

Safety Features of the Hotel

Shangri-La's Rasa Ria Resort is an internationally recognized five-star Resort operating in Kota Kinabalu, Sabah, Malaysia. The staff and management of the Resort maintain a high level of commitment to the moral obligations of daily hosting several hundred guests, visitors and staff in our facility. Our efforts in maintaining an environment focused on the health, welfare and security of our clientele will be found to be second to none.

SECURITY

The security management team is a seasoned group of security personnel with strong local hospitality experience. Uniformed security officers patrol the perimeters of the Resort as well as the building.

All these efforts are monitored, controlled and dispatched from a central security command post, staffed and active twenty-four hours a day. From the same command post, staff is tasked to constantly monitor strategically-located electronic surveillance from cameras located in the facility. Backing up these monitors is round-the-clock electronic surveillance that includes video monitoring and recording system. These records are kept to assist with maintaining the integrity of the security systems as well as offer assistance to support detective efforts if needed.

FIRE SYSTEM

All guestrooms are equipped with regularly maintained smoke detectors and sprinklers, by the Resort's full-time certified Safety Officer. These safety facilities inside guestrooms are directly connected to the addressable fire alarm control panel at the 24 hour Command Centre.

FOOD SAFETY

In the face of environmental conditions and traditional practices fraught with hygiene and sanitation issues, Shangri-La's Rasa Ria Resort has a food hygiene team working in tandem with a full time Hygiene Manager. More than any other resort in the state, Shangri-La's Rasa Ria Resort is focused on providing the highest possible standards of food preparation for our guests.

CRISIS MANAGEMENT

Executive Managers of the Resort are trained and rehearsed to respond to, as well as, manage any crisis situations that may arise. Full and detailed preparedness 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, this preparedness ethics is carried through with the staff of the Resort. Each department is trained and rehearses emergency plans and procedures on a regular basis. This applies to periodic classroom refresher courses as well as actual response and evacuation drills. All members of the engineering department are designated and trained as part of the hotel fire response team. These team members are equipped and prepared to strategically contain and suppress any conflagration that may arise as a strong first response reaction squad. Drills are conducted monthly.

UTILITIES

The Resort has a total combined potable water storage capacity of 400 cubic metres constantly refreshed and supplied by the district main system. The water is internally stored in a complex of sealed, compartmentalized and reinforced sanitary tanks well within the secured perimeter and control of the Resort.

The Resort has a fully operational and regularly tested power generator. The generating capacity of this unit is approximately 800 kilowatts. This capacity is sufficient to provide energy for essential lighting and power, including fire detection and protection systems. The fuel storage capacity for the power generating set is sufficient to last more than three days at full load without refilling.

The Resort can accommodate helicopter landing and has from time to time, been used for special guests. Additionally, the grounds are available for emergency medical transport.

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's

Rasa Ria Resort

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