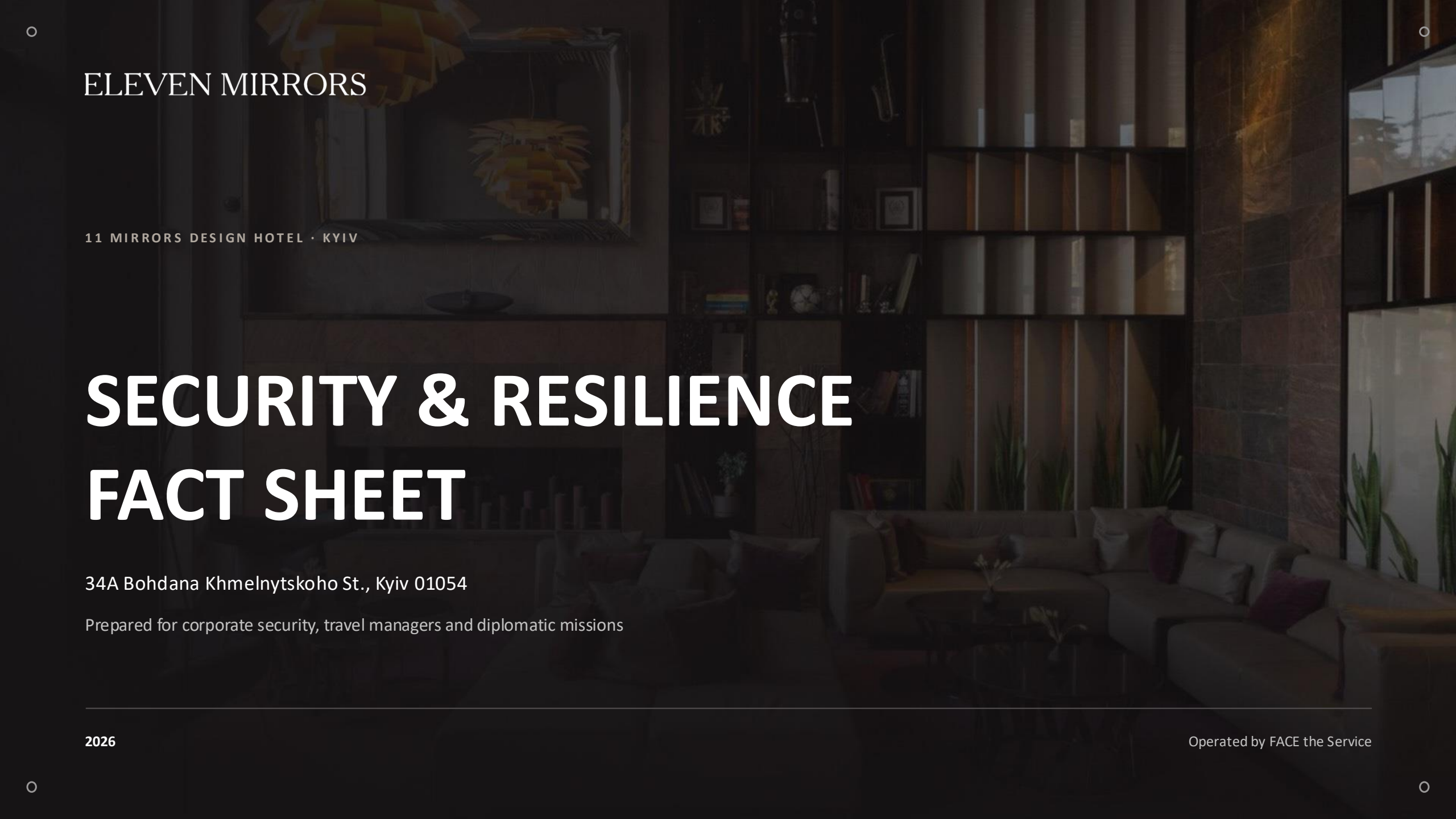


ELEVEN MIRRORS

11 MIRRORS DESIGN HOTEL · KYIV

SECURITY & RESILIENCE FACT SHEET

34A Bohdana Khmelnytskoho St., Kyiv 01054

Prepared for corporate security, travel managers and diplomatic missions

2026

Operated by FACE the Service

TWELVE FACTS FIRST

What a security reviewer checks first. Each figure is detailed on the following pages.

