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# WEL-COME





SERVICES HANDBOOK maison-de-la-mecanique.fr



### WELCOMING MESSAGE

We are happy you've joined us in Maison de la Mécanique.

This services handbook is specifically intended for our new visitors. It will provide information on our building, its surroundings, activities, values as well as its running.

If your are aleady a resident, this guide will provide you with information on your daily professional life.

Sophie Lemaire Maison de la Mécanique rentals services manager



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### THE MAISON , DE LA MÉCANIQUE

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#### «WELCOME IN YOUR BUSINESS CENTER IN LA DÉFENSE»

You are in a business center founded by the «FIM». Built in 1990, it shelters many leading-edge companies. It has a glass exterior and contains fitted-out meeting rooms, an over 200-seat auditorium as well as private and collective catering spaces.

Located in the Défense business center near the headquarters of the largest corporations, the Maison de la Mécanique is both a pleasant and safe building. It welcomes over 22 000 visitors per year, and offers a terrasse with plants for a small haven of peace in the bustling neighbourhood. In our lounge, visitors to converse in a relaxed and convivial way.

The Maison de la Mécanique building is owned by the SCI (property investment company) Méca-Hoche. The AGMM (Association for the management of the Maison de la Mécanique) manages its services and present them trough this handbook









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HE MAISON DE LA MÉCANIQUE

### RECEPTION **AND ACCESS** CONTROL

## CATERING SERVICES

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#### ALL CATERING POSSIBLIITES ARE AVAILABLE AT THE MAISON DE LA MÉCANIQUE.

#### STAFF RESTAURANT

Our staff restaurant offers a wide variety of meals for quick lunches. Located on the ground floor, it is open from 12 to 2 pm to all residents and their guests. Payment is made with your access badge which you can put credit on with your credit card whilst receiving it on your first day of arrival. Your company can also have a « guest » badge billed monthly.



### ACCESS TO OUR BUILDING

Access to our reception is free throughout the working week from 8 am to 8 pm. Outside these hours, a guardian watches over the building and access is possible through specific authorization and a personal access badge.

Your guests may visit during the working hours and will be provided with a visitor's badge and the safety rules. They are under your full responsability



#### ACCESS TO THE FLOORS AND YOUR ROOMS

Beyond the reception, access through the security gates, to the lifts and stairways is subject to electronic control: the nominative badge provided at reception on arrival is required.

Moreover, rooms are all locked. Hence you will have your own key.

In the event of loss of your badge or key, please inform us immediately through the Services portal of the Maison de la Mécanique at:

http://maison-de-la-mecanique.fr/extranet

#### PARKING

The minus 1 is accessible to all our visitors, as opening hour of the reception. The other collaborators have access to the minus 2 and 3 levels thanks to an option subscribed to in their lease.

For the security or all, please limit your speed and drive slowly. Most accidents occur whilst leaving your parking space in reverse: please backpark your car to leave safely.

#### THE CAFETERIA

On the ground floor, vending machines provide hot drinks (coffee, tea and hot chocolate) and savoury and sweet snacks. To use these machines, a U key will be given to you on your arrival day. It is credited with or without employer participation.

Water fountains with cool and tempered water are available in the lobby of each floor.

#### THE CLUB RESTAURANT

The Circle, located on the 1st floor, is for professional meals and receptions.

Private salons are available for your private yet convivial meetings and meals with a traditional gastronomy are served.

#### ALSO

Tray meals can be taken to some meeting rooms and buffet meals prepared in specifically reserved rooms adjacent to your meeting rooms where discussions can pursue.

On request, the Maison de la Mécanique will provide coffee breaks as well as wrap-up receptions in our Gallery Club.





# SHARED SERVICES AT THE MAISON DE LA MÉCANIQUE

#### **TECHNICAL INTERVENTION**

You are entitled to all ameneties of the AGMM. For all interventionrequests, you will need to download an Intervention token on Maison de la Mécanique's extranet website: http://www.maison-de-la-mecanique.fr/extranet.

#### MAIL SERVICE

A stamping and mail dispatch service is available. We will take care of all your mail: ordinary and registered letters and small packets.

#### WIRED INTERENT CONNECTION

The Maison de la Mécanique is equipped with optic fibre (2x200 Mo). All the rooms have the adapted plugs.

