

## SAFETY FEATURES OF THE HOTEL

### LOCATION AND CONTEXT

Shangri-La Hotel Hangzhou is located along Beishan Road adjacent to the scenic West Lake and is approximately 35 kilometres from Xiaoshan International Airport. The closest police station is ten minutes away with the nearest hospital only five minutes from the hotel.

### GUEST SAFETY AND SECURITY

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

### FIRE AND LIFE SAFETY

The hotel is equipped with a comprehensive Fire & Life safety system which includes the automatic fire detection and alarm system, fire protection system together with emergency response procedures.

The automatic fire detection and alarm system consists of addressable smoke detectors and monitoring devices installed in guestrooms and throughout the hotel that are connected to the main fire alarm panel in the Fire Command Centre. Staff in the Fire Command Centre will respond immediately to the activation of any device. The fire protection system includes automatic sprinklers together with fire hydrants and hose reels installed throughout the hotel. These systems are approved by the Fire Department and regularly tested by our Fire & Life Safety Manager to an approved program.

The hotel has an established, comprehensive Emergency Response Plan which includes the Emergency Response Team (ERT) and emergency management procedures. The ERT is on standby 24 hours daily led by the Duty Manager and supported by the hotel's Security and Engineering staff. All ERT members are fully trained in fire-fighting procedures, first aid and incident handling. Fire Drills are conducted frequently to an approved program. In addition a full evacuation drill is conducted twice yearly with the participation of all hotel staff.

### SECURITY

The hotel has its own well-trained and experienced security team who maintain a close relationship with the local emergency services. These officers are backed by a manned security control room which has 24 hour CCTV coverage of the hotel and a comprehensive alarm and access control system.

All security personnel across the Group operate on a standard set of response options covering a wide range of critical and emergency situations.

### WATER

Water supplied to the hotel is filtered, disinfected and treated before storage in regularly cleaned tanks. In addition, water from the tanks passes through a final stage of Ultra Violet disinfection treatment before distribution throughout the hotel. The distributed water complies with the World Health Organization standards for potable water. The hotel has at anytime a 1 day storage supply of potable water.



**SHANGRI-LA**

HOTELS *and* RESORTS

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## FOOD SAFETY

The hotel maintains internationally recognised standards of food hygiene and sanitation. In 2001, the Group introduced the Shangri-La Food Management Safety System (SFSMS) to ensure the highest level of standards in food sanitation across all hotels in the Group. The industry leading SFSMS is based upon principles of the system used in food manufacturing often referred to as Hazard Analysis and Critical Control Points (HACCP). All steps in the food operation are addressed from the supply chain and selection of ingredients through to the serving of the food to the customer. The hotel has a food hygienist on staff to ensure food safety hygiene standards are monitored and kept up to date, and hotels are audited yearly to verify implementation and compliance with SFSM policies.

## FUEL AND POWER

The complex has two emergency generators which are placed in the East and West Wings with output power of 400 KW and 500KW respectively. The main generator set has the capacity to run continuously for 10 hours until re-fueling is required.

## ELECTRICITY

Electricity supply within the hotel is available 24 hours and supplied at 220 Volts 50 Hertz in the guestrooms. In the unlikely event of disruption to the electricity supply, the hotel's emergency generator will automatically operate, to ensure that all fire & life safety and essential equipment will continue to operate.

## SWIMMING POOL SAFETY

Fully trained lifeguards are on duty at all times during swimming pool opening hours.