

Safety Features of the Hotel

Shangri-La's Far Eastern Plaza Hotel is an internationally recognized five-star business hotel selected as the first-choice hotel in Taiwan by many prominent entrepreneurs, government officials, celebrities, and business guests. The staff and management of the ISO 14001 certified hotel are highly committed to provide quality service and maintain an unparalleled environment focused on the health, welfare and security of our clientele.

GUEST SAFETY & SECURITY

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

WATER

The hotel is connected to the municipal water distribution system guaranteeing unlimited supply. The water is stored in a complex of sealed, compartmentalized and reinforced sanitary tanks well within the secured perimeter and control of the hotel. Although water is certified potable, the hotel has also installed a series of ultra-violet light treatments to handle even the remote possibility of slippage from water supply standards. In addition, both hotel swimming pools (in an emergency) could supply water for domestic use including the fire-sprinkler system. The annex office tower can provide support too.

FOOD

In case of an emergency, the hotel has in stock sufficient fresh food and dry goods for 7 days, enough to feed up to 2,500 people, 3 times a day.

FUEL AND POWER

The hotel has two emergency diesel oil generators of 1,000 kilowatts each. This capacity is sufficient to provide energy for essential lighting and power, including fire detection and protection systems for more than seven days at full load without refilling. With further replenishment of diesel oil, the generators can operate for an even more extended period of time. The adjacent office tower possesses the same system and can back up the hotel in case of emergency.

FIRE SYSTEM

All guestrooms are equipped with smoke detectors and sprinklers. These safety facilities inside guestrooms are directly connected to the addressable fire alarm control panel at the 24-hour Service Center.

SECURITY

The hotel has a comprehensive crisis management plan. It contains procedures on how to address a multitude of emergency situations. In case of an emergency, the hotel's well-trained Management and the employees, will handle the situation in a professional manner.

The annex office tower can accommodate helicopter landings for VIP guests and emergency evacuations.

Taiwan maintains a very high level of stability in social order and civil disturbance or disorder never happens. However, the hotel is advantaged with the following strengths in security to deal with emergencies:

- It is conveniently located in the southern business/trade center of Taipei, and only 40 minutes away by car from CKS international airport.
- The hotel, a 43-story skyscraper, provides a panoramic view of the Taipei city.
- Advanced infrared bar code patrol system is utilized in the security procedures of the hotel. This provides 24 hours random surveillance of all guest floors.
- State-of-the-art digitized CCTV system provides 24-hour monitoring of the inside and outside areas in the hotel.
- The hotel and its adjacent building - the Far Eastern Enterprise Center – have a joint defense system. When facing a major incident, the security forces of the two buildings can support each other.

In addition, the Security Department maintains a very good relationship with the local police authorities. A direct emergency line is installed to the local police station, the district police station and the hotel. The police force can respond to our hotel needs within 5 minutes of notification.

