

## Your Well-being in Our Care

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Our promise 'Shangri-La Cares' comes straight from the heart. It underpins the caring spirit of our brand and guides our unrelenting efforts to ensure well-being and comfort of our guests, colleagues and partners.

To create a trusted and nurturing environment, we have raised our already demanding hygiene standards by embracing a number of new safety protocols, procedures and training following guidelines from World Health Organisation or respective local health agencies, with a focus on these specific details:



### Implementing Enhanced Protocols and Procedures

Concrete measures have been adopted at all hotels and resorts to combat the risk of COVID-19 so that guests can feel safe when staying or visiting us.

- Increased frequency and enhanced sanitisation of all high-touch surfaces
- Use of Environmental Protection Agency approved medical grade sanitisers and disinfectants
- Increased cleaning frequency of air filters and air-conditioner systems to ensure optimal air quality
- Safe dining, meetings and events with extra precautions to respect safe physical distancing and enhanced food safety practices



### Enabling Our People

Caring for people is the bedrock of Shangri-La's service value. To reinforce the strong culture of health and safety, we have enhanced our training, learning and development resources on essential preparatory and prevention measures.

- Training on enhanced cleaning and sanitisation
- Certification by long-term partner and global hygiene solutions provider, Diversey
- Colleagues equipped with personal protective equipment where necessary
- Continued training programmes to enhance awareness of our stringent personal hygiene practices and standards



### Elevating Our Standards

As the situation continues to evolve, we are reviewing and elevating our standards and practices to prepare for a "new normal".

- Enhanced operational guidance, safety and sanitation protocols on infection prevention and outbreak readiness programmes developed in close cooperation with Diversey
- Elevate our rigorous processes to verify the effectiveness of cleaning and disinfection protocols and monitor compliance with regular inspections and reporting tools
- Measures continually being refined to reflect local requirements and meet evolving customer needs and expectations



Learn more about our  
health and safety commitment  
[shangri-la.com/cares](https://shangri-la.com/cares)

#shangrilacares

## Explore Our Destinations

### AUSTRALIA

Shangri-La Hotel, The Marina, Cairns  
Shangri-La Hotel, Melbourne (2022)  
Shangri-La Hotel, Sydney

### BAHRAIN

Shangri-La Hotel, Bahrain (2022)

### CAMBODIA

Shangri-La Hotel, Phnom Penh (2020)

### CANADA

Shangri-La Hotel, Toronto  
Shangri-La Hotel, Vancouver

### MAINLAND CHINA

Shangri-La Hotel, Baotou  
Shangri-La Hotel, Beihai  
China World Summit Wing, Beijing  
Shangri-La Hotel, Beijing  
China World Hotel, Beijing  
Kerry Hotel, Beijing  
Hotel JEN Beijing by Shangri-La  
Shangri-La Hotel, Changchun  
Shangri-La Hotel, Changzhou  
Traders Fudu Hotel, Changzhou  
Shangri-La Hotel, Chengdu  
Shangri-La Hotel, Dalian  
Shangri-La Hotel, Fuzhou  
Shangri-La Hotel, Guangzhou  
Shangri-La Hotel, Guilin  
Shangri-La Hotel, Haikou  
Midtown Shangri-La, Hangzhou  
Shangri-La Hotel, Hangzhou  
Shangri-La Hotel, Harbin  
Songbei Shangri-La, Harbin  
Shangri-La Hotel, Hefei  
Shangri-La Hotel, Huhhot  
Shangri-La Hotel, Jinan  
Shangri-La Hotel, Lhasa  
Shangri-La Hotel, Manzhouli  
Shangri-La Hotel, Nanchang  
Shangri-La Hotel, Nanjing  
Shangri-La Hotel, Nanning (2021)  
Shangri-La Hotel, Ningbo  
Shangri-La Hotel, Putian (2021)  
Shangri-La Hotel, Qian Tan (2021)  
Shangri-La Hotel, Qingdao  
Shangri-La Hotel, Qinhuangdao  
Shangri-La Hotel, Qufu  
Shangri-La's Sanya Resort & Spa, Hainan  
Pudong Shangri-La, East Shanghai  
Jing An Shangri-La, West Shanghai  
Kerry Hotel Pudong, Shanghai  
Hotel JEN Shenyang by Shangri-La  
Shangri-La Hotel, Shenyang  
Shangri-La Hotel, Shenzhen  
Futian Shangri-La, Shenzhen  
Shangri-La Hotel, Suzhou Yuanqu

