



Disaster Management and Contingency Plan



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Section 1: Organization Background and structure

Drukair is a Royal Government of Bhutan Owned Airline run by the Investment Wing, Druk Holding & Investments Ltd. The national Airline of the Kingdom of Bhutan operates a schedule network within the South Asian region from its Head Quarters at Paro, a picturesque Valley in Western Bhutan. The Capital, Thimphu is 60 Minutes drive away.

The concept of a national airline was born on April 5, 1981. Drukair began operations on February 11, 1983, from Paro, a picturesque valley in western Bhutan, a 65 km drive away from the capital, Thimphu. At the time, Paro had a little airstrip servicing helicopter operations. Drukair began humbly with a 18-seat Dornier 228-200 that made its historic touch down at Paro airport on January 14, 1983, to the chant of inauguration prayers, cymbals, conches and the like, with maroon-clad monks blessing the occasion and the plane. The first link was Kolkata, followed by six destinations in South Asia, including Bangkok. As more and more people took to the skies, not just to connect but also to enjoy perhaps the most breath-taking view of the Himalayan range, including Mt. Everest, Mt. Kanchenjunga and the highest unclimbed mountains in Bhutan itself, another Dornier was added to meet the increasing demand.

Drukair upgraded its planes to the new BAe 146 on November 21, 1988, when the first plane touched down at Paro with the same traditional fanfare. Drukair now operates with 3 A319 for its international destinations and on an ATR 42-500 for its regional destinations. All the pilots and maintenance crew are trained at the best institutes abroad while the flight attendants are trained by Thai Airways.

Figure 1: Organizational Structure

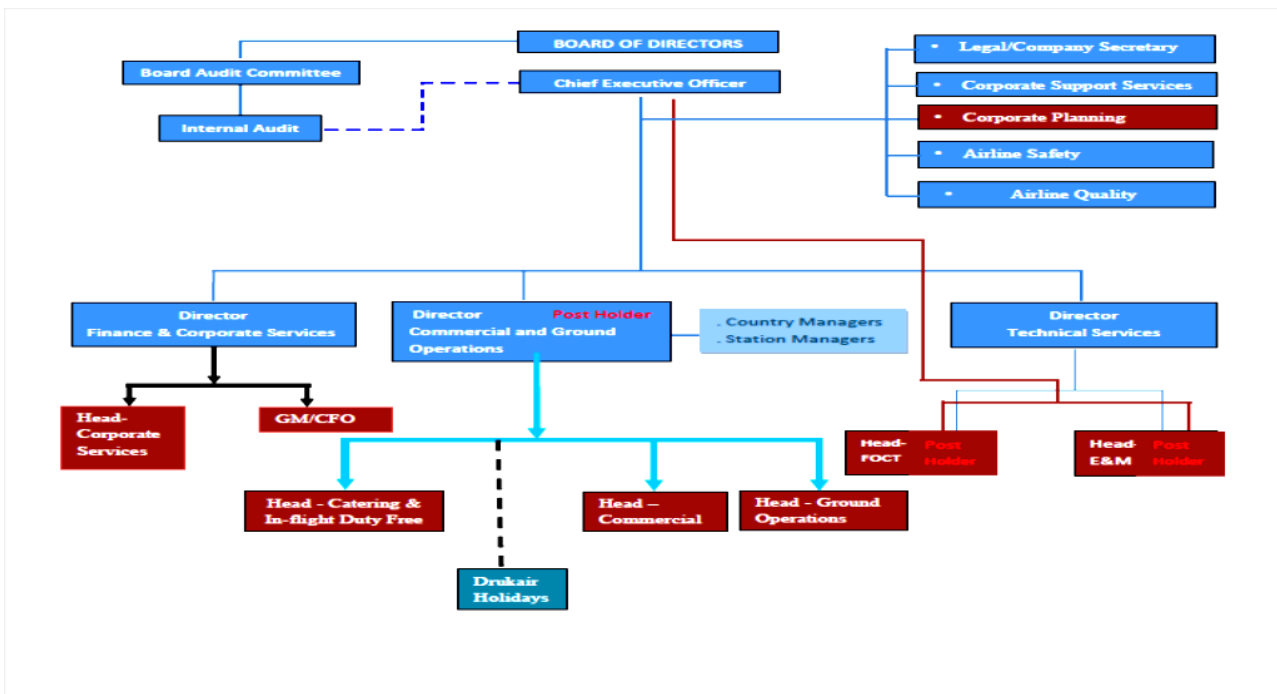


Table 1: Demographic Details

No. of Staff		Total	Staff with Disability		Remarks
Male	Female		Male	Female	
304	170	474	0	0	Staff Strength as of 31-Jan-19 including outstation staff

Table 2: Building/Infrastructures

Sl. No.	Name of the Building	Total Male Occupant	Total Female Occupant	Children
1	Head Office Building	43	31 (1 on EOL)	0
2	Thimphu Office Building	7	11	0
3	Catering Building	30	20	0
4	Flight Operations Office (Taken Care by DoAT)	52	48 (1 on EOL)	0
5	Engineering Office (Taken Care by DoAT)	55	11	0
6	Ground Operations Office (Taken Care by DoAT)	56 (2 on EOL)	29 (2 on EOL)	0

1.1 Scope and Objectives of the Disaster Management Contingency Plan (DMCP):

The development of Disaster Management and Contingency Plan is mandated by the Disaster Management Act of Bhutan 2013, Chapter 6 “Agency and Private Sector”. This plan will serve as a document for reference by all relevant relief coordinators and for implementation of prioritized disaster risk reduction and preparedness activities and guide the staff in any response and relief operations.

The objectives of the DMCP in case of an anticipated disaster are:

- To ensure safety of staff and reduce loss of properties
- To promote awareness on disaster risk, risk reduction, mitigation and effective preparedness to response during disaster emergency
- Establish an institutional arrangement for emergency response and relief coordination
- To ensure continuity of essential services during and after the disaster
- To ensure mainstreaming of priority activities in annual and five year plan

1.2 Drukair Disaster Management Committee (DDMC)

The Drukair Disaster Management Committee consists of the following members:

Table 3: Drukair Disaster Management Committee

Sl. No.	Name	Designation	Contact No.	Email Address	Remarks
1	Tandi Wangchuk	Chief Executive Officer (Chairperson)	17113028	tandi.wangchuk@drukair.com.bt	Incident Commander, Head Office
2	Namgay Wangchuk	Director, Commercial & Ground Operations	17116264	namgaywangchuk@drukair.com.bt	Incident Commander, Head Office, (Alternate)
3	Chimi Dorji	Head, Corporate Services Division	17581362	chimi.dorjicsd@drukair.com.bt	Evacuation Team Leader, Head Office
4	Ogyen P Dorji	Head, Catering & In-flight Duty Free Division	17593113	ogyenpdorji@drukair.com.bt	Incident Commander, Catering Office
5	Karma Tashi	In-charge, Production Unit	17622422	karma_tashi@drukair.com.bt	Incident Commander, Catering Office (Alternate)
6	Ugyen Dorji	Manager, Drukair Holidays	17664257	ugyendorji@drukair.com.bt	Incident Commander, Thimphu Office
7	Kunzang Dorji	Sr. Space Control Officer	17 333 767	kunzangd@drukair.com.bt	Incident Commander, Thimphu Office (Alternate)
8	Sonam Tobgay	Corporate Planning Officer	17638379	tobgay.sonam@drukair.com.bt	Evacuation Team Member, Head Office
9	Sonam Gyeltshen	Manager-HR Section	17911841	sonam.gyeltshen@drukair.com.bt	Member Secretary

1.3 Functions of the Disaster Management Committee

The committee shall be responsible to:

1. Prepare, review, update and implement the Drukair Disaster Management and Contingency Plan
2. Plan for the financial and logistics mobilization.
3. Coordinate and organize regular drills twice a year for the staff.
4. Sensitize on the emergency plan through meeting for all staff.
5. Maintain the report and regular updates on disaster incidents.

