

# Safety Features of the Hotel

## LOCATION

The hotel is located along the exclusive Beishan Road. Hangzhou Xiaoshan International Airport is 45 minutes away on an excellent highway whilst the main railway station is only 15 minutes away.

The closest police station is 10 minutes away with the nearest hospital only 5 minutes from the hotel.

## WATER

Fresh drinking water for the hotel is supplied from the municipal network by way of a private line. It is treated to international standards for drinking water and is regularly tested by both the Municipal Authorities and the hotel.

## FOOD SAFETY

Shangri-La Hotel, Hangzhou at all times maintains a high standard of food hygiene and sanitation. A full time hygienist employed by the hotel constantly monitors this. In addition, both the Municipal Authority and an independent audit company specializing in food hygiene subject the hotel to random audits. The hotel stocks sufficient fresh, dried, frozen and canned food to last up to a week even when the hotel is at full occupancy.

## ELECTRICAL POWER

The hotel has fully operational and regularly tested power generators. In the event of any incoming power failure, the hotel's own 500 kw generator and fuel supply can supply the whole hotel, including all fire detection and suppression systems, with full power for up to 10 days.

## FIRE SAFETY

The hotel has a fully automated fire detection, suppression and alarm system, which will send a fire alarm signal to our Fire Control Center in event of a fire situation. The Fire Control Center is manned 24-hours.

All guestrooms are equipped with smoke detectors and sprinklers as well as emergency escape smoke hoods, torches and emergency escape route maps. All equipment is inspected and regularly maintained by both our Fire & Life Safety Officer and an outside consulting company. A full evacuation fire drill is conducted twice yearly to ensure all hotel employees are well trained in fire control procedures.

## CRISIS MANAGEMENT

Senior management of the hotel are regularly trained in handling crisis situations that may arise. Full and detailed emergency response plans are reviewed and updated annually in order to constantly improve the level of professionalism and execution should the need arise. At the same time, the hotel staff is trained and rehearses emergency plans and procedures on a regular basis.

## COMMUNICATIONS AND ANCILLARY EQUIPMENT

The hotel is equipped with a modern PABX system. It is located in a restricted access area that is sealed off from the rest of the hotel. In addition, the hotel has a 24-hour link to a fiber optic cable with Internet access. Security and engineering staff are equipped with radio transceivers. The hotel has a state-of-the-art close circuit television [CCTV] network that operates 24 hours a day providing uninterrupted and full surveillance throughout all public areas.

## 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 hotel**

HANGZHOU, CHINA

78 Belshan Road, Hangzhou 310007, China

Tel: (86 571) 8797 7951 Fax: (86 571) 8707 3545 E-mail: slh@shangri-la.com Website: www.shangri-la.com