

SAFETY FEATURES OF THE HOTEL

LOCATION AND CONTEXT

Shangri-La Hotel, Singapore is located on Orange Grove Road in the heart of the city just a short walk to the main shopping, entertainment and dining district. It is approximately 30 minutes drive from Changi International Airport.

Due to the hotel's premier location, it is easily accessible by the local emergency services if required.

GUEST SAFETY AND SECURITY

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

FIRE AND LIFE SAFETY

The hotel is equipped with a comprehensive Fire & Life safety system which includes 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 which 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 through an approved program.

The hotel has an established and comprehensive Emergency Response Plan which includes the Emergency Response Team (ERT) and emergency management procedures. The ERT is on standby 24 hours daily and is 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 members.

SECURITY

The hotel has its own trained and experienced security team which maintains a close relationship with the local emergency services. These officers are backed by a manned security control room with 24 hours 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.

WATER

Water supplied to the hotel is filtered, disinfected and treated before storage in regularly cleaned tanks. The distributed water complies with the World Health Organization standards for potable water. The hotel has at anytime a 1 day storage supply of potable water.



SHANGRI-LA

HOTELS *and* RESORTS

Shangri-La Hotel, Singapore

22 Orange Grove Road, 258350, Singapore

Tel: (65) 6737 3644 Fax: (65) 6737 3257 sls@shangri-la.com www.shangri-la.com

FOOD SAFETY

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 Shangri-La Food Safety Management System (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 customers. This system is audited yearly to verify the implementation and compliance with the SFSM requirement.

The hotel also maintains internationally recognised standards of food hygiene and sanitation, the HACCP and ISO 22000. Both certifications were achieved in 2006 and 2009 respectively. These certifications are being audited by Lloyd's Quality Assurance Limited Singapore bi-annually.

The hotel has full time hygienists on staff to ensure food safety hygiene standards are monitored and kept up-to-date, and the hotel is audited annually to verify implementation and compliance with SFSM policies.

FUEL AND POWER

In the unlikely event of disruption to the electricity supply, the hotel's emergency generator sets, providing output power of up to 1,000 kVA per hotel wing, will automatically operate, to ensure that all fire & life safety and essential equipment will continue to operate.

ELECTRICITY

Electricity supply within the hotel is available 24 hours and supplied at 230 Volts 50 Hertz in the guestrooms.

SWIMMING POOL SAFETY

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