Present:
D. Acosta, E. Auffray, T. Berry, G. Bobbink, M. Boonekamp (replacing N. Besson),
(replacing M. Weber), M. Hauschild (Secretary), V. Hedberg (replacing K. Jon-And),
R. Heuer*, J. Huth*, M. Jeitler, K. Lassila-Perini, S. Lettow, G. Mallot (replacing
E. Rondio), I. Mardirossian, E. Mosselmans*, R. Muresan, S. Nemecek, G. Passaleva,
N. Pastrone, S. Piperov, J. Purvis, I. Riu, A. Rozanov, J. Salicio Diez, D. Sampsonidis,
C. Vander Velde (Chair), R. Trant, V. Veszprémi, N. Zimine

* part time

Apologies:
N. Besson, A. Dubnicková, R. Hawkings, K. Jon-And, H. Lacker, J. Nystrand,
E. Rondio, M. Weber

Agenda

1. Chairperson's remarks
2. Adoption of the agenda
3. Minutes of the previous meeting
4. Users Office news
5. News from the CERN Management
6. Report on services from GS department
7. Matters arising
8. Update on CHIS for users, including new rules 2012
9. Creche "Jardin de Capucine" - status
10. Report on Summer Students
11. Users Organization in the U.S. (US LUO)
12. Any Other Business
13. Agenda for the next meeting
14. Summary of Action Items
1. CHAIRPERSON'S REMARKS

Welcome

C. Vander Velde, Chairperson, opened the meeting, and welcomed the new delegate from Bulgaria, Stefan Piperov (until 2013).

Apologies for absences were mentioned from delegates who could not attend the meeting.

New procedure for distribution of action list

The list of actions will be sent out earlier in future, within 10 days after the meeting, and separately to the minutes which usually are ready quite some time later. This allows to act more promptly after the meeting.

ACCU concurred with this proposal.

Reminder of existing mailing lists

Mailing lists of users for each member state, for any non-member state and for some large non-member states are available since a long time, and are automatically updated on a daily basis. They have the general form: users-COUNTRY@cern.ch and are based on institute affiliation of the user, not on nationality.

ACCU delegates can use these mailing lists to keep contact with their user community. Each delegate is member of a postmasters list with the general form: users-COUNTRY-postmasters@cern.ch, and has rights to post mails to his country list. Additional posting rights can be given to other persons, not necessarily users, e.g. secretaries in home countries.

The full list of available mailing lists is given in Appendix B. If there are problems using these lists, the ACCU Secretary or Users Office head should be contacted.

Mail to all users in case of important issues

In case of important issues that should be known to all users at CERN, e.g. change of shuttle stop at the airport, schedule change etc., mail to all users should be sent. The frequency of these mails will be kept small in order not to annoy people too much.

Timetable for ACCU Meetings in 2012

Dates of ACCU meetings in 2012 have been fixed. Because of clashes with various other Committee meetings (LHCC, SPSC, Research Board), meetings will be held either on Wednesdays or on Fridays.
ACCU Meetings 2012:

- **Wednesday, 7 March** (week before Council)
- **Friday, 15 June** (week before Council)
- **Wednesday, 5 September** (2 weeks before Council)
- **Friday, 7 December** (week before Council)

New action items

CERN, ACCU Secretary (M. Hauschild)

- To inform ACCU delegates on the automatically generated mailing lists for users of each Member State and of non-Member States, and to check their composition.

2. ADOPTION OF THE AGENDA

The following issues have been added under AOB:

- European Health Insurance Card
- Near border crossing of the bicycle track
- Checks at the CERN gates
- Working space in library
- Computing Service Desk
- Sanitary facilities

Because of time constraints, an initially planned report on the Accommodation Facilities Working Group (A. Rozanov) has been postponed to the next ACCU meeting on 7 March 2012.

Other issues requested at the last ACCU meeting in September 2011 are covered in the report on GS services (I. Mardirossian).

3. MINUTES OF THE PREVIOUS MEETING

The Minutes of the 93rd meeting were adopted without modifications.

