

Inside this issue:-

MD & CEO's Message	2
Safety Policy & Corporate Safety Objectives 2023.	3
We are an ISAGO registered Ground Service Provider	4
Risk-based IOSA: A New Model of IOSA Audit	6
Online Safety Reporting	7
FDM Statistics	9
Feedback Info.	11

Safety & Quality E-Newsletter

Issue 9

May 2023

Managing Director and CEO's Message



ISAGO certificate will provide confidence to our customer airlines, passengers and the regulators that we are maintaining internationally accepted standards for our ground handling services. This will give us competitive advantage amongst customer airlines at the new third terminal which is going to be open soon.

We are delighted that this year, Biman Bangladesh Airlines has been awarded, for the first time, the prestigious Certificate of Registration and Accreditation under the IATA Safety Audit for Ground Operations (ISAGO) program for our ground handling operation at Dhaka/Hazrat Shahjalal International Airport. This ISAGO certificate will provide confidence to our customer airlines, passengers and the regulators that we are maintaining internationally accepted standards for our ground handling services. This will give us competitive advantage amongst customer airlines at the new third terminal which is going to be open soon. I appreciate the Biman management team, all ISAGO disciplines, ISAGO Working Group, Corporate Safety and Quality who had worked hard for last two years for having successful ISAGO audit and subsequent ISAGO certificate. I also thank all IOSA disciplines for successful completion of IOSA renewal audit in December 2022.

Biman has been an IOSA (IATA Operational Safety Audit) registered airline since 2008; now it is an ISAGO registered ground service provider. These two certificates indicate that our flight and ground operation have been maintaining internationally accepted policies, processes and procedures for safe delivery of our

services. In a positive safety culture, there is no scope for complacency. Following the national and international standards for safety and security without compromise, we hope the slogan "Safety First" is going to be deeply embedded in our DNA. From the top management up to field level, every employee receives trainings and refresher trainings. I emphasize that every morning in every operational area starts with safety talks, bringing focus on each individual's responsibilities to safety and reinforce our commitment to create a safe working environment for or colleagues.

I urge the safety action groups (SAGs) of all operational areas to be more vigilant and more proactive to identify safety deficiencies and prevent flight and ground incidents.

In the years ahead, Biman is determined to continue to grow further expanding its horizon in 360 degrees I believe, fulfilling all the safety and security requirements of USA, Biman will fly to New York.

I thank every member of our beloved organization for endless commitment to safety, security and compliance.

Safe operation every day!

Shaful Hossain

Managing Director & CEO

Safety Policy

Safety Statement:

Biman Bangladesh Airlines assigns first priority to safety and is committed to implementing, developing and improving strategies and systems to uphold the highest level of safety performance and meet the national and international standards.

Our Commitment:

- comply with all applicable regulations and standards of the organization;
- continuously improve the level of safety and operational performance;
- communicate safety policy with visible endorsement throughout the organization;
- periodically review the safety policy to ensure it remains relevant and appropriate;
- provide necessary resources for implementation of safety policy;
- promote and maintain a positive safety culture within the organization;
- promote safety awareness through training and communication;
- encourage non-punitive safety/hazard reporting system;
- ensure that safety is a primary responsibility of management and employees at all levels;
- ensure safety objectives are established in line with safety policy and are linked with safety performance indicators and safety performance targets;
- ensure that operational equipment/products acquired and services hired meet organizational safety requirements;
- ensure that no disciplinary action is taken against an employee who discloses a safety concern or involved in active failure, unless such disclosure or failure indicate, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard (rule-breaking) of regulations or procedures.



Shafiul Azim

Managing Director & CEO

Corporate Safety Objectives of 2023

- encourage non-punitive safety/hazard reporting system;
- ensure that safety is a primary responsibility of management and employees at all levels;
- ensure safety objectives are established in line with safety policy and are linked with safety performance indicators

We are an ISAGO registered Ground Service Provider

Biman Bangladesh Airlines has been awarded for the first time the prestigious Certificate of Registration and Accreditation under the IATA Safety Audit for Ground Operations program (ISAGO) for its ground handling operation at Dhaka/Hazrat Shahjalal International Airport.

ISAGO is an internationally recognized safety audit program for the ground handling industry, developed by the IATA. The audit covers a range of ground handling activities including aircraft handling & loading, passenger & baggage handling, cargo & mail handling, load control, and aircraft ground movement, organization & management control, safety/security/quality management, emergency response, etc.

