Minutes of the 58th meeting held on 4 December 2002


* part time

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2. Adoption of the agenda
3. Minutes of the previous meeting
4. Matters arising
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6. Fellows, Associates and Summer Student Programmes
7. Particle Data Book distribution
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DRAFT Agenda for the meeting to be held on Wednesday, 5 March 2003

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5. News from the CERN Management
6. Health Insurance
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ADVISORY COMMITTEE OF CERN USERS

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1. CHAIRMAN'S REMARKS

Opening the meeting, R. Jones, the Chairman, thanked those delegates whose mandates are ending in 2002, at this moment we know of V. Gibson, J. Mnich and D. Rohrich.

2. ADOPTION OF THE AGENDA

The foreseen presentation on “Equipment insurance on site” was cancelled at the last minute. The agenda was adopted with this one change from the draft.

3. MINUTES OF THE PREVIOUS MEETING

The Minutes of the 57th meeting were adopted as a correct record.

4. MATTERS ARISING FROM THE PREVIOUS MINUTES

J. May, the Technical Director, commented on various items arising from previous meetings. First, he described progress on improving access for the disabled to the CERN sites. Ramps are being built in the main building and preparation is underway for the access and a suitable toilet for restaurants 2 and 3. Access to restaurant 2 through the main entrance presents difficulties as the parking is on a slope. It is therefore considered to use the entrance on the North side for disabled persons. Furthermore, negotiations have started with the “Transports publics genevois” on improving access to and from the bus stop near building 33. J. May stressed that someone coming to CERN needing special treatment is advised to contact the visiting division well in advance.

He then commented on the Facilities management contract that came into force in July. Activities on the site that were originally covered by around 20 industrial service contracts (e.g. cleaning, guards) were unified into one single contract, awarded to the “Facilities Management Network (FMN)” firm. The management were happy that FMN was well known, having experience with other big contracts (e.g. Zurich airport). FMN engaged the same firm that was already present on the Meyrin site for cleaning, defining essentially the same quality of service, with the only difference being that now this firm was working under contract with FMN. To everyone's surprise the service failed and in order to overcome some shortage of manpower during the summer months part of the cleaning was then sub-contracted to another firm in August. But improvements lasted only for a short while. FMN has since terminated the contract with this second firm as from December 1st, 2002. CERN will monitor the performance of the service and will take measures against FMN if necessary.

Concerning the guards, FMN engaged the same firm which CERN had used already for several years, assuming that this service would be provided as requested on the French
and the Swiss sites of CERN, respecting the 'unity of the site'. However, the legal situation has become more complicated in recent years. Switzerland is requesting, in principle, a Swiss work permit for people working more than a given time in Switzerland. Since the contract for the guards is based in France and the guards are supposed to work all over CERN this created several problems and the trade unions encouraged the guards to go on a 'work to rule' with the effect of creating long queues at the entrances. The strike was interrupted while negotiations with the Geneva and Swiss authorities were taken up, with the goal to re-define the unity of the site, i.e. the labour law that is to be applied at CERN.

K. Freudenreich expressed the solidarity of the Swiss users and commented on the poor pay conditions. J. May stressed that CERN has purchasing rules that apply to selecting contracts that have been imposed by Council. CERN specifies the work and firms make offers, then CERN has to take the cheapest offer that meets the specifications. This cannot be changed. R. Jones reminded ACCU that while ACCU members may properly express opinions on such matters, the ACCU mandate means that as a body it must concern itself with the impact on Users of relations between the management and employees and the services delivered. Specific problems should be reported directly to the Helpdesk (Tel: 77777 or e-mail: fm.support@cern.ch). Following comments about the condition of some buildings, J. May pointed out that budgets for consolidation have been more or less stopped in view of financing LHC. R. Jones commented that the failure to empty rubbish bins was a potential safety hazard. J. May stressed that whenever a safety problem is detected it should be reported immediately.

