

Dear Partners,

We would like to inform you that the services provided by MIP are continuing as usual, by taking all necessary precautions for the continuity of our terminal operations and the health of our employees and business partners in order to prevent the spread of the new Coronavirus [COVID-19] pandemic.

With this in mind, we would like to present our working principles which take effect from the 23rd of March until further notice:

- Considering the health of all partners; visits from all guests to our company buildings are suspended until further notice.
- Our units working in shifts will continue to provide 24/7 service in line with the preventive measures taken at the highest level.
- As of 23.03.2020, our office employees switch to remote working rotatively order until further notice.
- All office employees will continue to be available through their usual office phone numbers and e-mail addresses.
- All customer requests regarding Operational / Documentational processes will continue to be served through our “Live Support” application already accessible through the Port Portal system and our webdestek@mersinport.com.tr address.

We hereby wish for a rapid and healthy end to this challenging period, and thank you for your cooperation, solidarity and understanding.

Yours faithfully,
Mersin International Port