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Safety & Quality E-Newsletter

Issue 6

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Managing Director and CEO's Message

Airline industry is used to overcoming sudden shocks. Biman dealt with several in the past decades. But we have never faced anything like COVID-19 before; no one has. Right now, all airlines are in the middle of the biggest crisis our industry has ever experienced. Efforts to contain COVID-19, which we all agree are very important, have devastated travel demand all over the world.

Airline revenues have collapsed. We had to take some extreme measures like other airlines did to survive. We know that flying will return. Our people will be back in the skies. No aircraft will sit idle; and new ones will be arriving. We have been open to explore all options like cost savings, carriage of cargo on cabin seats, charter flights, new destinations, etc. to "survive", "revive" and "thrive".

Amidst the turmoil of COVID-19, subsequent and associated measures and initiatives we have undertaken never intervened our commitment to safety. To ensure aviation safety as well as health safety, we first developed SOPs for new measures/initiatives in compliance with requirements of CAAB, ICAO, IATA, EASA, WHO and CAAs of other destinations and then provided training on SOPs to the relevant officials & staff of Biman. The directorates of Flight Operations, Engineering & Material Management and Customer Services has been assessing the safety risks in their respective areas and mitigating the risks to an acceptable level. Corporate Safety and Quality division has been conducting safety and

quality audits/inspections to ensure continuous conformity to aviation safety requirements and to ensure safety risks controls are effectively implemented.

We not only endeavor to comply with regulatory requirements, but also go further, in some cases, to excel customer expectation such as we are providing passengers with face shields and hygiene kit box that includes spray-able hand sanitizer tube, face masks and tissue. Directorate of Administration and Human Resources has been taking care of all these resources.

Directorate of Admin & HR and Flight Safety division are reinforcing ERP (emergency response planning) system in Biman allocating more expensive resources. These activities indicate that the cost saving measures do not undermine our commitment to maintain equivalent level of safety in any diverse operational requirement.

Corporate Safety & Quality, Engineering Quality Assurance, Flight Safety and Biman Security divisions always remain vigilant to ensure aviation safety, security and compliance; and under the pandemic situation they are relentlessly working hard to provide their utmost services.

As always, wish safe flights and safe services.

Md. Mokabbir Hossain
Managing Director & CEO

We have been open to explore all options like cost savings, carriage of cargo on cabin seats, charter flights, new destinations, etc. to "survive", "revive" and "thrive".

COVID-19 Health Risk Mitigation in Biman



Ziauddin Ahmed
Director Administration
(Joint Secretary)
Biman Bangladesh Airlines Ltd

Biman Bangladesh Airlines Limited, commonly known as 'Biman', is the only government and national flag carrier airline in Bangladesh. The airline carries passengers and cargo on domestic routes and international routes. Bangladesh has air service agreements with 53 countries of the world and at present Biman operates flights to 19 international cities. Most of the passengers of Biman Bangladesh are pilgrims, tourists, immigrants, and expatriate citizens of Bangladesh.

In January 1972, Bangabandhu Sheikh Mujibur Rahman, the father of the nation, fulfilled the dream of the newly independent people of Bangladesh of having their own airlines. With the help of a DC-3 aircraft provided by the government, Biman started her domestic operation on 7 March 1972 by operating flights to Chittagong and Sylhet and 9 March 1972 to Jashore. On the 4th of the same month, Biman's very first international flight was completed with 169 passengers from London to Dhaka.

Biman turned into a Public Limited Company in 2007. Biman possesses a total of 18 aircraft and the average age of the fleet of Biman Bangladesh Airlines is 6.8 years, which recognizes Biman as one of the newest fleets in the region.

As a member of the International Air Transport Association (IATA), the IATA Operational Safety Audit (IOSA) Program has recognized the airlines as a safe and secure organization 7 times.

Biman has its associated organizations, which are providing all sorts of supports related to safety in a synchronized way. The organizations are:-

- A. Ground Handling Unit;
- B. BFCC (Biman Flight Catering Center);
- C. BPC (Biman Poultry Complex);
- D. BATC (Bangladesh Airlines Training Center);
- E. Biman Printing and Publishing Center;
- F. Engineering Division;
- G. Motor Transport Division;
- H. Cargo Village.

