

Hotel Health, Safety and Security Features

Shangri-La Hotel, Jakarta offers unsurpassed advantages in emergency situations:

WATER

The hotel takes its water from the city water utility authorities and has storage reserve capacity sufficient for one day. In the event of water supply interruption, water is trucked in from potable clean spring wells located in Bogor. There are also four deep wells on the property that can be used in the event of emergency. In addition, the hotel always has enough bottled mineral water to supply 2,000 people drinking one litre per person per day for four days.

FOOD

In case of emergencies, the hotel can stock enough fresh food and dry goods to feed 3,000 people three times a day for 10 days. We have constructed an additional walk-in freezer to stock food during emergency periods.

Shangri-La Hotel, Jakarta holds the HACCP (Hazard Analysis and Critical Control Point) certification. HACCP is the most sought-after food safety system accreditation in the hospitality and food industry, as it focuses on preventing hazards that could cause food-borne illnesses by applying science-based controls, from raw material to finished product.

ENVIRONMENT

Shangri-La Hotel, Jakarta has received the ISO 14001 certification of its system to control the hotel's environmental policies. The hotel has implemented a range of environmental policies, from recycling paper, waste management and control, and water consumption to conducting regular emergency drills and training.

STANDBY POWER

The hotel has five auto start-up Caterpillar 1825 kVA generators capable of supporting all hotel operations on a continuous basis with fuel storage reserved for five days.

SECURITY

We have a comprehensive and fully tested Civil Disturbance Plan, which has been developed to

cope with many types of situations that could occur within any country. The Civil Disturbance Plan, which includes a standard manual and training plan, is implemented at all Shangri-La hotels.

Shangri-La Hotel, Jakarta has an excellent reputation for ensuring the safety of its guests and employees. Many security experts consider it as their preferred emergency base in the city, since the hotel is fully equipped with the following security features:

- UVS (Under Vehicle Scanning) system at the hotel's main gate.
- EVDs (Explosive Vapour Detectors).
- Explosive sniffing dogs certified by the Australian Law Enforcement and Working Service Dog Handler Association Inc.
- State of the art X-ray machines for luggage scanning.
- More than 330 CCTV cameras installed.
- A team of 200 highly trained security staff.
- A fully certified roof helipad that can sustain up to 2.5 tons of weight (such as a Super Puma 14-seater).
- Satellite telephones in the event that the official communications network does not function.
- Standing co-operation with a reputable security consultant.

Shangri-La Hotel, Jakarta has extremely reliable intelligence information from our security consultants. The hotel provides a fully trained and full-time Security Force supported by the latest surveillance technology to create a safe environment for all its guests and employees.

With help from our local and international security experts, we are establishing a long term response to the development of the security situation in Jakarta. It is a dynamic process, where the present safety and security measures will continue to change to keep abreast of the latest situation.

GUEST SAFETY AND SECURITY

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

