

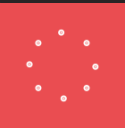
WELCOME TO

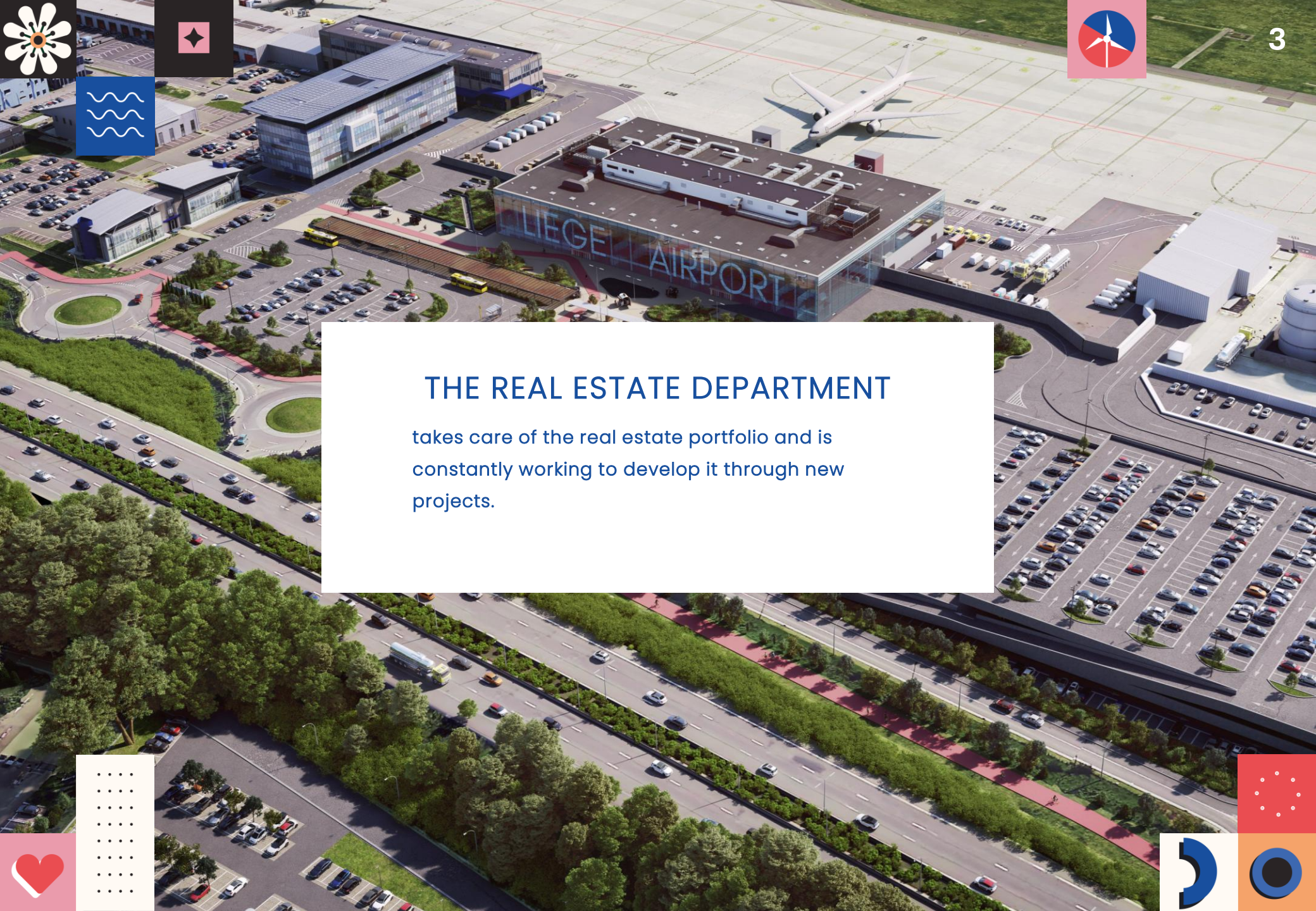


ALTITUDE

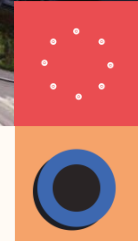


YOUR COMMUNITY AT LIEGE AIRPORT





THE REAL ESTATE DEPARTMENT
takes care of the real estate portfolio and is constantly working to develop it through new projects.



