

SAFETY FEATURES OF THE HOTEL

LOCATION AND CONTEXT

The hotel is located on Supreme Court Road in the Central District approximately 42 kilometres from Hong Kong International Airport.

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 hotel 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 hotel. These systems are approved by the Fire Department and regularly tested by our Fire & Life Safety Manager to an approved program. In addition, the Hong Kong Fire Service Brigade has been trained to reach the hotel within 6 minutes after receiving notice, either from the hotel by telephone or from the automatic fire alarm system.

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 the hotel's Security and Engineering staff. All ERT members are fully trained by the local Fire Services Department in fire-fighting procedures, first aid and incident handling. The hotel's fire-fighting team conducts Fire Drill three times a month. For all hotel staff, Fire Drill is held every month, and an evacuation drill is held twice a year.

SECURITY

The hotel is in close proximity to the Hong Kong Police Force Headquarters (within a distance of 1 kilometre). The hotel has its own well-trained and experienced security team and ensures professional personnel, who have long standing experience in crime prevention, as well as good relationship with the local government and police authorities, head the team. These officers are backed by a manned security control room which has 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.



SHANGRI-LA

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WATER

The potable water in the hotel is dual-fed from the city supply into six potable water tanks, totaling a capacity of 70,000 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 125,000 litre sprinkler water tank.

FOOD SAFETY

The hotel 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 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 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 SFSM policies. In addition, the hotel has received certification for ISO 22000 food safety management system.

FUEL AND POWER

The hotel has an emergency generator set, providing output power 850 kVA. The emergency generator set can run continuously for 26 hours before re-fueling is needed.

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 & 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.