#### WIFI

Wifi is available in all meeting rooms, in the resting lounges and the catering spaces (Cafetaria and Restaurant club).

#### **USEFUL ITEMS**

A mini shop is located in the lobby allowing visitors to buy various items such as metro tickets, band aid, umbrellas, tights, stamps, shaving kits and speedlab for photo printing...

## CUSTOMIZED SERVICES AT THE MAISON DE LA MÉCANIQUE

#### **PRINTING SERVICES**

The printing service located on the ground floor of building 41 is available for digital, offset and computer graphics printing.

Your meetings can be prepared well in advance by printing your documents beforehand.

Contact : repro@agmm.pro

#### OUTSOURCING

A specific contract offers outsourcing and IT assistance from Monday to Friday, 9:00 to 6:30 pm.

#### LANGUAGE CLASSES

A professional language school is located on the 7th floor of the Maison de la Mécanique.

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#### SHARED SERVICES

Numerous shared services are also available through the AGMM, such as : Human Ressources - Pay - Accounting - Information systems - Marketing and Digital

#### CAR WASH

We offer a car wash service by a service provider located in the parking of the Maison de la Mécanique. Reservation on 01 76 21 10 53 (direct payment to the contractor by check or cash).

#### DRY CLEANING / TAILORING SERVICES

The Maison de la Mécanique provides dry cleaning and tailoring services. Collection and return take place in your room by appointment :

- by email : ecologie.proprete.services@gmail.com

- by telephone: 01 76 21 10 53, giving your name, telephone number, office number and floor. Direct payment to the service provider (checks or cash).



### THE MAISON DE LA MÉCANIQUE MEETING ROOMS

The meeting rooms at the Maison de la Mécanique are available upon reservation and are adapted to your requirements. You can choose according to these criteria :

- capacity
- meeting or gathering type
- room category

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### SUCCESS IS GUARANTEED BY ORGANIZING YOUR MEETINGS AT THE MAISON DE LA MÉCANIQUE!

Accessories such as a paperboard or whiteboard, videoprojector and polycom telephones are availabe on request. You may also require other services necessary for the smooth running of your meeting, with or without additionnal cost depending on the service.

Confidentiality of meetings is guaranteed at the Maison de la Mécanique thanks to opaque windows preventing from being seen from the outisde yet allowing good lighting of the rooms. The name or nature of the meetings is not labelled on the doors, hence providing full anonymity.

#### FOR RESERVATIONS, PLEASE CONTACT US ON OUR WEBSITE maison-de-la-mecanique.fr

**OR BY EMAIL AT** contact@maison-de-la-mecanique.fr

**OR BY PHONE ON** 01 47 17 61 82.

#### WE DISPOSE OF A LARGE RANGE OF ROOMS TO MEET YOUR REQUIREMENTS

- Whether you need a meeting room for a conference, a technical or creative brainstorm, a board of directors, our standard or equipped rooms suit all meetings.
- We have rooms with a capacity of 6 to 60 people, shared spaces and an over 200-seat audidtorium, an interview room and two 14-seat war rooms.







### RESPECT THE ENVI-RONMENT

RECYCLING AND ENERGY SAVING

TOGETHER WE CAN MAKE A DIFFERENCE THROUGH COMMON SENSE AND BY ADOPTING SIMPLE GESTURES.

#### RECYCLING

We recycle:

- paper and cardboard : put in the green disposal bin in your room enveloppes, publicity, flyers, catalogues, telephone books, newspapers, cardboard folders, non spiral-bound notebooks...

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Note: remove the plastic covering of any reading material and put it in the ordinary bin. Fold down big boxes and put them next to the recycling bin.

A few ideas to save paper : print only when necessary, print both sides (define option in your printer's settings), use any unused paper as rough paper.

- put cartridges and printer consumables in the container at the entrance of the mailing room, first floor of building 41.

#### ENERGY SAVING

Please turn off the light when leaving a room, the bathroom or any unoccupied room. The premises are heated in winter and air-conditionned in summer. Please turn off the heating before opening windows. By very warm weather, please don't open the windows. In the event of an air pollution or pollen alert, it is advisable not to open the windows.