Section 2: Risk profile and Disaster Management action plan

2.1 Risk Assessment (Hazard, Vulnerability & Capacity Assessment) for Head Office and Catering Office, Paro

Table 4: Hazard Assessment for Head Office & Catering Office

Hazard	Secondary Hazard	History (Major events)	Major impacts (Damage & Loss)
Earthquake	Structure Fire, Landslide		
Windstorm	Structure Fire		
Structure Fire	Forest Fire, Gas explosion		
Flood	Landslide		

Table 5: Vulnerability Assessment for Head Office & Catering Office

Hazard	Elements at Risk	Why they are at Risk?	
		Physical/ material	Social/ Organizational
Earthquake	2 Structures, 123 Staff, Properties	No proper planning and required equipments to face the disaster	Lack of proper awareness and not knowing dos and don'ts
Windstorm	2 Structures, 123 staff, Properties	No proper planning and required resources to face the disaster	Lack of proper awareness and not knowing dos and don'ts
Structure Fire	2 Structures, 123 Staff, Properties	No proper planning and required resources to face the disaster. Using Panel Heaters individually by each staff	Lack of proper awareness and not knowing dos and don'ts

		whereby cannot carry the load by Miniature Circuit Breaker.	don'ts
Flood	2 Structures, 123 Staff, Properties	Located near Paachu	Lack of proper awareness and not knowing dos and don'ts

Table 6: Capacity Assessment for Head Office & Catering Office

Hazard	Physical Capacity	Social Capacity	Institutional capacity
Earthquake	<ul style="list-style-type: none"> • Good road and mobile connection. 	<ul style="list-style-type: none"> • House Insurance and life insurance 	<ul style="list-style-type: none"> • Dzongkhag and Gewog Administration • Located nearby hospital • Paro College of Education (Students)
Windstorm	<ul style="list-style-type: none"> • Good road and mobile connection. 	<ul style="list-style-type: none"> • House Insurance and life insurance 	<ul style="list-style-type: none"> • Dzongkhag and Gewog Administration • Located nearby hospital • Paro College of Education (Students)
Structure Fire	<ul style="list-style-type: none"> • Good road and mobile connection. 	<ul style="list-style-type: none"> • House Insurance and life insurance 	<ul style="list-style-type: none"> • Dzongkhag and Gewog Administration • Located nearby hospital • Paro College of Education (Students)
Flood	<ul style="list-style-type: none"> • Good road and mobile connection. 	<ul style="list-style-type: none"> • House Insurance and life insurance 	<ul style="list-style-type: none"> • Dzongkhag and Gewog Administration • Located nearby hospital • Paro College of Education (Students)

2.2 Risk Assessment (Hazard, Vulnerability & Capacity Assessment) for Thimphu Office

Table 7: Hazard Assessment for Thimphu Office

Hazard	Secondary Hazard	History (Major events)	Major impacts (Damage & Loss)
Earthquake	Structure Fire, Landslide		
Windstorm	Structure Fire		
Structure Fire	Forest Fire, Gas explosion		

Hazard	Elements at Risk	Why they are at Risk?	
		Physical/ material	Social/ Organizational
Earthquake	Structures, Staff, Properties	No proper planning and required equipments to face the disaster	Lack of proper awareness and not knowing dos and don'ts
Windstorm	Structures, Properties, Staff	No proper planning and required resources to face the disaster	Lack of proper awareness and not knowing dos and don'ts
Structure Fire	Structures, Properties, Staff	No proper planning and required resources to face the disaster. Using Panel Heaters individually by each staff whereby cannot carry the load by Miniature Circuit Breaker.	Lack of proper awareness and not knowing dos and don'ts

Table 8: Vulnerability Assessment for Thimphu Office

Table 9: Capacity Assessment for Thimphu Office

Hazard	Physical Capacity	Social Capacity	Institutional capacity
Earthquake	<ul style="list-style-type: none"> • Good road and mobile connection. 	<ul style="list-style-type: none"> • House Insurance and life insurance 	<ul style="list-style-type: none"> • Thimphu City Corporation • Located nearby hospital
Windstorm	<ul style="list-style-type: none"> • Good road and mobile connection. 	<ul style="list-style-type: none"> • House Insurance and life 	<ul style="list-style-type: none"> • Thimphu City Corporation

		insurance	<ul style="list-style-type: none"> • Located nearby hospital
Structure Fire	<ul style="list-style-type: none"> • Good road and mobile connection. 	<ul style="list-style-type: none"> • House Insurance and life insurance 	<ul style="list-style-type: none"> • Thimphu City Corporation • Located nearby hospital

2.3 Inventory of Resources

Following resources are required for the Drukair Disaster Management:

Table 10: Inventory of Resources

Sl. No	Items	Existing	Required	Gap	Remarks
1	First Aid Box	0	4	4	2 in Head Office, 1 in Catering, 1 in Thimphu
2	Ladders	0	8	8	6 in Head Office, 2 in Catering
3	Fire extinguisher	0 in Head Office, 0 in Thimphu Office, 9 in Catering	22	13	8 in Head Office, 9 in Catering, 5 in Thimphu Office
4	Metal buckets	0	20	20	8 in Head Office, 5 in Thimphu Office, 7 in Catering
5	Siren (Alarm)	0	3	3	1 in Head Office, 1 in Thimphu Office, 1 in Catering
7	Spades	0	16	16	6 in Head Office, 4 in Thimphu Office, 6 in Catering
8	Crowbar	0	16	16	6 in Head Office, 4 in Thimphu Office, 6 in Catering
9	Pickaxe	0	16	16	6 in Head Office, 4 in Thimphu Office, 6 in Catering
10	Shovels	0	16	16	6 in Head Office, 4 in Thimphu Office, 6 in Catering
11	Stretchers	0	16	16	6 in Head Office, 4 in Thimphu Office, 6 in Catering
12	Reservoir Tank	0	3	3	1 in Head Office, 1 in Thimphu Office, 1 in Catering
13	Radio (Walkie Talkie)	0	12	12	4 in Head Office, 4 in Thimphu Office, 4 in Catering Office

2.4 Disaster Management Action Plan

Table 11: Action Plan

Priority area	Key Activities	Target	Responsible agency	Supporting agency	Time line (FY)	Budget (M)
Development of Disaster Management and Contingency Plan	<ul style="list-style-type: none"> Submission of draft DMCP to Department of Disaster Management 		Focal Person	Department of Disaster Management	April 2019	
Identification and appointment of Drukair Disaster Management Team	<ul style="list-style-type: none"> Incident Commander Evacuation Team First Aid Team Response Team 	Staff nominated by the Management	Management & Focal person	Department of Disaster Management	June 2019	
Awareness and Education	<ul style="list-style-type: none"> Raise Awareness and sensitize on Disaster Management and Contingency Plan Coordinate Meeting with all Disaster Response Teams Conduct mock drill 	Entire Staff	Disaster Response Team of Drukair and Disaster Management Committee	Department of Disaster Management		
Enhance preparedness and response level	<ul style="list-style-type: none"> Training on use of equipments Develop and display emergency exit directions Conduct mock drills 	Entire Staff	Disaster Response Team of Drukair	Department of Disaster Management		
Procurement	<ul style="list-style-type: none"> Procurement of all required equipments for Disaster Management 		Procurement and focal person	Disaster Response Team Leaders		