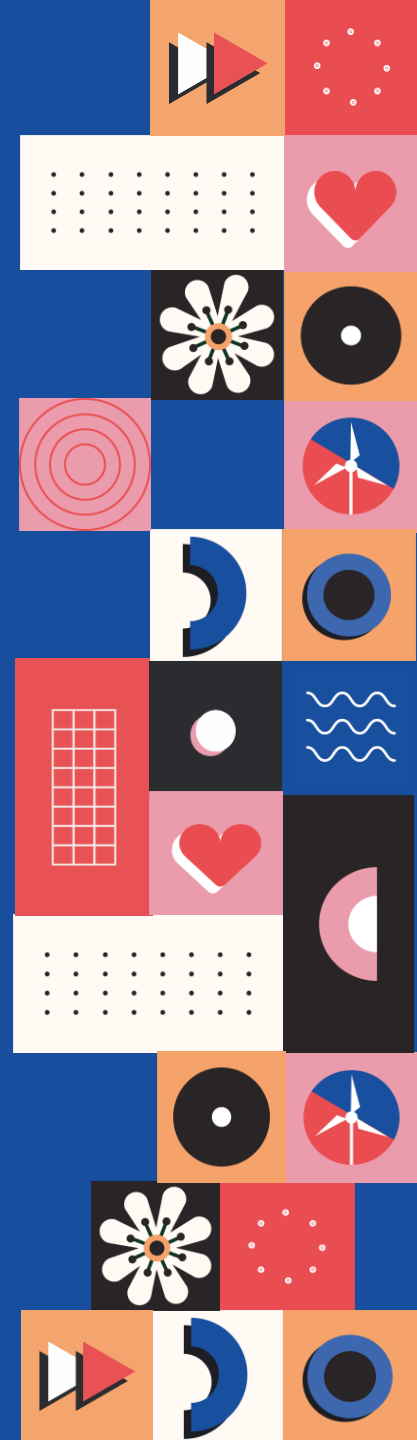


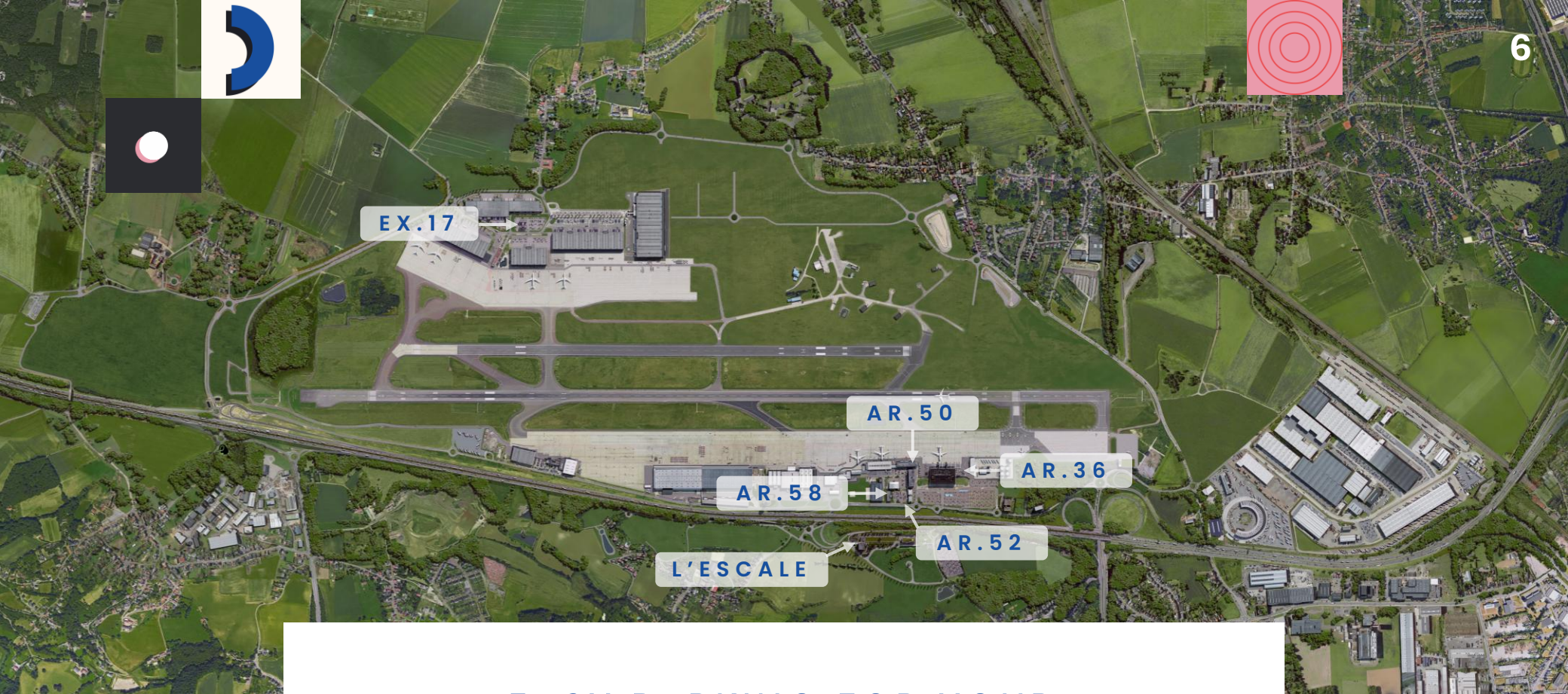
THE COMMUNITY OF ALTITUDE

Your company, like nearly 200 others at Liege Airport, is now part of the Altitude community, an initiative aimed at bringing together people on the site, regardless of geographical location or sector of activity. Altitude serves as a link between businesses and individuals, with the aim of creating a united and committed community. Several initiatives take place each year through various events and conferences to which you will be invited. We look forward to welcoming you among us.



SERVICES PROVIDED TO TENANTS

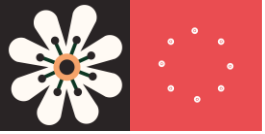




EASY PARKING FOR YOUR VISITORS

To make it easier for your visitors to find you, above is a map of Liege Airport showing the location of the Business Park buildings. Liege Airport is also signposted from all surrounding roads and motorways.





CLEANING OF YOUR WORKSPACES

(depending on the agreement)

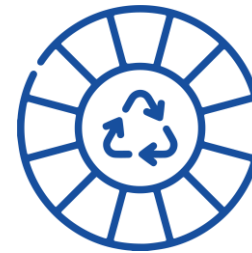
Companies commissioned by the property department clean your offices and common areas. This service is included in accordance with the terms of your agreement. Once a week, the floor is cleaned by washing or vacuuming. Our service provider is bound by an obligation of results.



EMPTYING BINS

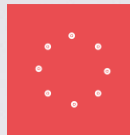


Office bins are emptied daily. For large cardboard boxes, we recommend that you place them in the grey containers closest to your building (car park B52, B58 or B17), as they will not be collected by the service cleaning.



Recycling bins are available on each floor of the buildings. Please follow the colour code below:

-  **BIO**
-  **PAPER AND CARDBOARD**
-  **PMC**
-  **HOUSE LD WASTE**

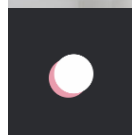
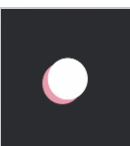


HOUSEHOLD WASTE

It is strictly forbidden to hook or attach anything to the walls. If you wish to install a picture, a shelf, or any other object, the property department can take care of this upon request (charged according to the service provided).

Please do not place anything less than 50 cm from the windows to ensure adequate air circulation .

Furthermore, displaying advertising banners on the windows is strictly prohibited.





PLANON

TECHNICAL SUPPORT AVAILABLE 24/7

Planon is a facility management platform that enables companies to optimise their operations. It is available for reporting building-related service requests. The tool was implemented to simplify and improve the communication process and request tracking. Planon offers an intuitive interface where you can submit various requests such as:



Additional
furniture



Electrical
problems



Requests for
additional badges



Cleaning
requests



And many
more...

