

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 sources & 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 1,200 people for 2 days.

FOOD

Presently the resort has sufficient fresh & dry food stock to feed 1,200 people for 3 days.

FUEL AND POWER

The resort has stand-by generators capable of providing emergency electrical power for 4 consecutive days.

SECURITY

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

- 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 of the resort.

FIRE

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

- Analogue addressable fire alarm system.
- The resort is equipped with fire sprinkler systems 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 5 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 300 metres away on the beachfront.

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.



Shangri-La's

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