Section 3: Contingency Arrangement

3.1 Office level response mechanism

Figure 2: Office Response Team (Head Office, Paro)

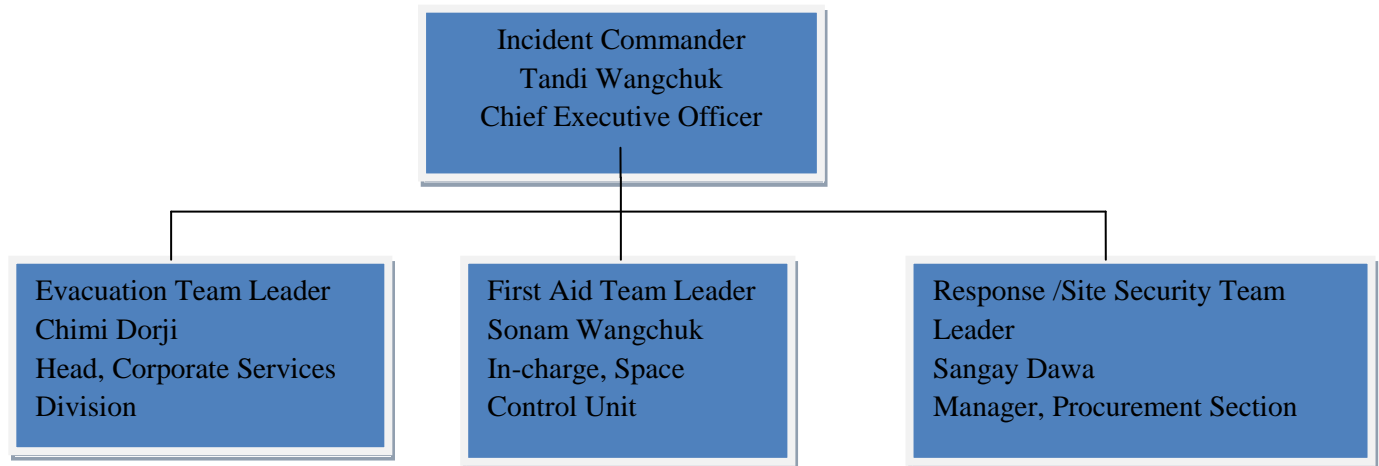


Table 12: Incident Commander of Head Office

Sl. No.	Name	Designation	Contact details
1	Tandi Wangchuk	Chief Executive Officer	17113028
2	Namgay Wangchuk	Director, Commercial & Ground Operations (Alternate)	17116264

Table 13: Evacuation Team of Head Office

Sl. No.	Name	Designation	Contact details
1	Chimi Dorji	Head, Corporate Services Division-2 nd Floor (Leader)	17581362
2	Sonam Wangchuk	Manager, Marketing Section-Ground Floor (Alternate)	17600076
3	Sonam Tobgay	Corporate Planning Officer-3 rd Floor	17638379
4	Sangay Khandu	Manager, IT Section-3 rd Floor	17600476
5	Dorji Wangchuk	Manager, Administration Section-2 nd Floor	17603098
6	Chhimi Dorji	Manager, Accounts Section-1 st Floor	17893836

7	Dawa Namgyal	Manager, Revenue Section-1 st Floor	77234400
8	Ngawang Lhendup Tendar	Office Helper-Ground Floor	17665245

Table 14: First Aid Team of Head Office

Sl. No.	Name	Designation	Contact details
1	Sonam Wangchuk	In-charge, Space Control Unit-Ground Floor (Leader)	17642407
2	Namgay Lham	Assistant HR Officer-2 nd Floor (Alternate)	77177717
3	Norbu Gyeltshen	Procurement Helper-2 nd Floor	17632569
4	Tashi Chezom	Assistant Accounts Officer-1 st Floor	17747026
5	Chencho Lhamo	Accounts Assistant-1 st Floor	17447508
6	Karma Chedup	IT Assistant-3 rd Floor	17376975
7	Yonten Gyeltshen	Messenger-Ground Floor	17710315
8	Tashi Wangmo	Assistant IT Officer-3 rd Floor	17764262

Table 15: Response/Site Security Team of Head Office

Sl. No.	Name	Designation	Contact details
1	Sangay Dawa	Manager, Procurement Section-2 nd Floor (Leader)	17492172
2	Sonam Penjor Wangchuk	Sr. Corporate Planning Officer-3 rd Floor (Alternate)	17888999
3	Tenzin Wangdi	Internal Audit Officer-3 rd Floor	17608192
4	Sonam Gyeltshen	Manager, HR Section-2 nd Floor	17911841
5	Chundu Dorji	Assistant Accounts Officer-1 st Floor	17633935
6	Chencho Lham	Personal Assistant-1 st Floor	17564864
7	Thinlay Jamtsho	In-charge, Corporate Sales-Ground Floor	17436162
8	Ugyen Choden	Assistant Officer, Research & Analysis-Ground Floor	17429228

Figure 3: Office Response Team (Catering Office, Paro Airport)

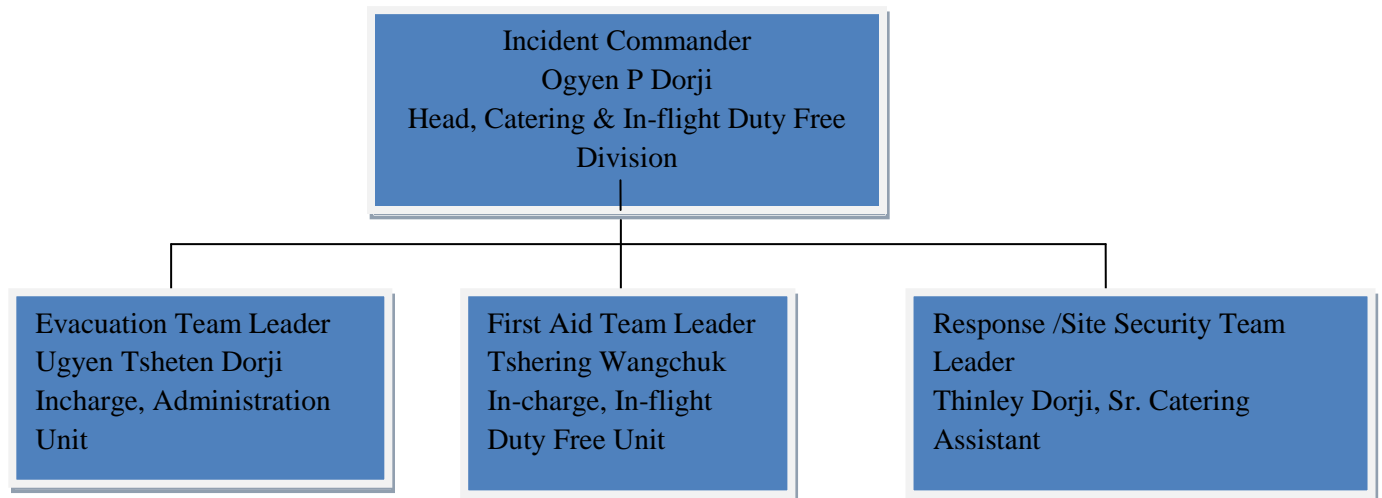


Table 16: Incident Commander of Catering Office

Sl. No.	Name	Designation	Contact details
1	Ogyen P Dorji	Head, Catering & In-flight Duty Free Division	17593113
2	Karma Tashi	In-charge, Production Unit (Alternate)	17622422

