

Safety Features of the Hotel

Makati Shangri-La, Manila offers unsurpassed advantages in case of civil disturbances:

WATER

Makati Shangri-La's fresh water is being supplied by the local utility company, Manila Water Company owned and operated by the Ayala Group. In addition, the hotel has two deep well sources that pass through a series of carbon, sand and resin filters. The drinking water is treated with UV filtering devices and undergoes a monthly water potability testing taken from different sampling points. Mineral water on stock can supply 2,000 people for two days assuming one person will consume one liter per day.

FOOD

With growing cases of food contamination, the hotel has implemented a system called Hazard Analysis Critical Control Point (HACCP), which will minimize and reduce the chances of food borne illness to our customer and associates who are dining in our restaurants. As an effective tool, Shangri-La even rolled out the Shangri-La Food and Safety Management System to enforce the food safety standards and to monitor the policies and procedures in food handling areas.

This is considered a cutting edge tool of management to serve the best quality of food for our guests.

FUEL AND POWER

The hotel's power requirement is supplied by MERALCO, a local utility company. Standby power is available consisting of five generating sets that can produce up to 5,000 kW. These generator sets can supply the hotel's power requirement for four consecutive days (all lights on including boiler and air-conditioning). In addition, the hotel has four diesel fuel tanks with a capacity of 22,000 liters each.

SECURITY

The hotel has a written Crisis Management Manual, emergency procedures and regular drills involving the entire hotel staff and is tested on a regular basis. The manuals were developed using the latest recommended standards with special consideration of local conditions.

Makati Shangri-La has developed a very good working relationship with the police and military particularly the intelligence branches to provide us with reliable information. The hotel is a member of the Association of Hotel Security Officers of the Philippines (AHSOP) where Security Managers of member hotels regularly meet with their government counterparts to discuss matters on safety and security.

Finally, the hotel has a security complement of well-trained security officers, the latest and most extensive surveillance systems, monitored exit doors and K-9 dogs trained in explosive detection to further enhance our capability to provide a truly safe environment for all of our guests and staff. With all these in place, it is considered this hotel as one of the safest hotels in the country.



Makati Shangri-La

MANILA

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