

Safety Features of the Hotel

Continuous development and improvements to our security system and procedures are very important to us all at The Shangri-La Hotel, Surabaya and we have taken a professional and responsible approach with regard to our security planning.

LOCATION

Strategically located away from the city center with direct access to the toll road leading to the International Airport and within 5 minutes of the East Java military and naval bases.

WATER

The hotel has sufficient water supplies to operate a fully occupied hotel for a period of 10 days without disruption to guest comfort.

FUEL AND POWER

The hotel has 4 fully operational generators allowing for self-sufficient operation for a period of 10 days.

FOOD

In the event that there may be disruption to food supplies, the hotel carries sufficient stock levels of dry goods for a period of 10 days.

SECURITY

The hotel has commissioned the services of an internationally renowned security company to carry out an independent security audit and assist the hotel in developing emergency procedures to assist us in being better prepared in the event of an emergency situation. As a result, we have in place a comprehensive emergency plan under which the hotel is prepared to take appropriate action in conjunction with the local police department, Indonesian Armed Forces, and all Embassies/Consulate offices. Our procedures have been developed to cope with not only civil disturbances, but with many other types of emergency situations that could occur in any country.

Our crisis management procedures are comprehensive and training takes place regularly. In December 2003, Shangri-La Hotel, Surabaya was awarded the first winner in the East Java Security Competition under the "Hotels and Office Building category" by the East Java Police Department.

Shangri-La Hotel, Surabaya is considered a 'safe haven' not only by the local community and international guests but this statement is fully supported by Embassy and security personnel. This is due to the following main reasons:

- The hotel is located out of the city center.
- The hotel is a 17-storey building, which provides excellent observation of the surrounding area.
- The hotel is positioned in the center of our fully enclosed site enabling strong border security control.
- There are not many buildings near the hotel which provides a clear view and easy monitoring of the hotel and surroundings.
- The hotel has satellite communications.

Most importantly, we have extremely reliable intelligence information, thanks to our security consultants who in case of emergency would stay at our hotel for the duration of the incident.

Finally, the hotel has a fully trained full-time security team and the latest in surveillance technology to back up and further enhance our ability to help provide a truly safe environment for all our guests and staff. We have also contracted security officers for traffic control around our hotel perimeter.

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 hotel

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