The following specific actions were identified at the last meeting:

CERN management

- Request for Ci permits for spouses of CERN Users (March 1999)
  - No news
- The names of persons to be contacted in case of accident should be restored in the Human Resources database. (March 2002)
  - This is ongoing
- Reconsider making the official news section of the web Bulletin accessible outside the cern.ch domain, to some other domains at least (March 2002)
  - The complete bulletin will be made available following this meeting
- Ensure that those French cards sent for renewal in July last year are returned (June 2002)
  - Done
- When ACCU delegates are appointed, stress that the relevant funding for travel to the meetings should be assured with the appointment (September 2002)
  - Letters sent by the Director-General requesting nominations now have a sentence stressing this point
- Ensure that a document describing the minimum Health Insurance requirements for CERN Users is produced (September 2002)
This is ongoing. R. Jones stressed the importance and commented that we should have an answer by the next meeting

ACCU members

- ACCU delegates to ensure that outstanding replies to the Health Insurance questionnaire are received as soon as possible before the December meeting (September 2002)
  - 18 out of 24 replies have been received. The remaining 6 countries were encouraged to reply, nevertheless the action is considered closed
- The Housing Fund Committee representative to request the implementation of a waiting list for the Hostels at the next meeting (September 2002)
  - The HFC will meet on December 12th. The current representative will not be present and will no longer be an ACCU member from next year, so a replacement is needed. The incoming UK delegate, J. Wilson, has been asked if he would be prepared to be the ACCU representative

ACCU Secretary/Chairman

- R. Jones to follow up request for CERN cars on French plates (June 2002)
  - This will be followed up in the New Year
- R. Jones to find an ACCU representative for the Equal Opportunities Advisory Panel (September 2002)
  - No volunteers came forward after the last meeting. P. Wells will be nominated if no other non-CERN candidate comes forward in the next days
- C. Onions to follow up the clarification of the Team Leader role (March 2002)
  - The PIE working group has elaborated a form to be used by institutes to nominate a new Team Leader. The form and associated procedure will shortly be added to the Administrative Procedures Manual. It is now being used by the secretariats in a test phase. It was thought at first to use this form for new Team Leaders only, however ACCU members felt that existing Team Leaders should also be re-appointed using this form. It was suggested that this could be done when the Team Leader renews the contract with CERN.
  - C. Onions was asked why the Users’ Office now asks for a copy of the Users contract when registering or extending a User’s CERN contract, isn’t the Team Leader signature enough? C. Onions replied that the Staff Rules and Regulations state clearly that “an associated member of the personnel must supply documentary evidence of his social insurance coverage and employment contract with an employer outside the Organization or of his official enrolment at an institute of higher education or a technical institute” before he can be registered. R. Cashmore strongly supported this. R. Jones relayed a comment from the UK Users Committee that CERN’s insistence on Users’ insurance that goes beyond the terms and conditions applicable in their home Member State might well violate the principle of subsidiarity, it being none of CERN’s business to insist on this
• C. Onions to look into creating e-mail lists of Users from each country (September 2002)
  o This was done immediately after the meeting and the lists were used to inform Users of the recent work-to-rule
• C. Onions to investigate ways to avoid Users having to go to the Registration Service twice per year for car stickers (September 2002)
  o This is now being followed by J. van der Boon, who referred it to the Host States Services

5. NEWS FROM THE CERN MANAGEMENT

R. Cashmore presented the news from the CERN management, using a selection of slides prepared by the Director-General, who was unable to come to the meeting.

In September, CERN Management has presented an action plan to implement the ERC recommendations in the short and medium period. From the outset, the Management has pursued a balanced package of measures to solve the crisis. The first proposals made by the Management in March have been finalised in the Medium Term Plan 2003-2006 which was presented in June. The Management is now submitting to the Council in December 2002 a revision of the 1996 agreement, as a new basis for the completion of the LHC, in the light of the new costing. New elements include: the Manpower review (preliminary results); the proposal for Local Staff (presented in TREF); indexation of the LHC project; progress in setting up a loan from the European Investment Bank (EIB); the annual LHC Cost and Schedule Review.

The plan provides a base-line only, certainly not an optimal picture of what CERN could do for European Particle Physics in the long run. CERN’s know-how and infrastructure will be under used. ACCU delegates should point this out to their funding agencies. It is hoped that Council may reconsider the scientific activities, with more resources added. The plan rests on seven pillars: the Activity Programme; the Material Resource Plan; the Manpower Resource Plan; Indexation of the expenditure budget during the LHC construction period; Monitoring and Control Tools; Indexation of MS/HS Contributions over the period; and a loan from the EIB.

The reduction of the broad scientific programme has continued after LEP2000. The whole of CERN is committed to the LHC, with a limited number of parallel activities to keep a minimum of scientific diversity and to preserve vital options for CERN’s future. The percentage of resources dedicated to LHC has increased to 75% in 2003, from 51% in 1999. The accelerators worked more or less as well as in the past, with a good performance of the SPS, though running for shorter periods. The non-LHC programme for the years 2003-2010 was described. There is a small amount of money for possible extensions. The CNGS schedule was shown. It was noted that the West Area test beam is scheduled to close in 2004. The technology developments and Education and Technology transfer were briefly commented on, with the latter now becoming self-financing.

