

Safety Features of the Hotel

Shangri-La's Tanjung Aru Resort & Spa is an internationally recognized five-star Resort operating in Kota Kinabalu, Sabah, Malaysia.

The Resort places the highest value on the well being of its guests and staff. Not only does the Resort offer a serene oasis of luxury and personal service but the management and staff of the Resort are all committed to maintaining the highest level of safety.

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 perimeters of the Resort 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 strategically located electronic surveillance from over 100 cameras located throughout the facility. Backing up these monitors is round-the-clock electronic surveillance that includes digital recording systems. These records are kept to assist with maintaining the integrity of the security systems as well as offering assistance to support any investigations that may be required.

FIRE SYSTEM

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

FOOD SAFETY

Shangri-La's Tanjung Aru Resort & Spa employs a full-time food safety and hygiene specialist. Shangri-La's Tanjung Aru Resort & Spa is focused on providing the highest possible standards of food preparation for our guests. Hotel is ISO 22000 and HACCP Food Safety Management System certified.

CRISIS MANAGEMENT

Executive Managers of the Resort are trained and rehearsed to respond to, as well as manage, 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 proactive approach to crisis management is carried through with the entire staff of the Resort. Each department is trained and rehearses emergency plans and procedures on regular basis. This applies to periodic classroom refresher courses as well as actual evacuation drills. All members of the Resort security team as well as selected members of the engineering department are designated and trained as part of the Resort's fire response team. These team members are equipped and prepared to strategically contain and suppress fires 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 865 cubic meters which is constantly refreshed and supplied by the city 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. Although water is certified potable, the Resort has installed a series of ultra-violet light treatments to prevent any possible slippage in supply standards.

The Resort has two fully operational and regularly tested power generators. The combined generating capacity of this system is approximately 1,136 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 sets is sufficient to last more than three days at full load without refilling.

The Resort's Kinabalu gardens can accommodate helicopter landing and have, from time to time, been used for VIP's. Additionally, the grounds are easily accessible 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

Tanjung Aru Resort & Spa

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