



Safety Features of the Hotel

Water

The hotel's drinking water is treated and processed by the Public Utilities Board, which uses the WHO approved treatment and testing methods to monitor the water quality. This water is then supplied to all guestrooms, kitchens and public areas. The hotel has enough stock of bottled water to supply 350 people for up to three days.

Food

The hotel has sufficient supply of fresh food and dry goods in stock to feed 350 people three times a day for up to three days in case of emergency.

Fuel and Power

The hotel has one 750 KVA diesel powered generator for emergency lighting in guestrooms and public areas. Sufficient diesel oil is stored for the hotel's diesel power generator.

Fire and Life Safety

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

The hotel conducts three silent fire drills per month and all operational staff are sufficiently trained with fire fighting skills. As required by law, the hotel also conducts two full hotel fire evacuation drills per year. In case of a fire emergency, the ERT (Emergency Response Team) members will respond within three minutes in order to assess the situation.

The hotel has a fire safety officer who is responsible for ensuring that there are no fire hazards or obstructions within the hotel premises and that the fire life safety system is maintained.

Security

The hotel has a team of fully trained security officers equipped with fire fighting, first aid, crowd control and life-saving skills backed by surveillance equipment to further enhance its ability to provide a safe environment for all guests and staff.

In the event of an emergency, the authorities (i.e. police, armed forces, civil defence) will arrive at the hotel within 15 minutes. The management team is trained to handle all emergencies with guest and staff safety as a first priority.

Our security team monitors all activities closely via regular patrols and 24-hour strategically located CCTV cameras on and around the hotel's premises, covering public areas.

Location

- The hotel is approximately 25 minutes or 25km from Singapore Changi International Airport.
- There are specially designated routes for fire engines and ambulances allowing prompt and convenient access to the hotel.
- All guestrooms are equipped with a comprehensive fire escape route map.

Guest Safety and Security

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