SAFETY, **HYGIENE AND** HEALTH PROTECTION AT WORK

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**INSTRUCTIONS IN THE EVENT** OF AN ACCIDENT, FIRE AND **GENERAL EVACUATION** RULE NUMBER ONE **IS KEEP CALM!** 



#### IN THE EVENT OF AN ACCIDENT

> Call the fire brigade (trained in person accidents) (#18 ou 112) or an ambulance (#15). Make sure that your request has been registered before hanging up. Whilst waiting for assistance:

- Do not move the victim, unless there's no choice.
- Cover them and reassure them by talking softly to them.
- Do not give them food or liquids.

In the event of a heart attack, use the defibrillators on the premises: on the ground floor of building 37 near the staff restaurant, and in the stairway between levels 5 and 6 of building 41.

#### IN THE EVENT OF A FIRE

Reminder:

- Smoking is prohibited on the premises. Do not use incense or candles. All forms of flames are prohibited.
- Never block corridors or fire escape doors.
- Always keep fire doors closed.

If you see the beginning of a fire:

- $\rightarrow$  Call the fire brigade (18 ou 112).
- > If it's the beginning of a fire, use the fire extinguisher appropriate to type of fire, without taking any unnecessary risks.

#### INSTRUCTIONS IN THE EVENT OF A GENERAL EVACUATION

As soon as the firm alarm goes off, you must leave immediately and calmly the building. This concerns everybody present in the building. Failing to do so constitutes a serious misconduct which can be punished. Endangering the life of others through non-respect of safety and security procedures constitutes a serious misconduct punishable by law.

- Stop immediataly what you're doing
- Turn off all running electrical devices
- Close the windows
- Leave the room closing the door behind you
- Head towards the nearest fire exit
- Never use the elevator
- Do not turn back unless invited to
- If you are trapped in smoke, get down, as cooler air is by the ground
- Go to the assembly point: place VICTOR HUGO

Once outisde, do not go near the building. Keep clear from its walls and do not go back inside.

If suspicious of the presence of somebody in the building, notify immediately the rescue team.

#### END OF ALERT

The reentering of the building is given by the building manager or his/her representative, after prior approval by the fire brigade.

#### NEVER DEEM THAT AN ALARM IS A MERE EXERCISE: YOU CAN NOT CHECK, SO LEAVING THE BUILDING IS THE ONLY SOLUTION.

#### ELECTRICAL HAZARDS

#### HAZARDS

- Fire
- Electrical-induced explosions

#### **PREVENTION MEASURES**

- > Never use electrical devices in bad condition
- > Report immediately of any defective apparatuses
- > Do not use electrical devices with heating resistance
- > So not use unnecessarily multiple plugs or extension cords
- > Do not carry out alone any electrical intervention or maintenance (even changing a light bulb or neon). Please advise the maintenance department.
- > Never intervene upon a power box : only qualified persons with specific training are entitled to intervene.
- > Notify immediately of any power box left open by means of an intervention token on our website: http://www.maison-de-la-mecanique.fr

#### WORKING ON SCREENS

#### HAZARDS

Working on screens several hours a day may entail:

- Eye strain characterized by headaches, tingling, redness or heaviness in eyes, dryness of the pupils due to intense effort of eyes. This tiredness is intensified by bad working conditions (screen position and glare, bad posture, long hours...)
- Musculoskeletel disorders (MSD) caused by a static and often bad posture over several hours. The parts of body mainly affected are the wrists, neck, shouders and lower back.
- Stress linked to tight deadlines and paradoxical injunctions these factors increase MSD.

#### **PREVENTION MEASURES**

- > Position the screen perpendicularly to the window to avoid glare
- > Made sure your position is comfortable
- > Check the position of your hands
- > Look away from the screen from time to time fixing the horizon
- > Regularly change postion : stand up, stretch, and move !

#### WORKING CONDITIONS

#### THERMAL ENVIRONMENT

The premises are provided with heatened air in winter and cooled air in summer. All rooms have an adjustable individual electric heating.

The windows can be opened either with a French opening (traditionnal opening) or with the tilt-and-turn method. For security reasons, tilt-and-turn is favoured.

#### LIGHTING

Each room has windows at eye level giving onto the outdoors. They all have individual lighting.

#### AIR QUALITY

Air quality is controlled periodically by a professional independent organization. The premises are ventilated with filtered air : in the event of a pollution peak or pollen alert, it is advised not to open the windows.