Concerning the status of the LHC project, there have been various problems with the Super-conducting Cable production, but it is now believed that the difficulties are behind us. An external review committee concluded that there was nothing to stop the
aggressive schedule being met. The progress of the LHC project can be monitored via the “LHC Dashboard”, accessible from the LHC project home page at http://cern.ch/lhc-new-homepage/. It shows the progress of the SC Cables, the dipole assembly, installation progress etc. It is not a contractual document but it is hoped that it will increase the transparency of the process.

The workings and composition of the LHC Cost and Schedule review panel were described. The main conclusions are that the cost estimate has been stable over the last year and should be taken on board. The schedule is demanding, is not risk free, but should be adopted. Earned Value Management is crucial, the software is adequate and the implementation, although difficult, is necessary. These conclusions are to be included in the December 2002 LHC Status Report. It was noted that any request to use contingency money will need the agreement of the panel.

Concerning the LHC experiments, all are fully engaged in the construction phase, to have detectors ready for the LHC physics run in 2007. They have agreed to live within the limits of the pledged funds at any time. Contingency plans have been reviewed by the LHCC and presented to the RRBs. These plans are for the staging and deferrals of items that will be needed later for higher luminosity running. The staged detectors will be able to pursue an excellent experimental programme at turn on but will clearly not exploit the LHC to the fullest potential possible.

Details of the manpower planning for the years 2003-2010 were shown, indicating how the reduction in numbers will affect the different sectors. In 2010, the average age of the staff will be significantly lower. There will be a 20% reduction (41MCHF) in the Fellows and Associates Programme from 2003 to 2010. The impact on the Fellows and on the LHC will be minimised. Opportunities for Fellows will be provided by the recent open policy of the EU (DGXII) towards European Research Organisations. The Management has had to make a lot of very hard decisions and the Users now start to see some of the results of this. They are trying to minimise the effects and hope to get the support of the Users.

R. Cashmore concluded that, with the Human Resources plan completed, all the elements for the Long Term Plan are on the table and what will be presented in December fits into the financial framework presented in the Medium Term Plan in June 2002. To proceed with LHC spending and to finalise the EIB loan, the decision on the Long Term Plan in December is mandatory.

In the discussion, it was asked if the ERC report is available to the public – in fact, it can be consulted at the Divisional Secretariats. When asked what ideas there are to bring particle physics to the attention of the general public, given that the physics output in the next years will be reduced, R. Cashmore replied that we must make sure that we project everything we have got and in particular exploit the coming together of the LHC as a technological feat. The Outreach committee is supposed to do this.

The Bulgarian delegate commented that the PS is running with very old equipment and asked if there was any contingency money in case of problems. R. Cashmore replied that there will be 140 MCHF in 2010 but this is reserved for the LHC in case of need. Until then they have to deal with the riskiest things first. When asked about news on the reported insolvency of Babcock Noell Nuclear, R. Cashmore commented that a new contract has now been established and production will carry on.
R. Jones expressed concern about the 20% reduction in the Fellows and Associates programme, which could have an effect on the LHC construction. R. Cashmore stressed that delegates should push for more funding for this in their home countries. R. Jones asked if there is a document detailing areas under particular stress that could be used to back up such requests, the reply was no. However, R. Cashmore pointed out that there is no extra pressure in the next few years for an increase in subscriptions to CERN so people may find it easier to ask for more without CERN doing so in addition. R. Cashmore commented that if there are good experiments proposed for the PS or SPS the Management is willing to listen but there are no funds for them. Such possibilities should be pushed through the normal scientific committees.

6. REPORT ON FELLOWS, ASSOCIATES AND SUMMER STUDENT PROGRAMMES

M. Pepe-Altarelli reviewed the programmes and gave various statistics. In the Summer Student programme, there were 145 appointments out of 649 applications from 26 different nationalities. Funds had to be transferred from the Fellows and Associates programme to avoid cutting numbers very significantly. The total budget for the Summer, Technical and Doctoral Student programmes is approximately 3 MCHF. External funds can be used to fund extra students in the Programmes, several countries fund students in this way. The number of applications and appointments per country was shown. The Summer Student programme has national quotas. The number of applications has dropped somewhat since 1998. The activities in the programme were described. At the end, the students produce a report about their work at CERN. The head of the lecture programme committee (L. Iconomidou-Fayard) reads all reports. A questionnaire is distributed and each lecturer gets detailed feedback of comments made about their lectures. Currently, the questionnaire is not anonymous, it would be preferable if it were. Graphs of the average score per lecturer were shown, in general the results are good, in fact there has been a marked improvement in recent years. The Programme is run by a small team of two Staff and an administrative student. The same number of students will be maintained in 2003.