Biman underwent ISAGO audit for the first time in November 2022. IATA nominated Global Aviation Company (GAC), a Canadian organization to conduct the first ISAGO audit of Biman. Two Italian Auditors from GAC conducted the audit.

There are two parts of the ISAGO certificate. One is the Headquarter (HQ) registration and the other is Station accreditation. We conducted headquarter registration audit and Dhaka Station accreditation audit together. Our other domestic stations are not ISAGO accredited.

A total of 286 standards and 13 recommended practices were to be conformed in the ISAGO audit. As per the ISAGO program manual, if an organization is IOSA registered, there will be a reduced number of standards and recommended practices to be in conformity for the ISAGO audit. Biman is an IOSA-registered airline since 2008. Therefore, a total of 215 Standards and 04 Recommended practices were applicable to Biman in the ISAGO audit.

Among those items, Biman conformed most of the standards. Only 20 (twenty) findings were raised in

total. Considering the fact, Biman faced the ISAGO audit for the first time, this was a very good performance. Among those 20 findings -

- 1 finding was related to the training of Airport Services staff
- 1 finding was related to SPI for passenger and baggage handling operations.
- 1 finding was related to using PPE
- 1 finding was related to BFCC catering truck movement.
- 3 findings were related to the availability of some IATA manuals at Load Control and Ramp Control offices.
- 1 finding was related to GSE Pushback Operator training program
- 2 findings were related to the quality of potable water in the water bowser.
- 1 finding was related to cargo buildup on pallets.
- 3 findings were related to the ground stability of aircraft during loading and unloading.
- 1 finding was related to securing loose baggage and ULDs in dollies and trollies.
- 1 finding was related to the customer airline's approval of manually prepared docs related to load control.
- 1 finding was related to parking of GSE in ERA.
- 1 finding was related to standing on GSE and using improper pallets.
- 2 findings were related to unused and damaged ULD management.

Biman planned and took a drastic approach to take corrective actions against all the findings. After closing all the findings we achieved our ISAGO certificate.

We are committed to maintaining the ISAGO registration and continues to provide safe and secure ground handling operations for the customers.



Certificate of Registration and Accreditation

IATA is proud to recognize that

Biman Bangladesh Airlines Limited

Dhaka / Hazrat Shahjalal International Airport

has been registered and accredited under
the IATA Safety Audit for Ground Operations program (ISAGO),
covering the following disciplines:

Organization and Management (ORM);
Load Control (LOD);
Passenger and Baggage Handling (PAB);
Aircraft Handling and Loading (HDL);
Aircraft Ground Movement (AGM);
Cargo and Mail Handling (CGM).

Valid until: 10 November 2024

Nick Careen
Senior Vice President,
Operations, Safety and Security, IATA

This certificate is issued as a matter of information only and is not formal proof of ISAGO Registration or Station Accreditation. Official ISAGO Registration and Station Accreditation status and details are shown only on the ISAGO Registry and IATA is the official custodian of all ISAGO Audit Reports.

Reference: GORLF40



Risk-based IOSA: A New Model of IOSA Audit

Biman Bangladesh Airlines is an IOSA registered airline since December 2007. To maintain IATA membership, an airline needs to undergo IOSA audit once every two years.

IOSA program has undergone some major changes such as the traditional audit method to the Enhanced-IOSA audit, incorporating the safety management system, etc. IATA is now going for Risk-based IOSA audit model. This new audit model includes maturity assessments to assess an airline's safety performance and risk management capabilities with more in-depth auditing in addition to the traditional conformity (documented & implemented) assessment. Maturity assessment focusses on the following areas:

Safety Management System (SMS)

- Management & Control
- Safety Assurance & Monitoring
- Safety Risk Management
- SMS Training & Communication

Operational Safety Maturity

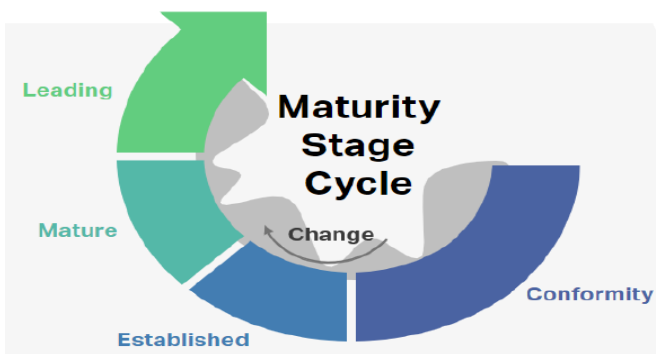
- Crew Training
- Flight Data Analysis
- Operation Control

In maturity assessment, the assessment will be done through 3 (three) maturity levels - Established/Mature/Leading.