PLANON – USER GUIDE

Access to the platform:

Go to <https://support.liegeairport.com> (remember to save it to your favourites). Your login is your email address.

When you log in for the first time, click on "forgotten password".

For subsequent logins, log in with your email address and the password you have chosen.

Submitting a request:

Tick the box that applies to you.

Complete the form, clearly stating the nature of your request and providing as many details as possible: building, room number, floor plan if necessary, etc.

Tracking requests:

Once the request has been submitted, you can track its status in real time from the "My orders" section of your dashboard.

Notifications:

You will receive email notifications at each key stage of your application process, ensuring greater transparency.

IMPORTANT: To ensure your requests are processed efficiently, please submit them exclusively via the Planon platform. Any requests submitted by telephone or email will be redirected to Planon, which will result in a delay in ticket management.



RENTAL OF MEETING ROOMS

Use the booking platform to access the shared meeting rooms located on the first floor of B50.

Visit <https://services.liegeairport.com>, create your account and follow these steps :



Find the room that meets your needs



Select the desired options



Take advantage of discounts and free periods (for companies that are members of the Altitude community)



Receive prompt confirmation of your booking



Easily view your billing details in just a few clicks



Scan the QR code and access the meeting room platform.





IT

Our IT team is ready to answer all your questions. You will find an "IT" category on Planon. Please submit your request in this section.

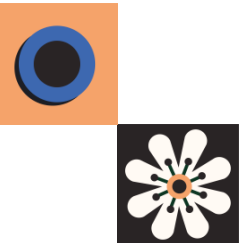


INTERIOR SIGNAGE

Signage inside the buildings is the sole responsibility of the property department. Totems and company lists are installed in the entrance halls and outside. Therefore, in order to maintain visual consistency, you are not permitted to display your own information.

RECEPTION

In the SOUTH Zone, the main building is B50, where a physical reception service is available from 8 a.m. to 6 p.m. For general information about the airport, you can contact them on +32 234 84 11.





PARKING

Liege Airport car parks offer unallocated spaces, some of which are equipped with charging stations. To obtain additional badges, please contact the Property department via Planon.

The rate for visitors to the Business Centre car park is as follows:



Free for the first 30 minutes.



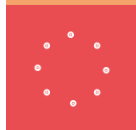
€0.50 per hour after the first half hour.



After 8 hours, the rate becomes that of Front Park.



Billing is quarterly



We also provide bicycle parking facilities. These are accessible using a Kaba key.





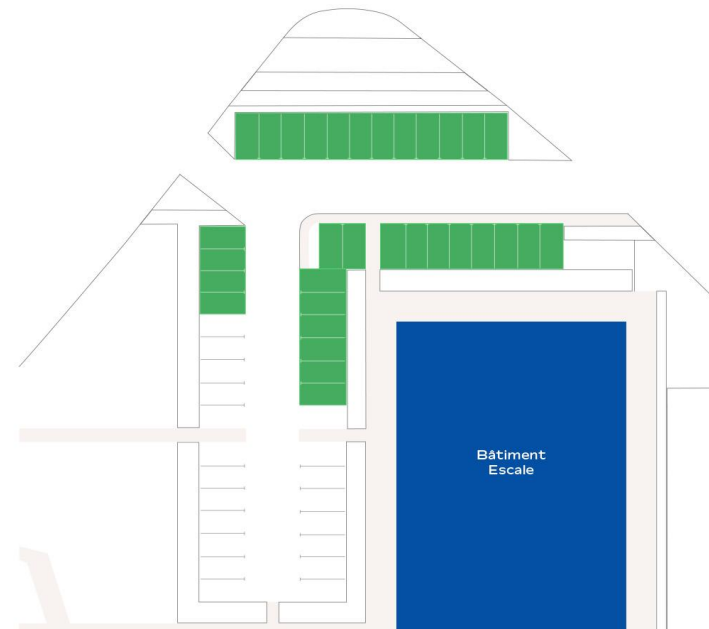
BUILDING L'ESCALE

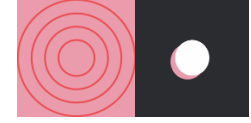
CHARGING STATIONS

Please note that spaces equipped with charging stations must be left free for electric vehicles.