4. USERS’ OFFICE NEWS (D. Chromek-Burckhart, CERN-PH)

**Mail related to upcoming contract termination date**

Close to the termination date of users’ contracts, mail is sent to the user from various places. However, dates are not synchronized:

- **Users Office**: 28 days before the end of contract date.
• **UBS**: UBS has sent mail 30 days before end of contract but now agreed to send the message earliest 28 days before the end of contract date.
• **IT**: 2 months before the end of contract date and 28 days before the end of contract date, synchronization between Users Office and IT is under discussion. The 2 months grace period for user accounts starts with the contract termination date.
• **Dosimeter service**: 15th of each month before the end of contract.
• **UNIQA**: different date, also not synchronized.

Work is continuing to synchronize all mails as much as possible.

**Status of pre-registration tool (PRT) & end of the year closure**

The pre-registration tool (PRT) for users, presented at the September ACCU meeting, has some delay due to heavy workload of the developers in other areas. A second field test will take place early 2012.

The Users Office will be closed:
• From Thursday 15 December 2011, 11:45 until next morning
• From Wednesday 21 December 2011 to Thursday 5 January 2012

**User statistics**

As of 7 December 2011, 10’108 users with 97 different nationalities were registered, 8’457 men (83.66%) and 1’651 women (16.33%). 7’889 users are affiliated to LHC experiments. In addition, there are 789 Unpaid Associates (UPAS), 666 men (84.4%) and 123 (15.6%) women.

The number of new Users Office contracts per year is fluctuating around 4000 over the past ten years. More statistics will be presented at the next ACCU meeting on 7 March 2012.

5. **NEWS FROM THE CERN MANAGEMENT (R. Heuer, CERN)**

2011 was a very successful year for the whole accelerator complex. Delivered luminosities were what was promised, and sometimes even higher. The LHC delivered 5.5x more integrated luminosity than estimated.

It was also a very good year for physics. Anti-H could be stored for more than 15 minutes and the CLOUD experiment presented their first data, both together resulting in 3 Nature papers published. An unexpected result was coming from the neutrinos that are sent to Gran Sasso, which appear to travel faster than light. More crosschecks are coming, but it was good to put the result into the scientific community. A first check was made very quickly, by changing the time structure of
the neutrinos in the SPS. The result did not change, ruling out a possible systematic error due to the previously long time structure of the neutrino spill.

Very good results were reported by the LHC experiments, and the window for the Higgs is becoming smaller and smaller. ATLAS and CMS are presenting the status of their Higgs searches in a dedicated seminar on 13 December 2011. Media are invited to follow the seminar in a separate room. CERN, the LHC and the experiments are under permanent observation by the media, such that one needs to be open and to channel requests.

Preparations are ongoing for 2012 running. At the Chamonix workshop in February, running scenarios and luminosity promises will be discussed as well as the number of protons on target to be delivered for the neutrinos. LHC energy and bunch spacing will be decided right after the Workshop.

As everybody is aware, the economic situation in the world is quite difficult. The Eurozone is in struggle, under attack by rating agencies, such that the next years are expected to be very difficult. Concerning CERN, one can be optimistic but also needs to be realistic. Good running of the accelerators, especially LHC helps. Nature cannot be influenced, but 2012 will have a discovery anyway on the long outstanding question, whether there is a Higgs or there is no Higgs, which is also a discovery.

A reminder on safety, in particular bikers: As night falls earlier and there are often bad weather conditions over winter, bikers are strongly advised to have their lights switched on, including backlights, and should also wear safety vests. Black dressed bikers risk their lives.

6. REPORT ON SERVICES FROM GS DEPARTMENT (I. Mardirossian, CERN-GS)

CERN Hostel

Building 38 needs to be consolidated and refurbished and has to be closed for several months. Planning took much more work than anticipated, such that plans are delayed. Initially, closure was foreseen for Nov 2011 – February 2012, but now has been moved to November 2012 – May 2013. In addition to the consolidation work, old room furniture will be replaced: office chairs and desks, bedside lamps, telephones, bedding.

Room furniture of building 39 will also be replaced, or has been partially done already. 5 additional rooms will be created in 2012. The wall to wall carpeting in corridors and lounges will be replaced in 2013.

No hangers for coats are available in building 41. It will be checked if they could be installed.
New services (done or planned)
- Laundry service for CERN Hostel residents (done)
- Washing powder provided with laundry cards (done)
- Prepaid telephone cards available at CERN Hostel reception (January 2012)

A Long-Term waiting list is expected for February 2012, other booking modifications are to be checked. A Short-Term waiting list is in place, and works by email to avoid queuing at the reception desk.

