

## SAFETY FEATURES OF THE HOTEL

### LOCATION AND CONTEXT

Shangri-La's Le Touessrok Resort & Spa is located on the East coast of Mauritius island, about 45 kilometres from the Sir Seewoosagur Ramgoolam International Airport, 50 kilometres from the capital city, Port Louis and 2.6 kilometres from the centre of Trou D'eau Douce. The resort is readily accessible by the emergency services if required with the nearest police station only 10 minutes away.

### 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 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 throughout the resort. These systems are approved by the Fire Services Department and regularly tested by our Fire & Life Safety Manager in line with an approved program. Fire Drills are conducted regularly and full evacuation drills are conducted twice yearly with the participation of all resort staff.

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 an outsourced, well-trained and experienced security team who maintain a close relationship with the local emergency services. The officers are backed by a security manned control room with 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 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 and treated before storage in regularly cleaned tanks. The distributed water complies with the World Health Organization standards for potable water and the resort has at anytime, a 1 day storage supply of potable water.



**SHANGRI-LA**

HOTELS *and* RESORTS

Shangri-La's Le Touessrok Resort & Spa, Mauritius

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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

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. The generator has an output of 1,000 kVA and can operate continuously for 48 hours before re-fueling is needed.

## ELECTRICITY

Electricity supply within the resort is available 24 hours and supplied at 220 Volts in the guestrooms.

## SWIMMING POOL SAFETY

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