

Safety Features of the Hotel

The Shangri-La Hotel, Kuala Lumpur, the city's premier 5-star luxurious Hotel is the choice Hotel for many visiting royalties, dignitaries and Heads of States. It is also the preferred venue for major international conventions and banquets. As such, the Hotel places utmost importance in providing a totally safe and conducive environment for all our distinguished guests and staff alike.

The Hotel has identified and implemented the following measures in the event of a crisis:

WATER

The Hotel has sufficient water storage for 2½ days based on consumption of 1 m³ per room per day. The Hotel obtains its water supply from the city's water plant, which is then treated once again by the Hotel using sand and carbon filters.

FOOD

Shangri-La Hotel, Kuala Lumpur is the first hotel in the city to have appointed an in-house Hygiene and Sanitation Manager and to implement the Food Safety Management System (FSMS), which is based on the Hazard Analysis and Critical Control Points (HACCP).

To ensure total compliance to standards as embodied in the Code of Hygiene Practices and local hygiene-by-laws as well as the Hotel's FSMS, regular audits are carried out on suppliers' premises, employees, outlets and delivery of food supplies into the hotel.

Monthly independent laboratory tests for microbial analysis in all food outlets and external audits are also carried out to ensure food served to guests and staff meets national food safety requirements.

FUEL AND POWER

The Hotel has generators to power all emergency lighting and emergency systems. The Hotel has a fully automatic fire detection and alarm system, which will send a fire alarm signal to the Hotel's Fire Control Centre in the event of a fire. Our in-house emergency response team is fully trained in fire fighting procedures. The Hotel is fully protected with sprinklers and fire hose reels to supplement the fire services hydrant system used by the Fire Service Department personnel.

EMERGENCY RESPONSE TEAM

In the event of emergencies, the Hotel has in place an Emergency Response Team. The objective of the Team is to maintain a coordinated and effective approach to any emergency situation, utilising maximum resources and trained personnel, allowing the normal business of the Hotel to continue with minimal interruption.

Members of the team are trained to provide leadership and a consistent response in dealing with emergency situation. The Team's plan is reviewed, revised and updated periodically. These personnel are sent on a regular basis for refresher courses with the local Fire Service Department to ensure that they are constantly well versed with all the necessary procedures and ready for action at any time.

SECURITY

The Hotel has a large well-trained full-time Security Team to patrol the entire Hotel and its surrounding areas. All public areas within the Hotel are closely monitored by the latest in surveillance (CCTV) equipment. In-room lockers are provided in all guest rooms. To back up and further enhance the Hotel's ability to provide a truly safe environment for all our guests and staff alike, the Hotel has a Crisis Operation and Communication Centre that are directly linked to the local Police and Fire Service Departments. There is also a police booth in front of the Hotel, which is manned by the local Police Department.

Periodic internal and external security audits are also carried out to ensure that the Hotel's security system is fully functional and effective at all times.

FIRE SAFETY AND OCCUPATIONAL HEALTH/ SAFETY COMMITTEE

A Committee headed by the Life Safety Officer is in place to regularly look into the various safety and occupational health aspects of both the guests and staff alike. The Committee meets on a regular basis to discuss and ensure that every effort is taken to provide adequate safety measures in accordance to the guidelines provided by the relevant authorities. Monthly fire drills and full evacuation exercises are also organised with the assistance of the local Fire Department to ensure that our staff are well versed with evacuation procedures as well as to ensure that our safety measures function as planned.

GUEST SAFETY AND SECURITY

Shangri-La Hotels and Resorts would like to assure every guest of our commitment to their personal safety and security.

