CERN, GS Department (I. Mardirossian)

- To continue improving the CERN Hostel booking procedure and to implement a long-term waiting list.
- To prepare a list of unresolved or badly treated tickets by the Service Desk.
- To install a panel in Bat. 40 explaining the usage of disposable but reusable cups in the renovated cafeteria, because of the high noise level caused by handling of cups in the dish washer.
- To check the need of installing more micro wave ovens in Restaurants 1 and 2.

CERN, Users’ Office Head (D. Chromek-Burckhart)

- To follow-up the implementation of an option to set a preferred name for users with long names.
- To continue investigating on the following health insurance issues for Users:
  - Coverage for the financial consequences of private and professional accidents.
  - Continuation of coverage for Users insured by UNIQA after retirement.
  - Consequences of the French law to stop the possibility for “trans frontaliers” insurance end 2013, covering both France and Switzerland.
CERN, ACCU Secretary (M. Hauschild)

- To follow-up a balanced selection of Italian newspapers at the press display in the Library.

- To follow-up the different UBS bank account conditions for Users paid through team accounts and paid directly from their home country.

- To find a new ACCU representative in the Scientific Information Policy Board (SIPB).

ACCU Delegates

- To send examples of Service Desk tickets, which are unsolved for a long time, or which were solved in an unsatisfactory way.

- To give input on possible heritage objects (e.g. detectors of historical interest) that should be kept and preserved.