

SAFETY FEATURES OF THE HOTEL

LOCATION AND CONTEXT

Shangri-La's Far Eastern Plaza Hotel, Taipei is located on Tun Hwa South Road in the Daan District, approximately 5 kilometres from Taipei Songshan International Airport and 50 kilometres from Taiwan Taoyuan International Airport. Over the years, the hotel has remained the premier choice of accommodation for many prominent entrepreneurs, government officials and celebrities from around the world offering convenient location and superb services. Its ISO14001 certification recognises the hotel's commitment to providing quality services and maintaining an unparalleled environment focused on health, welfare and the security of its clientele.

GUEST SAFETY AND SECURITY

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

FIRE AND LIFE SAFETY

The hotel/resort is equipped with a comprehensive Fire and Life safety system, which includes an automatic fire detection and alarm system, fire protection system, facilitated 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, and which are connected to the main fire alarm panel in the Fire Command Centre. Staff at 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 the hotel's Fire and Life Safety Manager based on an approved program.

The hotel/resort 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 based on an approved program. In addition, the hotel conducts a full evacuation drill for all hotel staff twice yearly.

SECURITY

The hotel has its own well-trained and experienced security team, which maintains a close relationship with the local emergency services. 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 Shangri-La Group operate on a standard set of response options covering a wide range of critical and emergency situations.

WATER

The hotel is connected to the city water distribution system, guaranteeing its unlimited supply, and has been examined by the Taipei Water Department. The water is stored in a complex of sealed, compartmentalised and reinforced sanitary tanks well within the secured perimeters and control of the hotel. The hotel conducts the regular sampling and examination on tanks, outlets, kitchens and guestrooms to ensure the water quality is at its highest level.



SHANGRI-LA

HOTELS *and* RESORTS

Shangri-La's Far Eastern Plaza Hotel, Taipei

201 Tun Hwa South Road, Section 2, Taipei, 10675, Taiwan

Tel (886 2) 2378 8888 Fax (886 2) 2377 7777 tpe@shangri-la.com www.shangri-la.com

FOOD SAFETY

The hotel/resort 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 food operation steps are addressed from the supply chain and selection of ingredients to the serving of food to customers. 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.

ELECTRICITY

Electricity supply within the hotel is available 24 hours and supplied at 110 Volts 60 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 operating hours.