Collaboration with the “Foyer de Saint Genis” is continuing: 70 additional rooms will be available by June 2012. A price increase is under negotiation but no price revision until end of 2014 has been requested. More news will be given at the next ACCU meeting on 7 March 2012.

There are ongoing negotiations with hotels in the centre of Geneva (Manotel Hotels). Price enquiry still needs to be launched with hotels in the local areas, including shuttle service to/from CERN. It needs to be checked if outside hotels require an additional confirmation by the user if booked through the CERN Hostel reception.

Mobility

CERN Car Sharing has been opened to the entire CERN community on 1 December 2011, and is free of charge. Conditions governing the use of CERN car sharing are described in the Operational Circular No. 4. All users of the car sharing need to have:
- a CERN valid contract
- a CERN email address
- a CERN driving licence (V), which can be requested via EDH

Booking is made via a web application. RFID cards to lock/unlock the cars are available at the GS car pool (Bat. 130). 512 cards have been already distributed.

CERN Bike Sharing is open since May 2011, currently with 370 users. More than 27'000 hours of usage and 3000 bookings were made since May, giving an average use time of 9h15. There is only one station at Bat. 33 so far, with 20 bikes. A second station will be added in 2012. To use a bike, a deposit of 100 CHF has to be given.

The shuttle routes have been optimized since October 2011, also with increased frequency. In 2011, 39'379 persons were transported on routes 1,2 and 6. 16'662 persons used the airport shuttle and 9'481 persons the shift shuttle. In addition, 1'741 groups (visits and VIPs) were transported. A stop of the airport shuttle close to the Hostel is being investigated.

The airport shuttle bus is not well labelled with “CERN” as the service is performed with rented buses, not easily to be identified as CERN buses. More stickers should be put on each sides of the shuttle bus.
For on-demand transportation, the service desk should be called: 77777. If a CERN shuttle is available, costs will be charged to a budget code. If no CERN shuttle is available, e.g. outside shuttle hours, there are two options: Transportation by an external contractor (Helvetie) or a credit voucher for a single journey taxi, to be obtained from the departmental or group secretariat. Taxi phone number is 022 33 14133. Price inquiry for taxi service still needs to be launched.

**Mobility Study**

Results from the mobility survey by Athens University are now available. More than 1’100 answers have been received, corresponding to about 10% of all users. There were 564 fully completed questionnaires.

People residing in France generally have a car available on a daily basis for their trips to/from CERN, regardless of the distance between CERN and their home. In contrast, 30% of both CERN Hostel residents and those living in Switzerland have no car available on a daily basis. Swiss residents for distances up to 10km use equally both private and public transport. There seems to be now more use of the tram.

The majority of trips (~18.5%) are made within CERN zone D (area defined between gates A and B, the Hostel and Bat. 40). About 9% of the trips are between zone D and the neighbouring zone C (PS area, ISOLDE, Fire Brigade). Much activity is around restaurant 1.

50% of respondents conduct 2 to 4 trips per day within CERN, with 60% of the trips inside CERN are being conducted on foot. Trips are peaking in the morning from 9:45 to 10:00, at midday from 12:45 to 13:00 and at night from 00:00 to 00:15. Strong willingness to use bikes or to walk has been expressed in the study.

**Parking**

About 500 cars are parking around the Main Building on weekends, many of them for weeks or months. Many of those cars are owned by institute groups and are not used all the time. Long term parking solutions need to be found within the framework of the CERN Masterplan.

**Storage**

Cleaning of storage areas is under way to free some space. Space managers are kindly requested to contact Marc Chataigneau.

**Hazardous waste**

Hazardous waste has been put under an increased focus at CERN. The quality of sorting of special waste has been heralded by the recycling company CTDS SA. Elimination of 15 PCB polluted transformers is being made by another specialized
company. 200 containers with radioactive water/hydrocarbon will be eliminated from Bat. 954. All chemical waste is collected in Bat. 262.

Green spaces

CERN owns 56.43 ha forests in France. Work for safety and embellishment of CERN French forests is ongoing. The gardens in and around the Main Building have been improved.

