Safety Features
Hotel Jen Orchardgateway Singapore

I’m all about comfort and simple pleasures, but that doesn’t mean I don’t take safety seriously. I want to make sure you feel safe and sound at Hotel Jen Orchardgateway Singapore. That’s why I’ve got the best people on the job, checking, testing, patrolling and stocking up on essentials to make sure things are in order and that I have everything I need to keep you comfortable and secure. So rest assured – with me – you’re in safe hands.

Water
The water in the hotel is treated and processed by the Public Utilities Board, which uses WHO-approved treatment and testing methods to monitor water quality. This water is then supplied to all my guestrooms, kitchens and public areas. I have enough stock of bottled water to supply 350 people for up to three days.

Food
The hotel has a sufficient supply of fresh food and dry goods to feed 350 people three times a day for up to three days in case of emergency.

Fuel and Power
Other than the two circuits of reliable high-voltage power supply from SP PowerGrid, the hotel has one 1,000 KVA diesel-powered generator for emergency lighting in my guestrooms and public areas. Sufficient diesel oil is stored for the hotel’s diesel-powered generator.

Fire and Life Safety
The hotel is equipped with an automated fire safety system approved by the Singapore Civil Defence Force. Fire detection is immediate through an in-house fire indication panel manned 24-hours and monitored by a Decentralised Fire Alarm Monitoring Station (DECAM). I conduct three silent fire drills per month and all my operational staff are sufficiently trained in firefighting.

As required by law, I also conduct two full hotel fire evacuation drills per year. In case of a fire emergency, the Emergency Response Team (ERT) members will respond within three minutes to assess the situation. I have a Fire Safety Officer who is responsible for ensuring that there are no fire hazards or obstructions within the hotel premises and that the fire life safety system is maintained.

Security
I have a team of fully trained security officers equipped with firefighting, first-aid, crowd-control and life-saving skills backed by surveillance equipment to further enhance their ability to provide a safe environment for all guests and staff.

In the event of an emergency, the authorities (i.e., police, armed forces, civil defence) will arrive at Hotel Jen Orchardgateway within 15 minutes. The management team is trained to handle all emergencies, with guest and staff safety as a first priority. My security team monitors all activities closely via regular patrols and 24-hour strategically located CCTV cameras on and around the hotel premises, covering public areas.

Location
Hotel Jen Orchardgateway Singapore is approximately 25 minutes by car or 19 kilometres from Singapore Changi International Airport. There are specially designated routes for fire engines and ambulances, allowing prompt and convenient access to the hotel. All my guestrooms are equipped with a comprehensive fire escape route map.

Guest Safety and Security
I’d like to assure all guests of my commitment to their personal safety and security.