Statistics on the Doctoral and Technical students were then shown. There are ~100 selected students per year but there will be a ~10% cut in 2003. It was noted that Austria funds doctoral students in addition. There is no quota per country, students must have profiles that match the tasks proposed. When asked if statistics on the acceptance per experiment were available, M. Pepe-Altarelli replied no, but clearly the LHC takes more and more. A distribution of applications by discipline shows a huge increase in computing applications.

For the Fellows Programme, the number of applications has been decreasing in the last few years but the available positions were constant. There are no quotas per country, the best candidates are taken. A distribution of applications by discipline (Theory, research sector, Applied Physics) was shown.

For the Associates programme, there is a clear reduction, both in the number of applications and the available positions.
The Management has foreseen cuts in the Fellows and Associates Programme of 10% in 2003 (5% Fellows, 20% Associates) and 20% in 2004-2010 (10% fellows, 40% Associates). This will mean a reduction in numbers, not salaries (these will be discussed in the next 5-yearly review in 2005). ACCU delegates voiced the opinion that CERN should not save on these Programmes.

A discussion followed on whether or not students from the local area (e.g. University of Geneva) are eligible for the Summer Student Programme. It was clarified after the meeting that they are indeed eligible (and one of them was in fact selected in 2002). However students who have already worked as Users at CERN, as it is often the case for students from University of Geneva, are excluded from the Programme. (On the other hand these students have the immense geographical advantage over other undergraduates in that they are close by and can easily organise a stay at CERN and profit from the facilities).

7. PARTICLE DATA BOOK DISTRIBUTION

M. Doser explained the reduction in the distribution of the Particle Data Book. The budget was the same as the previous year, CHF 80,000, however the cost this year for the same number would have been CHF 125,000, due to a 20% increase in printing costs and an 80% increase in transport costs. They therefore reduced the number of books, printing 2450 instead of 5500, with the same number of booklets as before. The cost per book works out at CHF 10.–. The increase in transport costs came about mainly because the printing was done in the US. It was decided to distribute 300 copies to DESY, 300 to Russia, one copy per University library, one copy per spokesperson and team leaders of CERN experiments and one copy to authors, the divisional secretariats, the CERN Library etc.

M. Doser suggested various possibilities to improve this in the future: contributions from member states (INFN, DESY, etc.); distribution of additional copies at cost to individuals through amazon.com; more condensed RPP, with full information online (i.e. do not present previous measurements in the book, just the average/fit values); address transportation costs by explicit instructions and allowing for slower delivery; reprint the 2002 edition? (2500 books cost ~40 kCHF). He asked for User feedback on these suggestions.

In the discussion, it was asked if it would be possible to print in both the US and Europe. M. Doser commented that the books are produced by a single publisher who decides on the printing. We might discuss printing European copies as CERN Yellow reports as a possibility. G. Wilquet commented that one can print selected information from the web, however the information is only available in bulky postscript form. M. Doser said that they are working on improvements to this, however the timescale is of the order of 1 to 2 years, hence not a solution for the short term.

M. Doser agreed to prepare a questionnaire to get User feedback, to be distributed to ACCU members

8. REVOKING COMPUTER ACCOUNTS
T. Cass put forward a proposal for a procedure to close computer accounts when people no longer have an association with CERN. This has previously been discussed at ACCU in June 2000 (Revoking Computer Accounts) and March 2001 (Update on Computing Issues). ACCU agreed with the basic principle but the implementation details were to be worked out before a final agreement.

Effective computer security requires clear identification of computer users and prompt closure of unnecessary accounts. The CERN user community is diffuse and people without a valid contract with CERN can be contributing to the experimental program. There are no rules governing eligibility for CERN computer accounts - OC5 defines only the acceptable uses for accounts, not who can have one. CERN needs to clearly define the rules.