Biman was not spared from the negative global impact of the COVID-19. From March 2020 to August 2020, Biman had to cancel 4103 flights and due to this Biman has incurred a huge financial loss. The lion's share of the revenue has been cut off for the decline in operation to zero during the Corona period. The airlines have to bear an average monthly expenditure of TK 350 crore for maintenance of modern technology aircraft, maintaining safety issues, paying loan installments, and other fixed expenses.

From March to August 2020, 18 special flights transported about 20,000 passengers. For the first time since the Corona outbreak, Biman Bangladesh Airlines has flown 10 contingents of peacekeeping police, air force, and army to Bangladesh UN Mission in several cities in the Central African Republic, Congo, Democratic Republic of Congo, South Sudan, and Mali.

To ensure the health protection of the passengers during COVID-19, Biman Bangladesh Airlines has formulated passenger safety procedures in light of the health regulations planned and guided by all the regulatory bodies, including the World Health Organization. Biman operated its aircraft during the pandemic period by taking all measures to keep the aircraft germ-free and sanitized at all times, to maintain the social distance, and by providing safe hygiene kits produced by Biman to make the safe journey of the passengers.

Aviation is a complex but very safe mode of the transportation system in terms of environmental safety and health safety. The COVID-19 pandemic resulted in an extreme reduction in airline operations that began in late March and has continued through to the end of May 2020. As governments have signaled that restrictions on travel would cease in June, many airlines and airports are once again increasing the level of their activities.

Restarting operations not only brings passengers closer together and moves them between locations, but it also brings together aviation personnel. Both increase the risk of further spreading the virus. To address the global challenge of ensuring that air traveling is not a way for the spread of COVID-19, international bodies like ICAO, IATA, WHO, EASA, etc. worked together to have harmonized solutions to restrict the spread of corona virus. In Biman, we have taken robust measures to minimize the risk of infection and to ensure that work areas are regularly cleansed. Some measures are:

1. **SOP for operations under COVID-19:** Biman has developed an SOP named "Guidelines/ Procedure to Operate Commercial Flights Considering COVID-19 Situation" that describes all the processes, procedures,

facilities, and equipment required for preventing the spread of corona virus during ground and in-flight operation. The SOP was prepared in compliance with requirements of CAAB, ICAO, IATA, WHO and EASA.

2. Measures taken at passengers check-in services:

Passengers are-

- Queued with a physical distance of 1 meter (3 feet).
- Provided with health declaration form to declare that they are free from basic three COVID-19 symptoms.
- Advised that they are allowed to carry a small hand sanitizer bottle (max 100ml) per passenger in their carry-on pouch.
- Checked for temperature using a contactless infrared thermometer. If the measured



temperature is greater than 99°F, deny check-in and inform the airport health authority.

- Provided with hand sanitizers, masks, and gloves (optional) to passengers as required.

3. Passenger boarding and seating in aircraft:



Passengers to be seated at the back rows first, and so on.

- Smaller groups of passengers (passengers of maximum two rows) are allowed to board at a time to increase space between them when they are taking their seats.
- The last row of seats is kept vacant so that if anyone in flight is symptomatic or the passengers next to symptomatic passengers, can be moved to these seats.
- The total number of passengers in a flight is limited as per CAAB requirement.
- One well-trained cabin crew is deployed with appropriate safety equipment to take care of the symptomatic passenger.

4. Food Safety:

- BFCC, an ISO-9001:2005 and ISO-22000:2018 Certified Catering Center of Biman, provides safe food maintaining the scientific food supply chain. Additional safety measures for food and beverages have been taken for this pandemic period as advised by the Biman Microbiologists team.
- BPC, another associate organization of Biman, provides safe, hygienic foods like eggs, chickens, meats, and vegetables to BFCC.
- In-flight items like pillows, seat covers, and blankets are used only once and disposed of instead of reuse.

5. Hygiene Kit Box and Face Shield: Each passenger is provided with a face shield and a hygiene kit box containing 10 ml sanitizer in a spray-able tube, a face mask, and hand gloves.