Some key differences between conventional and risk-based IOSA audit are given below -

Conventional IOSA Audit	Risk based IOSA Audit
Standard audit checklist for all operators in all audits	Tailored audit scopes and checklist focusing on pertinent safety risks
Compliance-driven auditing	Maturity assessment for SMS and safety relevant programs
Static IOSA reports and forms	Digital reporting, Risk engine
Performed by Audit Organization (AO) , on behalf of IATA	Will be performed directly by IATA.

At present, an airline has the option to select either the conventional IOSA audit or the risk-based IOSA audit until the end of 2024. Starting from 2025, all IOSA audits will be conducted with the risk-based model.



Online Safety Reporting

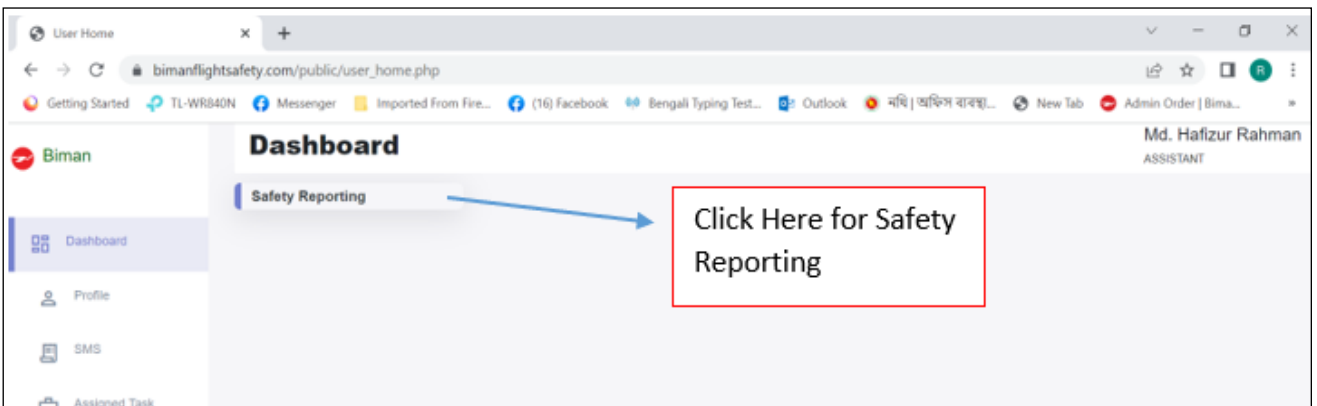
Biman has established online Safety Reporting system in addition to traditional reporting channels. Any employee can submit safety report using this online platform. For reporting the following steps to be followed:-

Registration and Login:

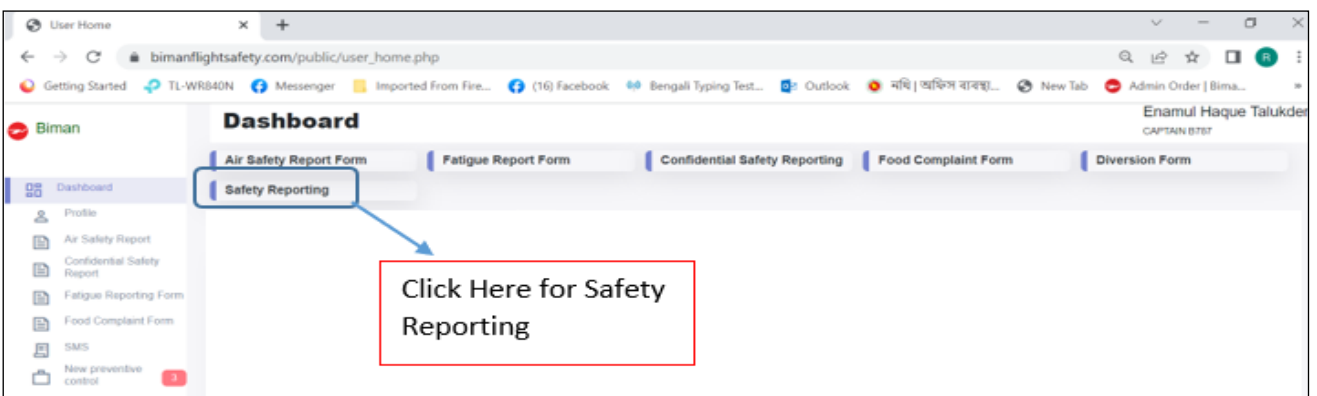
- ⇒ Please visit the weblink <https://sms.bdbiman.com> or <https://bimanflightsafety.com> using any web browser (Google Chrome, Microsoft Edge and Safari is recommended).
- ⇒ If you are using the online reporting system for the first time, please register yourself first. To register, click the “Registration” button. Provide the required information and click Submit Button. An activation link will be sent to your email after submitting the registration form. After getting activation link in your mail inbox, click on that activation link to activate your account.
- ⇒ After activation, Log-in page will appear automatically. Provide your login credentials (staff no & password) and click the “Log-in Now” button.
- ⇒ Existing users can use their staff no. and password to use the system.

