

SAFETY FEATURES OF THE HOTEL

WATER

The potable water in the hotel is dual-fed from the city supply into six potable water tanks, totalling a capacity of 40,000 litres. In addition, to ensure that the fire services system is prepared for any emergencies, the dual-fed water supplies two 36,000-litre fire hydrants and hose reel water tanks, as well as one 36,000-litre sprinkler water tank.

FOOD

In the case of environmental considerations and to keep ahead of hygiene and sanitation requirements, Shangri-La's Rasa Sayang Resort & Spa has a full-time food safety and hygiene specialist, to ensure that the food safety/hygiene standards are continuously monitored and kept up to date.

FUEL AND POWER

The resort has an emergency generator set, providing output power 1,000 kVA. The emergency generator set can run continuously for 48 hours before re-fueling is needed.

SECURITY

The resort is manned by a full-time security force.

Our security systems and ideal location are an added advantage to our preparedness:

- The Batu Feringgi Police Station is a 2-minute drive away.
- The Malaysian Military base is just 500 metres away.
- The hotel is equipped with CCTV cameras.
- There are 5 hospitals (4 private and 1 government) within a 9-kilometre radius of the resort.

FIRE & LIFE SAFETY

The resort is equipped with an automatic sprinkler protection system, an automatic fire alarm system, together with fire hydrants, hose reels and smoke extraction systems. The resort has positive pressurisation staircase and fire roller shutters for all guest and public floors.

The resort's fire fighting team includes all engineering staff, duty managers, security officers, housekeeping supervisors and outlet managers, who have been trained by the local Fire Service Department.

LOCATION AND TRANSPORTATION

The resort is approximately 45 minutes from the Penang International Airport. The resort also has a fleet of limousine and mini buses that could be put to use 24 hours a day.

LIFEGUARD WATCH TOWER

A lifeguard watch tower manned by a 32-member rescue team and managed by the Civil Defence Department of Penang is located 300 metres away on the beachfront.

TSUNAMI SHELTER

The resort comes prepared with designated tsunami evacuation locations. In addition to communication channels such as Public Address System, resort staff are trained to assist in tsunami evacuation.

ISO

The resort is ISO 14001 and ISO 18001 certified. The resort is committed in the prevention of pollution, reduction, reuse and recycling of waste and energy conservation. The resort strives for continual improvement in all areas relating to the environment.

GUEST SAFETY AND SECURITY

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



SHANGRI-LA

HOTELS *and* RESORTS

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