6. Onboard items: The following items are uploaded inside the aircraft before every departure from Dhaka



for the use by the passenger and crew:

- Medical face masks
- Protective gloves
- Hand sanitizers
- Approved aircraft disinfectant spray
- Bio-hazard waste bags
- Two Universal Precaution Kits containing 13 items including 2 full-length nonabsorbent gown and 2 N95 Masks.

7. Routine Cleaning and Disinfection of Aircraft:

Before and after each flight, the aircraft is disinfected following the WHO & aircraft Manufacturer guidelines and using the disinfectant materials as specified in the Engineering Advice. Cleaning of aircraft and any possible surface for visible/suspected contamination is performed using the substances recommended by aircraft manufacturers or WHO or industry standards.

8. Facilities at office premises: Office buildings are equipped with the following facilities:

- There are basin/sinks and soaps/soap water at the entrance of some office buildings for use by the employees to wash their hands before they enter the office.
- In some buildings, there are arrangements of sanitizers at the entrance for sanitizing the hands.
- At the entrance of most of the buildings, a person is deployed to measure the temperature of employees/visitors using a contactless infrared

thermometer. If the temperature is at or above 99°F, the employee/visitors is not allowed to enter the office.

- There are soaps available in the washrooms at the office buildings for use by the employees so they can frequently wash their hands.

9. Instructions for the employees: All employees including cockpit and cabin crew are instructed to:

- Recurrently/Repeatedly wash hands with soap and water for at least 20 seconds;
- If soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol;
- Always wash visibly soiled hands;
- Avoid touching face - eyes, nose, or mouth with unwashed hands;
- Avoid close contact and maintain physical distance from people;
- Wear a face mask while on duty;
- Follow the company policy and advice of the health authorities;
- Report any symptoms of flu;
- Stay home and contact the medical office if any family member is COVID-19 positive.

10. Information to employees: When there is any updated information or circulars related to COVID-19 risk mitigations from health authorities or any other government agencies or from within the organization, the same is distributed to employees through emails, e-file system or WhatsApp message.

11. Other health risk mitigations: When the number of participants of a meeting is expected to be too high to maintain physical distance, Biman conducts online meetings using video conferencing platforms. Biman also conducts training using virtual classroom tools when the number of participants is high and there is no need for practical demonstrations.

We believe the health risk mitigation measures taken by Biman for passengers and employees are adequate to reduce the risks of the spread of COVID-19.

The main goal of Biman is to achieve customer satisfaction by ensuring timely safe and quality service in the sky. Biman is proud to be the brand ambassador of Bangladesh as the state flag bearer.



Actions of Flight Operations Directorate and Customer Services Directorate during COVID-19



Captain A.B.M. Ismail
Director Flight Operations &
Director Customer Services

Biman Flight Operations Directorate and Customer Services Directorate are constantly evaluating and accommodating every change of situation to make the best effort in this crucial historic pandemic. Biman has prepared special procedures to operate commercial / chartered flights to protect the contamination risk from virus fulfilling the safety and commercial requirements. These SOPs have been developed on the basis of regulations/guidelines issued by WHO, ICAO, CAAB, EASA, IATA, aircraft manufacturer and other regulatory bodies. Biman has also provided different trainings of its employees to cope with this COVID-19 situation.

Following steps are taken by the Flight Operations Directorate and Customer Services Directorate during COVID-19 period:-

1. In the COVID-19 pandemic, Biman is operating mostly repatriation flights in many non-schedule destinations. As a good number of crew from all fleets were given leave, these additional/ nonscheduled extra flights are in operation with a limited number of crew and without additional payment. Regulatory exemption was acquired for operation of ultra-long duty hours even exceeding ANO to operate London and some non-schedule station by safety analysis. A risk assessment was carried out including the CAAB guidance to operate the extra flight time like keeping the crew on rest of 72 hrs. after the long duty period. Crew outstation layovers were reduced for cost reduction and reduction of exposure of the crew members. Most of the destinations were restricted for crew layovers with limited scope. The crew would require to stay long up to 7 days where operating single flight per week. These outstation layovers for long time were avoided not only for economic factor but also considering the safety reason.

2. PFI (Pre-Flight Inspection) Course was introduced by Flight Operations Directorate. As many of the flights

were being operated to non-scheduled stations for repatriation and cargo charter, it required 2 ground engineers to travel onboard. Authorizing the Captains for PFI certification Flight Operations has enabled the flights to be operated without additional ground engineers. Thus saving the additional cost of operation by reducing engineers' working hour, outstation involvement and occupancy of the business class seat, which enabled to increase the revenue especially in repatriation flights.