T. Cass proposed that “A person shall be eligible for a CERN computer account as a CERN user provided that they have a recognised association with a CERN affiliated institution. Each CERN affiliated institution shall periodically review their list of CERN computer account owners. The CERN Computer Security Officer will expect the full cooperation of an institute in the event of computer security incidents involving accounts related to that institute.” The final text would need to be drafted by lawyers, but the spirit is clear. The institution just has to be prepared to confirm a relationship with the person concerned. Annual review forms will be sent to institution representatives, as well as experiment administrators. The Institute representatives decide which accounts are kept (this could be team leaders, but only one per institute). The experiment administrators decide who is allowed to use their group code. The Institutes and representatives will be made aware that they are authorising access to CERN resources and are not to treat this lightly. The key requirement is traceability if IT division needs to contact someone. IT division believes that this definition of eligibility for a computer account as a CERN user satisfies both this and ACCU’s concerns about ease of access to CERN’s computing facilities.

It is proposed to implement this solution progressively. This requires drafting a full set of rules concerning account ownership, identifying institute administrators, and modification of the account review procedures.

R. Jones believes that this can work. ACCU members commented that this shouldn’t be restricted just to the Team Leaders. T. Cass stressed that identifying the institute contacts is part of the process.

9. EQUIPMENT INSURANCE ON SITE

This was cancelled.

10. REPORTS FROM ACCU REPRESENTATIVES ON OTHER COMMITTEES

A. Di Ciaccio reported the main highlights from the Desktop Forum meetings. She reminded ACCU of the mandate, in particular that it is to establish strong bi-directional links with the Divisional users through Divisional Representatives and with external users through a representative of ACCU.
It is proposed to close off-site telnet access to CERN on January 28th, 2003. SSH (Secure Shell) should be used instead as it offers equivalent functionality with encrypted passwords and sessions. Advice can be found on the CERN Computer Security web site at http://cern.ch/security and information on SSH at http://cern.ch/security/ssh. The security team would like also to close ftp access from off-site but there is no proposed date yet. Users are encouraged to move away as soon as possible to alternatives such as SSH/scp.

CERN users suffer, along with the rest of the Internet world, from SPAM mail. Advice and details of CERN anti-SPAM techniques can be found at:

http://cern.ch/MailServices/docs/problems/spam/spam.html

CERN's computer security recommendations also provide useful guidance at

http://cern.ch/security/recommendations

Users are invited to report repeated spam mail cases to abuse@cern.ch. There will be a bulletin article soon on this subject.

The NICE 95/NT service will be frozen on January 31st 2003, although applications will still run. From April 1st, all NICE 95 and NT applications will be removed from the central servers. Full details will be announced via the Computer Newsletter and the Weekly Bulletin. Applications servers would remain in case of an emergency. 80% of the NICE PCs have already been converted to NICE 2000.

Changes have been made recently at the Computing Helpdesk, the goal being to increase the first-time problem resolution (as seen by the users) from “20%” to “80%”. There is now an Engineer in charge (EIC) for higher quality insurance and extra skill and more up-to-date web pages allow more user self-help.

A proposal of a PC leasing service to offer an optional “managed desktop” has been written by M. Delfino/IT. The initial scope will be to lease standard desktops and laptops under the NICE 2000 service. The minimal length of an individual contract will be 6 months (1 year for laptops) and there will be a 3 months notice period for cancelling the contract. The foreseen maximum contract length is 4 years. The service will be managed by the Technical Director, with the Desktop Forum Committee as principal advisor and IT Division the service provider. There would be a rapid exchange of the hardware in case of a failure. Examples of prices were given, e.g. a standard NICE 2000 Desktop with 15” LCD screen - initial fee of CHF 100 and a monthly rental fee of CHF 46; a standard NICE 2000 Lightweight Laptop - initial fee of CHF 100 and monthly rental fee of CHF 89.

At the December Desktop Forum meeting, taking place today, topics on the agenda are: the Wireless LAN pilot project; VPN; and Option for Windows XP.

A. Di Ciaccio has received many e-mails from users about the future of the MAC support at CERN. There has been no discussion yet at the Desktop Forum on this subject but it will hopefully be on the agenda soon.

In the discussion, comments were made that the Helpdesk would be needed less if a better search engine were available and if obsolete web pages were removed. Several ACCU members said that the price of leasing did not appear to be very advantageous. The possibility of renting for shorter periods might be of interest. Various technical questions were asked: which version of ssh (1/2) should be used? Is the X-terminal font
server machine still supported? Should LINUX questions be raised at the DTF? ACCU members were encouraged to e-mail these, and any other, questions to A. Di Ciaccio. It was suggested that a FOCUS committee report might be made to ACCU.