Table 17: Evacuation Team of Catering Office

Sl. No.	Name	Designation	Contact details
1	Ugyen Tsheten Dorji	In-charge, Administration Unit (Leader)-Top Floor	17638653
2	Sonam Wangmo	Sr. Sales Assistant (Alternate)- Top Floor	17610721
3	Dorji Wangchuk	Assistant Cook- Ground Floor	17509074
4	Karma	Assistant Baker- Ground Floor	17643280

Table 18: First Aid Team of Catering Office

Sl. No.	Name	Designation	Contact details
1	Tshering Wangchuk	In-charge, In-flight Duty Free Unit	17645789

		(Leader)-Top Floor	
2	Choki Wangmo	Sales Assistant (Alternate)- Ground Floor	17640849
3	Tashi Lhaden	Administration Helper- Top Floor	17880807
4	Nidup	Catering Helper	17607924

Table 19: Response/Site Security Team of Catering Office

Sl. No.	Name	Designation	Contact details
1	Tshering Yangden	Catering Assistant (Leader)- Ground Floor	17595390
2	Tenzin Wangchuk	Assistant Cook- Ground Floor	17661110
3	Sonam Tobgay	Dry Cleaner- Ground Floor	17946351

Figure 4: Office Response Team (Thimphu Office)

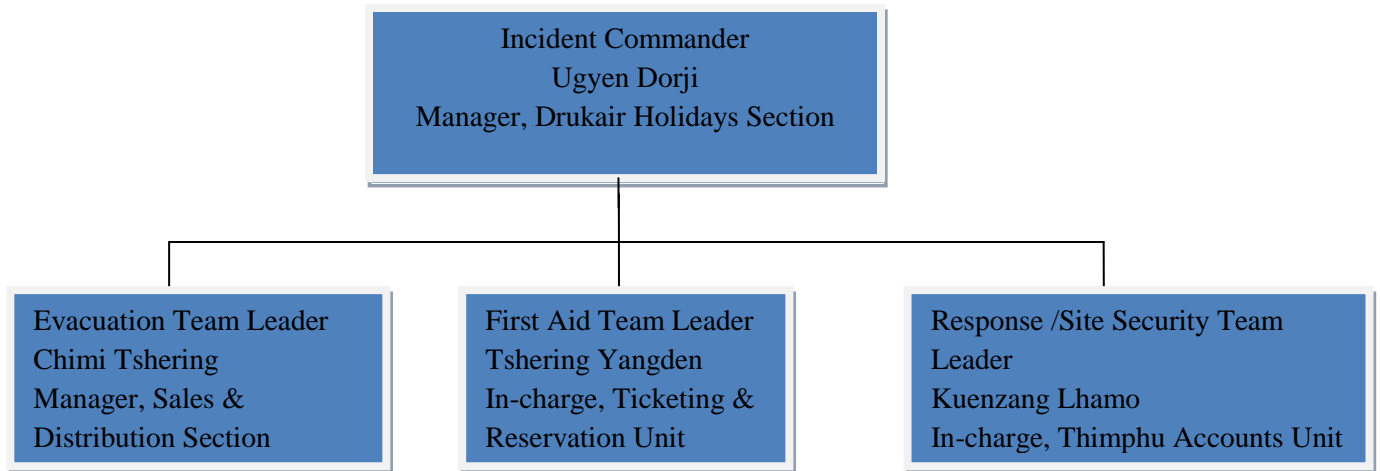


Table 20: Incident Commander of Thimphu Office

Sl. No.	Name	Designation	Contact details
1	Ugyen Dorji	Manager, Drukair Holidays (Leader)	17664257
2	Kunzang Dorji	Sr. Space Control Assistant (Alternate)	77617785

Table 21: Evacuation Team of Thimphu Office

Sl. No.	Name	Designation	Contact details
1	Chimi Tshering	Manager, Sales & Distribution (Leader)-2nd Floor	17110699
2	Pema Ningjey	Ticketing & Reservation Assistant (Alternate)-1st Floor	77241644
3	Tenzin Tsheltrim	Assistant Marketing Officer- 2nd Floor	17463161
4	Sangay Dorji	Ticketing & Reservation Assistant- 1st Floor	17447293
5	Sonam Phuntsho	Sr. Accounts Assistant- Ground Floor	17303884
6	Loday Jamtsho	Accounts Assistant- Ground Floor	17344626

Table 22: First Aid Team of Thimphu Office

Sl. No.	Name	Designation	Contact details
1	Tshering Yangden	In-charge, Ticketing & Reservation (Leader)-1st Floor	17713463
2	Sonam Phuntsho	IT Assistant (Alternate)-2nd Floor	17776627
3	Yega Wangmo	Ticketing & Reservation Assistant- 1st Floor	17434204
4	Tenzin Zangmo	Ticketing & Reservation Assistant- 1st Floor	17915584
5	Kinley Zangmo	Accounts Assistant- Ground Floor	17695761
6	Chimi Gembo	Assistant Accounts Officer- Ground Floor	17388718

Table 23: Response/Site Security Team of Thimphu Office

Sl. No.	Name	Designation	Contact details
1	Kuenzang Lhamo	In-charge, Thimphu Accounts Unit (Leader)-Ground Floor	17892592
2	Tandin Zangmo	Assistant Officer-Ticketing & Reservation (Alternate)-1st Floor	77788286
3	Yeshey Wangmo	Assistant Accounts Officer- Ground Floor	17805511
4	Jigme Wangchuk	Ticketing & Reservation Assistant- 1st Floor	17366490
5	Thinley Zangmo	Assistant Marketing Officer- 2nd Floor	17429272
6	Sangay Lhaden	Ticketing & Reservation Assistant- 2nd Floor	77238708

3.2 Resources required for Incident Commander:

- Motorola set (appropriate communication facility)

3.3 Roles and responsibilities of Incident Commander:

Before:

- Ensure planning meetings and mock drills are scheduled as required.
- Regularly review and assess the effectiveness of the Contingency plan.
- Ensure decision and policy formulated for Disaster Management is implemented.
- Provide prompt information on a disaster situation to the Disaster Management Team members.
- Coordinate delivery of services and resources whenever necessary.
- Update the preparedness plan.

During:

- Activate the Drukair Disaster Management and Contingency Plan.
- Call all Disaster Management Team as required.
- Provide immediate response and relief during the disaster.
- Respond to request and issues from inter-organization coordination.