3. Expatriate crew members were declared redundant on force majeure to save crew expenses including accommodation. B787 crew were very demanding and expensive before COVID-19 pandemic. But after the situation, the crew had different validity of contract, which was addressed immediately and canceled to minimize the expenditure. The contractual crew including association members are redeemed on leave without pay. As the number of flights was further reduced, the crew requirement was further reduced and the demand of cost reduction was enforced by putting the contractual crew on leave without pay. So that, they can be re-utilized when it is required for increasing flights. Crew annual leave is being adjusted in and out of leave roster, as there was no forecast of this situation. The crew earned leave was adjusted even after the published crew schedule including days off. They are being detailed without monthly roster.

4. Various manuals/procedures were published and amended to continue the flight operation and ground handling. The procedure for the carriage of cargo in the passenger cabin was prepared and implemented to be able to carry out viable cargo flight with our existing aircraft which has helped us to continue the aircraft operation and generate revenue. Accordingly Biman trained their employees to handle the Cabin Loading Cargo flights. The procedure for operation in COVID-19 for passenger-carrying was also prepared to continue the scheduled operation.

5. It is required to carry out different training for maintaining crew proficiency but in the pandemic, an exemption for most of the crew training including simulator recurrent was obtained to continue the operation. In some cases, there were online training provided according to regulatory guidelines. The ongoing crew training was postponed to minimize additional financial involvement. Operational

requirement of operating in new routes were managed by a limited number of instructors as it is required by regulations to operate any new route with instructor as PIC.

6. Technical evaluation of new destinations are going on regular basis for charter operations, which includes but not limited to, the procedures for carrying cargo in the passenger cabin, COVID-19 operation guidelines, etc. These were made and implemented to increase revenue and continued the amendments to increase capacity. Fuel and route management including fuel tankering policies are being closely monitored for increased economic benefit.

7. Fuel tankering Procedure is being reviewed continuously as fuel price is changing in international stations. As many of the flights are cargo and repatriation flights, uplifting fuel considering the load and price is contributing in a huge economical savings.

8. Passenger Services - Biman assigned efficient and professional staff to serve our respected passengers in all airports of Bangladesh. Biman Airport Services offers a full range of passenger handling services.

9. Wheel Chair and Special Services - Biman professionals with wheel chair services, assist and take extra care of passengers with reduced mobility to smoothly complete airport formalities.

10. Ramp Services - Biman ramp services offer the services with its trained and experienced staff with modern equipment. For smooth ramp operation, Biman has newly-introduce RED CAP (Turn Around Coordinator) officials with adequate training.

11. Load Control - Load control unit takes care of the proper and optimum distribution of the aircraft load.

12. Baggage Service - Using advanced technology

and experienced staff, Biman ensures prompt and precise baggage handling services. By maintaining KPI (Key Performance Indicator) Biman delivers first baggage within 18 minutes and last baggage within 60 minutes of arriving passenger.

13. Auto Boarding - Biman has introduced Auto Boarding system.

14. Earning During COVID-19 NOTAM period - Biman handled 263 of its own flight, 445 of foreign carrier's flight and 18 UN Mission/Repatriation/Chartered flights with earning of BDT96,06,62,866/= (BDT Ninety-Six Crore Six Lac Sixty-Two Thousand Eight Hundred Sixty-Six) from March-November 2020.

15. Ground Support Equipment (GSE) - Ambitious steps have been taken to modernize Biman Ground Support equipment (GSE). Over the past years Biman has invested a remarkable amount of fund to purchase various types of Ground Support Equipment. As per requirements different type of equipment have already been procured to update GSE fleet which has made it easier to provide satisfactory Ground Services to its own and customer Airlines flights.

16. BFCC (Biman Flight Catering Center) - During COVID-19 pandemic period BFCC has taken extra measure to supply hygienic food and other in-flight supplies as per COVID-19 SOPs.

17. Cabin Services - Our dedicated cabin staff are providing cabin services following the COVID-19 SOPs during pandemic COVID-19 period.

