

Safety Features of the Hotel

LOCATION AND CONTEXT

The hotel is located 176 Cumberland Street, The Rocks NSW, approximately 15 kilometres from Sydney International Airport.

The hotel has access to a fleet of limousines and/or mini-buses that can be utilised 24 hours a day.

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 Control Room. Staff will respond immediately to the activation of any device. The Fire Protection system includes automatic sprinklers together with magnetic door release mechanisms, fire hydrants and hose reels installed throughout the hotel. These systems are approved by the Fire Department and regularly tested by our Fire and 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 a day, led by the Duty Manager and supported by the hotel's Security and Engineering staff. 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, together with the assistance and supervision of Fire and Rescue New South Wales. In addition, there are three fire drills per month following company policy. A weekly fire and safety inspection is also completed. Fire Hydrants and equipment are tested monthly by the hotel's Security Department. All fire systems, doors, EWIS, extinguishers, range hoods, sprinklers and smoke detectors are checked in accordance with local legislation.

SECURITY

To provide a safe environment for all guests, the hotel is patrolled by state licensed and trained Security Officers, all of whom have first aid

accreditation. 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

The hotel's drinking water is treated and processed by the Sydney Water Board, which uses ISO (International Organisation of Standardisation) approved treatment and testing methods to monitor the water quality. Sydney's water supply is renowned for its high quality and is treated by the local water authority on a continuous basis. The hotel's water supply is filtered at a point of entry to 5 microns to remove any suspended solids. No further treatment of the potable water is done. The hotel has enough stock of bottled water to supply 1,000 people for up to 2 days.

FOOD SAFETY

The hotel 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. The hotel / resort 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 hotel has 1 x 540k VA diesel powered generator for essential services. Sufficient diesel is stored for the hotel's emergency generator for essential services. Sydney has a reliable power and gas supply. In an emergency situation, the hotel is equipped with sufficient back up power for emergency services including emergency lighting. The hotel systems comply with local standards and Fire Safety systems are certified annually.



Shangri-La hotel

SYDNEY

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