New action items

CERN, GS Department (I. Mardirossian)

- To check if outside hotels require an additional confirmation by the user if booked through the CERN Hostel reception.
- To check the possibility of locking drawers in Bat. 41.
- To put more stickers “CERN” onto all sides of the airport shuttle bus.

7. MATTERS ARISING FROM THE PREVIOUS MEETING

Action items from previous ACCU meetings

CERN, GS Department, I. Mardirossian

- To improve the CERN Hostel booking procedure and to establish a long-term waiting list.

Fewer emails are now sent for booking.

Users requested to allow modification of booking dates on the web. However, after some discussion, the decision was made not allow changes on the web, but to call the Hostel reception for booking changes.

A long-term waiting list will be available within next weeks. A short-term list is available since October. People are contacted by email, which avoids queuing when the reception opens early morning.

    ➔ ongoing

- To check alternative solutions to a costly public phone in the main building.
Pre-paid phone cards will be made available at the Hostel reception or the Kiosk, allowing outside calls from any CERN internal phone.

→ closed

- To investigate on the possibility to open a Swiss Post bancomat.

Swiss Post does not seem interested to open a bancomat as they expect not much use. However, when UBS bank introduced extra service charges in spring 2011, one recommendation was to open Swiss Post bank accounts instead. CERN can transfer money to these accounts. A bancomat would allow users to get money outside Post Office hours.

→ to be rechecked

- To investigate on transport service outside of working hours, especially on Sunday afternoon and evening, when many people arrive
  - by extending the shuttle service
  - and/or re-establishing on-demand paid transport service

Extending the regular shuttle service outside of working hours is too costly.

However, several possibilities for on-demand service are being evaluated, e.g. contract with a taxi service or an outside transportation company. Costs could be charged to budget codes. A public phone at the CERN entrance might be needed to call a taxi, a backup solution would be to ask the guards.

→ closed

- To discuss with the restaurants possibilities to offer food at lower prices.

Prices are already at the lower limit w.r.t. rest of Switzerland. Main cost driver is meat, where prices cannot be reduced without loosing quality, which is not acceptable.

Alternatives are to go to Restaurant 3 with lower prices, shuttle service is available, and to use microwaves for people who bring their own food. More microwaves can be installed if needed.

→ closed
CERN, Users Office, D. Chromek-Burckhart

- To better synchronize reminders for termination of contracts.

The Users Office is sending a reminder mail 28 days before end of contract, UBS bank sent a reminder 30 days before, which causes irritations. UBS has been contacted and they will now send their reminders also 28 days before, synchronously with the Users Office.

IT is sending reminders 2 months before end of contract. A meeting with IT is scheduled to synchronize them as well.

→ closed

ACCU Delegates

- To give feedback on the proposed new shuttle time table before mid-September.

Not much feedback was received. The new time table is in place since October and there were no complains received.

→ closed

- To give input on a possible food shop at CERN (variety of articles, needed shop size and/or location)

Replies have been received from several delegates, some replies were rather comprehensive. Also other services have been requested such as gym, hairdresser etc. A gym is existing at the Pump Hall but seems not well known.

More replies from delegates on food shop and other services would still be appreciated, to be discussed at the next meeting in March. Replies should be sent until 1 February in order to allow enough time to carefully digest the wish list and to prepare possible solutions.

→ further discussions postponed until the next meeting

8. UPDATE ON CHIS RULES FOR USERS, INCLUDING NEW RULES 2012 (P. Charpentier, E. Mosselmans)

The CERN Health Insurance Scheme CHIS is a mutual system, not a private insurance, to which both the Organization and those insured contribute. The Scheme is operated by UNIQA, whereas CERN is the insurer and takes all the risks.
CERN staff members, fellows, students and apprentices are compulsorily and automatically members of the Scheme. Associates and users, as well as and the beneficiaries of the CERN Pension Fund are also entitled to apply for membership on a voluntary basis. Family members (spouse/partner and dependant children) become also automatically members of the Scheme, except for those associates and users who choose the reduced coverage.

Following the last 5-yearly review, a progressive increase in CHIS contribution rates was introduced as of 1 January 2011. The increase was necessary to maintain the level of benefits, given the medical inflation on the one hand and population ageing on the other.

