

## Safety Features of the Hotel

Shangri-La Hotel, Shenzhen offers unsurpassed advantages in case of a crisis.

### GUEST SAFETY & SECURITY

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

### WATER

The local government has placed great importance in the construction of infrastructural facilities regarding water supply. A series of projects regarding water storage and diversion, control and distribution have all been completed.

The hotel has sufficient supply of fresh water treated through carbon filters and UV filtering devices besides sufficient stock of bottled mineral water.

### FOOD

The hotel has storage capacity for enough fresh food and dry goods that can feed in-house guests in the event of any crisis. In order to ensure that we can accommodate this plan, the hotel has installed sufficient cold room and freezer storage space in the Kitchen.

### FUEL AND POWER

The hotel has two standby generators with a total capacity of 2,400 KVA, which are able to supply essential lighting and power for the whole hotel in case of power failure for at least 24 hours.

### SECURITY

The hotel is proactive in operation to provide a safe and secure environment for our customers.

Management and our entire hotel staff are all partners to ensure that safety and security standards are never compromised and have priority over any other issues.

The hotel's security team is fully manned round the clock. In addition, closed circuit cameras are strategically positioned in public and staff back of the house working areas. Security audits are being carried out each year by our corporate office, this assists us in ensuring that all safety and security standards are fully complied with.

A comprehensive Fire, Life & Safety Policy has also been prepared by the hotel and is in compliance with the Local and International Fire Safety Standards.

Safety features are well maintained throughout the hotel by our Fire, Life & Safety Officer who oversees the operation and maintenance of the systems.

There is an emergency evacuation plan with procedures explaining to guest what to do in case of an emergency placed in all guest rooms behind the room entry door. Fire evacuation drills are conducted twice a year with the involvement of guests, staff and the local Fire Bureau.

The hotel has also taken precaution on flooding by installing and maintaining floodgates at all potential entry points into the hotel. Additionally, sandbags are on hand during the typhoon season in preparation for any continuous downpour that may occur.

The Public Security Bureau and Fire Department have been efficient and have provided immediate assistance and made themselves present at the hotel within 10 minutes.

### CRISIS MANAGEMENT TEAM

Crisis can take many forms and almost invariably occurs when one least expects it. Shangri-La Hotels & Resorts, on a company-wide basis, have made it mandatory that Senior Management staff participates in the Crisis Communications Management Program each year. A standard manual and training plan have been implemented in all of our hotels and resorts.



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