

SAFETY FEATURES OF SHANGRI-LA HOTEL, HARBIN

GUEST SAFETY & SECURITY

Shangri-La Hotels & Resorts would like to assure every guest of our commitment to their personal Safety and Security.

The hotel is located on You Yi Road near the Songhua Road Bridge, in the district of Dao Li.

- The hotel is a 19-story building with 346 guest rooms and suites.
- There is only one building in close proximity to the hotel which is a 3-story low-rise multi purpose building. The front of the hotel is You Yi Road, to the rear is the Songhua River and to the right is an open-air car park.
- The hotel is not associated with a complex and thus access to the hotel is limited and easy to control.

WATER

The hotel tanks hold 600,000 litres of potable water which allows the hotel to operate for 48 hours without resupply.

ELECTRICITY

The hotel has two separate incoming supply lines from the municipal government as well as 2 standby power generation plants capable of producing 2000 KVA which operates within 13 seconds of a power failure. Each guest room is supplied with an emergency torchlight.

HEATING/HOT WATER

We have our own hot water generation system which can be fueled either by gas or fuel oil.

SMOKE DETECTORS

The hotel is covered extensively with smoke detectors including guest rooms

FIRE SPRINKLER SYSTEMS/FIRE HOSE REELS

The hotel is covered extensively by sprinklers including guest rooms, and fire hose reels which automatically activate pumps when water is released. This system is regularly tested.

EMERGENCY PUBLIC ADDRESS SYSTEM

Our emergency public address systems covers all area of the hotel and can be manually operated or operated with multi language tapes for communications.

FOOD

The hotel has extensive storerooms and refrigeration which contain food suppliers for many days. In an emergency situation we are able to cook food by utilizing one of the following 3 ways steam, gas or electricity.

PREPAREDNESS

The hotel has a comprehensive emergency plan which has been developed to cover the many situations that can occur. Regular fire training is conducted, and twice a year an evacuation of the building is done. Due to the low winter temperatures the hotel has modern survival blankets available to distribute to guests should the need to evacuate the hotel occur.

Recently the hotel has upgraded its surveillance monitoring systems to further enhance our ability to provide a truly safe environment for our guests and staff.



HARBIN, CHINA

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