




BFCC Catering Service Manual (BCSM)

Issue 01, Date: 29 June 2022

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		Revision: 00
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FOREWORD

Biman Flight Catering Centre assigns high priority to maintaining safety. An important step towards managing and improving safety is the implementation of an effective and dynamic BFCC Catering Service Manual, shortly termed as (BCSM). This manual provides policies, processes, procedures, structure and responsibilities regarding the functioning of the Catering Services in the airside ground, incorporating all necessary components and elements as required by Regulatory Authority. The manual is developed in compliance with the State requirements stated in

- Civil Aviation Rule, 1984: Rule 123,
- CAAB ANO Part 145: 145.A.65 (d) and Appendix V
- CAAB ANO on ground handling service, 2018: Provision 17.6


The General Manager of BFCC retains the overall accountability, responsibility, and control of BFCC operational activities. Manager Operation functions on behalf of the Management. Operation Department operates independently, reporting directly to the Management to ensure continuous compliance by operational disciplines regarding BCSM.

The BFCC Catering Service Manual (BCSM), issue 1, has been prepared in accordance with the terms & conditions contained in the Air Operator Certificate (AOC); it contains the applicable national rules and regulations as well as relevant ICAO and IOSA & ISAGO Standards. The BFCC Catering Service Manual is the basic document which provides policies, processes, procedures, instructions, other information, guidance and responsibilities for safe ground handling operations with customer satisfaction through complying safety and security policy of Biman, CAAB and the applicable requirements of customer airlines as ground handling service provider (GHSP).

It is expected that all operations personnel of Biman Flight Catering Centre shall have thorough knowledge of the content of this manual and shall adhere to the rules and regulations containing in this manual at all times. In the event of willful or negligent disobedience to those rules and regulations, the personnel concerned may become subject to disciplinary and/or legal action.

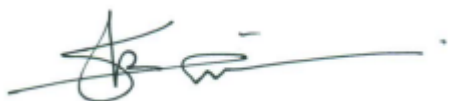
All Directors and heads of all divisions/departments/units ensure strict adherence to the policies, standards, processes and procedures stipulated in this manual.

This manual is a living and controlled document and will be reviewed and revised at periodic intervals or as required to take into account changes in regulations and feedback from the organization and the industry.

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PREFACE

The primary purpose of the BFCC Catering Service Manual (BCSM) is to provide guidance to Operation managers to ensure that their operation is managed efficiently and is to ensure effective catering services are provided to all BG flights and other airlines flight. The BFCC Catering Service Manual (BCSM) shall be used as a quick reference to the basic requirements, rules and procedures to catering operations. The contents of the Catering Service Manual does not cover the entire operation, therefore, Operation manager must always refer to the respective department manuals for more details. This manual does not override the requirement to comply with current CAAB rules and regulations and ICAO guidelines. The main purpose of the BCSM is the safe ground handling operations with customer satisfaction through complying with safety and security policy of Biman and regulatory requirements. The BFCC Catering Service Manual (BCSM) contains regulations, guidelines and data for aircraft handling on the ramp, loading, unloading, load planning, communications, security and emergency procedures. The manual is restricted for the use of BFCC and Biman personnel only and is not to be made accessible to persons or agencies not connected with Biman unless authorized in writing from the General Manager, BFCC. Latest requirement of CAAB and references provided by the IOSA, ISAGO and CSQ/Biman triggered the evolution of this Manual - BFCC Catering Service Manual (BCSM), Issue 01 29.06.2022. The holders of the BFCC Catering Service Manual will be required to update the manual by promptly inserting with the revised pages. This BCSM has been published incorporating the latest ANO, requirements and standards of CAAB, IOSA & ISAGO and the company policy as well as requirements of customer airlines as GHSP (Ground Handling Service Provider) and If any observations or suggestions, your feedbacks are always, welcome. Please do not hesitate to contact.(email: gmbfcc@bdbiman.com)