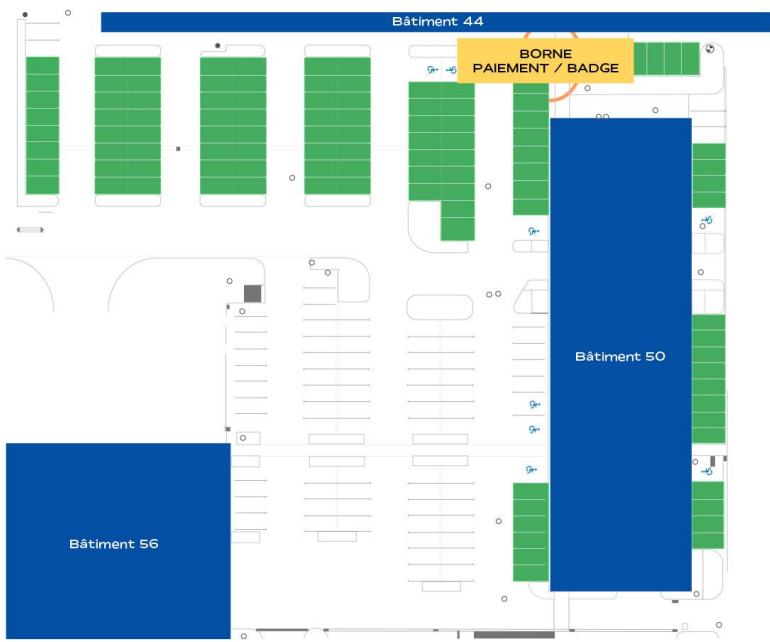
For parking, we encourage you to use the spaces available at -2.

Below, you will find maps showing the locations of charging stations.

