SAFETY FEATURES OF THE HOTEL

LOCATION
Shangri-La Hotel, Colombo is located in the city centre of Colombo, and is 34 kilometers from Colombo Bandaranaike International Airport, with a travel time of 40 minutes. The hotel is readily accessible by emergency services if required and is 5 minutes away from the nearest police station.

GUEST SAFETY AND SECURITY
Shangri-La Hotels and Resorts would like to assure every guest of its commitment to their personal safety and security.

FOOD SAFETY
The hotel maintains internationally recognised standards of food hygiene and sanitation. In 2001, the Group introduced the Shangri-La Food Safety management system (SFS) to ensure the highest level of standards in food sanitation across all hotels in the Group. The hotel is also certified by the food safety management systems, HACCP (Hazard analysis and critical control points) and ISO 22000:2005. All steps in the food operation are addressed from the supply chain and selection of ingredients through to the serving of the food to the guest. The hotel has a food hygienist on staff to ensure food safety hygiene standards are monitored and kept up to date, and hotels are audited yearly to verify implementation and compliance with SFS policies.

FUEL AND POWER
In the unlikely event of disruption to the electricity supply, the hotel’s emergency generator will automatically operate, to ensure that all fire and life safety and essential equipment will continue to operate. The hotel has two generators with an output of 1600 kVA each and can operate continuously for 72 hours before re-fueling is needed.

ELECTRICITY
Electricity supply within the hotel is available 24 hours and supplied at 220-240 volts in the guestrooms.

WATER
Water supplied to the hotel is filtered and treated before storage in regularly cleaned tanks.

SWIMMING POOL SAFETY
Fully trained lifeguards are on duty during swimming pool opening hours.
FIRE AND LIFE SAFETY

The hotel is equipped with comprehensive Fire & Life safety systems, which include the automatic fire detection alarm, fire suppression, together with emergency response procedures. The fire suppression system includes fire hydrants, fire hose reels and fire extinguishers, installed hydrants, fire hose reels and fire extinguishers, installed throughout the hotel. These systems are approved by the Fire Services Department and regularly tested by our Fire & Life Safety Manager in line with an approved programme. Fire drills are conducted regularly and full evacuation drills are conducted frequently with the participation of all hotel staff. The hotel has an established, comprehensive Emergency Response Plan which includes the Emergency Response Team (ERT) and emergency management procedures. The ERT is on standby 24 hours daily led by the Duty Manager and supported by hotel’s Security and Engineering staff. All ERT members are fully trained in fire-fighting procedures, first aid and incident handling.

SECURITY

Shangri-La Hotel, Colombo has a wide range of security and safety systems, processes and monitoring in place. We will endeavour to conduct security screenings with minimum inconvenience caused to our guests.

- The hotel has a well-trained and experienced security team who maintain a close relationship with the local emergency and law enforcement agencies, and third party security consultants.
- All security personnel operate on a standard set of response options covering a wide range of critical and emergency situations.
- Entry is restricted to one point for guests and a separate entrance for colleagues and suppliers. All entry points are subject to comprehensive security and screening checks.
- Security screening begins at all entry points to the hotel premises and includes the use of vehicle scanning systems, explosive detection and the K9 dog unit.
- All personnel and accompanying belongings are screened with the use of X-ray machinery, walk-through and hand-held metal detectors, prior to entering the hotel.
- Manned security control room with 24-hour CCTV coverage of the hotel and surrounding area.
- Comprehensive alarm and access control systems.
- Comprehensive security awareness training for all hotel staff to ensure vigilance when on duty across all departments.
- Regular detailed security audits are in place to ensure Shangri-La Group standards are met.
- Frequent emergency drills to enhance first response capability.