wifi access

The ILL Scientific Visitors network is accessible in all  
the experimental areas, office buildings and  
Guest House.  
Connect using your User Club login and  
password.

Eduroam is also available at ILL.

### Access to IT equipment (scanners, web cams, printers, etc.)

- ILL19 Room 012 – 3 PCs, 2 Macs, printing facilities and access to mathematics libraries
- ILL4 lobby – free access to a PC + phone (local calls only)

**In case of  
IT problems,  
contact the  
HelpDesk  
during office hours**

**ext: 70 13  
ILL19, Room 012  
[si@ill.eu](mailto:si@ill.eu)**

## Library

The joint ILL-ESRF library is situated in the Science Building - 4th floor.  
Open from 8.00 to 17.00.

During non-working hours you can access the library with your site badge.

For further information, call 70 20 or visit: [www.epn-campus.eu/library](http://www.epn-campus.eu/library)



## Lost & found

**Call  
Site entrance  
71 11  
or Site Security  
14**

## Luggage



Do not leave personal  
belongings unattended

## Authorisation to take photographs

Taking photos of instruments and infrastructure on the ILL site is  
subject to the following regulations:

- Experimental guidehalls and ILL site: photography is permitted.
- Level C (instrument and laboratory zones): authorisation to take photographs must be obtained from G. Cicognani (Scientific Coordination Office Manager, [cico@ill.eu](mailto:cico@ill.eu)).
- Level C (zones adjoining the reactor block, in particular inside the primary beam tube "casemates"), Levels A, B and D: authorisation to take photographs must be obtained from H. Guyon (Reactor Division Director, [guyon@ill.eu](mailto:guyon@ill.eu)).

If the above persons are absent, authorisation may be obtained from the ILL Directors.



## Food

### Restaurant

Meals are served in the on-site restaurant: [www.epn-campus.eu/practical-info/site-restaurant/](http://www.epn-campus.eu/practical-info/site-restaurant/)

During shutdowns when there are no users at the ESRF and the ILL, the restaurant is closed in the evenings and at weekends.

### Payment – how it works

Your site entrance badge is used to pay for meals at the restaurant and take-away counter. The cost of an average meal for our users is 7 EUR.

#### If you are receiving financial assistance by the ILL : reimbursed user

On the basis of the information provided through the UserClub, your **badge will be pre-charged** with a meal allowance corresponding to the number of meals covered by the ILL during your experiment, with a limit of 25 points per meal on average. If you use up all the points before the end of your stay, you can recharge the badge at the central cash desk located in the entrance hall of the restaurant.

**The ILL will not pay for or reimburse meals purchased elsewhere or during travel to/from the ILL.**

#### If you are not receiving financial assistance by the ILL : non-reimbursed user

Before your first meal, you must charge your badge at the restaurant cash desk, there is no money pre-loaded.

In the evenings and at weekends, you can also pay with cash or by credit card at the till.

You can recover any balance remaining on your badge at the end of your stay at:

- the cash desk in the restaurant entrance on weekday lunchtimes, or
- the till during meal times on evenings and weekends.

If you lose your badge, go to the site entrance to request a new one. Money remaining in your account can be transferred to your new badge at the restaurant.

### Cafeteria and take-away counter

A variety of drinks and take-away food is available. You can pay with your badge, with cash or by credit card.

### Vending machines - 24/7

- ILL17 – ground floor
- ESRF Cafeteria – by the storage ring to the left of the main ESRF building
- Guest House

N.B.: It is **prohibited** to take **food and drink** into the **experimental areas**.



Local gifts and  
ILL souvenirs  
available at the  
Guest House



When?	Breakfast	Lunch	Dinner
Ground floor restaurant			
weekdays		11.30 to 13.30	
1st floor restaurant			
weekdays		11.30 to 13.00	19.00 to 20.30
weekends & public holidays		12.00 to 13.30	19.00 to 20.30
Cafeteria			
weekdays		09.30 to 11.00 11.30 to 14.00	
Take-away counter			
weekdays		11.00 to 14.00	
Guest House			
daily	7.00 to 10.00		

# safety

## Medical emergency

Call the Medical Service: **33**

Give the following details:

- exact location,
- reason for your call,
- number of casualties and their condition,
- circumstances.