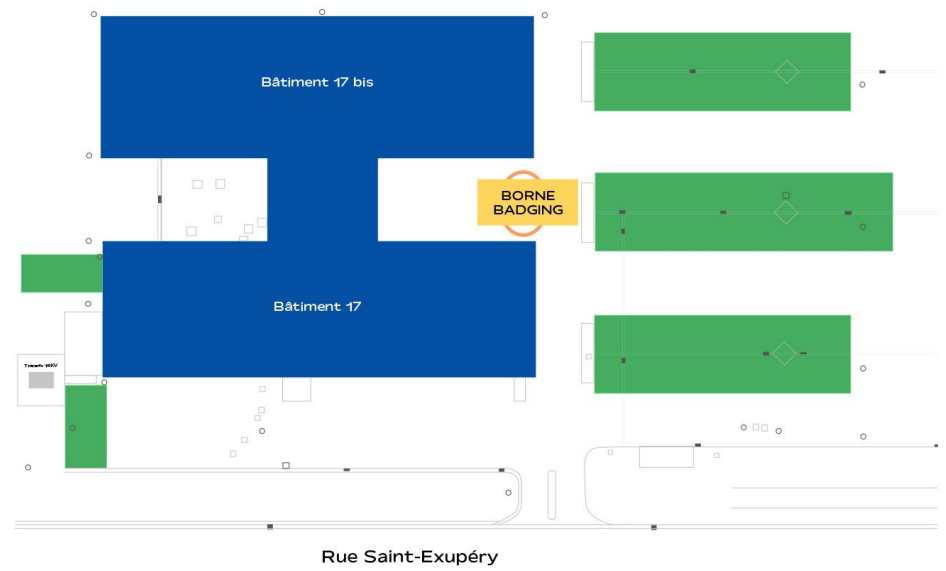




BUILDING 50



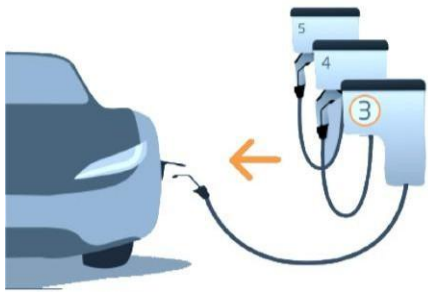
BUILDING 17



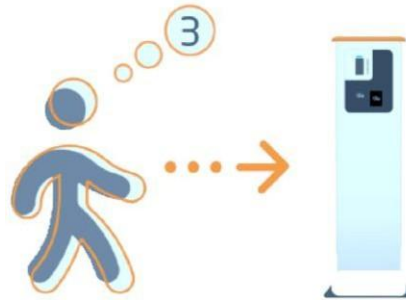


HOW TO USE

1 Connect the cable to the vehicle and then to the terminal



2 Memorise your terminal number and go to the payment terminal



3 Enter the terminal number and select your payment method.



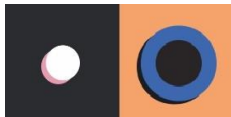
4 Present your badge or payment card by swiping it through the card reader



5 Your vehicle is charging



6 Once charging is complete, unplug the cable and return it to its original location





TELEPHONE SERVICES

To find out your number, call your mobile phone from a landline. To contact people at Liege Airport free of charge, simply dial the last 4 digits of your phone number.

For information on communication rates and instructions for use to your telephone, simply submit a request on Planon.

The access codes for the buildings are:

- Building 52: 52
- Building 17: 17
- Building 17bis: 171
- L'Escale: 3134

Access to voicemail

- Press « Messages »
- Follow the steps.

Activating call forwarding to a mobile phone

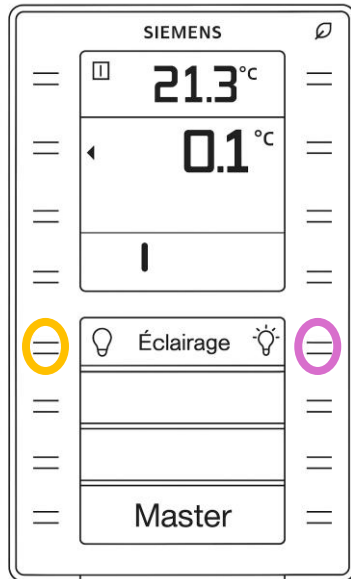
- Tap on « Mobilité »
- Press "Select" to send calls to your mobile phone.



If you have any further questions about using your telephone, a user manual can be provided by your contact person at Liege Airport.



LIGHTING FOR THE BUILDING L'ESCALE (only on the MASTER)



- To turn off the lighting: Short press on the button referring to
- To turn on the lighting: Short press on the button referring to
- To decrease the light intensity: Long press the button referring to
- To increase the light intensity: Long press the button referring to

Please note: if you leave the room for more than an hour, the light will automatically switch off and the lighting will revert to its default settings when you switch it back on.



THERMOSTAT AT THE BUILDING L'ESCALE (only on the MASTER)

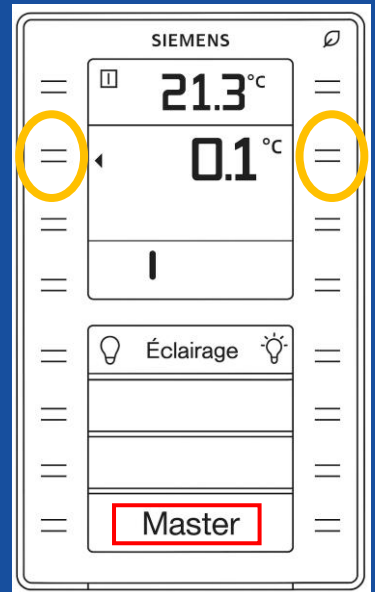
The default temperature is 21°C. You can change the temperature by +/- 3°C.

To change the temperature:
You can only change the temperature of a zone using thermostats marked **MASTER**.
Simply use the arrow buttons:

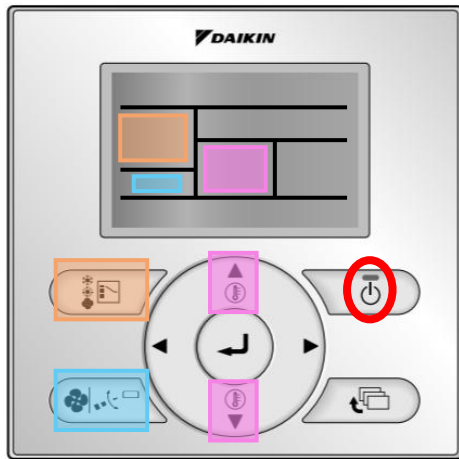



The value displayed indicates the difference in degrees desired from the default temperature (21°C).

