

Safety Features of the Hotel

Shangri-La Hotel, Singapore has full contingency precautions in place to look after its guests in the event of an emergency.

FIRE EMERGENCY PLAN

The hotel is equipped with a fire system approved by the Singapore Civil Defence Force. Fire detection is through an in-house fire indication panel manned 24 hours and which is monitored by an external consultant.

REGULAR DRILLS

The hotel has three fire drills per month and all operational staff are trained in fire fighting skills. In case of fire, the HEAT (Hotel Emergency Action Team) members will respond within three minutes to resolve the situation. As required by law, the hotel also conducts two full hotel fire evacuation drills per year.

The hotel has a Fire Safety Manager and a Fire Safety Officer who are responsible for eradicating all fire hazards and obstructions within the hotel's premises. They are also responsible for ensuring that the Fire Life Safety System is maintained and in order at all times.

SECURITY

The hotel has a comprehensive Fire Emergency Manual Plan which is tested twice a year during the mandatory annual evacuation drill conducted jointly with the Singapore Civil Defence Force and updated where required. In case of an emergency, the authorities (ie. police, armed forces, civil defence) will only take 15 minutes to arrive at the hotel. The management team is trained to handle all emergencies with guest and staff safety as our first priority.

Our security team monitors all activities closely via regular patrols, aided by the use of the Electronic Guard Tour Patrol System and

the availability of the hotel's 24-hour strategically located CCTV cameras on and around the hotel's premises, covering public and guestrooms areas.

As an added security measure, all guest floors are accessible by individually programmed key cards.

Please note that Shangri-La Hotel, Singapore is classed as a high security area, and has been the official preferred venue for many high profile state events.

LOCATION

- The hotel is set advantageously on Orange Grove Road, which is secluded and surrounded by low-rise residential apartments, providing a clear view and easy monitoring of the hotel and surroundings.
- The hotel has two separate entrances, both allowing quick access to the airport route.
- There are two specially designated routes for fire engine and ambulance access allowing prompt and convenient access to the hotel.
- All guest rooms are equipped with a comprehensive fire escape route map.

ELECTRICAL BACK-UP

- The hotel's back-up generators are capable of supplying and maintaining the operation of essential systems. These generators are fully maintained and tested regularly.

GUEST SAFETY AND SECURITY

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



Orange Grove Road, Singapore 258350.

Tel: (65) 6737 3644 Fax: (65) 6737 3257, 6733 1029 E-mail: sls@shangri-la.com Website: www.shangri-la.com

Business Registration no: 196200040E