How to report online:

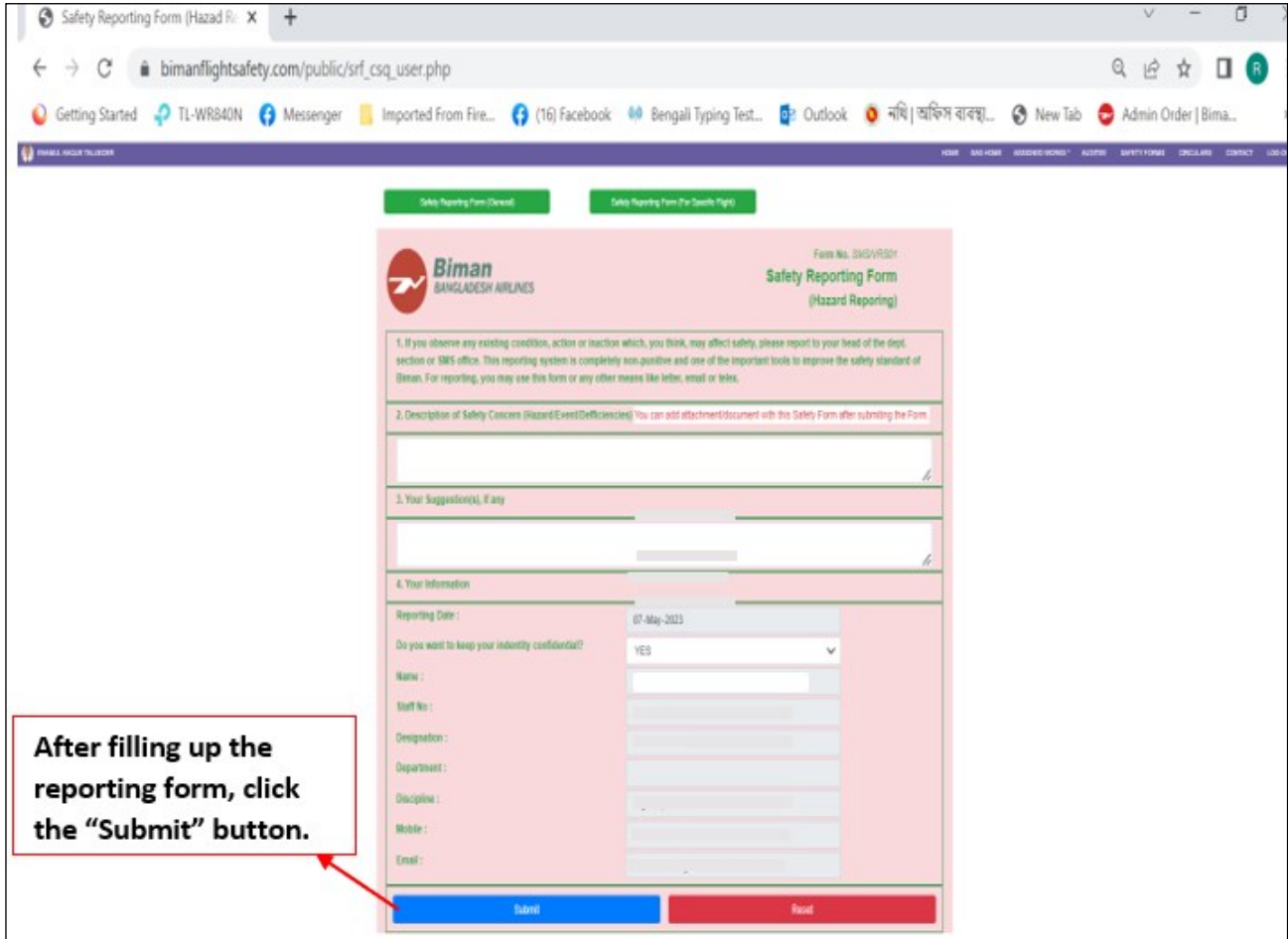
- ⇒ After you logged in to the system, you will see the dashboard in default view. Click the “Safety Reporting” button on this page.