Please note: Thermostats without the MASTER label cannot change the room temperature; they are used as sensors.



THERMOSTAT AT THE BUILDING 17 AND 50



To turn on/off: Briefly press the button corresponding to 
A green light comes on when the device is active.

To select the operating mode, press the button highlighted in **Orange**

- Automatic (cool in summer and warm in winter)
- Cooling
- Heating
- Ventilation
- Dry

To adjust the ventilation, press the button highlighted in **Blue**.
This allows you to select the ventilation speed.

To select the temperature, use the arrows 

The selected temperature is shown on the screen.

The location of the data display is shown in colour in the screen.



THERMOSTAT AT THE BUILDING 52

For building 52, you can use the radiators in winter.

Air conditioning is automatic and is only activated by our HVAC manager during the summer.



ACCESS TO THE BUILDING

Access to the Liege Airport buildings is granted with badges issued during the initial inventory. These badges allow access to the main door and the occupied floors. When using the badge, wait until the reader beeps to ensure that it is fully updated.



- Do not leave badges unattended.
- Do not expose them to sunlight.
- Additional badges can be requested via Planon at a cost of €15 excl.VAT per badge.



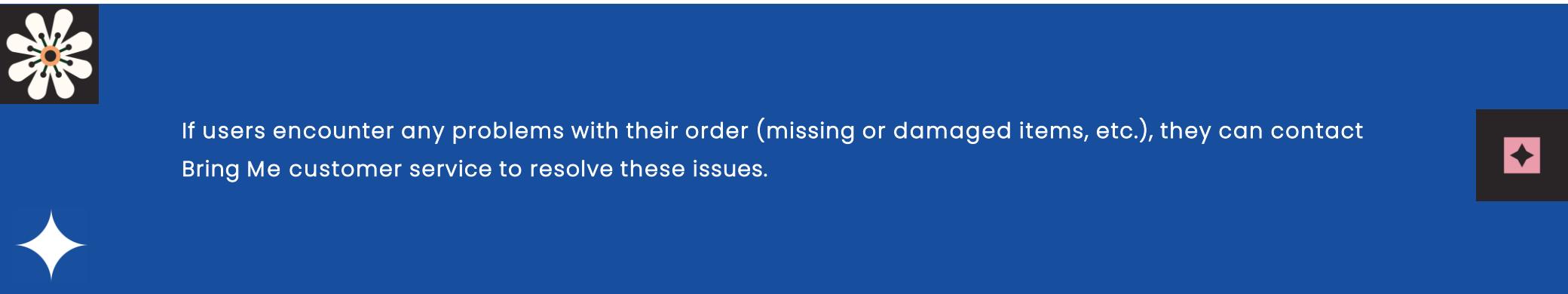


Bringme ● ● ●

Have your parcels delivered to the office with just one click!