After:

- Co-ordinate and conduct debriefing

3.4 Resources required for Evacuation Team:

- Ladder
- Radio (Walkie Talkie)
- Fire extinguisher
- Metal bucket
- Spades
- Crowbar
- Pickaxe
- Shovel
- Stretcher
- Fire Hydrant/Reservoir Tank

3.5 Roles and responsibilities of Evacuation Team:

Before:

- i. Participate in an initial planning meeting
- ii. Arrange and stock the safety equipment
- iii. Familiarize with the entry and exit points during the disaster (evacuation areas)

During:

- i. Use appropriate safety equipment for personnel safety
- ii. Conduct search and rescue and provide safe evacuation at the site of the incident.
- iii. Monitoring and assessing safety hazards or unsafe situation.
- iv. Communicate with concern persons as when required for any help.
- v. Carry out head counts for missing of any victims in the disaster areas.

After:

- i. Communicate with Incident command about the situation.
- ii. Collect back the safety equipment and arrange properly.
- iii. Share the experiences and lesson learned.

3.6 Resources Required for First Aid Team:

- First Aid box
- Radio (Walkie Talkie)
- Metal bucket
- Stretchers

3.7 Roles and responsibilities of First Aid Team:

Before:

- i. Update and arrange the emergency first aid kit time to time.
- ii. Set up first aid kit containing all required items.0

During:

- i. Provide basic first aid services before dispatching the victims to hospital on need base.
- ii. Arrangement of ambulance for transferring the casualties.
- iii. Coordinate and communicate with hospital while referring the casualties

After:

- i. Replenish the medical first aid kit.
- ii. Share the lesson learned.

3.8 Resources Required for Response/Site Security Team:

- Safety equipment
- Tarpaulin sheet (for temporary shelter)
- Food and Cloths in stock for emergency

3.9 Roles and responsibilities of Response/Site Security Team

Before:

- i. Participate in an initial planning meeting
- ii. Ensure communication systems are functional and operational
- iii. Coordinate with incident command and procuring of required equipment.
- iv. Keep proper record/ledger of equipment (book Keeping)
- v. Requisition for and procure/hire material, equipment as required.

During:

- i. Immediate supply of equipment
- ii. A temporary repair to damaged infrastructure
- iii. Report to IC about the action taken

After:

- i. Organize and coordinate debris clearance in and around the compound
- ii. Updating the equipment
- iii. New purchasing of equipment as when required

3.10 Standard Operating Procedure during Disaster

1. Evacuate to the safe evacuation area following the procedure as practiced during mock drill for the specific hazard
2. Conduct head count by Response/Site Security Team
3. Inform Incident Commander on headcount results (missing, injured and dead)
4. Incident Commander to activate Evacuation Team
5. Incident Commander to inform head of the Agency.

3.11 Business Continuity Mechanism

Table 24: Business Continuity Mechanism

Essential services	Who will be responsible to resume the services	How will the services be continued	From where the services will be continued	Who are the stakeholders		Time line (within)
				Partners	Beneficiaries	
Ticketing & Reservation	1. Head, Commercial Division (Lead) 2. Manager, Sales & Distribution (Alternate) 3. In-charge, Space Control	Ticketing & Reservation can be done from Thimphu Office, all BT counters and Ticketing Agents	Ticketing & Reservation can be done from Thimphu Office, all BT counter and Ticketing Agents	Bhutan Telecom and Ticketing Agents	Staff	After one week
IT Services – SITA	1. Manager, IT Section (Lead) 2. Assistant IT Officers (Alternate) 3. IT Assistant	In consultation with Bhutan Telecom Ltd. regarding the connectivity of internet	Either from Thimphu/Paro if not risk for collapsed.	Bhutan Telecom Ltd	Staff	After one week
Catering Services	1. Head, Catering & Inflight Duty Free Division 2. In-charge, Production Unit (Alternate) 3. In-charge, Administration Unit 4. In-charge, In-flight Duty Free Unit	In consultation with nearby Hotels/Resorts (Hotel Olathang and Uma Resort	From the concerned Hotels and resorts	Olathang Hotels and Uma Resorts	Staff	Within a week

Note: it is advised to identify at least two people (lead & alternate) for each task

Annexure 1: Emergency Contact Number

Table 25: Emergency Contact Number

Sl. No.	Name	Designation	Mobile No.	Remarks
1	Traffic Station		111	
2	Health Helpline		112	
3	Fire Helpline		110	
4	Crime Police		113	
5	Tandi Wangchuk	Chief Executive Officer	17113028	Incident Commander, Head Office
6	Chimi Dorji	Head, Corporate Services Division	17581362	Evacuation Team Leader, Head Office
7	Namgay Lham	Assistant HR Officer	77177717	First Aid Team Leader, Head Office
8	Sangay Dawa	Manager, Procurement Section	17492172	Response/Site Security Team Leader
9	Ogyen P Dorji	Head, Catering & In-flight Duty Free Division	17593113	Incident Commander, Catering Office
10	Ugyen Tsheten Dorji	In-charge, Administration Unit	17638653	Evacuation Team Leader, Catering Office
11	Tshering Wangchuk	In-charge, In-flight Duty Free Unit	17645789	First Aid Team Leader, Catering Office
12	Thinley Dorji	Sr. Catering Assistant (Leader)	17117745/ 77701730	Response/Site Security Team Leader
13	Ugyen Dorji	Manager, Drukair Holidays	17664257	Incident Commander, Thimphu Office
14	Chimi Tshering	Manager, Sales & Distribution	17110699	Evacuation Team Leader, Thimphu Office
15	Tshering Yangden	In-charge, Ticketing & Reservation	17713463	First Aid Team Leader, Thimphu Office
16	Kuenzang Lhamo	In-charge, Thimphu Accounts Unit	17892592	Response/Site Security Team Leader, Thimphu Office