(Mohammad Shamsul Karim)

General Manager, BFCC


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Preparation, Certification and Approval of this Manual

Prepared by:

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Issued by:

 <hr/> <p>Mohammad Shamsul Karim General Manager, BFCC, Biman</p>
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Approved by:

 <hr/> <p>Dr. Abu Saleh Mostafa Kamal Managing Director & CEO, Biman</p>
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Distribution List

Hardcopy (Paper Copy)


The hardcopy manual will only be distributed only to the following individuals/offices:

1. Managing Director & CEO
2. Director Customer Service
3. General Manager, BFCC
4. Manager Operations, BFCC

Electronic Copy

The electronic copy of the manual (.pdf format) will be uploaded in Biman online documents system (<http://bimandocs.com>). Biman employees will have access to the manual within Biman intranet.

Note: BCSM manuals distributed through emails or other channels are not controlled copy and may not be updated when the manual is changed/amended.

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Amendment and revision procedure and records:

It is a responsibility of directly notifying BFCC Management of any suggestion/error in this Manual. Any suggestion for improvement of procedures and processes should be forwarded through respective departmental head to General Manager, BFCC for consideration. DGM, BFCC holds the responsibility to amend, update and disseminate this information according to the holder's list. All revision pages will be issued including any related information received from external sources. Urgent revision pages should be inserted in temporary revision page which will eventually be moved to permanent revision page with necessary changes in the respective LEP pages.

- a) This subject document is generally reviewed once in a year. A meeting will be held regarding revision, the minutes of this meeting must be recorded. In addition, urgent items will be handled separately, i.e. amendments arising out of CAAB/ICAO/IATA, changes in regulations, or any procedural changes.
- b) When any of the existing procedures are changed, the particular section is revised under the same number but with new revision number and date. In case of any new addition a new section with an issue number, revision number and date will be incorporated.
- c) Manual holders are responsible to return the obsolete pages(s) of manual to the office of DGM BFCC immediately.
- d) Records of distribution, amendment to be kept in office of DGM BFCC for further reference.

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ABBREVIATIONS: (used in this manual)

ALARP As Low As Reasonably Practicable

ALoSP Acceptable Level of Safety Performance

ANO Air Navigation Orders

AOC Air Operator Certificate

ASR Air Safety Report
ATS Air Traffic Services

BATC Bangladesh Airlines Training Centre

ERP Emergency Response Plan

GSE Ground Support Equipment

HIRM Hazard Identification and Risk Management

IOSA IATA Operational Safety Audit

ISAGO IATA Safety Audit for Ground Operation

LEP List of Effective Pages

QA Quality Assurance

QC Quality Control

QMS Quality Management System

SA Safety Assurance

SAG Safety Action Group

SARPs Standards and Recommended Practices (ICAO)

SeMS Security Management System

SMS Safety Management Systems


SMSM Safety Management Systems Manual

SOP Standard Operating Procedures

SQRC Safety and Quality Review Committee

SRB Safety Review Board

SRM Safety Risk Management

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SSP State Safety Program

DEFINITIONS

When the following terms are used in the manual, they have the meanings indicated below.

Accident - An occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down, in which:

- a. a person is fatally or seriously injured as a result of:
 - being in the aircraft, or
 - direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or
 - direct exposure to jet blast,

except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or

- b. the aircraft sustains damage or structural failure which:
 - adversely affects the structural strength, performance or flight characteristics of the aircraft, and
 - would normally require major repair or replacement of the affected component,


except for engine failure or damage, when the damage is limited to a single engine, (including its cowlings or accessories), to propellers, wing tips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes), or for minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike (including holes in the radome); or

- c. the aircraft is missing or is completely inaccessible.

Note 1: For statistical uniformity only, an injury resulting in death within thirty days of the date of the accident is classified, by ICAO, as a fatal injury.