Biman Bangladesh Airlines Ltd. hopes that by overcoming the COVID-19 period, it will be able to reach its target by providing safer and better services to the passengers on all routes of Biman and ground handling of foreign airlines.

Challenges in Aircraft Maintenance during COVID-19 Pandemic Situation



Air Commodore Mirza Sarwar Jahan
Director Engineering and Material
Management

Life has become literally stagnant due to the sudden outbreak of COVID-19 pandemic in different parts of the world. Specially, the global civil aviation sector has witnessed an unprecedented disaster throughout the history ever. The countries have become isolated from each other. Most of the countries have closed their borders and others have imposed severe travel restrictions. As part of the global aviation industry, Biman is no exception to bear the consequences. As a result, Biman was compelled to suspend most of its domestic and international flights for several months.

However, even in this adverse situation, Aircraft Maintenance was being continued. This type of circumstances were not known to OEMs, so they continually update procedures and Biman had to keep abreast of making necessary changes in maintenance. All the aircraft were required to be preserved or put in active storage as per Aircraft Manufacturer's guidelines. During Active Storage, aircraft systems were maintained by performing inspection, operation, engine-runs, etc. as per Manufacturer's prescribed intervals to minimize the



work required to restore the airplane to the flight ready status. A lot of other maintenance measures were taken including installation of protective covers for Engines,

Pitot Probes, Ram Air Inlet, Ram Air Exit, and Cabin Air Compressor Inlet to protect these components from accumulation of foreign objects, such as dirt, bird/insect nests during Active Storage or Prolonged Parking.



Particularly during the Super Cyclonic Storm Amphan happened in mid-May of 2020, it was indeed a challenging task to preserve and securely park a total of 18 aircraft, most of which are wide-bodied. Nevertheless, due to the seamless effort of concerned Engineers and Technicians, Biman Engineering successfully accomplished all the required tasks and managed to protect all the aircraft from cyclonic damages that could be caused by Amphan.

Meanwhile, Aircraft Manufacturers (Boeing & De-Havilland, Canada), regulatory bodies like CAAB, FAA, EASA, GCAA, GACA and other agencies like CDC, WHO, IATA have regularly published guidelines and recommendations for Air Operators on preventing the spread of COVID-19 on commercial aircraft. Biman Engineering and Maintenance have fully complied with the aforementioned recommendations while carrying out aircraft maintenance. Based on the CAAB directives, the necessary Standard Operating Procedures (SOP) and Engineering Advices have also been published, continuously being updated and followed during aircraft cleaning and disinfection not only for Biman's own aircraft but also for customer aircraft, as Biman being a CAAB approved ground handler at Dhaka.

During this pandemic situation, Biman also carried out regular scheduled maintenance of aircraft to keep them completely airworthy. For instance, Biman Engineering successfully accomplished total 13 (Thirteen) A-Checks,

02 (two) Engine Changes and 02 (Two) C-Checks of Boeing 777-300ER aircraft by the end of May 2020.

Consequently, when the sky began to open due to human needs, all the aircraft were made flyable within the shortest possible time after the active storage and prolonged parking for a significant period. As part of de-preservation procedure, all the instructions stated in the Aircraft Maintenance Manual (AMM) and relevant Engineering Advices including cleaning and inspecting the pitot static system have been followed during return to service of the aircraft.

As of today, although a good number of aircraft of Biman fleet are now in operation, Biman Bangladesh Airlines is still not in its regular full-fledged operations. Most of the regular flights are still suspended which is causing huge financial burden to Biman. In order to mitigate this unforeseen financial crisis caused due to significant loss of cabin factor, Biman Engineering has

taken up much needed steps for carrying cargo in the passenger cabin without compromising safety. Accordingly, Biman Engineering accomplished all technical processes and developed procedures for carrying cargo in the passenger cabin following aircraft manufacturer's guidelines & regulatory requirements. Now, Biman is successfully carrying cargo in passenger cabin.

Since resuming flight, none of the aircraft came across any major technical difficulty which can be linked to prolong grounding. Thanks to all the personnel of Biman Engineering and Material Management Directorate for their relentless hard work, sincerity, dedication, and commitment to keep the national asset safe and secure facing challenges of COVID-19 situation. Specially thanks to Biman Chairman, Board of Directors and MD & CEO for their deep concern and subsequently providing valuable advice to overcome such a critical crisis which had no example in the world history.