Annexure 2: Evacuation Map of Head Office, Paro

Figure 5: Head Office-Ground Floor

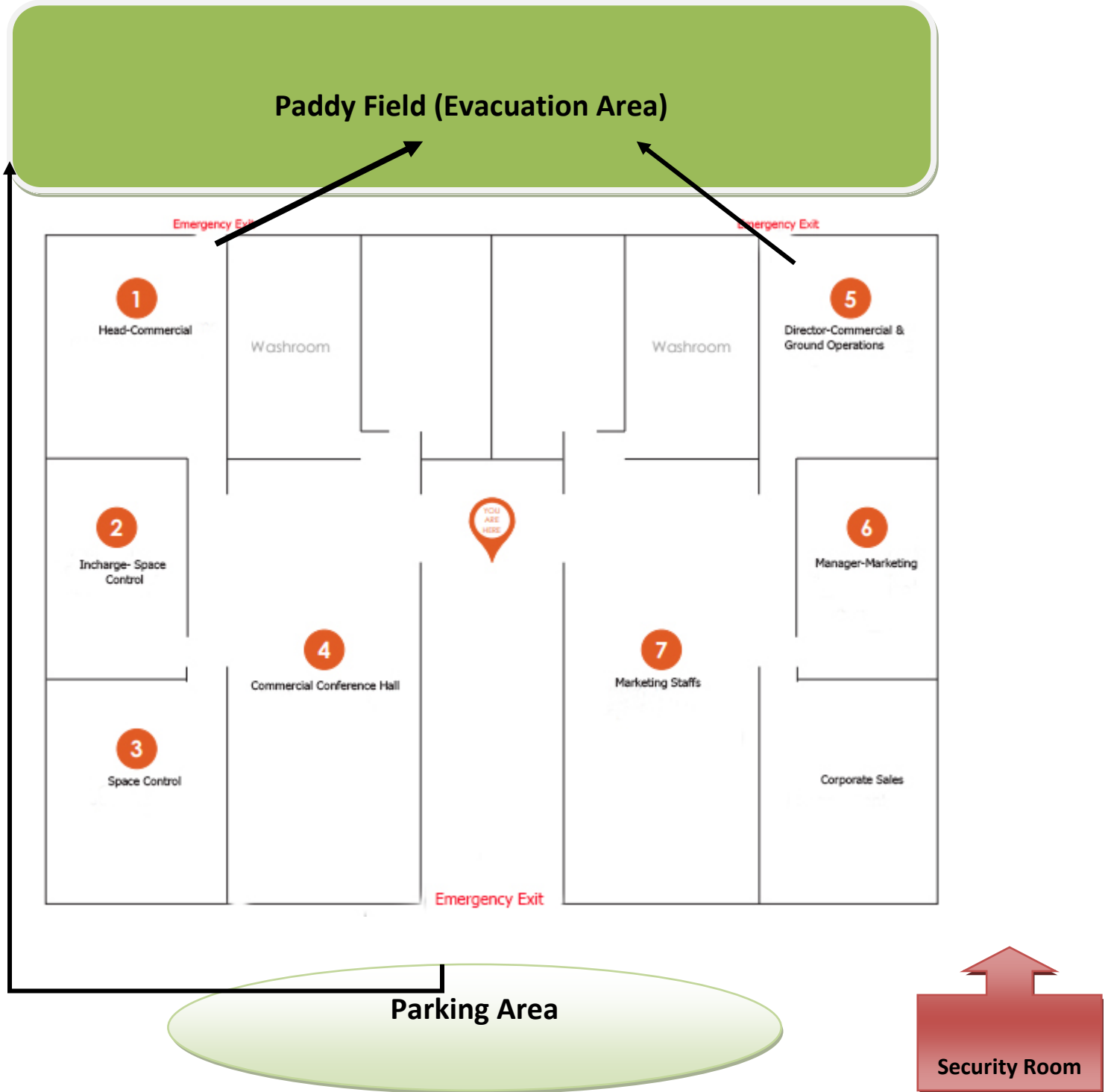


Figure 6: Head Office-First Floor



Figure 7: Head Office-Second Floor

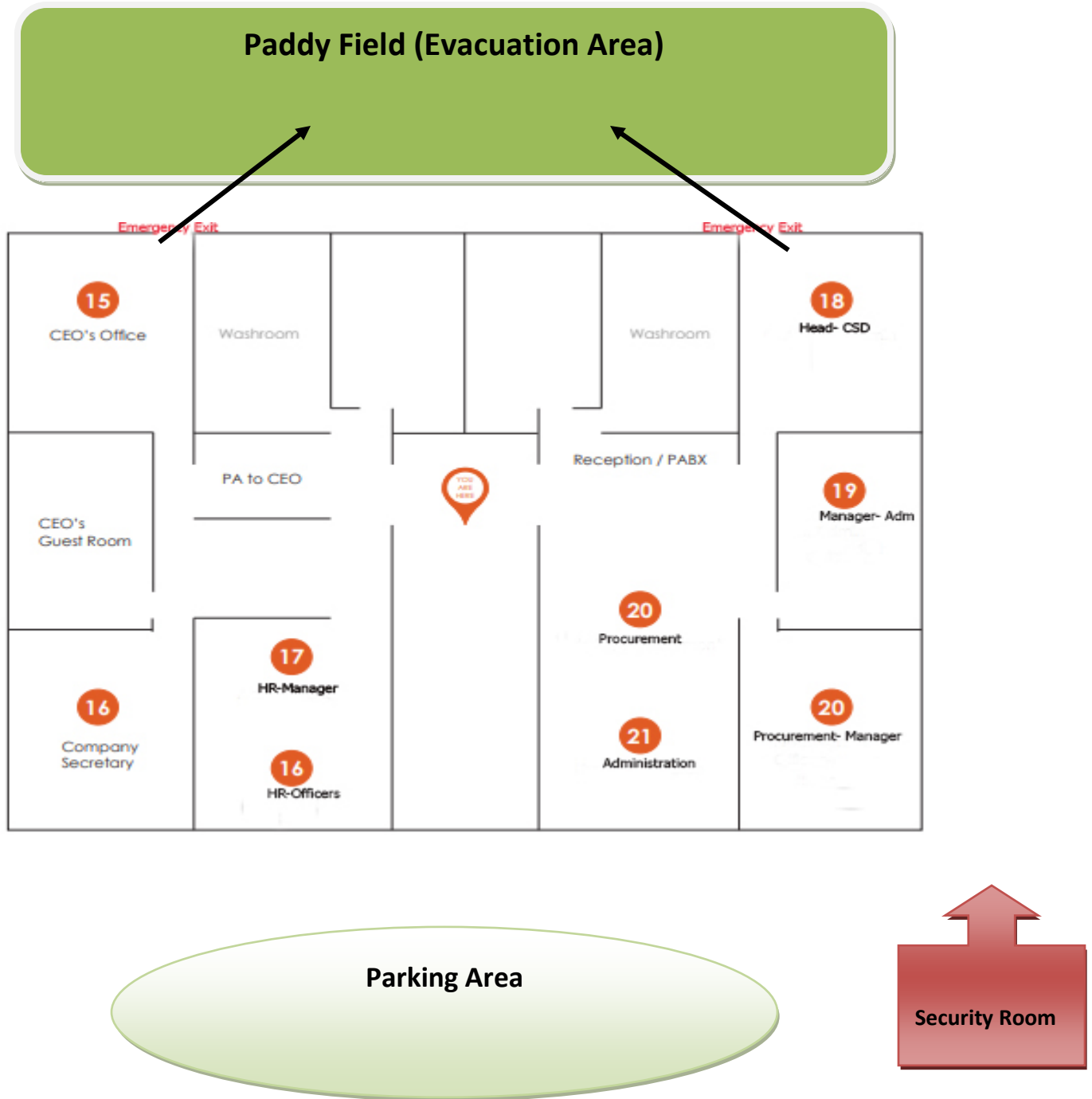