11. USERS’ OFFICE NEWS

C. Onions reminded ACCU that all CERN access cards without an expiry date must be renewed by the end of the year (see Bulletin 42/2002-14.10.2002). He then highlighted a few articles of interest to Users that had appeared in the Weekly Bulletin:

- Privileges and Immunities in Switzerland
- CERN Television News (45/2002-4.11.2002)

It was suggested that, as access to the Official News in the Bulletin would be possible from outside CERN shortly, the Users’ Office could maintain a digest of information that is important for Users on their web page. This was agreed.

12. ANY OTHER BUSINESS

S. Prodon, section leader of the logistics section in charge of the management of the CERN vehicle park and transport requests for material or personnel, presented a proposal for a new shuttle timetable. The timetable has been more or less the same for 20 years, being set up for the LEP era. It needed to be re-examined for the present needs, especially given the low occupancy rate of the shuttle and the current budget constraints (a 25% cut). In addition, the CERN buses are 22 years old and are no longer compliant with present safety standards. It was necessary to adapt the shuttle timetable to this new situation.

The morning shuttle service consists of 3 shuttles. The first one serves the Foyer and is very popular. This service is presently carried out using a bus, taking into account the number of passengers transported. The two other shuttles are mainly dedicated to transfers between Meyrin and Prévessin sites. They are used by a very few passengers. It is proposed to concentrate the service to the Foyer, where the real need is. In order to perform the same level of service without using the bus, passengers from the Foyer will be shared between two shuttles, one going to Meyrin and the other going to Prévessin. Transfer between sites will still be possible but with only one departure. This new timetable offers the same delivery points, but with less flexibility. In addition, it is proposed to no longer offer a fixed shuttle service during lunch hours but to use a radio-call shuttle. Finally, it is proposed to modify the evening service a little and add a shuttle to the airport at 17:00.

In the discussion, R. Jones commented that the addition of the service to the airport at 17:00 was very welcome. ACCU agreed with the proposal. Some delegates asked if there could be a fixed service at 20:00 and also suggested to re-route the bus from the Foyer to Lab 2 via the hotels on the St. Genis industrial estate. The reply to both
questions was no, to provide a reasonable service outside of normal hours would be too costly.
The Bulgarian delegate asked for support for Cyrillic fonts on LINUX, this should be raised at the Desktop Forum. He also requested that Bulgarian-French and Bulgarian-English dictionaries be available. This is an item for the SIPB.
Some comments were made about the restaurant (lack of beer glasses at the end of the day, the same meal all weekend). These comments should be channelled to the Restaurant Supervisory Committee via our representative, E. Tuominen.
Concerns were expressed about the proposed increase in charges at the UBS in 2003 and it was asked that CERN negotiate better conditions. In fact, a new UBS/CERN agreement was negotiated this year and came into force on July 1st, see the weekly bulletin 22/2002-27.5.2002 for full details. This agreement is valid for 5 years. The small number of responses to the market survey meant that the conditions are not as good as before but the best that could be negotiated. It was questioned why CERN now insists on people having a UBS account in order to receive any payments. This should be discussed with Finance division.
Concerns expressed about Hostel occupancy will be raised in the Housing Fund Committee.

13. DATES FOR MEETINGS IN 2003

ACCU meetings are scheduled for March 5th, June 11th, September 10th and December 10th, 2003.

14. AGENDA FOR THE NEXT MEETING (March 5th 2003)

The agenda for the next meeting will include reports from CHIS and the follow-up of the survey, ACCU reporting mechanisms in the different countries, reports from ACCU representatives on other committees (Housing Fund, Restaurant, Equal Opportunities, SIPB).

a. ACTION ITEMS

CERN management

- Request for Ci permits for spouses of CERN Users (March 1999)
- The names of persons to be contacted in case of accident should be restored in the Human Resources database. (March 2002)
- Ensure that a document describing the minimum Health Insurance requirements for CERN Users is produced (September 2002)
- J. van der Boon to investigate ways to avoid Users having to go to the Registration Service twice per year for car stickers (September 2002)

ACCU Secretary/Chairman
• R. Jones to follow up request for CERN cars on French plates (June 2002)
• C. Onions to ensure that a digest of Official News which is particularly relevant to Users be made available from the Users’ Office web page

Chris Onions

4 December 2002

Users.Office@cern.ch