

SAFETY FEATURES OF THE HOTEL

LOCATION AND CONTEXT

Shangri-La's Rasa Sayang Resort & Spa Hotel is located in the North East of the island approximately 20 kilometres from George Town and 38 kilometres from Penang International Airport. The resort is situated on the Batu Ferringhi coast road with the beach behind and is adjacent to the Golden Sands Resort. The nearest police station is approximately 10 minutes away and emergency medical services are available in Batu Ferringhi.

GUEST SAFETY AND SECURITY

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

FIRE AND LIFE SAFETY

The resort is equipped with a comprehensive Fire & Life safety system which includes the automatic fire detection and alarm system, fire protection system together with emergency response procedures.

The automatic fire detection and alarm system consists of addressable smoke detectors and monitoring devices installed in guestrooms and throughout the hotel that are connected to the main fire alarm panel in the Fire Command Centre. Staff in the Fire Command Centre will respond immediately to the activation of any device. The fire protection system includes automatic sprinklers together with fire hydrants and hose reels installed throughout the resort. These systems are approved by the Fire Department and regularly tested by our Fire & Life Safety Manager to an approved programme.

The resort 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 the resort's Security and Engineering staff. All ERT members are fully trained in fire-fighting procedures, first aid and incident handling. Fire Drills are conducted frequently to an approved program. In addition a full evacuation drill is conducted twice yearly with the participation of all resort staff.

SECURITY

The resort has its own well-trained and experienced security team who maintain a close relationship with the local emergency services. These officers are backed by a manned security control room which has 24 hours CCTV coverage of the resort and a comprehensive alarm and access control system. In addition the perimeters of the resort are patrolled 24 hours by security guards.

All security personnel across the Group operate on a standard set of response options covering a wide range of critical and emergency situations

WATER

Water supplied to the resort is filtered, disinfected and treated before storage in regularly cleaned tanks. In addition, water from the tanks passes through a final stage of Ultra Violet disinfection treatment before distribution throughout the resort. The distributed water complies with the World Health Organization standards for potable water. The resort has at anytime a 1 day storage supply of potable water.



SHANGRI-LA

HOTELS *and* RESORTS

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FOOD SAFETY

The resort maintains internationally recognised standards of food hygiene and sanitation. In 2001, the Group introduced the Shangri-La Food Safety Management System (SFSMS) to ensure the highest level of standards in food sanitation across all hotels in the Group. The industry leading SFSMS is based upon principles of the system used in food manufacturing often referred to as Hazard Analysis and Critical Control Points (HACCP). 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 customer. The resort 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 SFSM policies.

FUEL AND POWER

The resort has an emergency generator set providing an output power of 1,000 kVA and can operate continuously for 48 hours before it needs re-fuelling.

ELECTRICITY

Electricity supply within the resort is available 24 hours and supplied at 220 Volts 50 Hertz in the guestrooms. In the unlikely event of disruption to the electricity supply, the resort's emergency generator will automatically operate, to ensure that all fire & life safety and essential equipment will continue to operate.

SWIMMING POOL SAFETY

Fully trained lifeguards are on duty at all times during swimming pool opening hours.