- ⇒ For the cockpit crew and cabin crew to submit specific flight related report, the dashboard will look as follows:

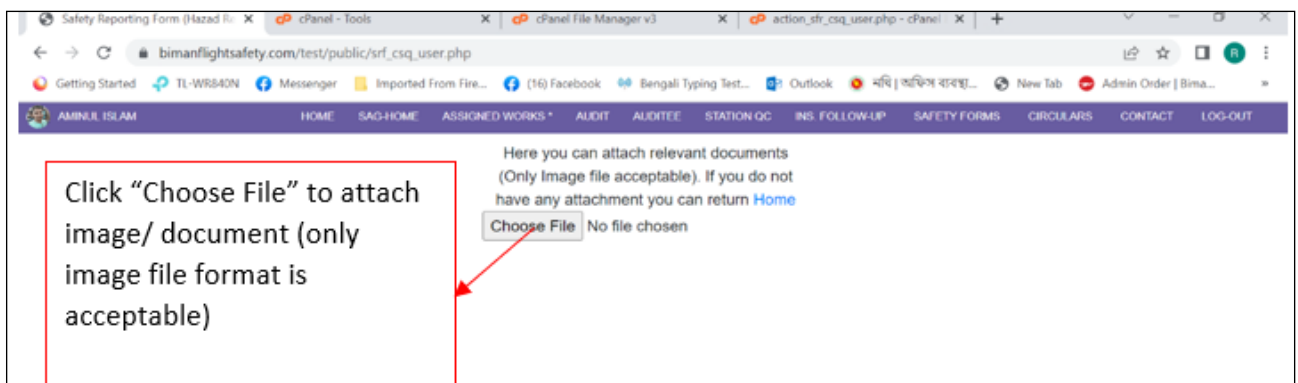


- ⇒ After clicking the “Safety Reporting” button, the following reporting form will appear on the screen. The form is the same form as the hardcopy, which you are already familiar. Fill up the safety issue details and other necessary information and click the “Submit” button.



After filling up the reporting form, click the “Submit” button.

- ⇒ After submitting, the attachment page will appear. By clicking the “Choose File”, you can attach any supporting images related to the safety issue. Note that attachment is not a mandatory item for submission.



Click “Choose File” to attach image/ document (only image file format is acceptable)

