

Safety Features of the Hotel

WATER

The hotel has a steady supply of fresh water with two water sources: a water line from the Manila Water Works and a deep well within the hotel premises. Should an emergency arise, a third alternative water source is the Shangri-La Plaza Mall deep well, which is interconnected with the hotel's supply lines. Deep well water passes through a sand filter and is then treated through carbon and UV filtering devices. Deep well water can also be utilized for drinking. In addition, the hotel has underground and overhead reservoirs, which can supply 2,400 people for five days with a consumption of 20 litres per person per day.

FOOD

At any given time, the hotel's storeroom has a ready supply of meat and seafood, plus stocks of vegetables, groceries and dairy products enough to feed 650 people three times a day for 10 days. Should an emergency arise, the hotel can also purchase additional supplies, which can be stored in freezer trucks.

FUEL AND POWER

The hotel's main power source is the Manila Electric Company. Additionally, the hotel has four fully operational generator sets sufficient to provide power requirements for full operation. These are regularly maintained and tested to ensure that they are in excellent working condition. The hotel has fuel enough for four days full operation of steam generator and generator-sets. Diesel fuel oil for these generators is readily available.

SECURITY

Edsa Shangri-La is continuously vigilant and pro-active with regard to security. The hotel has invested in safety equipment, surveillance technology, as well as upgraded communication systems.

The hotel's crisis management procedures are constantly updated. Drills on these procedures are conducted monthly, with key personnel and the crisis management team undergoing regular training and crisis simulations to prepare for any eventuality.

The team is composed of qualified members such as:

- A security manager who maintains strong contact with authorities and continuously reviews and improves the hotel's security procedures and facilities based on the prevailing situation.
- A full-time officer who looks after fire, life and safety systems and procedures on a daily basis.

Other safety and security features of the hotel include:

- A clear view and easy monitoring of the hotel and surroundings.
- Security consultants who can easily move into the hotel in case of an emergency.
- A fully trained security officer force. Contracted security for traffic control around the hotel's premises supported by city traffic enforcers.

Major multi-national corporations known for stringent security auditing procedures have accredited Edsa Shangri-La as the residence for their international staff. The hotel has also received the Fire Safe Building Award in the Hotel Category from the Safety Organization of the Philippines, Inc. for the past three consecutive years.

GUEST SAFETY AND SECURITY

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