ROOMS **50** Boutique scale, single guest entrance	BUILDING **Standalone · 2012** Monolithic RC frame, 12 floors + 1 below ground	SHELTER **On site, level -1** 76 persons · 2 exits · 2 min 18 s from the top floor	BACKUP POWER **2 generators** 70 kW + 164 kW, automatic transfer on the primary unit
WATER **16 m³** Reserve for 24 hours at full occupancy	CONNECTIVITY **2 fibre providers** Independent, automatic failover	SECURITY **24/7 on site** In-house security + armed rapid response (Venbest), 3–5 min	CCTV **All zones** Live monitoring 24/7
FIRE SAFETY **Every room** Smoke detectors, sprinklers, voice alarm in EN/UA	DISTANCES **7 km · 2 km** U.S. Embassy 15 min · Central Railway Station 6 min by car	NEAREST HOSPITAL **5 min** Kyiv City Clinical Hospital No. 18 – by car or on foot	STAFF **24/7 English** English-speaking reception and duty manager

HISTORIC CENTRE, DIPLOMATIC QUARTER

ADDRESS

34A Bohdana Khmelnytskoho St., Kyiv 01054

WITHIN 300 M

- Embassy of Germany
- Embassy of Austria
- National Opera of Ukraine
- St. Volodymyr's Cathedral
- Lesia Ukrainka National Theatre
- Ministry of Culture and Information Policy
- Zoloti Vorota metro station

NEAREST PUBLIC SHELTER

Zoloti Vorota metro station – 400 m, 6 min on foot

KEY DISTANCES

U.S. Embassy by car	**7 km** · 15 min
Central Railway Station by car	**2 km** · 6 min
DSNS Fire Station No. 2 by car	**1.5–2 km** · 5–8 min
Hospital No. 18 by car	**1.5 km** · 5–7 min
Pharmacy 24/7 by car	**950 m** · 5 min
Police Station No. 4 by car	**0.9 km** · 4 min

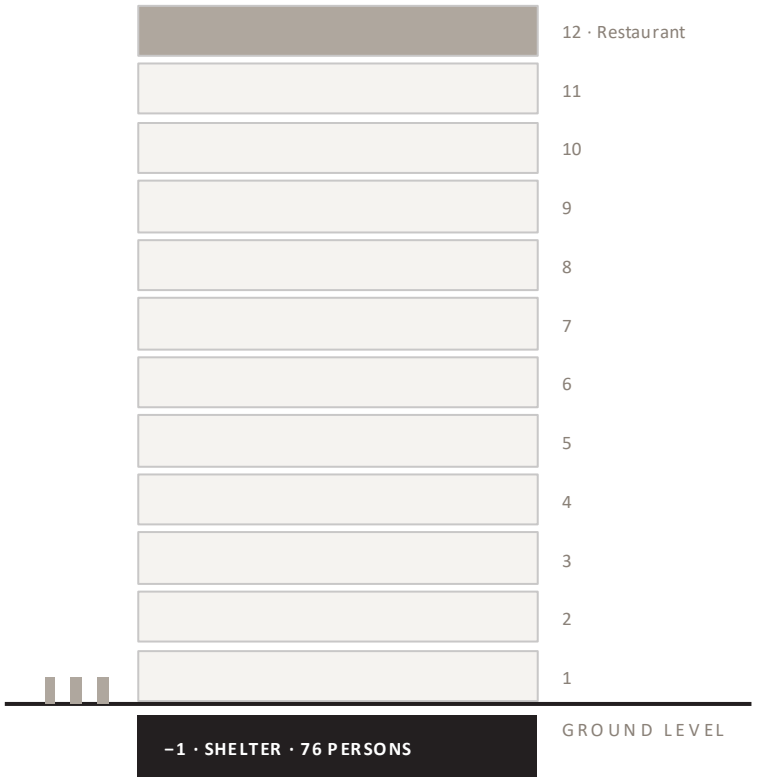


ON FOOT

Zoloti Vorota metro 6 min · Teatralna metro 8 min · Hospital No. 18 5 min

A STANDALONE BUILDING

Built 2012 · monolithic reinforced-concrete frame · aerated-concrete walls · aluminium-and-glass façade