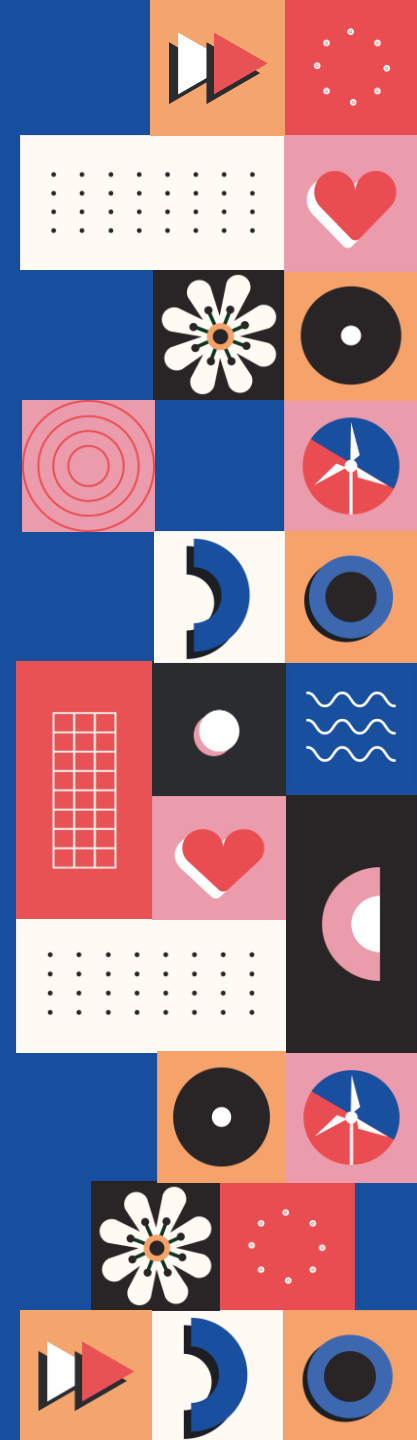


Scan the QR code to read the user guide (*FR-EN*)
Bring Me is located in the entrance hall of building 50.



If users encounter any problems with their order (missing or damaged items, etc.), they can contact Bring Me customer service to resolve these issues.

LIEGE AIRPORT ACADEMY



WELCOME TO THE WORLD OF LIEGE AIRPORT ACADEMY

Liege Airport Academy is here to support you and your teams in their recruitment, training and skills development challenges.



Centralised job offers

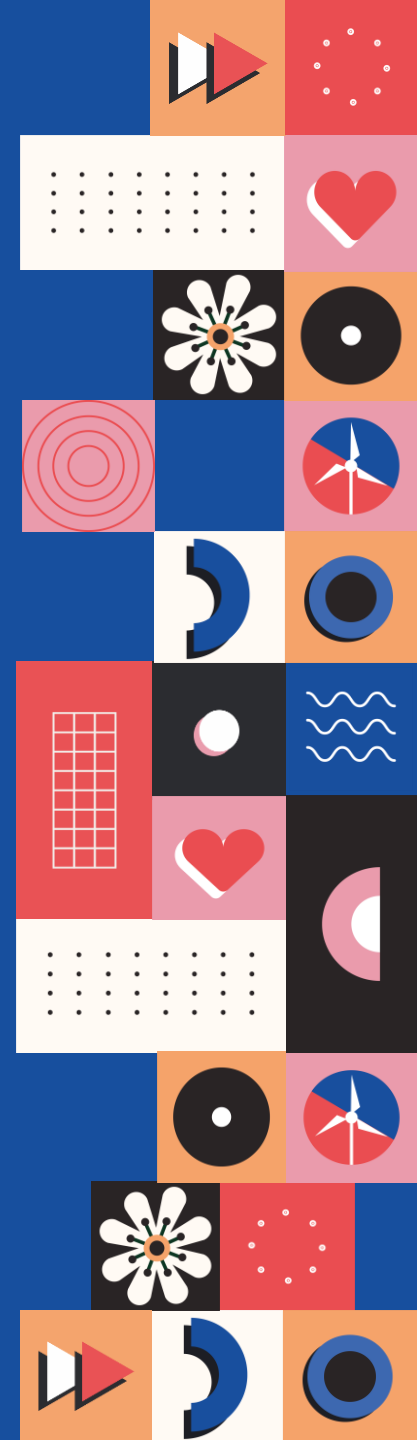
Training courses designed for you

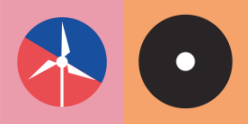
A series of monthly conferences

Strong links with schools
and young talent

A lever for your internal projects

ALTITUDE COMMUNITY EVENTS





ALTITUDE COMMUNITY EVENTS

The Altitude community is alive and kicking!
Take part in our events throughout the year : conferences, afterwork gatherings and evening events to discuss, learn and share in a friendly atmosphere.



Running Tour



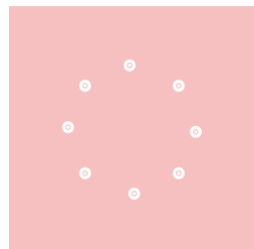
24H vélo – Télévie



Altitude Afterwork



Altitude Afterwork





YOUR COMMUNITY AT LIEGE AIRPORT