The CERN Director-General was also allowed to “take measures to limit the increase of CHIS expenses, by encouraging use of health care providers/treatments with best quality-to-cost ratio.” With this purpose, new CHIS rules have been introduced as of 1 January 2012. Additional objectives were to simplify some rules, and to adapt the benefits to new techniques, provided they do not increase the cost for CHIS and the current level of benefits is maintained. Some benefits have been reviewed in order to make their understanding (by members) and treatment (by contractor) easier, and to adapt to new health care conditions.

UNIQA has implemented the new rules for 2012. Reimbursement of expenses made for care received in 2011 will still follow the current 2011 rules. There will be a detailed article in the next CHIS Bull and the new rules are available on the CHIS web site.

General rule is a reimbursement rate of 80% up to a certain threshold, then 90% up to a second threshold, then 100% reimbursement. Those members with high expenses will be better protected.

The choice of thresholds came from simulations, under the condition of keeping the same current average rate of 87% (ceilings included). As a result, the two thresholds (Frais à la Charge de l’Assuré FCA) have been set to 500 CHF and 3000 CHF per calendar year. Some “unused” parts of the ceilings may be carried over to subsequent year(s).

Hospitalization rules have also been adapted. Reimbursement rates depend on the type of establishment (public or private hospital), and if it is approved by CHIS. Hospitalization in the public sector of a public hospital anywhere is always reimbursed to 100%.

Other modified rules affect optical care, dental care and prevention such as mammography, colon cancer screening, papilloma-virus vaccination. Pre-approval of expenses is not required except for dental care and eye surgery.
Some incentive measures are being applied in the new scheme: a 5% extra reimbursement rate (i.e. 85%/95%) is given for some out-patient expenses in member states with lower health costs. The selection of countries was made on basis of studies from the OECD on health costs, and result in the application of the bonus in all CERN member states except Switzerland, Norway and Denmark. The list will be reviewed every year.

Users can join CHIS on a voluntary basis only at set moments: when they first become CERN users, when they move to an institute without health insurance coverage or when their presence at CERN is going above 50%. Furthermore, in all cases, they have to join CHIS within 30 days of the event. Insurance will however necessarily start on the day of the event. Upon joining, Users benefit immediately from all benefits. There is no freedom to join the scheme outside of these set periods, as this would put a higher risk onto CERN as insurer.

There is also a reduced coverage and short-term coverage for users with a contract of less than 3 months, both with a reduced package of benefits. The reduced coverage covers only the User, not the family. The short term coverage can cover the family, if they pay the corresponding contribution fee.

9. **CRECHE “JARDIN DE CAPUCINE” STATUS (E. Mosselmans, CERN-HR)**

The new creche “Jardin de Capucine” has opened on 1 November 2011, located in a brand new building in the St. Genis Technoparc.

There are 40 places available for children from 4 months to 4 years, bilingual English/French. Opening times are from Monday to Friday, 7:00 to 19:00 all year long, except CERN end of year closure and public holidays in France. Schemes range from 1 day/week care, up to a maximum of 5 days/week. Costs including meals and nappies are 1’450 €/month (1’550 €/month if < 1 year old).

4 places are reserved for short term day care with minimum 1 week up to a few months. This is intended specially for users (e.g. those attending LHC experiment weeks at CERN, workshops, teacher programmes etc.). Costs are 72 €/day (77 €/day if < 1 year old). Depending on the success in 2012, the number of places will be adapted.

A [bulletin article](#) was recently released. More information and how to enroll is available on a [HR web site](#). Users should be made aware on this opportunity.
New action item

CERN, ACCU Secretary (M. Hauschild)

- To inform all users on the new Crèche "Jardin de Capucine" that was opened on 1 November and specifically on the possibility of short term care.

10. REPORT ON SUMMER STUDENTS (J. Purvis, CERN-HR)

The Summer Student Programme was created in 1962 under the directorate of Victor Weisskopf as DG as an offshoot of the fellows and visitors programme. Over 6’000 young scientists have benefitted to date.

Students are eligible after 3 years of full-time studies at university level, and can spend 8 to 13 weeks at CERN during the summer, in the fields of physics, engineering and computing. They attend a high-quality lecture programme, get visits, and can participate in workshops. They also get the unique opportunity to work on a dedicated project in the research teams.