- **Standalone, no other tenants** · 12 floors above ground, 1 below · 2 elevators
- **Entrances:** 1 guest entrance, 5 service entrances – all under access control, CCTV and 24/7 security
- **Parking:** guarded 24/7 · 5 spaces at the front + up to 10 in the inner courtyard · no vehicle size or weight limits

50 ROOMS BY CATEGORY

10	10	10	20
Cozy Serenity	Urban Escape	Desire Deluxe	City Signature

ON-SITE SHELTER, LEVEL -1

Reinforced-concrete slab 30 cm, depth up to 3 m. Access-controlled, opened by staff.

76	2	2:18
persons capacity	exits	min from the restaurant (top floor) by stairs

INSIDE THE SHELTER

Emergency lighting · Wi-Fi · mobile signal · charging sockets · toilet · drinking water · first-aid kit · blankets · seating

Ventilation: supply-and-exhaust

AIR-RAID PROCEDURE

01 Front desk staff brief every guest on the procedures to follow during an air raid alert before check-in

02 Security desk monitors official alerts 24/7

03 Audio alert is sent to every room from the security panel

04 Security or duty manager opens the shelter; duty administrators sweep the floors

- Security-sensitive guests: lower floors, close to the staircase
- Overflow option: Zoloti Vorota metro, 400 m

BUILT TO RUN THROUGH OUTAGES

POWER

Primary generator	FG Wilson P88E1, 70.4 kW · automatic transfer switch, seconds to restore · 4 h at peak load on 175 L tank · emergency lighting, main elevator, fire-safety systems, servers
Secondary generator	ESTAR F225 SA, 164 kW · manual start, 5–10 min to restore · 5 h at peak load on 250 L tank · all guest rooms, lobby, reception, back office, restaurant, second elevator
UPS	Servers, CCTV, access control, fire-safety system
Elevators	Both operate on backup power (one per generator)
Last service	Generators serviced July 2026

WATER, CLIMATE, CONNECTIVITY

Water	16 m³ reserve · 24 h at full occupancy · booster pumps on backup power Hot water – supplied by individual in-room water heaters during outages
Drinking water	360 L bottled stock
Heating	District heating; during outages – electric heaters and air-conditioning (heating mode effective to -15 °C outside)
Cooling	Ducted air-conditioning, runs on generator
Internet	2 independent fibre providers with direct links to provider nodes · automatic failover · Wi-Fi access points on UPS
Kitchen	Fully operational using electric appliances; during power outages, full breakfast service and a limited à la carte menu are available.

FROM DOOR TO ROOM

In-house security 24/7 · armed rapid response Venbest via panic button, 3-5 min

ACCESS

- All entrances monitored 24/7; night-time access by electronic access control
- Guest floors: key-card access to elevators, staircase doors and rooms; non-guests are stopped at access control
- Visitors reach guest rooms only escorted by security; restaurant guests use a separate lift
- Master-key register kept electronically (Guard system), audited weekly

SURVEILLANCE & LOGISTICS

- CCTV: all zones, 50+ cameras, live monitoring 24/7, footage released to the client or police on request
- Deliveries: separate service entrance, 09:00–18:00, every delivery checked
- Vehicle inspection on request · luggage screening on request
- Staff vetted at hiring; contractors wear separate badges

DELEGATIONS & CLIENT TEAMS

- Additional security for delegations and events – with 24 hours' notice
- A floor or function room can be closed for the client only
- Client security teams admitted with a hotel representative; CCTV access by agreement