Shangri-La Hotel, Suzhou  
Shangri-La Hotel, Tangshan  
Shangri-La Hotel, Tianjin  
Shangri-La Hotel, Wenzhou  
Shangri-La Hotel, Wuhan  
Shangri-La Hotel, Xiamen  
Shangri-La Hotel, Xian  
Shangri-La Hotel, Yangzhou  
Shangri-La Hotel, Yiwu  
Shangri-La Resort, Shangri-La  
Shangri-La Hotel, Zhengzhou (2022)  
Shangri-La Hotel, Zhoushan

### FIJI

Shangri-La's Fijian Resort and Spa,  
Yanuca Island, Fiji

### FRANCE

Shangri-La Hotel, Paris

### HONG KONG

Island Shangri-La, Hong Kong  
Kowloon Shangri-La, Hong Kong  
Kerry Hotel, Hong Kong  
Hotel JEN Hong Kong by Shangri-La

### INDIA

Shangri-La Hotel, Bengaluru  
Shangri-La's - Eros Hotel, New Delhi

### INDONESIA

Shangri-La's Bali Resort & Spa, The Maj Nusa Dua  
(To be Announced)  
Shangri-La Hotel, Jakarta  
Shangri-La Hotel, Surabaya

### JAPAN

Shangri-La Hotel, Tokyo

### MALAYSIA

Shangri-La's Rasa Ria Resort & Spa,  
Kota Kinabalu  
Shangri-La's Tanjung Aru Resort & Spa,  
Kota Kinabalu  
Shangri-La Hotel, Kuala Lumpur  
Shangri-La's Rasa Sayang Resort & Spa, Penang  
Golden Sands Resort, Penang  
Hotel JEN Johor Puteri Harbour by Shangri-La  
Hotel JEN Penang Georgetown by Shangri-La  
Traders Hotel, Kuala Lumpur

### MALDIVES

Shangri-La's Villingili Resort & Spa, Maldives  
Hotel JEN Maldives Malé by Shangri-La

### MAURITIUS

Shangri-La's Le Touessrok Resort & Spa,  
Mauritius

### MONGOLIA

Shangri-La Hotel, Ulaanbaatar

### MYANMAR

Sule Shangri-La, Yangon

### OMAN

Shangri-La Al Husn Resort & Spa  
Shangri-La Barr Al Jissah Resort & Spa,  
Sultanate of Oman

### PHILIPPINES

Shangri-La's Boracay Resort & Spa  
Shangri-La's Mactan Resort & Spa, Cebu  
Shangri-La at the Fort, Manila  
Edsa Shangri-La, Manila  
Makati Shangri-La, Manila  
Hotel JEN Manila by Shangri-La

### SAUDI ARABIA

Shangri-La Hotel, Jeddah (2020)

### SINGAPORE

Shangri-La Hotel, Singapore  
Shangri-La's Rasa Sentosa Resort & Spa,  
Singapore  
Hotel JEN Singapore Orchardgateway by  
Shangri-La  
Hotel JEN Singapore Tanglin by Shangri-La

### SRI LANKA

Shangri-La Hotel, Colombo  
Shangri-La's Hambantota Golf Resort & Spa,  
Sri Lanka

### TAIWAN

Shangri-La's Far Eastern Plaza Hotel, Tainan  
Shangri-La's Far Eastern Plaza Hotel, Taipei

### THAILAND

Shangri-La Hotel, Bangkok  
Shangri-La Hotel, Chiang Mai

### TURKEY

Shangri-La Bosphorus, Istanbul

### UNITED ARAB EMIRATES

Shangri-La Hotel, Qaryat Al Beri, Abu Dhabi  
Shangri-La Hotel, Dubai  
Traders Hotel, Qaryat Al Beri, Abu Dhabi

### UNITED KINGDOM

Shangri-La Hotel, At The Shard, London

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