

Safety Features of the Resort

Shangri-La's Rasa Sentosa is an internationally recognized five-star Resort, which offers reliable safety and security measures.

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

The management and staff of the Resort maintain a high level of commitment to the moral obligations of daily hosting several thousand guests, visitors and staff in our facility. The Resort works on the Shangri-La Hotels and Resorts' guiding principle: **We will be environmentally conscientious and provide safety and security for our customers and our associates.**

LOCATION

Located on Sentosa Island, our Resort has limited and restricted access. No immediate parking facility is close to the hotel. The Resort is secluded and surrounded by the extensive garden areas of the island, with easy monitoring of the Resort and surroundings.

A gantry guard is stationed at the Causeway Bridge that links the mainland to the Sentosa Island to restrict access to unauthorised persons who may enter the Island.

SECURITY

The Resort has a comprehensive Emergency Procedures Manual Plan, which is tested twice a year during the mandatory Annual Evacuation Drill conducted jointly with the Singapore Civil Defence Force. In the 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 also well trained to handle many types of emergencies with guest and staff safety as the first priority.

24-hour CCTV surveillance is possible through the CCTV cameras installed on guests' floors; lift landings, exits and various strategic locations throughout the Resort. Our security team who is well equipped to handle many types of emergency and crises situations closely monitor activities within and around the hotel.

FIRE EMERGENCY PLAN

The Resort is equipped with an upgraded fire system approved by the Singapore Civil Defence Force. Fire detection is immediate through an in-house fire indication panel manned 24 hours by our security team as well as an external company to further enhance the level of protection provided..

FOOD SAFETY

Focused on providing the highest possible standards of food preparation for our guests, the Resort strictly complies with the hygiene procedures of the Shangri-La's FSMS (Food Safety Management System), which is the hotel industry's leading food safety system derived from the HACCP system.

The Resort has sufficient storage space in walk-in freezer and fridge of over 100 square metres. This capacity is sufficient to provide our guests with three meals a day for over five days.

CRISIS MANAGEMENT

Executive Managers of the Resort are trained and rehearsed to respond to, as well as manage crisis situations that may arise. Full and detailed plans are reviewed and updated annually in order to constantly improve the level of professionalism and execution should the need arise. At the same time, this pro-active approach to crisis management is carried through with the entire staff of the Resort. Each department is trained and rehearses emergency plans and procedures on a regular basis. This applies to periodic classroom refresher courses as well as actual response and evacuation drills. All members of the Resort security team as well as selected members of the engineering department are designated and trained as part of the Resort Emergency Response Team. These team members are equipped and prepared to contain and suppress emergency situations that may arise as a strong first response reaction squad. Drills are conducted monthly.

UTILITIES

Water

Singapore has one of the most reliable water supplies in the region – ensuring a constant supply of safe and potable water. The Resort has a total combined potable water storage capacity of 5,000 litres. This capacity is sufficient to provide approximately one day of water supply to the Resort.

Fuel and Power

Singapore has one of the most reliable power supply networks in Asia. The Resort has fully operational and regularly tested power generators. The combined generating capacity of this system is approximately 3,000 kilowatts. This capacity is sufficient to provide energy for essential lighting and power, including fire detection and protection systems. The fuel storage capacity for the power generating sets is sufficient to last more than two days at full load without refilling.



Shangri-La's

Rasa Sentosa Resort

SINGAPORE