

# Safety Features of the Hotel

## WATER

The hotel supplies fresh water on its premises, treated through colophony filters and UV filtering devices. The hotel also maintains a sufficient stock of bottled mineral water to supply hotel guests for several days.

## FOOD

In case of an emergency that stops food deliveries, the hotel has sufficient fresh food and dry goods stocked to feed hotel guests for several days. In order to accommodate this potential demand, the hotel has refrigerated containers, which are located on the premises.

## FUEL AND POWER

The hotel has two power generators. Our total generating capacity is 1,000 kilowatts, which ensures that the hotel can maintain all essential services in case of any power failure.

## SECURITY

The security management team is a seasoned group of security veterans with international as well as strong local hospitality experience. Uniformed security officers patrol the perimeter of the hotel as well as the building.

All these efforts are monitored, controlled and dispatched from a central security command post, staffed 24 hours a day. From the same command post, staff is tasked to constantly monitor the surveillance cameras strategically located throughout the facility. In addition to these monitors, there is a round-the-clock digital recording system. These records are kept to assist with maintaining the integrity of hotel security as well as to offer assistance to support any investigations that may be required.

Many security experts consider the Shangri-La Hotel, Beijing as their preferred emergency base. This is due to the following reasons:

- The hotel's 24-storey building provides excellent observation of the entire city of Beijing.
- The hotel has satellite communications.
- We have good intelligence information and our security consultants are available 24 hours a day, 7 days a week in case of emergency.

## GUEST SAFETY AND SECURITY

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

