

Safety Features of the Hotel

WATER

The hotel's domestic water storage tank has a capacity for four days' water consumption. It has an unlimited supply of fresh water drawn from Bukit Dumbar Reservoir (about six kilometres from the hotel). The Water Department will supply water to the hotel as a first priority in case of emergency situations. In addition, the hotel always keeps enough stock of bottled water for a two-week supply.

FOOD

The hotel has sufficient supply of fresh and dry goods to feed 1,000 people three times a day for up to six days in case of emergency. The hotel employs a full-time food safety and hygiene specialist. The food sanitizer is provided by a qualified international supplier. All fresh food is purchased from local reputable suppliers and delivered according to specified procedures.

FUEL AND POWER

The hotel's generator is able to provide emergency electrical power for four consecutive days. The generating capacity is sufficient to provide power and lighting for all essential equipment including the fire fighting system. The fuel storage capacity for the power generating sets and boilers is sufficient to last one week at full load without refueling.

FIRE AND LIFE SAFETY

The hotel is equipped with a comprehensive fire protection system which includes wet and dry risers; smoke detectors; sprinkler system and magnetic door release, regularly maintained by a full-time Fire, Life, Safety Officer. Twice a year fire evacuation drills are conducted together with the assistance and supervision of the Fire Brigade Department (BOMBA).

SECURITY

The hotel has a team of fully trained security officers backed by surveillance equipment to enhance its ability to provide a safe environment for all guests and staff. In addition, the Tourist Police Base is situated next to the hotel and Patani Road Police Station is a five-minute drive away. There are also five hospitals (four private and one government) within five-kilometre from the hotel. Uniformed security officers patrol the floors, corridors and the perimetres of the hotel 24 hours a day.

LOCATION AND TRANSPORTATION

- The hotel is approximately 15 minutes away from Penang International Airport.
- The hotel has limousine services and shuttle buses that can be put to use 24 hours a day.

GUEST SAFETY AND SECURITY

Shangri-La Hotels and Resorts would like to assure every guest of its commitment to their personal safety and security by providing surveillance 24 hours a day.



TRADERS HOTEL
P E N A N G
By Shangri-La