Note 2: An aircraft is considered to be missing when the official search has been terminated and the wreckage has not been located.

Note 3: The type of unmanned aircraft system to be investigated is addressed in 5.1 of

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ICAO Annex 13.

Note 4: Guidance for the determination of aircraft damage can be found in Attachment E of ICAO Annex 13.

Accountable executive - A single, identifiable person having responsibility for the effective and efficient performance of the service provider’s SMS. In Biman, we use the term ‘Accountable Manager’ instead of Accountable Executive. MD & CEO is the Accountable Manager of Biman SMS

Hazard - A condition or an object with the potential to cause or contribute to an aircraft incident or accident.

Incident - An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operation.

Note: The types of incidents which are of interest for safety-related studies include the incidents listed in ICAO Annex 13, Attachment C.

Safety - The state in which risks associated with aviation activities, related to, or in direct support of the operation of aircraft, are reduced and controlled to an acceptable level.

Safety data - A defined set of facts or set of safety values collected from various aviation-related sources, which is used to maintain or improve safety.

Safety objective - A brief, high-level statement of safety achievement or desired outcome to be accomplished by the State safety program or service provider’s safety management system.

Safety performance - A State or a service provider’s safety achievement as defined by its safety performance targets and safety performance indicators.


Safety performance indicator- A data-based parameter used for monitoring and assessing safety performance.

Safety performance target - The State or service provider’s planned or intended target for a safety performance indicator over a given period that aligns with the safety objectives.


Safety risk - The predicted probability and severity of the consequences or outcomes of a hazard.

Serious injury - An injury which is sustained by a person in an accident and which:

- requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received; or
- results in a fracture of any bone (except simple fractures of fingers, toes or nose); or
- involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage; or
- involves injury to any internal organ; or

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- involves second or third degree burns, or any burns affecting more than 5 per cent of the body surface; or involves verified exposure to infection.

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1.1 Purpose:

The BFCC Catering Service Manual, shortly named “BCSM” is prepared in accordance with, CAAB ANO (OPS) B-5 and Civil Aviation Rules CAR-84, contains legible and accurate operational policies, processes, procedures and other information necessary for all relevant catering service operations personnel to perform their duties and be in compliance with applicable regulations, laws, rules and company standards. The BCSM should be presented in appropriate format for use by Catering operation personnel. The BCSM shall be approved by Managing Director & CEO Biman.


1.2 Structure of the Manual

The BFCC Catering Service Manual (BCSM) is organized including following 06 Chapters & Appendices:

- Chapter 00: GENERAL
- Chapter 01: INTRODUCTION
- Chapter 02: ORGANIZATION & RESPONSIBILITY
- Chapter 03: BFCC SECURITY
- Chapter 04: TRAINING
- Chapter 05: GROUND SUPPORT EQUIPMENT
- Chapter 06: HAZARDS
- Chapter 07: RAMP SAFETY
- Chapter 08: RAMP OPERATION & SAFETY RISK MANAGEMENT
- Chapter 09: EMERGENCY RESPONSE PLAN
- Chapter 22: DOCUMENTATION & CONTROL OF RECORDS

1.3 Reference of the Manual

This manual should be consulted as and when required taking various references from the following manual hierarchy:

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- 1) Corporate Policy Manual
- 2) Organization and Method Manual for job description and job specification
- 3) Quality Manual (issued by Corporate Safety and Quality - for quality assurances)
- 4) Safety Management System Manual (Issued by Dept. of CSQ-Corporate Safety & Quality)
- 5) Ground Support Equipment Operations Manual (GSEOM -for ground support equipment references)
- 6) Flight Operations Manual (FOM - for flight operational references)
- 7) Cabin and Operation Safety Manual
- 8) IATA Airport Handling Manual
- 9) IATA Dangerous Goods Regulations
- 10) O & M manual Issue 01 Date: 20 Sep 2011/30 June 2013

1.4 Manual Control System


The documentation control system of Biman Bangladesh Airlines stated in 'Safety Management System Manual' is applicable to this Manual.