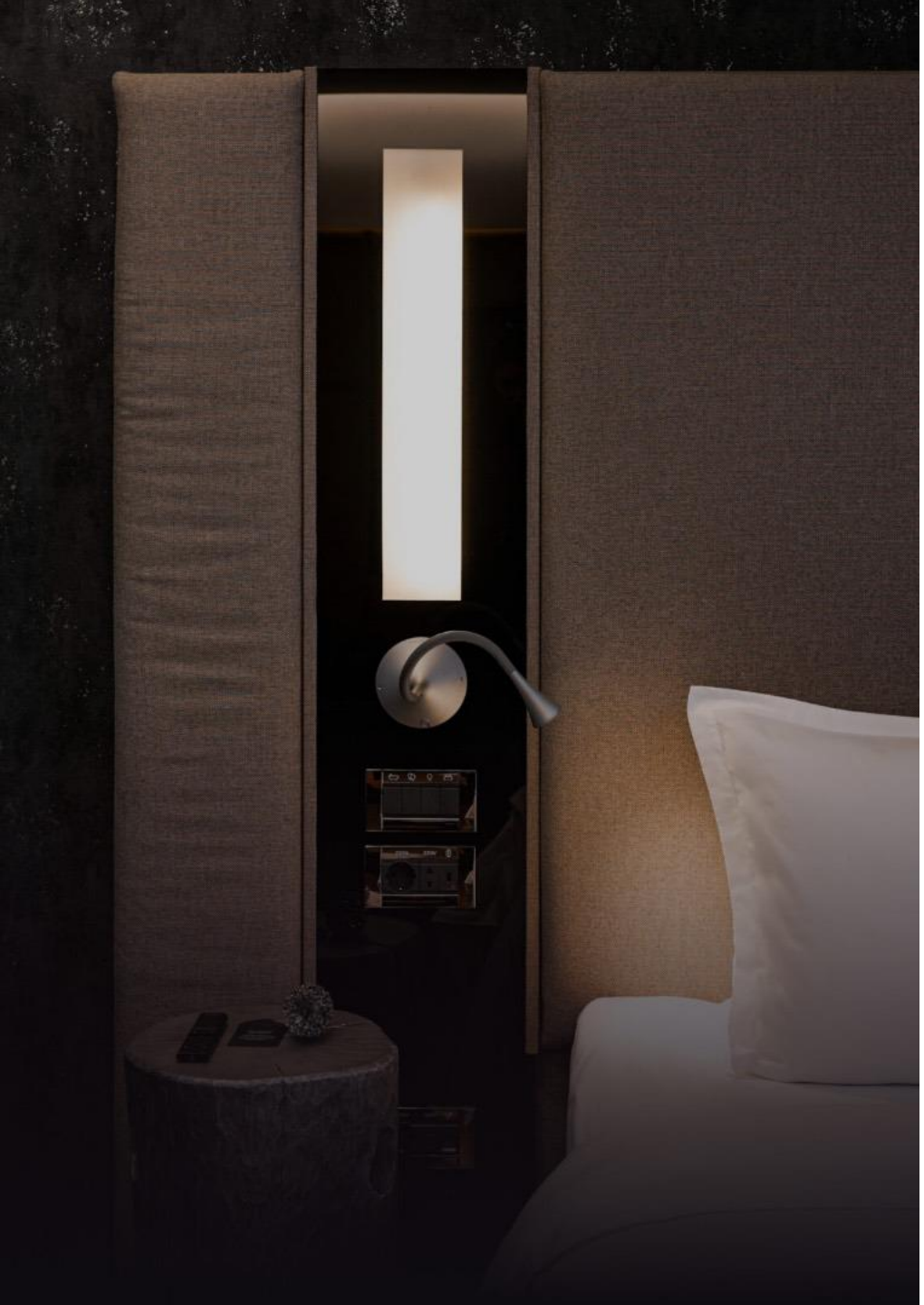
DETECTION IN EVERY ROOM

- Smoke detectors in every room and all public areas; heat detectors in technical areas
- Sprinklers in guest rooms and public areas
- Central alarm with voice announcement in English and Ukrainian · backup power · tested monthly
- Extinguishers on every floor and in back-of-house; last inspection 22 June 2026
- Emergency staircase: fire-rated self-closing doors, handrails, exit directly to street level · dead-end corridors ≤ 10 m
- Photoluminescent signage, evacuation plan on every floor and on every room door
- 2 elevators with fire mode (automatic descent to ground floor); maintenance certificates on file
- Fire drills every 6 months, night shift included; all staff trained at hiring and annually
- Nearest fire station: DSNS Station No. 2, 13 Volodymyrska St. – 1.5-2 km, 5-8 min

EVACUATION DESIGN

One protected evacuation staircase, as designed in 2012

Compensating measures: detection in every room, sprinkler coverage, fire-rated self-closing stair doors, dead-end corridors under 10 m, fire mode on both elevators, and DSNS Station No. 2 within 8 minutes.



