

SHANGRI-LA HOTELS AND RESORTS

HOTEL SAFETY FEATURES FACT SHEET

Safety Features of the Hotel: (Hotel Name: Shangri-La Hotel. Ningbo)

1. LOCATION & CONTEXT

The hotel is located on 88 Yuyuan Street in the Jiangdong District approximately 15 kilometers from Ningbo Lishe International Airport.

2. GUEST SAFETY AND SECURITY

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

3. FIRE AND LIFE SAFETY

The Shangri-La Hotel, Ningbo 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 Shangri-La Hotel, Ningbo 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.

4. SECURITY

Shangri-La Hotel Ningbo 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.

Shangri-La Hotel Ningbo has a range of safety equipment as mentioned below to ensure the hotel is able to fully provide protection to guests' life, property and safety

Description	Total No.
CCTV cameras	469 pcs
Panic Buttons	19 pcs
Kick Bars(pedal or plate)	13 pcs
Door alarms	56 pcs
Security Radios	36 pcs
Lift Access Control	8 pcs
Access Control	14 pcs

A total of 30% of the Security Team hold valid first aid and lifeguard certificates to ensure we can respond quickly to emergencies.

5. WATER

The clean water in Shangri-La Hotel Ningbo is fed from the city into six dedicated domestic water tanks, with total capacity of 1401m³. These six transit tanks with 1401m³ capacity are being used for the hotel daily water requirement. In addition, three dedicated standby fire tanks with total capacity of 893m³ are ready for emergency to support the hydrants, sprinklers and hose reels during fire situation.

In Ningbo, all the water is provided by the government. At Shangri-La Hotel Ningbo, only ENG and security can enter the hotel water storage centre. Only after approval is obtained from security, ENG can enter the water storage centre to do daily checks. Every outlet has the UV sanitizer and UV sanitizer and is checked by ENG on quarterly basis. Monthly lab test is arranged by testing company and yearly will cover the entire water outlet. Monthly lab test will cover all cold kitchens by hygiene office.

From Hygiene side, water sample will be collected from each outlet and send out for lab test according to national standard.

6. FOOD SAFETY

Shangri-La Hotel Ningbo maintains internationally recognized 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.

Shangri-La Hotel Ningbo has a permanent hygienist 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. The Hygienist also plays an important role in coordinating with hygiene bureau and assist on food safety on government business.

Shangri-La Hotel Ningbo has passed the SFSMS audit and started the HACCP system in 2012 and got the HACCP certification in May.4th, 2013. Recently, the hotel's HACCP has been renewed on May.27, 2015.

7. FUEL & POWER

The complex has six units of emergency generators set. Varying in capacity, total output power of 1800KVA/1440KW is available and spread out to different locations around the complex.

Generator set at main hotel has the capacity to run continuously for 48 hours until top-up fuel required.

8. SWIMMING-POOL SAFETY

Fully trained lifeguards are on duty at all times during swimming pool opening hours. All lifeguards hold qualified lifeguard certificates and swimming coach certificates.

9. Electricity

Electricity supply within the hotel is available 24 hours and supplied at 380 Volts 50 Hertz in the guestrooms. In the unlikely event of disruption to the electricity supply, the hotel's emergency generator will automatically kick in to ensure that all fire & life safety and essential equipment will continue to operate.