In 2011, there were 881 applications from Member States and 812 applications from Non-Member States. Applications from Member States are sent to pre-selectors for some countries, to filter out candidates without academic eligibility. After pre-selection, 512 applications were left with a ratio of physicists to engineers of about two to one. Member State quotas are calculated based on their financial contributions. Some countries provide financial support for some extra students. It is also ensured that even the smallest countries get at least 2 students. Eventually, 130 students were selected from Member States and 103 students from Non Member States.

The selection procedure was paper based until 2004, then web based on a first-come, first-served basis from 2005 – 2009. The web based selection was highly competitive and was finished in a few seconds only after the server was enabled. This was not very satisfactory, projects were not getting the students they wanted and users were trying to “rig the system” by automated scripts.

The selection tool then was completely redesigned and since 2010, a heuristic algorithm is being used to ensure a fair and transparent selection. The algorithm has multiple constraints such as supervisor’s choice of student, project ranking (if given), nationality quotas.

It is impossible to perfectly match all requests, especially if many candidates are chosen by many people, but the success rate is quite high. In the end, more than half people obtained their first choice candidate, 70% of people obtained a candidate
among their top 3. Results from a survey indicated that 98% of the people are satisfied with the new selection process.

Candidates are informed in March on the result of the selection process, and official contracts go to the candidates in April with a low rate of refusals.

Students are getting 6 weeks of lectures in the Auditorium from 28 lecturers, who are leaders in their field. In addition, the students can register to workshops in different areas, take part in several visits, and present their work in student and poster sessions. A Summer Student Lecture Programme Committee is reviewing goals of the lecture programme, lecture topics, and suggest lecturers. Non-LHC physics should play a stronger role in future.

For 2012, a small increase in the number of students from the states in accession to membership will be made, and some increase in mechanical engineering students in the accelerator sector. Overall, about 140 students from Member States and 120 students from Non-Member States are expected to be accommodated.

**New action item**

CERN, HR Department (J. Purvis)

- To give more information on the non-LHC physics programme in the Summer Student lectures.

11. USERS ORGANIZATION IN THE U.S. (US LUO) (J. Huth)

The [US LHC Users Organization](#) (US LUO) was set-up and approved by US CMS, US ATLAS, US ALICE and LARP in April 2007. The purpose of US LUO is to provide a forum for discussions of US participation in the LHC research program, with a focus on how best to enhance scientific participation in the discoveries expected from this research. In particular, US LUO aims to help the US LHC community work effectively with their colleagues at CERN while in the US, and to adapt to work at CERN and to living in the environs of the CERN laboratory. US LUO also provides communication channels between scientists working on LHC experiments, the US agencies supporting this research and the US Congress (and Executive Offices).

US LUO represents the entire community and Labs and Universities, covers the LHC experiments and LARP (Accelerator R&D). It is represented by a 12 person elected Executive Committee, with some observers and ex-officio members.

US LUO provides information to US LHC Users in terms of relocation, visas, taxes, ATM, credit cards, banks. It’s a forum for US LHC Users to meet, discuss physics and the accelerator. It also acts as a presence in Washington to support funding for particle physics, including the LHC.
US LUO represents a large community, US is the largest national contingent in LHC, with 26% of all LHC Users. US LUO is kept informed of ACCU activities via D Acosta as NMS ACCU member. It is recognized that ACCU and CERN have been very effective in addressing user needs, and the presence of the CERN-DG and his active role is much appreciated.

12. ANY OTHER BUSINESS

European Health Insurance Card

A European Health Insurance Card does exist since some years. The card is intended for use on holiday, a business trip or a short break or if heading off to study abroad. The card cannot be used in the country of residence.

This could be at the basis of the refusal of some users (residing officially in Switzerland) at Hôpitaux Universitaires de Genève and at Hôpital de La Tour, Meyrin.

Furthermore, the card is intended to procure only care needed to allow continuing the stay (=urgent care). It ensures the same access to public sector health care as nationals of the country that is visited. If the country charges for health care, the EHIC holder might have to pay for the care and reimbursements will be made either immediately, or after return home.

Excluded from coverage is when travelling in order to obtain treatment for an illness or injury that you had before travelling and care from private sector health care providers such as Hôpital de La Tour.