#### TIDYNESS AND CLEANINESS

It is more pleasant and safer to work in a clean and tidy office. An untidy office limits your workspace and constrains free movement. Keep your area tidy.

To this end, you may use the 5Ss methodology used in Japan (Seiri, Seiton, Seiso, Seiketsu, Shitsuke), translated as «sort», «set in order», «shine», «standardize», and «sustain» :

- > Sort : sort, throw away, archive to dispose of all that's unnecessary
- > Set in order : organise your workspace
   efficiently
- > Shine: dust your workspace
- > Standardize : organize your documents in such a way that a third person will be able to adapt quickly to your environment
- > Sustain : apply these 4 principles and sustain them over time.

#### FALLING ON SAME LEVEL GROUND

Slipping on slippery floors, tripping against an obstacle and losing one's balance can all be avoided. Notify these incidents on the website http:// www.maison-de-la-mecanique.fr :

slippery floors (leaks or spilt liquid), dark areas (no lighting), obstructions, be they even temporary.

Stairways can be hazardous : please hold onto the bannister always to avoid falling.

#### FALLING OBJECTS

storing objects on the top of wardrobes is forbidden (notably archive folders).

#### DRIVING HAZARDS

#### DRIVING ACCIDENTS ARE THE NUMBER ONE CAUSE OF DEATH IN WORK-RELATED ACCIDENTS IN FRANCE.

#### PREVENTIVE MEASURES

The priority is to lower the amount and frequency of personal travel to diminish the risks. To this avail :

> Favor public transport over driving

> Favor the use of technological solutions such as audio and video conferencing and the internet.

#### PREPARE CAREFULLY YOUR TRAVEL

- When preparing your trip, include moments to rest and favor the motorway for long-distance trips

- Anticipate eventual traffic difficulties

- Reduce the amount of meetings and trips by allocating them to qualifed personnel
- Take into account weather and road conditions

#### DRIVING AND THE TELEPHONE

We recommend you turn off your telephone while driving. If you need to talk on the phone, stop your car and park in a safe place.

#### **PSYCHOSOCIAL RISKS AT WORK**

#### DEFINITION

Psychosocial risks correspond to working conditions where the following factors exist :

- Stress on the workplace
- External violence (insults, menaces, agressions carried out by people in the framework of one's work but outside the workplace)
- Internal violence on the workplace (moral and sexual harassment, serious conflicts).
- These risks involve the individual person (the « psycho »), the working environment « social ») but also the organisational and human environment where the work takes place.

#### SYMPTOMS EVOKING POSSIBLE PSR - PSYCHOSOCIAL RISKS

- Physical symptoms : pain (stomach ache, headache, muscle and joint pain, etc., ), sleeping, eating and digestion disorders, excessive transpiration
- Emotional symptoms : extreme nervousness and sensitivity, constant crying and on the verge of a breakdown, anxiety, irritability, sadness
- Intellectual symptoms: problems of concentration (forgetfulness, mistakes), decision-taking problems

#### **BEHAVIOUR EVOKING POSSIBLE PSRS**

- Addiction to coffee, tabacco, alcohol, drugs,
- sleeping pills, tranquillisers
- Change in eating habits

- Violent or aggressive bahaviour
- Withdrawal
- Problems cooperating

#### **PREVENTIVE MEASURES**

Reminder: collaborators are expected to take care of their own health and that of fellow colleagues

Collaborators must:

- > Notify management in the event of health and security related issues
- > Communicate over issues relating to nature of work and working conditions
- > Participate in the implementation of new improved measures and procedures
- > Follow suggested training courses and propose additional ones
- > Ask to see the occupational doctor at any moment when esteemed necessary, outside of the mandatory visits.

#### ADDICTIVE PRACTICES ON THE WORKPLACE

#### RISKS

Occasional or regular consumption of alcohol, drugs, cannabis and medication (other than those officially prescribed by a doctor) can affect the health and security of collaborators - Risks related to tobacco: cancers, chronic bronchitis, asthma, cardiovascular pathologies - Risks related to alcohol: inebriation, loss of self-control leading to violent acts, ethylic coma,

- cancers.
- Risks related to medication (tranquillisers, sleeping pills, antidepressants...) : drowsiness, memory disorders, mood swings
- Risks linked to illegal substances (cannabis, cocaine..) : impaired alterness; hallucinations; psychiatric problems; violence.

