

Safety Features of the Hotel

WATER

The resort's domestic water storage has a capacity of 2 days' water consumption. It has an unlimited supply of fresh water drawn from 2 separate water source & piping systems. The Water Department will supply water to our resort as a priority in case of an emergency situation. In addition, the resort has a stock of bottled mineral water to supply 1,000 people for 2 days.

FOOD

In case of any emergency, the resort has fresh food and dry goods stocked to feed 1,000 people for 3 times a day for 4 days.

FUEL AND POWER

The resort is equipped with emergency generators. This means that we are fully self generating with lights and power for essential items for 7 days.

SECURITY

The resort is manned by a full time security force. Our security systems and ideal location are added advantages to our preparedness:

- The Tourist Police Beat base is situated adjacent to the resort.
- The Batu Feringgi Police Station is a 2-minute drive away.
- The Malaysian Military base is just 500 meters away.
- The hotel is equipped with CCTV cameras.
- There are 5 hospitals (4 private and 1 government) within a 9-kilometer radius from the resort.

FIRE

Fire-fighting resources are available within the resort in case of fire:

- Analogue addressable fire alarm system.
- The resort is equipped with a fire sprinkler system in all areas.
- Portable fire pump capable of reaching fires up to 130 feet away.
- Fire extinguishers and staff who are trained to use them.
- Fully-trained Emergency Response Team (ERT).
- The Fire Brigade department (Bomba) is situated at Teluk Bahang, about 3 kilometers away.

LIFEGUARD WATCH TOWER

A lifeguard watch tower manned by a 32-member rescue team and managed by the Civil Defence Department of Penang is located right in front of the hotel's beach area.

ISO

The resort is ISO 14001 certified.

GUEST SAFETY AND SECURITY

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

Golden Sands Resort

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