

## SAFETY FEATURES OF THE HOTEL

### 1. LOCATION & CONTEXT

The hotel is located on Keji Road in the Yanta District approximately 36 kilometres from Xi'an Xianyang 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 the 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 the main fire alarm panel in the Fire Command Centre. Staff in the Fire Command Centre will respond immediately to the activation of any device. The Fire Protection system includes automatic sprinklers together with fire hydrants and hose reels 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 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 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. These officers are backed by a manned security control room which has 24 hour CCTV coverage of the hotel and a comprehensive alarm and 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

Fresh water for the hotel is supplied through the Xian municipal supply network. It goes through sand filters, carbon filters and UV sterilisers in the hotel plant rooms so the treated water meets WHO as well as local standards for drinking water. Water tests are carried out at predetermined intervals to ensure water quality is in compliance with local standards. Our in-house storage tanks 425m<sup>3</sup> water can maintain water supply for 24 hours in the unlikely event of a municipal water supply failure.

### 6. Electricity

Electricity supply within the hotel is available 24 hours and supplied at 220 Volts 50 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.

### 7. FOOD SAFETY

The hotel maintains internationally recognized 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 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 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.

### 8. FUEL & POWER

The hotel has a dual source electrical supply system, to ensure maintenance of power supply to the hotel should a malfunction of the power lines occur. If both power supply lines fail, we have a diesel engine driven 1675 kVA emergency generator which can provide power for all essential lighting, fire detection and public announcement systems, life safety systems and security systems as well as guest elevators for evacuation. The fuel oil tank of the emergency generator can maintain the generator running for 6 hours.

### 9. SWIMMING-POOL SAFETY

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



**Shangri-La hotel**

XIAN

Shangri-La Hotel Xian

388 Keji Road, Xian 710075, China

Tel: (86 29) 8875 8888 Fax: (86 29) 8875 9999 slxn@shangri-la.com www.shangri-la.com