#### PREVENTIVE MEASURES

Everybody needs to be responsible:

#### At management level

- > Be aware of repeatedely missing personnel or personnel showing a decrease in performance
- > Inform these people of the existence of professional help, such as occupational doctors, the HR
- department, hotlines, social services... > Suggest the person seeks help
- > Be attentive and available to these people without being overprotective.

#### Colleagues

> Consumption of alcohol or other psychotropic stubstances deos not only concern the person addicted but also the colleagues. The less concerned the colleagues are, the more the fragilised person will be in danger. You have the responsibility to intervene to protect the work itself and the working environment. Asking questions and trying to help is not necessarily being intrusive. It shows you care and helps the general atmosphere.

#### Advice for an employee in need

- > Do not stay alone. Talk about your problem with your surroundings.
- > Don't hestitate to consult an occupational doctor. They are bound to secrecy and may provide you with some professional help contacts.

#### **GET-TOGETHER DRINKS**

Drinks on the workplace must first of all be approved by management or organizer, providing the hour and the exact location. The host must commit to encouraging the consumption of non-alcoholic beverages and check nobody drinks too much. He / she also is responsible for the general smooth running of the gathering.

## WHAT TO DO IF AN EMPLOYEE CAN NOT CARRY OUT THEIR WORK CORRECTLY

- > Alert the employer. It is each of our responsibility to give the alert if a person is in danger. An alert is not a denunciation but a means to avoid an accident or the deterioration of an employer's or third person's health.
- > Prevent the person from continuing their work
- > Seek medical advice: problems of alertness (or inebriation) can be due to a health problem (hypoglycemia, stroke...) without connection to any illegal or legal substance abuse.
- > Respect the person and their personal life. Do not judge.

### INFORMATION SECURITY AND PROTECTION

#### **INFORMATION CONTROL**

Residents at the Maison de la Mécanique must not divulge any information they may be aware of within the exercice of their profession. This protection applies just as much to circulation as to conservation of information.

## CONFIDENTIALITY OF DOCUMENTS / INFORMATION

Everybody, by means of their profession, has access to confidential information, which even partially, must not be divulged. It is essential to bear in mind that information is highly confidential.



### SECURITY OF ASSETS

#### INTEGRITY

All collaborators commit to not deteriorate or damage in any way assets of and within the Maison de la Mécanique. All moving of objects, furniture or equipement at the Maison de la Mécanique is strictly prohibited.

#### THEFT PREVENTION

- > Go toward any person seeming to be looking for something or someone.
- > Do not leave in sight any covetted objects: handbag, wallet, telephone or tablet.
- > Keep all unoccupied rooms locked.

ECURITY OF ASSETS

something or someone. bag, wallet, telephone or tablet.

### DEONTOLOGY: THE 10 RULES OF THE GAME OF COMPETITION

#### BEFORE

The agenda is written. It describes precisely the subjects to be discussed. The object, competence and composition of the group are given in full. The participants are convened beforehand.

#### DURING

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The participant list is available to all. A presence sheet with signatures is held. The meeting strictly respects the given agenda.

#### AFTERWARDS

A report is drafted stating the subjects discussed on the meeting's agenda. The minutes and the documents used are identified, conserved and archived.

All meetings are held with the presence of the organizer or his/her representative.

In the event of a doubt as to the legality of an act of discussion, one must refrain from any action and consult first with an external legal specialist.

ALL MEETINGS HELD IN THE MAISON DE LA MÉCANIQUE ABIDE TO THE RULES OF COMPETITION

#### INDIVIDUAL DATA BETWEEN COMPETITORS

Only general points, such as macro-economy, conjuncture, lobbying, professional and interprofessional uses, standardisation, professional training, trade exhibits, statistics, economic studies are discussed and exchanged.

#### COSTS AND PRICES BETWEEN COMPETITORS

In fact or in perception, costs and their structures are neither discussed nor exchanged. These can be calculation methods, price variations, discounts and rebates, payment delays and discount rates.

#### PRODUCTION

#### **BETWEEN COMPETITORS**

Company projects regarding design, investment, production, distribution or the marketing of specific products, including the geographical targets and the clients, volumes, quotas, capacities and stocks... are neither discussed nor exchanged.

