



Plateforme de Mesures de Diffraction et de Diffusion des rayons X (PMD²X)

USERS CHARTER

PREAMBLE

This charter sets out the obligations to which users of the CRM² Laboratory's PMD²X platform are bound.

It is previously defined that is considered a user:

- Anyone (member, collaborator, academic or industrial) using the services of the platform.
- Any occasional user on an instrument: private, outside or inside the service.
- Any teaching manager using a service.

CHAPTER 1: ACCESS CONDITIONS TO THE PLATFORM, PROJECT SUBMISSION

The platform is open to all users (members, academics or industry) in France and abroad.

The execution of a project requires prior agreement between the scientific manager of the PMD²X platform and the user in order to formalize the objectives of the project and the expectations and duties of each party.

With the exception of requests for the placing at disposal of the instruments of the platform (see Chapter 4), for each project, the user must complete a service request which describes the main lines of the project. This request must be completed by the user or, if necessary, by the competent personnel of the platform.

The feasibility of the project is evaluated by the person in charge of the platform by analyzing both the technological and human constraints. The platform thus reserves the right to refuse or to object to the feasibility of the project if it considers that it cannot carry it out under technically satisfactory conditions.

Following receipt of this service form, a quote corresponding to the service requested will be sent to the user.

Before the start of the services, the user must send a copy of the quote signed "good for agreement", as well as the order form corresponding to this quote (no service can start without prior receipt of the order form).

These documents should be sent to the manager of the platform and to the PMD²X secretariat (pmd2x-cristallographie-contact@univ-lorraine.fr)

CHAPTER 2: FINANCIAL SETTLEMENT AND INVOICING

The order form must be sent to Valérie Richalet and written in the name of:

Laboratoire CRM², UMR CNRS-UL 7036

PMD²X

Faculté des Sciences et Technologies

BP 239-F54506 Vandoeuvre CEDEX

Phone : 03 72 74 56 00



For information :

SIRET: 130 015 506 00012

TVA intracommunautaire: FR24 130 015 506

An invoice will be issued after full completion of the requested services.

The platform's prices are updated annually. Any project already engaged, for which a signed purchase order has been sent, will not be affected by this price adjustment.

CHAPTER 3: SAMPLES

Samples are the property of the user. During the execution of the project, the samples will be stored by the platform. They can be returned to the user on request. Otherwise, the samples will be destroyed after the project is closed. The costs of return or destruction are included in the prices of the service.

The user agrees to provide the manager of the platform and / or the equipment with all the information on their samples concerning the potential risks (pathogens, chemicals, radioactivity, etc.) for the handlers and / or the equipment. The person in charge reserves the right to prohibit a service if he judges that the samples present risks.

CHAPTER 4: PROVISION OF THE DIFFRACTOMETERS

The instruments of the PMD²X platform can be placed at disposal of certain so-called "expert" users, provided that they meet the training criteria.

These users are (or become after training by the person in charge of the device) autonomous for the execution of their project. The handling of instruments not provided is limited to the persons responsible for the instruments and, where applicable, to persons competent in their use.

The user is given access to state-of-the-art sophisticated instruments. He is therefore responsible for the proper use of the instruments and commits himself to respect all the instructions and regulations to avoid deterioration of the material. He commits himself to indicate without delay any malfunctioning potentially encountered.

All users must follow the procedures for starting, using and shutting down instruments. These procedures are displayed near the instruments. They are established and modifiable only by the platform staff according to the specifications of the equipment suppliers. It is therefore essential to carefully follow the operating modes of the equipment. If in doubt, ask the person in charge of the instrument.

Access is managed only by the person in charge of the instrument who ensures its preparation, the initial training of the user if necessary, and the management of the reservation schedule in order to best meet the users' requests. It is therefore imperative that reservation requests are issued as soon as possible.



Service opening hours: Monday to Friday 8 a.m. to 6 p.m.

Outside of these slots, a request must be made to the manager of the platform.