Biman's initiative during emergency period of COVID-19



Md. Shawkat Hossain
Director, Marketing & Sales (Acting)

COVID-19 virus started spreading at the end of 2019 and during February–March of this year the situation turned into a worldwide pandemic. Due to the alarming rate of affected and deaths, most of the countries came up with serious measures like lockdown in order to contain the virus from spreading. In a situation like this many countries suspended air traffic movement to stop further spreading. As a result, the world came to a standstill and airline companies started facing serious consequences.

As aviation industry is highly capital intensive and profit margin is very low, many companies turned bankrupt and others took up serious measures like terminating staff to avoid financial insolvency. Biman is also facing serious financial consequences due to this pandemic situation. Kuwait was the first country among Biman's destinations to suspend its operation on 07 March 2020. KSA, London, etc. were next to follow. On 21 March 2020, Bangladesh canceled all international passenger flights with 10 countries until March 31 that was later extended to restrict the spread of the virus. Then from 26 March 2020 Bangladesh Govt. declared countrywide Lockdown and CAAB suspended domestic passenger flights operation from 25 March 2020.

From the end of April 2020 with Govt. approval, Biman Management took decision to operate special/ chartered flights with a view to repatriate stranded Bangladeshi citizens from different countries and to reduce operational cost at the same time. The first chartered flight was operated in Wuhan, China on 31 January 2020. Biman has operated UN Mission and many other chartered flights from 02 April 2020 to 06 October 2020 across three continents (Asia, Europe & Africa). Biman operated passenger chartered flights of 360 legs to 38 destinations (Including 03 domestic destinations) and carried 51410 passengers and 2477 Tons of cargo. At the same time Biman has operated several dedicated cargo flights to and from Bangladesh.

Apart from this, Biman has started operation of scheduled flights from 21 June-2020 on Dhaka-London

route. With the improvement of the pandemic situation gradually other countries are lifting the ban on passenger air transportation. Biman is operating scheduled commercial flights to 12 destinations as of now and has preparation to resume its operation to other destinations as soon as those countries lift restrictions. On resumption of flights in each sector, returnee passengers have been given priority.

Biman is expecting a quick recovery from COVID-19 and ready to operate its full fleet across the world with improved safety measures.

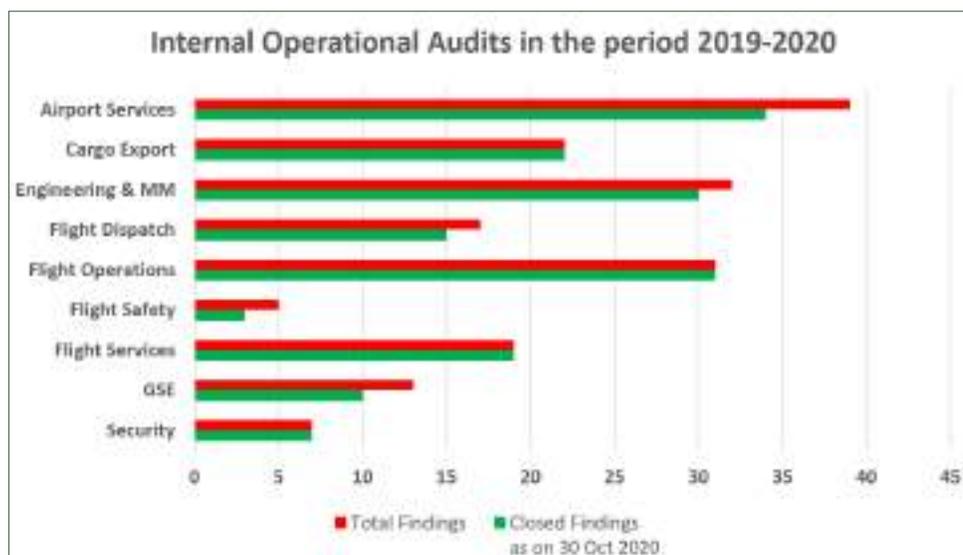
Internal Operational Audit Status

In line with the requirements of IOSA and Biman Quality Assurance Program, Corporate Safety and Quality conducts internal operational audit of various disciplines of Biman. The audits are conducted to check

- IOSA Requirements
- CAAB Requirements
- Biman Internal Requirements (Operational Needs)
- Implementation of Safety Risk Controls

Below is the graphical presentation (data updated as on 30 Oct 2020) of all the internal audits conducted in the period 2019-2020. The audits were conducted to check the above-mentioned requirements.

