

SAFETY FEATURES OF THE HOTEL

WATER

The potable water in the hotel is dual-fed from the city supply into two 300 m³ water tanks. After the filtration process, the water is pumped into five secondary water tanks with total a capacity of 700,000 litres located at the tower block. To ensure that the fire services system is prepared for any emergency, the dual-fed water supplies two 350,000-litre fire hydrants and hose reel water tanks, as well as a sprinkler water tank.

FOOD

For environmental considerations and to stay ahead of hygiene and sanitation requirements, Shangri-La Hotel, Guangzhou has a full-time food safety and hygiene specialist to ensure that food safety/hygiene standards are continuously monitored and kept up to date.

FUEL AND POWER

The hotel has two sets of emergency generators, each providing 2,000 kVA output power and can run continuously for six hours.

FIRE AND LIFE SAFETY

The hotel is equipped with an Automatic Sprinkler Protection System, along with fire hydrants, hose reels and Smoke Extraction Systems in all floors and smoke masks in all guestrooms. An Automatic Fire Alarm System is installed in all Mechanical and Electrical (M&E) areas, guest floors and public areas. The hotel has positive pressurisation staircases and fire roller shutters for all guest and public floors.

The hotel'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 Services Department. The nearby Fire Services Brigade staff have been trained to reach the hotel within six minutes after receiving the fire alarm alert from the hotel. The hotel's Fire Fighting Team conducts fire drills three times a month. All hotel staff undergo a quarterly fire and evacuation drill.

SECURITY

The hotel is in close proximity to the Pa Zhou Police Station, within seven minutes of driving distance or 3.7 kilometres from the hotel. The hotel has its own well-trained and experienced Security Team and ensures that professional personnel with long-standing experience in crime prevention and a good relationship with the local government and police authorities, head the team.

The hotel premises are monitored by CCTV system and patrolled by Security Officers 24 hours a day, seven days a week.

All Security Officers are trained in VIP protection and safety measures, as well as customer hospitality.

GUEST SAFETY AND SECURITY

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



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