The user is responsible for backing up and archiving their data. Data saved on diffractometer hard drives for more than one month will be automatically erased.

CHAPTER 5: PLATFORM COMMITMENT

As part of the INFRA + quality approach undertaken by PMD²X, the platform undertakes to meet the needs of its users through the perfectioning of its knowledge, the improvement of its instruments and the continuous improvement of its organization, in compliance with regulatory and legal requirements.

The platform guarantees the user the control of its projects through the quality and the traceability of the results that it provides. It commits itself to its users to:

- Provide high-quality service and cutting-edge instruments.
- Provide comprehensive and detailed analysis and study reports.
- Train the user to be autonomous on certain instruments placed at the user's disposal (see chapter 3).
- Provide the consumables necessary for the proper functioning of the instruments.
- Inform the user of any malfunction likely to impact his project.
- Respond to any user complaint.

CHAPTER 6: HYGIENE & SAFETY RULES

Each user is required to respect the rules of hygiene and safety and good laboratory practices.

For obvious reasons of hygiene and safety, it is essential to respect the following rules:

- Do not eat or drink in the diffractometer's rooms.
- Wear a gown and gloves if necessary.
- Respect the waste separation carried out within the platform (uncontaminated waste, glass, liquid chemical waste, biological waste, etc.)
- Samples being analyzed must be identifiable and are the responsibility of the user. In no case should the samples be left in the measurement rooms once measured, under penalty of destruction without notice.
- Respect the hygiene and safety instructions posted in the premises and on the instruments as well as in the entire B building in the event of evacuation of the premises (radiological risk, LASER, cryogenic, pressurized gas, chemical, fire alarm, etc.).



CHAPTER 7: STORAGE AND CONSERVATION OF DATA

The platform is not responsible for backing up data and strongly recommends that users recover their collected data as soon as the measurements are completed. Exceptionally, the platform can store the data obtained on external media such as "storage servers", external hard drives.

CHAPTER 8: INTELLECTUAL PROPERTY

The scientific data obtained for projects in "academic or industrial service" mode are the exclusive property of the applicant and / or the user who conducts the experiment. Any potential use of this data by the platform can only be done after the explicit consent of the user or his manager.

For projects carried out in "collaborative" mode, the platform reserves the right to use the technical data obtained on the reference samples for the purpose of continuous improvement of the services offered.

Each party undertakes not to publish or disclose scientific or technical information belonging to another party, of which it may become aware during the execution of the project.

CHAPTER 9: VALUATION AND PUBLICATION OF THE WORK

For projects carried out in "academic or industrial service" mode, the technological or technical contribution of the platform must be recognized and clearly mentioned in any document using the results obtained on the platform using the following formula: « *We thank the PMD²X X-ray diffraction facility of the CRM² Laboratory, Université de Lorraine, for X-ray diffraction measurements, data processing and analysis, and providing of reports for publication: (<https://crm2.univ-lorraine.fr/plateformes/pmd2x>)* »

For any work carried out in "collaborative" mode, the user undertakes to associate the person(s) of the platform involved in the project as co-author(s) of the publications / communications using the results obtained on the platform.

Address to be mentioned: "PMD²X, University of Lorraine, CNRS, CRM2, Nancy, France".

A copy of the communication / publication (PDF) must be sent by email to PMD²X (pmd2x-cristallographie-contact@univ-lorraine.fr)

CHAPTER 10: SATISFACTION SURVEY

As part of the quality process undertaken by the PMD²X platform and with the aim of continuous improvement, a satisfaction survey after sending the results will be sent to each user for each project.



CHAPTER 11: ACCEPTANCE OF THE CHARTER

By signing this charter, the user agrees to respect the conditions of access and working on the platform, and more broadly the various rules set out in this charter.

Anyone who does not comply with the commitments of this document, as well as the protocols in force on the platform or any other recommendation concerning health and safety, may be prohibited from accessing the platform by the manager.

Date: __/ __/ _____

PMD2X manager	The user
SCHANIEL Dominik	First name: Last name: "Read and approved" and signature