PRIVATE BY DEFAULT

- RFID electronic locks with built-in privacy function; connecting rooms lockable from both sides
- In-room safe sized for a laptop
- Smoke detector in every room, connected to the central system
- Blackout curtains in every room
- Bedside phone with direct line to the 24/7 desk
- Housekeeping enters only when the guest is out or on request; access limited to housekeeping and technical staff (provided that the “Do Not Disturb” sign is not displayed on the door; if the sign is displayed, no one is permitted to enter the room)

CARE WITHIN MINUTES

ON SITE

First-aid kits at reception and in the restaurant

NEAREST HOSPITAL

Kyiv City Clinical Hospital No. 18, 17 Taras Shevchenko Blvd – emergency and trauma

1.5 km · 5-7 min by car · 5 min on foot

PHARMACY 24/7

25/10 Tereshchenkivska St.

+380 44 246 41 51 · 950 m

PRIVATE CLINICS

Dobrobut Medical Centre, 34A Yevhena Konovaltsia St.

+380 44 495 28 88

Medikom Clinic, 33V Olesia Honchara St.

+380 44 503 00 00 · 5 min by car

FOOD SAFETY

ISO 22000:2019 (HACCP) certificate No. UA 2.HACCP.00209-24, valid to 11 August 2027

Monthly microbiological testing by Kyiv City Centre for Disease Control · last sample 29 September 2026

WATER

Filtration system with testing every 6 months

360 L bottled drinking-water stock

WHO IS NEARBY, HOW TO GET HERE

SERVICE	NAME / ADDRESS	DISTANCE · TIME
Police · 102	District Station No. 4, 12B Prorizna St.	0.9 km · 4 min by car 13 min on foot
Fire & rescue · 101	DSNS Station No. 2, 13 Volodymyrska St.	1.5–2 km · 5-8 min
Ambulance · 103	City Clinical Hospital No. 18, 17 Taras Shevchenko Blvd	1.5 km · 5-7 min by car
Private emergency	Medikom, 33V Olesia Honchara St. · +380 44 503 00 00	1.2 km · 5 min
Pharmacy 24/7	25/10 Tereshchenkivska St. · +380 44 246 41 51	950 m · 5 min by car
Public shelter	Zoloti Vorota metro	400 m · 6 min on foot

GETTING HERE

- **Rail:** Kyiv Central Railway Station – 2 km, 6 min; the hotel books Ukrzaliznytsia tickets on request and meets guests on the platform
- **Air:** airports in Ukraine are closed; nearest operating – Rzeszów (PL), Chișinău (MD)
- **Transfers** by partner fleet: Mercedes E-Class, V-Class, Sprinter (10 seats)
- The hotel operates 24/7, late check-in for night trains
- **Parking:** guarded 24/7, 24-hour access, no vehicle size or weight restrictions

VERIFY IT YOURSELF

Site visits for security officers are welcome at any time.

CERTIFICATES & INSPECTIONS

- Public liability insurance: UNIQA Insurance Company, valid to 19 January 2027
- ISO 22000:2019 food-safety certificate, valid to 11 August 2027
- Elevator maintenance certificates – on file

TRACK RECORD

- Assessed by several diplomatic missions; names withheld at their request
- Member of the Ukrainian Hotel & Resort Association (UHRA) and the Danish Business Association (DBA)

CONTACT	NAME	PHONE 24/7	EMAIL
Duty desk (24/7)	Reception	+380 44 581 11 11	info@11mirrors-hotel.com
General Manager	Yuliia Dodenko	+380 95 487 74 72	
Security & Safety Lead	Serhii Palamarchuk	+380 50 382 36 73	
Chief Engineer	Oleksii Povzlo	+380 50 778 40 00	
Corporate & Government Sales	Karina Karamian	+380 95 893 66 73	sales@11mirrors-hotel.com

On request: full Security Questionnaire in AHLA/OSAC format signed by the General Manager, floor plans with evacuation routes, shelter plan and photos, generator service records, emergency procedures, insurance and certificate copies.