Never be the first to hang up.

Contact the nearest First-Aider (photos and phone n°s are posted in the corridors).

Protect the victim(s) to avoid a secondary accident.

Never transport an injured person by your own means. Wait for help to arrive.



## Fire or technical accident

Call the reactor control room: **11**  
or the emergency response unit: **18**  
or use red telephone.

In the event of a fire:

- fight the fire using the right type of extinguisher
- if the fire begins to take hold: evacuate
- if there is smoke, stay low: any fresh air is close to the floor
- do not use the lifts.

## Alarm protection for isolated workers

If you are required to work in isolated conditions, outside normal working hours during your stay at the ILL, you must carry a portable alarm (known as PTI).

This device makes it possible to raise the alarm if you are in difficulty and to identify your geographical location in the experimental area. The devices are available from the security staff at the reactor entrance on Level C.

Please refer to **Safety Note 2005/03** (available from the security staff or your Local Contact).



*If the siren sounds outside, stay inside; if the alarm sounds inside, get out!*

## Evacuation

If you hear...

### . an alarm sounding inside the building

Make your way calmly to the relevant assembly point: do not use the lifts. Please remember: internal building alarms always take precedence over outside sirens.

### . a wavering siren sounding outside

- Take cover inside the closest building: close all doors, windows and vents, and listen out for other alarms or loudspeaker instructions.

- If an alarm then sounds inside the building or if you are instructed to do so over the loudspeaker: make your way to the outside assembly point, where you will be given instructions for evacuating the site.

[Click for interactive map](#)

## Getting around

### Tram

Tram line B runs to the EPN Science Campus.  
You can catch it from the centre of town, the railway station or Europole (near Résidence Marie Curie).

The terminus "Grenoble Presqu'île" is around 300 m from the site entrance on Avenue des Martyrs.

**Tickets can be bought at the tram stop.**

More info on <https://www.tag.fr>



### Taxis Grenoblois

Call +33 (0)4 76 54 42 54 or reserve online at [taxi-grenoble38.fr](http://taxi-grenoble38.fr)

### Bike rental

To hire a bicycle from the station, see [metrovelo.fr](http://metrovelo.fr)

There is a reduction for students under 26 so make sure you have your student card with you.  
You have to pay a 120 euro deposit, which is reimbursed when you return the bike.

## Time out

ILL Reception stocks a range of timetables, brochures and leaflets on local events/activities.

You will find further information here:

<https://www.ill.eu/users/user-guide/on-site/on-site>

### Fancy a walk?

You can catch a bus to the start of all the waymarked footpaths.

More info on <https://www.lametro.fr/73-sentiers.htm>  
(in French only)

### Cinemas in Grenoble

Le Club, La Nef and Méliès cinemas have films in the original version (VO)

[allocine.fr/recherche/?q=grenoble](http://allocine.fr/recherche/?q=grenoble)

Check out the  
Grenoble  
Tourist Office  
[grenoble-  
tourisme.com](http://grenoble-tourisme.com)



## Nearest cash points

### Credit Agricole

8 place de la Résistance  
38000 Grenoble

### Crédit Mutuel

1 place Firmin Gautier,  
Europole  
round the corner from Résidence Marie Curie



# Important contacts

Medical Emergency **33**

Reactor Control Room **11**

Health Physics Service **31 / 71 67**

Safety Engineers **70 81 / 76 74**

Reactor Entrance **14**

Site Entrance **15**

Travel reimbursement **73 63** - [travel-claims@ill.eu](mailto:travel-claims@ill.eu)

User Office & accommodation  
**70 82 / 72 40 / 74 87** - [user-office@ill.eu](mailto:user-office@ill.eu)

Guest House **13 00** - [guesthouse@api-restauration.com](mailto:guesthouse@api-restauration.com)



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## Before you leave

- **Samples** must be checked by the ILL Health Physics Service before being taken off the site.
- Please **return** your **film badge** and electronic **dosimeter** to the security staff at the reactor entrance.
- Please **leave** your entrance **badge** at the site entrance.

## Was this Handbook helpful?

We are interested to hear your views and opinions about this Handbook, so that we can improve it.

Please send us your comments:  
[user-office@ill.eu](mailto:user-office@ill.eu)