Figure 8: Head Office-Third Floor



Annexure 3: Evacuation Map of Catering Building, Paro Airport

Figure 9: Catering Office-Ground Floor

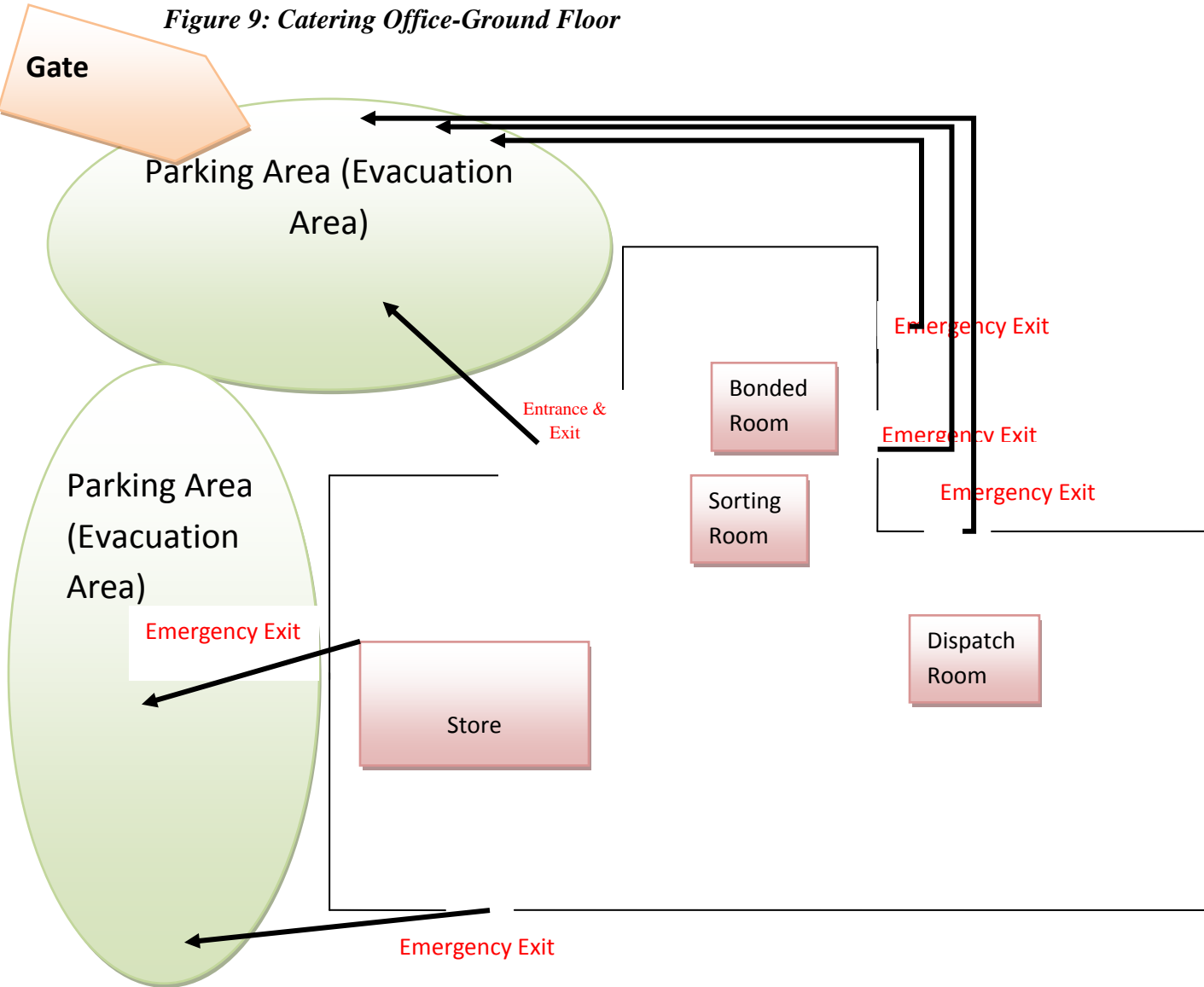
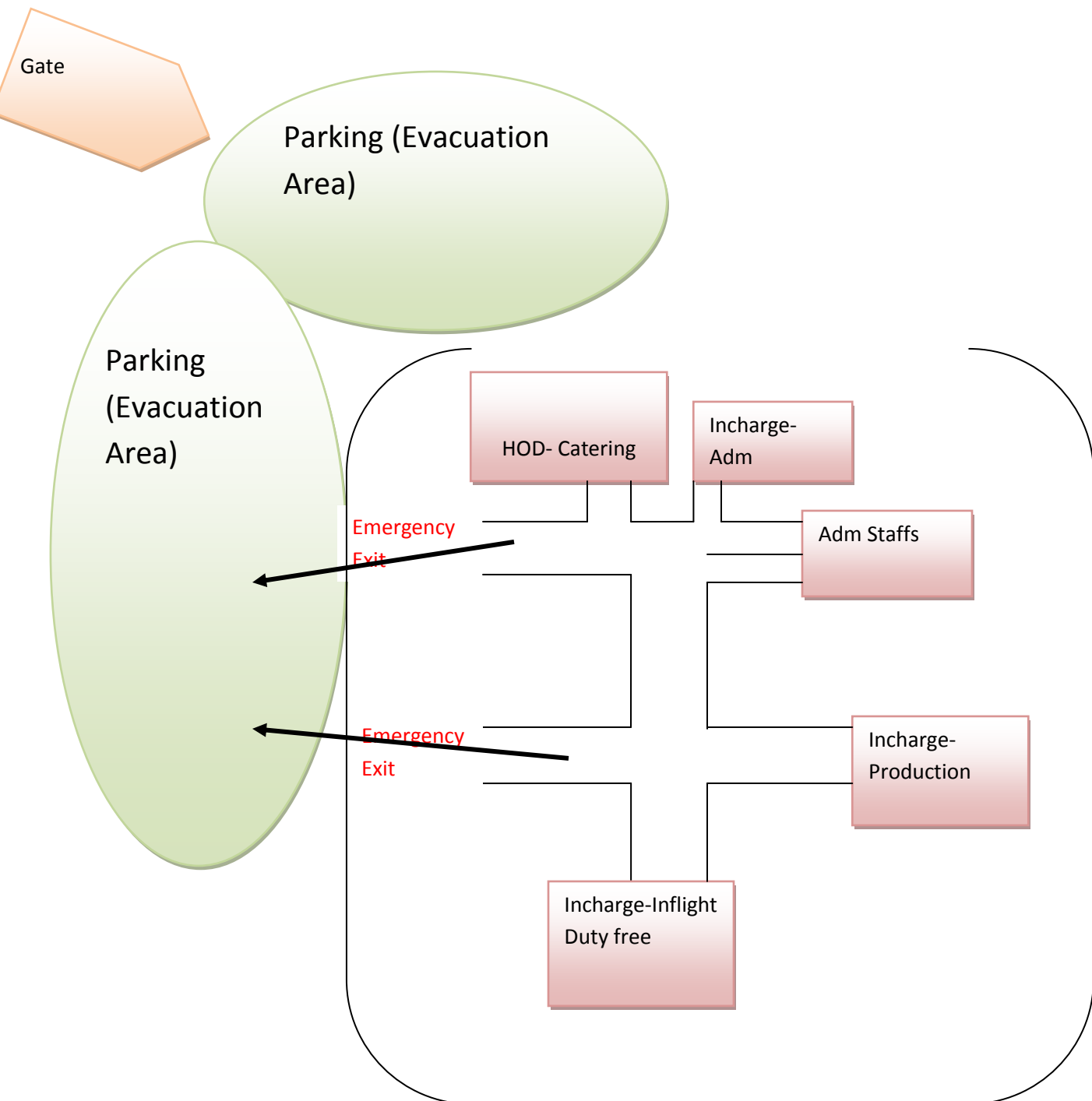