- Audit of Transporting Cargo on Pax Cabin Audit with IATA Guidance.
- Compliance Audit of Transporting Cargo on Pax Cabin Audit with CAAB directives.
- Compliance Audit of Aircraft Cleaning and Disinfection with CAAB circular.
- COVID-19 Operation Audit as per UAE CAA Requirement.
- Audit of COVID-19 Safety Risk Controls in Airport Services, Flight Dispatch, Flight Services, Flight Operations and Ground Support Equipment.



Above graph reflects, Flight Operations, Security, Cargo Export and Flight Services closed all findings. Rest of the disciplines are trying to close the findings as soon as possible. As COVID-19 pandemic struck Biman severely starting from March 2020, several findings were not possible to close. Also, lack of manpower is another reason.

During the last 5 (five) months, apart from the above-mentioned audits, Corporate Safety and Quality also conducted audit of specialized requirements –

The operational disciplines along with CSQ and Engineering QA, worked hard to resume Biman on the sky again in this pandemic period. Therefore, though there were a couple of minor findings in Risk Control audits, overall, the audit results were satisfactory.

Yearly Internal Audit Plan for the period 2020-21 has been published and Corporate Safety and Quality (CSQ) have started conducting the audits accordingly starting from Nov 2020.

Inspections Conducted (Jun-Sep, 2020)

CSQ conducted several inspections in the last couple of months. There were some findings, mostly related to not conducting FOD Inspection, not using safety jacket etc. but overall, inspection result were satisfactory. Below is the list of the inspections conducted –

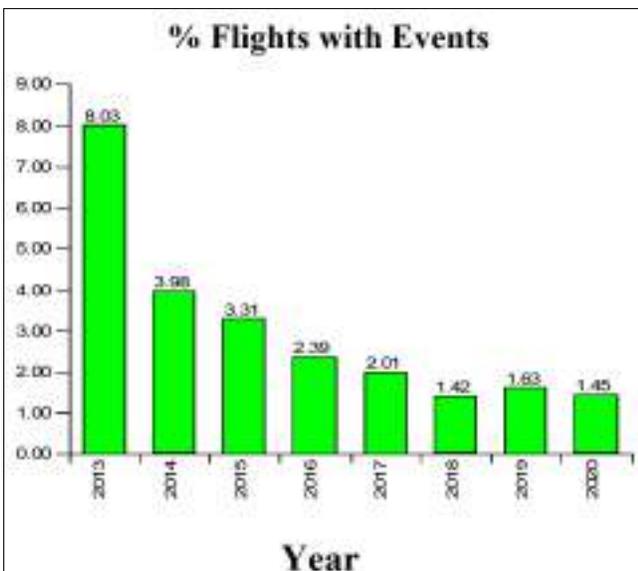
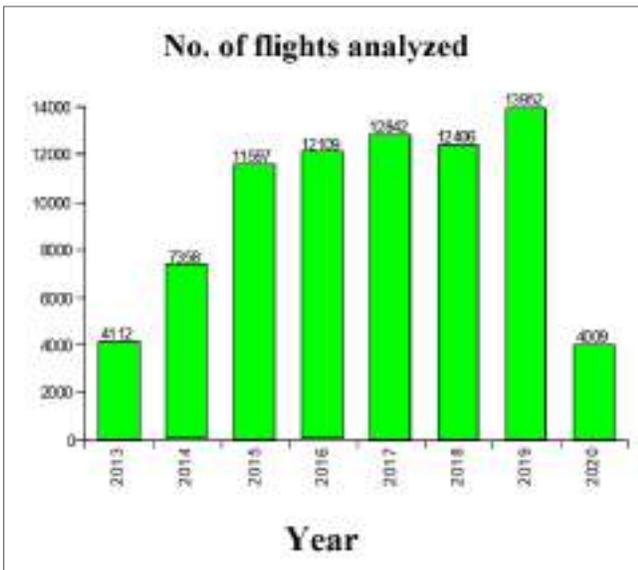
DISCIPLINE	INSPECTION DETAILS
Engineering	Routine Cleaning and Preventative Disinfection of Aircraft/Flight - BG494/SPD-DAC/15.06.2020
Airport Services, GSE, Engineering	Ramp Inspection/Flight - BG4082/DAC-HKG/15.06.2020
Airport Services, GSE, Engineering	Ramp Inspection/Flight - BG4147/DAC-CDG/24.06.2020
Security	Security CCTV System Inspection
Engineering, Security	Ramp Inspection/Aircraft Parking at HSIA
Airport Services, GSE, Engineering	Ramp Inspection/Flight - BG228/AUH-DAC/30.07.2020
Airport Services, GSE, Engineering	Ramp Inspection/Flight - BG228/AUH-DAC/13.08.2020
Flight Operations, Flight Services	Availability of CAAB Circular/Directives and COVID-19 Procedures to Crew
Airport Services, GSE, Engineering	Ramp Inspection/Flight - BG001/DAC-LHR/16.08.2020
Airport Services, GSE, Engineering	Ramp Inspection/Flight - BG4040/RUH-DAC/25.08.2020
Flight Services	Cabin Safety Inspection/Flight - BG409/DAC-ZYL/ 09.09.2020
Flight Services	Cabin Safety Inspection/Flight - BG410/ZYL-DAC/ 10.09.2020
Airport Services, GSE, Engineering	Ramp Inspection/Flight-BG4026/BEI-DAC/15.09.2020
Airport Services, GSE, Engineering	Ramp Inspection/Flight-BG028/AUH-DAC/23.09.2020



