

Safety Features of the Hotel

Shangri-La Hotel, Bangkok offers a safe environment in case of any natural disaster or civil disturbance.

WATER

The hotel has a total combined potable water storage capacity of 2,406 cubic meters, which is constantly refreshed and supplied by a system of city mains. Water is stored within the secured perimeter of the hotel in sealed, compartmentalized and reinforced sanitary tanks. Surveillance of water purity standards is independently maintained by the hotel through a series of ultra-violet light treatments. In addition, the hotel undertakes monthly certifiable laboratory tests (WHO drinking water standards) of all water supplied to various kitchens.

The hotel's own water treatment plant recycles river water to be used for sanitary flushing, gardening and fire fighting. In the event of an extreme emergency the river water, which is filtered and lightly chlorinated for microbiological purposes, could be used for drinking. The hotel has enough stock of bottled water to supply 8,000 people for up to 3 days.

FOOD

In the case of an emergency the extensive kitchen storage space ensures the availability of ample food supplies. The hotel has enough fresh food and dry goods stored to feed up to 2,500 people three times a day for 14 days. In addition, the hotel's riverside location means that fresh food supplies could also be obtained by boat if land transportation was hindered.

FUEL AND POWER

In the case of power emergencies, the hotel's own generating system is designed to provide sufficient power to operate essential lighting and power systems including the maintenance of fire detection and protection systems. The power to operate this system (capacity of 2,000 kilowatts) is supplied by three generators, which are regularly tested and maintained, and remain fully operational at all times. The hotel's internal fuel storage capacity is large enough for this system to operate independently for more than three days.

SECURITY

Security and guest safety is a top priority at Shangri-La Hotel, Bangkok. The hotel's location, design, technical surveillance equipment and security guard force are all factors which contribute to creating a secure, safe environment for guests. With two access roads, three entrances and riverside situation, the hotel provides many options for safe movement to and from the property. All entrances to the hotel are manned by surveillance cameras and staffed by security guards. The hotel maintains a large staff of uniformed and plain-clothes security officers. Closed circuit cameras are strategically situated throughout public areas and corridors accessing guestrooms and are monitored through a central security command post, which operates 24 hours a day.

Guests should also be aware of the following:

- All hotel staff are trained and rehearsed in crisis management.
- The hotel, in cooperation with the local fire department, conducts regular fire drills.
- The hotel's rooftop helipad can be used in case of emergency evacuation.
- In the case of an emergency, special communications are immediately sent to all guestrooms to advise and update guests about the situation.
- The hotel has satellite communication.

Guests have multiple options for travel to and from the property including by skytrain, boat, road or helicopter.

The hotel is close to highway access, which ensures rapid (normally 25-30 minutes) travel to international airport.

Finally, in case of an emergency the executive management of the hotel is trained to form a special security task force. This team oversees and supervises the management of hotel staff, remaining on duty 24 hours a day during any crisis.

GUEST SAFETY & SECURITY

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



Shangri-La hotel

BANGKOK

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