

Notice on Swissôtel Büyük Efes Izmir's Coronavirus (COVID-19) Precautions

Dear Guest,

We would like to inform you of the precautions being taken across Turkey and in our hotel against the global Coronavirus (COVID-19) pandemic.

There are currently a few confirmed cases in Turkey. The Turkish Ministry of Health has suspended all air travel and shut down its land borders as the disease spreads. Furthermore, schools have been suspended until further notice and public events, sports matches, cultural events have been canceled. The Ministry of Health informs the public of the latest developments via press releases and social media.

As Swissôtel Büyük Efes Management, we have closely monitored the disease from day one and drastically increased our disinfection efforts as we are aware of our industry's effect on human health. As such, we have implemented the following measures to minimize the spread of the disease.

Precautions taken by Swissôtel Büyük Efes Izmir for our Guests:

- In addition to current Accor hygiene rules at our hotel, we have implemented measures against the virus. We use two types of chemicals at our hotel. The first of these is a highly disinfectant active oxygen-based hydrogen peroxide, stabilized with colloidal-silver; the second is also a highly disinfectant healthy and long-acting anti-microbial disinfectant agent, produced by the million-to-one reduction of silver ions to multiply its activation a thousand times. Both of these healthy, highly disinfectant chemicals have environmental certificates and are colorless and odorless.
- All of our production, open-buffet and service personnel wear masks.
- Our point-of sale (POS) devices, used by our guests during check-ins and check-outs, are disinfected after every use. After contact with banknotes, our employees disinfect their hands and provide disinfectant to guests at their request.
- All tables, chair arms, desktop equipment and menus are disinfected after each meal, and our restaurants and common

spaces are ventilated frequently. Single-use serviettes are utilized in busy and crowded spaces, such as during breakfasts.

- Professional-grade disinfectants are provided to our guests at our restaurants and bars.
- All equipment and tools are washed and disinfected with powerful, professional-grade chemicals in state-of-the-art machines.
- Our efforts to ease the use of our terrace (open air) continues.
- We sterilize the rooms with ozone gas after every use and avoid using them for a certain period.

(Ozone is proven to be 99.9 percent effective against viruses and bacteria. It disinfects hard-to-reach places for humans. It does not contain any harmful substances.)

- All linens are washed at high temperatures and dried at 90 degrees Celsius.
- In addition to increased cleaning in common areas, another disinfection routine is implemented. This technique uses an ultra-low volume (ULV) machine and the aerosolized mist method, created by the fine spray of powerful disinfectants.
- We have temporarily closed our Pürovel Spa & Sport facilities and swimming pool.
- Our security personnel frequently wipe common devices and tools with disinfectant. Our on-duty security personnel wear gloves.

Precautions taken by Swissôtel Büyük Efes Izmir for our Personnel:

- Our hotel doctor gave an in-depth training to our personnel on the nature of COVID-19 is, how it spreads and the measures we can take to protect our personal health.
- Informational posters on protect methods and correct hand-washing techniques have been put up in staff areas, and disinfectants have been placed in relevant areas and offices.
- All personnel have their temperatures taken before beginning their shift. Our hotel doctor and nurse monitor daily examinations of our personnel.

- Our operational meetings are carried out in open areas or in our largest meeting hall with a 1-meter distance between participants. Mandatory staff training sessions are limited to a maximum of 10 people per session.
- Our shuttles are frequently disinfected and the catering firm disinfects the cafeteria using nano-technology.
- Any personnel who feel sick have been instructed to stay at home and the majority of business trips have been suspended. Any employees who recently had to traveled abroad for personal reasons are quarantined for 14 days in Turkey.