

SHANGRI-LA HOTELS AND RESORTS
HOTEL SAFETY FEATURES FACT SHEET

Safety Features of the Hotel: (Shangri-La Hotel Vancouver)

1. LOCATION & CONTEXT

The hotel is located on 1128 West Georgia Street in Downtown Vancouver, approximately 14 kilometres from Vancouver International Airport.

2. GUEST SAFETY AND SECURITY

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

3. FIRE AND LIFE SAFETY

The hotel is equipped with a comprehensive Fire & Life safety system, which includes an 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 a main fire alarm panel. Staff will respond immediately to the activation of any device. The Fire Protection system includes automatic sprinklers, which are 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.

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 in 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 hotel staff.

4. SECURITY

The hotel has its own well-trained and experienced security team who maintain a close relationship with the local emergency services. The hotel has 24-hour CCTV coverage as well as a comprehensive 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.

5. WATER

The hotel receives its potable water directly from Greater Vancouver District water reservoirs.

6. FOOD SAFETY

The hotel maintains internationally recognized 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 hotel conducts regular inspections and training to ensure food safety hygiene standards are monitored and kept up to date, and hotels are audited yearly to verify implementation and compliance with SFSMS policies.

7. FUEL & ELECTRICITY

The hotel receives its electricity from BC Hydro, the Province's electric utility.

Electricity supply within the hotel is available 24 hours and supplied at 120 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.

The hotel also uses steam for heating and domestic hot water, and natural gas for use by other appliances and equipment.