

**SHANGRI-LA HOTELS AND RESORTS**  
**HOTEL SAFETY FEATURES FACT SHEET**

**Safety Features of the Hotel: Shangri-La Hotel, Hefei (SLHF)**

**1. LOCATION AND CONTEXT**

Shangri-La Hotel, Hefei is located on Suixi Road in the Luyang District of Hefei City, approximately 41 kilometres from Xinqiao International Airport.

**2. GUEST SAFETY AND SECURITY**

Shangri-La Hotel, Hefei would like to assure all guests of its commitment to their personal safety and security.

**3. FIRE AND LIFE SAFETY**

Shangri-La Hotel, Hefei is equipped with a comprehensive fire and life safety system, including an automatic fire detection and alarm system and 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 the 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, fire hydrants and hose reels installed throughout the hotel. These systems are approved by the Fire Department and regularly tested by our fire and life safety manager to an approved programme.

Shangri-La Hotel, Hefei has an established, comprehensive emergency response plan, which includes the Emergency Response Team (ERT) and emergency management procedures. The ERT led by the duty manager and supported by the hotel's security and engineering staff, is on standby 24 hours daily. All ERT members are fully trained in fire-fighting procedures, first aid and incident handling. Fire drills are conducted frequently to an approved programme. In addition, a full evacuation drill is conducted twice yearly for all hotel staff.

**4. SECURITY**

Shangri-La Hotel, Hefei has its own well-trained and experienced security team that maintains a close relationship with the local public security bureau. These officers are backed by a manned security control room with 24-hour CCTV coverage of the hotel and a comprehensive alarm and access control system.

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

## **5. WATER**

Fresh water for Shangri-La Hotel, Hefei is supplied by the Hefei municipal supply network and treated by hotel. Emergency capacity is 440 m<sup>3</sup>

## **6. FOOD SAFETY**

Shangri-La Hotel, Hefei maintains internationally recognised standards of food hygiene and sanitation. In 2001, the group introduced the Shangri-La Food Management Safety System (SFSMS) to ensure the highest level of standards in food sanitation across all hotels in the group. The industry-leading SFSMS is based on the 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 to the serving of the food to the customer. The hotel/resort has a food hygienist on staff to ensure that food safety hygiene standards are monitored and kept up to date, and the hotels are audited yearly to verify implementation and compliance with SFSM policies.

## **7. FUEL AND POWER**

Shangri-La Hotel, Hefei has one 1,600 kVA emergency generator which can provide power supply during power failure.

## **8. SWIMMING POOL SAFETY**

Fully trained lifeguards are on duty at all times during swimming pool opening hours (6 a.m. – 11 p.m.).

## **9. ELECTRICITY**

Electricity supply within the hotel 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 hotel's emergency generator will automatically operate to ensure that all fire and life safety and essential equipment will continue to operate.