Near border crossing of the bicycle track

The bicycle track between CERN-Meyrin and St. Genis is dangerous at the border crossing. The entire Meyrin - Prevessin bicycle road and bicycle network will be addressed in 2012. Some speed reductions on the Route de Meyrin are in place as short-term solution.

Checks at the CERN gates

Checks at the CERN gates are made very ad-hoc, and do not follow a particular system. This sometimes irritates users but checks are necessary and unavoidable.

Library Space

Public workspace in the library has been reduced, after some space has been transformed into offices. This will be discussed in the next space management meeting. Feedback from the users is required if the remaining space now is insufficient and if the public space needs to be enlarged again.
Computing Service Desk

The new service desk has many open tickets. Examples from the users are welcome of open tickets that have been unsolved and are outstanding since a long time.

Sanitary facilities

Some buildings have very poor and old sanitary facilities. A new contract is in place to renew all toilets on site, as part of the maintenance and consolation plan. Improvements should become visible in 2012.

13. AGENDA FOR THE NEXT MEETING (7 March 2012)

The agenda for the next meeting should include the following items:

- Food Shop and Services
- Library Space
- Insurance Problems (European Health Insurance Card)
- 1-2 reports from committees (Accommodation, Restaurant)

Michael Hauschild
7 December 2011

Presentations from the meeting can be found with the minutes on the ACCU web site at http://cern.ch/ph-dep-ACCU/
APPENDIX A

SUMMARY OF ACTION ITEMS

CERN, ACCU Secretary (M. Hauschild)

- To inform ACCU delegates on the automatically generated mailing lists for users of each Member State and of non-Member States, and to check their composition.
- To inform all users of the existence of ACCU, its role, how to contact their delegate, and of the link to ACCU agendas and minutes.
- To inform all users on the new Crèche "Jardin de Capucine" that was opened on 1 November and specifically on the possibility of short term care.

CERN, GS Department (I. Mardirossian)

- To continue improving the CERN Hostel booking procedure and to establish a long-term waiting list.
- To check if outside hotels require an additional confirmation by the user if booked through the CERN Hostel reception.
- To check the possibility of locking drawers in Bat. 41.
- To put more stickers “CERN” onto all sides of the airport shuttle bus.

CERN, FP Department (T. Lagrange)

- To further investigate on the possibility to open a Swiss Post bancomat.

CERN, HR Department (J. Purvis)

- To give more information on the non-LHC physics programme in the Summer Student lectures.

ACCU Delegates

- To give input on a possible food shop at CERN (variety of articles, needed shop size and/or location) and on possible other services (gym, hairdresser etc.) by 1 February 2012.
- To give feedback if the public work space in the library needs to be enlarged again, after some space has been transformed into offices.

- To send examples of open tickets at the Service Desk, not resolved for a long time.

- To inform their users on the European Health Insurance Card to make them aware on the insurance coverage when being at CERN.
APPENDIX B

Mailing lists for users from each member state and large non-member states

Mailing lists of users for each member state, for non-member states and for some large non-member states are available since a long time. The lists are automatically updated on a daily basis and have the general form: users-COUNTRY@cern.ch, they are based on institute affiliation of the user, not on nationality.

ACCU delegates can use these mailing lists to contact their user community. Each delegate is member of a postmasters list with the general form: users-COUNTRY-postmasters@cern.ch, and has rights to post mails to his specific country list. Additional posting rights can be given to other persons, also from outside CERN, e.g. secretaries in home countries.

More mailing lists can be created on request. Lists for Romania and Israel, now in accession to membership, are in preparation.

**Member States**

users-austria@cern.ch
users-belgium@cern.ch
users-bulgaria@cern.ch
users-czechrepublic@cern.ch
users-denmark@cern.ch
users-finland@cern.ch
users-france@cern.ch
users-germany@cern.ch
users-greece@cern.ch
users-hungary@cern.ch
users-italy@cern.ch
users-netherlands@cern.ch
users-norway@cern.ch
users-poland@cern.ch
users-portugal@cern.ch
users-slovakia@cern.ch
users-spain@cern.ch
users-sweden@cern.ch
users-switzerland@cern.ch
users-unitedkingdom@cern.ch

**Non-member States**

users-china@cern.ch
users-india@cern.ch
users-japan@cern.ch
users-nms@cern.ch
users-northamerica@cern.ch
users-russia@cern.ch