#### TRANSPORT COSTS BETWEEN COMPETITORS

Rates or cost policies relating to transport, notably rate per kilometre, fixed-price packages, price zones, are neither discussed nor exchanged.

#### COMMERCIAL POLICY BETWEEN COMPETITORS.

Companies' business offers, answers to bids, client and provider name lists, prospects, blacklists or boycotts... are neither discussed nor exchanged.



### **GOOD USE OF IT** RESOURCES

#### WHY A CHARTER OF GOOD USE OF IT RESOURCES?

Within the context of the lease of premises, AGMM provides its tenants with Internet access via network connections and as of now in some areas, with WIFI access. The responsibility of AGMM is limited to the provision of this service. The tenant is responsible for the use of this access via the people using the service and is therefore responsible for their Internet activities.

This charter was written with an informatory concern in order to make everyone aware of the possible impact of a misuse of the resources at your disposal. The recommendations of the charter focus on several levels:

- Compliance with the law: the laws on intellectual property, libel and respect of privacy also apply within the company.
- The company image: when you surf on the Internet or send email from your workstation, it is the image of the company / organization that you are propagating. So certain rules of correct behavior should apply in your communications.
- Proper use of company resources: the infrastructure has a cost. It is not always easy to measure the impact of certain actions (sending a large email or installing shareware software) on the resources shared among users and on the workload of the teams.
- Security: this is a subject that requires your full attention: some simple steps can help us increase the level of security concerning data integrity, identity theft, internal and external communications.
- The use of IT means as an individual: the aim here is not to prohibit the personal use of computer resources made available to employees by the company.



However, it is very important that the use of these means is not made:

- At the the expense of productivity and work of each and everyone.
- At the expense of the shared system resources.
- At the expense of the company's image.

#### The law also applies within the company.

Some actions are reprehensible; IT resources should not contribute to:

- Proselytizing the dissemination of political views etc., sending offensive messages (related to race, nationality, religion, pornography, etc.)
- Libel in general
- The creation of a context of harassment on the company intranet, by mail, or on the Internet (via newsgroups, forums, chats ...)
- Breaches of intellectual property: copy of excerpts of articles, literary or musical works, or protected images without permission of the author
- The download and installation of pirated software.
- The copying of the business's or other software.

The user of the internet access provided by AGMM agrees not to use this access for the copying, representation, making available or communication to the public of works or objects protected by a copyright or related right, such as texts, images, photographs, musical works, audiovisual works, computer software and video games, without permission. The user is informed that software designed for sharing, when connected to the internet can make downloaded files automatically available. If sharing software was used to download copyrighted works, it is therefore best to disable it.

The recent context helped strengthen police powers in the fight against terrorism. If legally requested, AGMM should be able to provide connection information such as Websites visited by IP address on certain days / hours.





FORMULAIRE DE B N° de badge : ( n° inscrit au recto de votre badge actuel) IDENTITÉ TITULA Nom : Employeur : Statut Employeur : Syndicat FIM Société Commerciale Association loi 1901 Autre, précisez : LOCALIS N° de Bureau : Étage : N° \_\_\_\_\_ (veuillez reporter le n° inscrit sur la porte de votre bureau) COORDON N° de Télélphone : Adresse mail : DROITS D' no Accès Parking : 🗌 oui 🗌 oui Accès au R.I.E : 🗌 no Accès aux étages : 41 Accès bâtiment porte(s) d'entrée : 39 Horaires : Accès libre sans code clavier 7h59-18h30 6h59-21h00 Avec code d'accès clavier 7h30-21h00 Avec code d'accès clavier 24h/24 Avec code d'accès clavier Si vous avez un code d'accès clavier, merci de le mentionner ici : \_\_\_\_

Date :

Signature titulaire du badge

| uveau badge | Renouvellement Modification Suppression                                      |
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|             | Représentant non salarié - élu   |
|             | Partenaire ( Client, Fournisseur)  |
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|             | Bâtiment 41 Bâtiment 45  |
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|             | Date :   |
|             | Date.  |

Signature employeur

NOTES

I thank all those who contributed to the making of this booklet, in particular its editor, Juliette Chapront, Marketing and Digital Manager / DMD Reference AGMM Printing Services Didier Forhan, Hugo Joniaux and Gilles Niérat

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