Figure 10: Catering Office-Top Floor



Annexure 4: Evacuation Map of Thimphu Office

Figure 11: Ground Floor-Thimphu Office

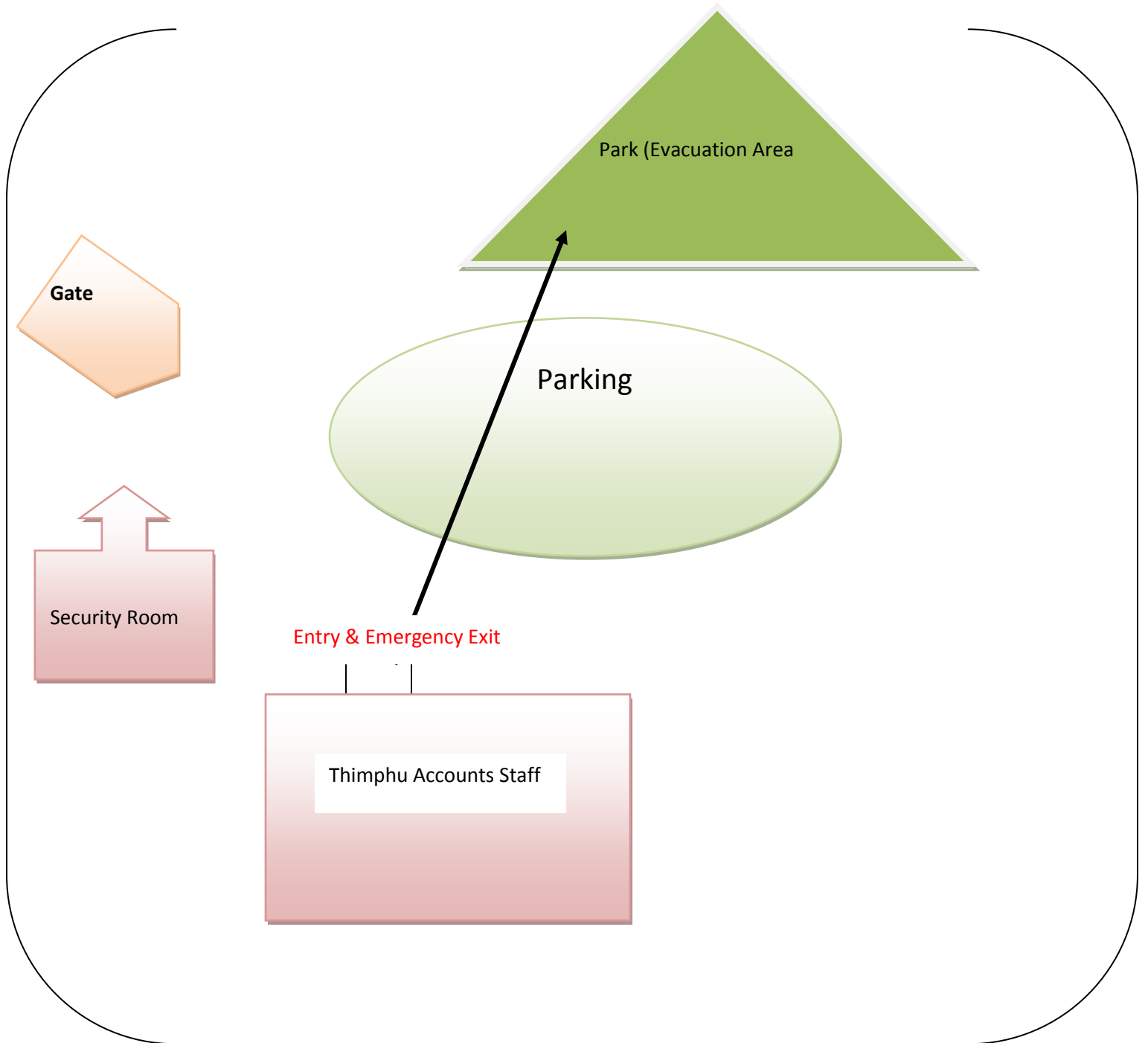


Figure 12: First Floor-Thimphu Office

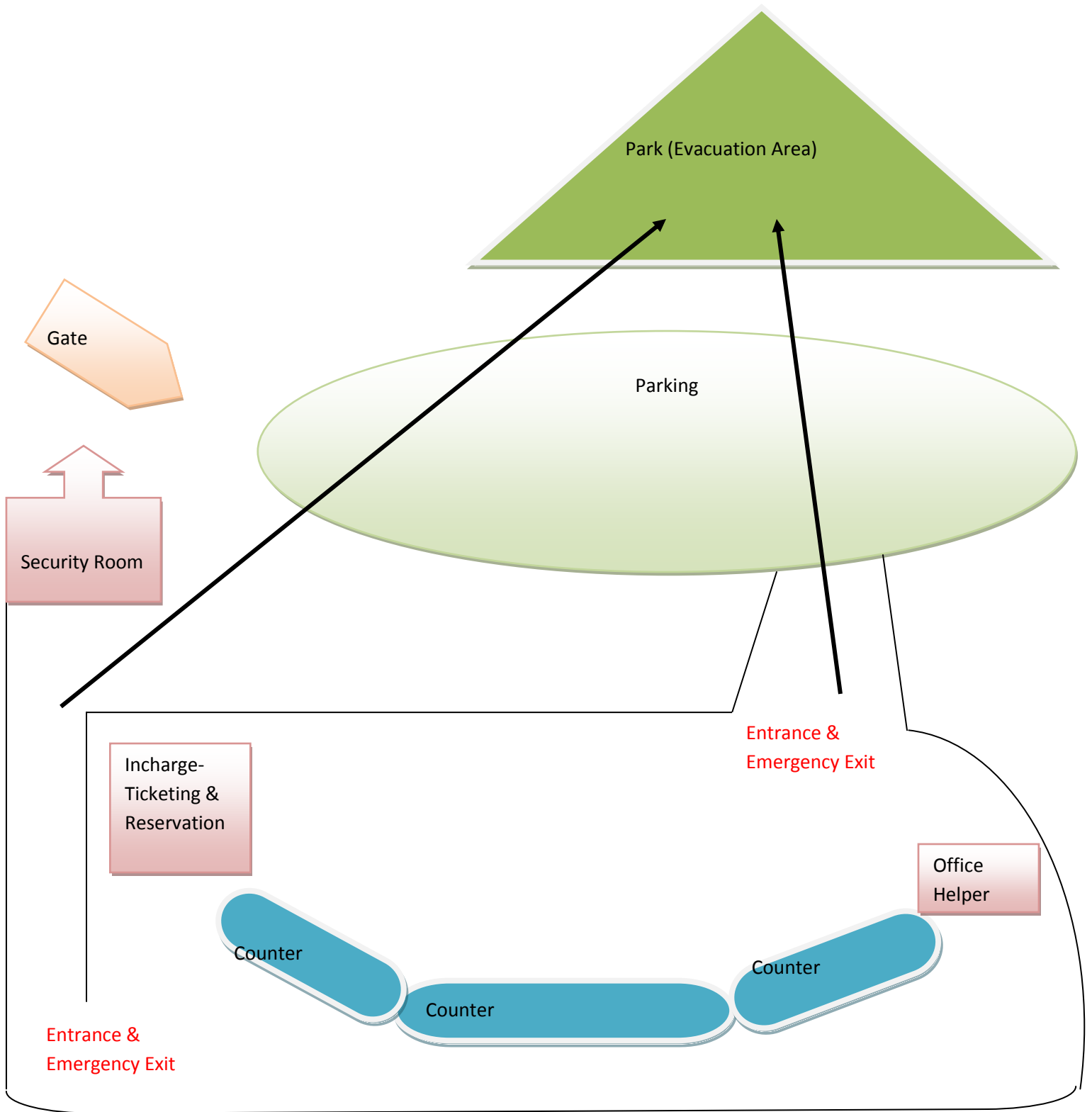


Figure 13: Second Floor-Thimphu Office