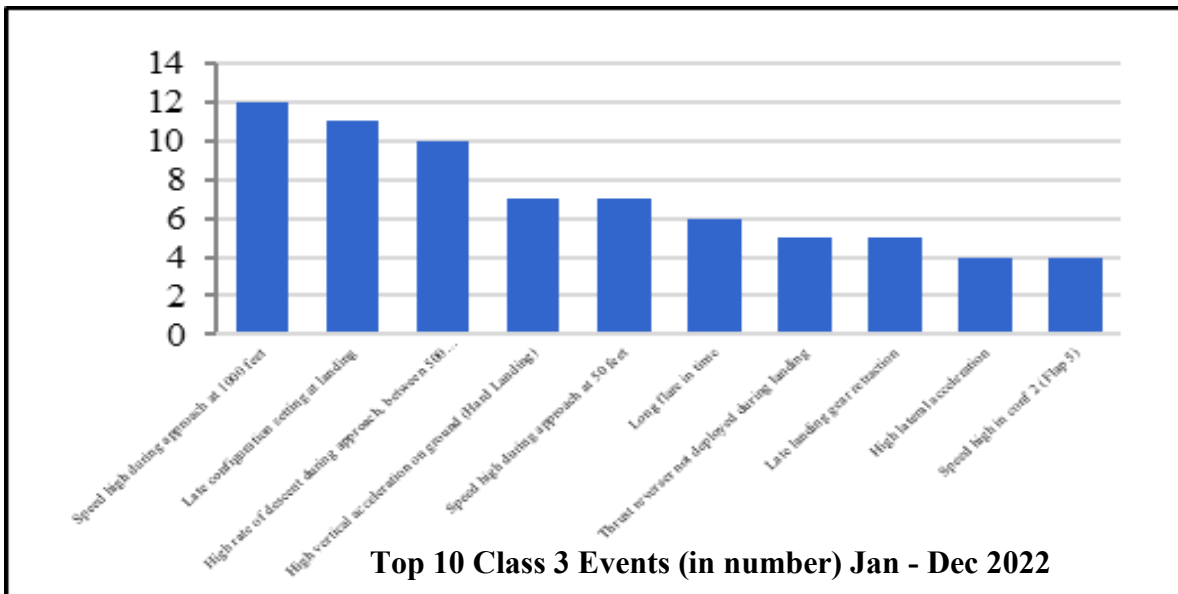
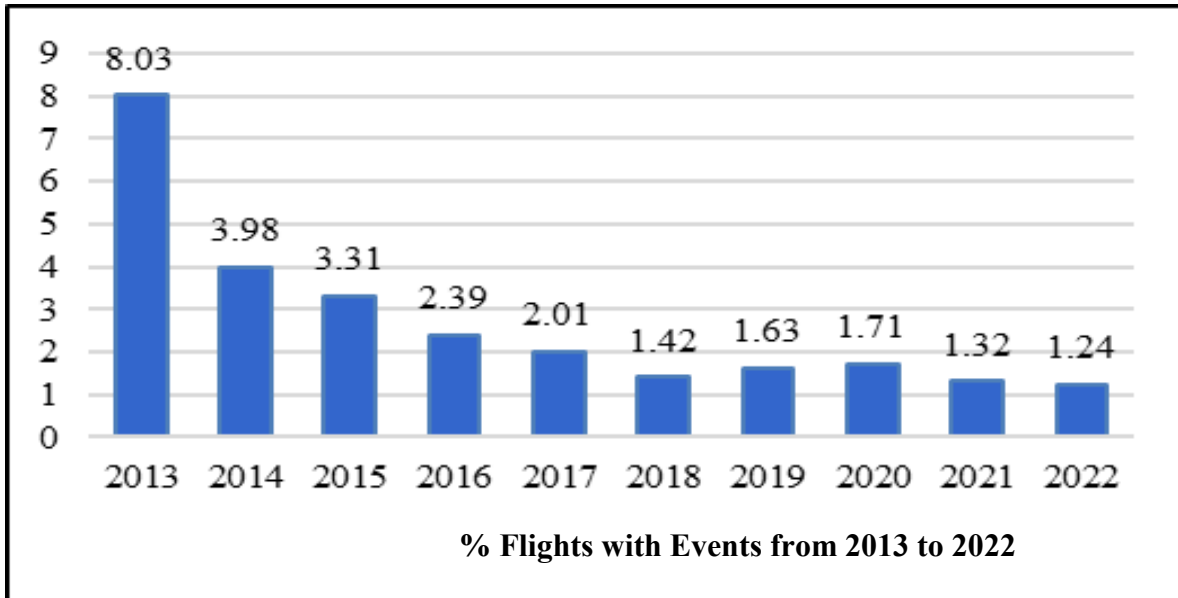
- ⇒ After submission, you will receive an email with a pdf copy of the report that you have submitted. If you do not receive any email, please check the “Spam” folder of your mailbox.

FDM Program

FDM Statistics:

Flight Data Monitoring (FDM) Program helps identify potential safety issues before they trigger an accident or incident. By analyzing flight data, FDM systems can detect unsafe flight maneuvers, deviations from standard operating procedures (SOP), and other safety-critical events. This information can then be used to develop safety recommendations and procedures to prevent similar events from recurring in future. All our aircraft are under the FDM Program.

