

SAFETY FEATURES OF THE HOTEL

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Shangri-La Hotel, Kuala Lumpur, the city's premier 5-star hotel is the preferred choice for many visiting royalty, dignitaries and Heads of State. It is also the venue for international conventions and banquets. As such, the hotel places utmost importance on providing a safe and conducive environment for all our distinguished guests and staff alike.

The hotel has identified and implemented the following measures in the event of a crisis:

WATER

The hotel has sufficient water storage for two and a half days based on consumption of 1 m³ per room per day. The hotel obtains its water supply from the city's water plant, which is treated again by the hotel using sand and carbon filters.

FOOD SAFETY

The hotel has an in-house Hygiene and Sanitation Manager to implement the Shangri-La's Food Safety Management System (FSMS), based on the Hazard Analysis and Critical Control Points (HACCP). It is also HACCP RvA and ISO 22000 certified by LRQA of UK.

To ensure total compliance to these standards, the CODEX Code of Hygiene Practices, the local Food Hygiene Regulations and Local Council by-laws, regular audits are carried out on suppliers' premises, employees' health and personal hygiene, product storage and traceability practices and food and beverage outlets.

Independent laboratory tests for microbial analysis in all outlets for food with external audits are carried out monthly.

FUEL AND POWER

The hotel has generators to power all emergency lighting and emergency systems. It has a fully automatic fire detection and alarm system, which will send a fire alarm signal to the hotel's

Fire Control Centre in the event of a fire. Our in-house emergency response team is fully trained in fire fighting procedures. The hotel is fully protected with sprinklers and fire hose reels to supplement the fire services hydrant system used by the Fire Service Department.

EMERGENCY RESPONSE TEAM

The hotel has in place an Emergency Response Team to maintain a coordinated and effective approach to any emergency situation, allowing the normal business of the hotel to continue with minimal interruption.

SECURITY

The hotel has a large well-trained full-time Security Team to patrol the entire hotel and its surroundings. All public areas within the hotel are closely monitored by the latest surveillance (CCTV) equipment. In-room lockers are provided in all guestrooms. To further enhance the hotel's ability to provide a truly safe environment for everyone, the hotel has a Crisis Operation and Communication Centre that is directly linked to the local Police and Fire Service Departments. Periodic internal and external security audits are also carried out to ensure that the hotel's security system is fully functional at all times.

FIRE LIFE SAFETY AND OCCUPATIONAL HEALTH/SAFETY COMMITTEE

A Committee headed by the Authorised Manager regularly looks into the various safety and occupational health aspects of guests and staff. Monthly fire drills and full evacuation exercises are also organised with the Fire Department. Every staff has to attend Fire Safety training yearly.

GUEST SAFETY AND SECURITY

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



SHANGRI-LA

HOTELS *and* RESORTS

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