

**From:** Avner On  
**Sent:** August 13, 2013 16:54:30 GMT+02:00  
**To:** Tal  
**Subject:** Letter

To whom it may concern:

**Re: installation of Better Air's BioZone system in the Hilton London Metropole**

In January 2013, We have contracted Better Air to reduce the level of bad smell we had in some rooms at the hotel.

My goal was to reduce the challenge we had in some rooms of bad odor and improve general wellbeing.

A secondary goal was to be provided with a consistent solution that keeps the improved condition on going.

Better Air believed that their BioZone system could reduce the level of bad odor in some rooms.

By the end of February the system was operational providing services to all 502 rooms of the hotel Tower Wing

After about 4 months of operation I can see that we have reduced challenges of bad odor.

Based on Better Air internal sampling plus its lab reports from other similar locations, it is very likely that bacterial count has been reduced resulting in overall healthier surrounding for my guests and employees.

Better Air solution does not require involvement of my maintenance team and require no labour contribution on our part.

In summary, I am quite happy with the performance of BioZone solution so far, and consequently have awarded Better Air a new 12 months contract to continue providing this effective solution

Sincerely,

AVNER ON I General Manager

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