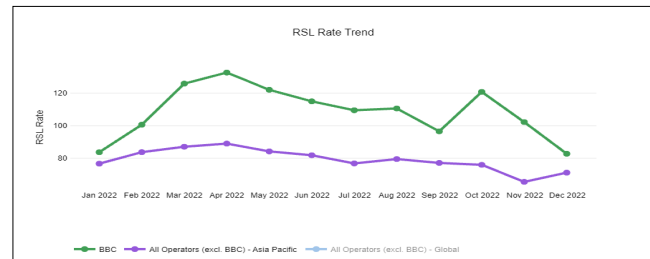
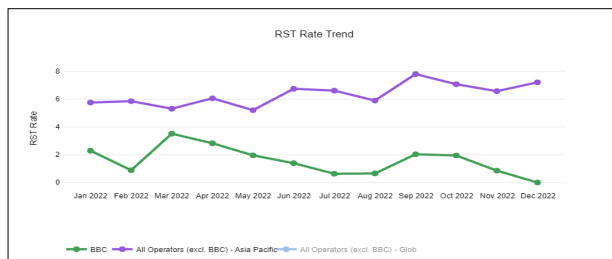
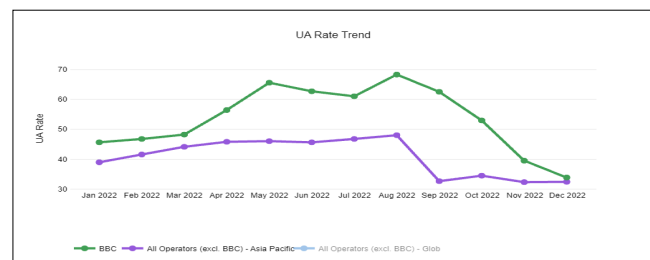
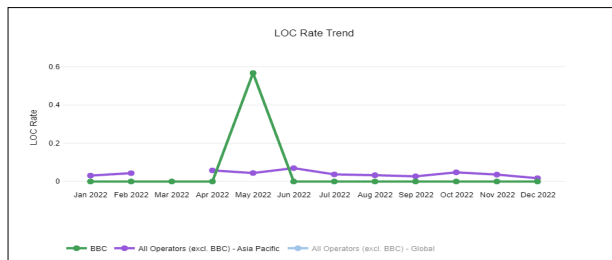
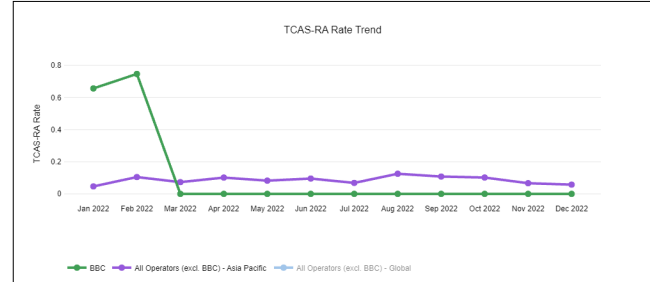
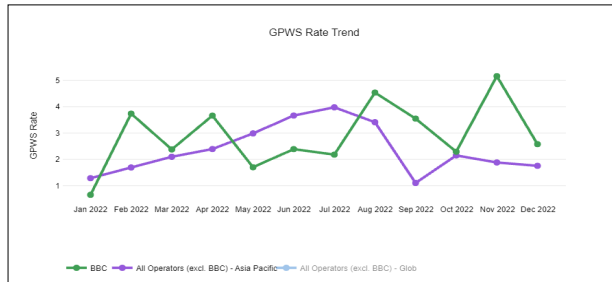
The followings are statistical information showing percentage of flights having FDM events from 2013 to 2022 and Top 10 Class 3 Events (in number) between Jan - Dec 2022.



IATA Flight Data Exchange (FDX):

The exchange of real-time flight data between airlines and other stakeholders helps enhance flight safety. It shows relative safety position comparing other airlines around the world. Biman is a participant to IATA Flight Data Exchange (FDX) program.

The FDX platform publishes global FDM event statistics based on the data provided by the participant airlines. The following graphs provide some comparison between Biman (BBC) and other FDX member airlines event rate from Jan - Dec 2022.



Graph Legends:

CFIT – Controlled Flight Into Terrain (GPWS)

UA – Unstable Approach

LOC – Loss Of Control

MAC – Mid Air Collision (TCAS)

RSL – Runway Safety Landing

RST – Runway Safety Take-off

We welcome your feedback



Corporate Safety and Quality

Biman Admin Building

2nd Floor,

Hazrat Shahjalal International Airport Ltd.

Kurmitola, Dhaka-1229

Cell Phone: +8801777715546

E-mail: niranjan.roy@bdbiman.com