Flight Data Monitoring (FDM) Program

Flight Data Monitoring (FDM) in Biman:

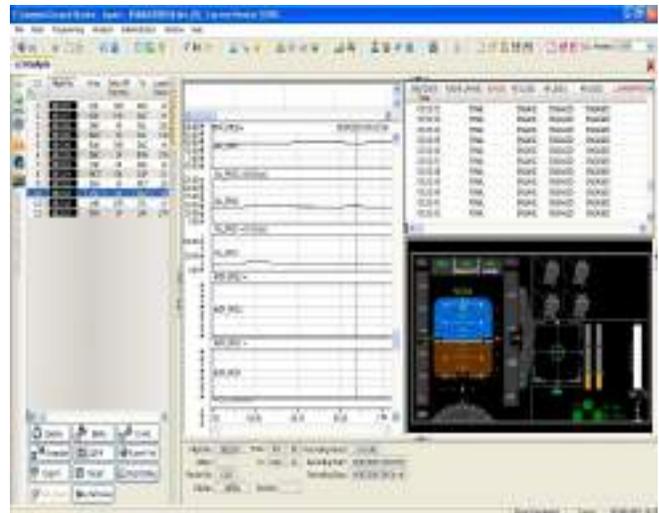
All Biman aircraft are under FDM Program to monitor the flight operations events (SOP deviation during flight operation). Our FDM achievement shows that the event rate decreased from 8.03% in 2013 to 1.45% in 2020.



FDR Readout Facility Established:

ICAO and IOSA require that every operator has facilities to analyze and check the validity of parameters recorded in the Flight Data Recorder (FDR), the so-called “Black Box”, of each aircraft as part of FDR Serviceability Check.

This function is known as FDR Readout and needs to be performed once a year. This year we have achieved the capability of FDR readout services to all of our B787-8 and B787-9 aircraft and four B737-800 aircraft. Now Biman FDM office is capable of FDR readout services to all the aircraft in Biman Fleet and providing these services to Biman Engineering. If Biman takes these services from outside, it would cost approximately \$800 for each aircraft per readout. In this way, for the 18 aircraft of present Biman fleet, we save $\$800 \times 18 = \$14,400$ approximately per year.



We welcome your feedback



Corporate Safety and Quality

Biman Admin Building

2nd Floor,

Hazrat Shahjalal International Airport Ltd.

Kurmitola, Dhaka-1229

Phone: +88028901784

E-mail: gmcscq@bdbiman.com