1.4.1 Manual Authority and Responsibility

Director Customer Services is responsible and accountable for ensuring that the Ground Service Manual is in consistent with the documentation management requirements stated in this Chapter.

- a) Authority of the Biman Flight Catering Centre n(BFCC): Director, Customer Services
- b) Responsible for revision/update/upgrade/process/distribution/retention/Approval: Manager Operation, BFCC
- c) Responsible for checking/verifying: Dy. General Manager, BFCC
- d) Responsible for taking approval: General Manager, BFCC
- e) Responsible for distribution and acknowledgement receipt: General Manager, BFCC
- f) Responsible for retention of the obsolete manual for specified time: General Manager, BFCC

All catering service handling operation personnel of BFCC are to provide catering service in accordance with the policies and procedures stated in this manual.

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Manual Holder at each section/department is responsible for keeping Updated copy of BCSM. Manual Holder is responsible for contacting Operation Department, Rules, Procedures & Service standard section if any revision is missing.

Manual Holder is responsible to inform all concern personnel of BFCC about any changes in BCSM. Manager Operation or the Authority Representative is responsible to ensure an updated copy of BCSM is available with the concern external Catering Service provider.

1.4.2 Distribution of manual

BFCC Catering service manual (BCSM) is a control document. A distribution list has been published and attached at the beginning of this Manual. The control copy number is unique for each holder and holds the responsibility to update regularly with the revised pages. In case of new issue of BCSM, hard copy will be distributed to all operational units. Non-operational units will be provided with soft copy of the CSM. If any non-operational unit is required the hard copy of the BCSM they may request to DGM, BFCC. Soft copy of the full new issue and updated pages of the BCSM will be distributed to all BCSM holders.

1.4.3 Language of manual


This manual contains clear, legible and accurately represented information in useable format that meets the needs of ground handling operational personnel.

The manual is written in English, which is the recognized operating language of BFCC.

1.4.4 Amendment and revision procedure and records

BFCC Catering Service Manual (BCSM) holders have a responsibility of directly notifying Operation Department of any suggestion/error in this Manual. Any suggestion for improvement of procedures and processes should be forwarded through respective departmental head to Operation Department for consideration. Manager Operation holds the responsibility to amend, update and disseminate this information according to the holder's list. All revision pages will be issued including any related information received from external sources. Urgent revision pages should be inserted in temporary revision page which will eventually be moved to permanent revision page with necessary changes in the respective LEP pages.

This subject document is generally reviewed once in a year. A meeting will be held regarding revision, the minutes of this meeting must be recorded. In addition, urgent items will be handled separately, i.e. amendments arising out of CAAB/ICAO/IATA, changes in regulations, or any procedural changes.

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- a) When any of the existing procedures are changed, the particular section is revised under the same number but with new revision number and date. In case of any new addition a new section with an issue number, revision number and date will be incorporated.
- b) Manual holders are responsible to return the obsolete pages(s) of manual to the office of Manager Operation BFCC immediately.
- c) Records of distribution, amendment to be kept in office of Manager Operation, BFCC for further reference.

1.4.5 Carriage of manual

- a. It is not a requirement that a copy of the BFCC Catering Service Manual be carried on any Flights.
- b. It is a requirement that an update copy of BCSM is available in all sections as well as all other stations, if applicable according to distribution list.

1.4.6 Access of manuals

Manager Operation/representative is responsible to ensure that update copy of BCSM is available where Catering Service operations are conducted.

Operational personnel have easy access to Catering Service manual where relevant to their duties. The updated BCSM is available which will be easily accessible to the Catering service personnel working in Ground, boarding area, Ramp Control.

1.4.7 Manual Revision Symbols

- ┆ Change and/or Addition of an item
- × Cancellation of an item

1.5 Statement of Operation Instructions:

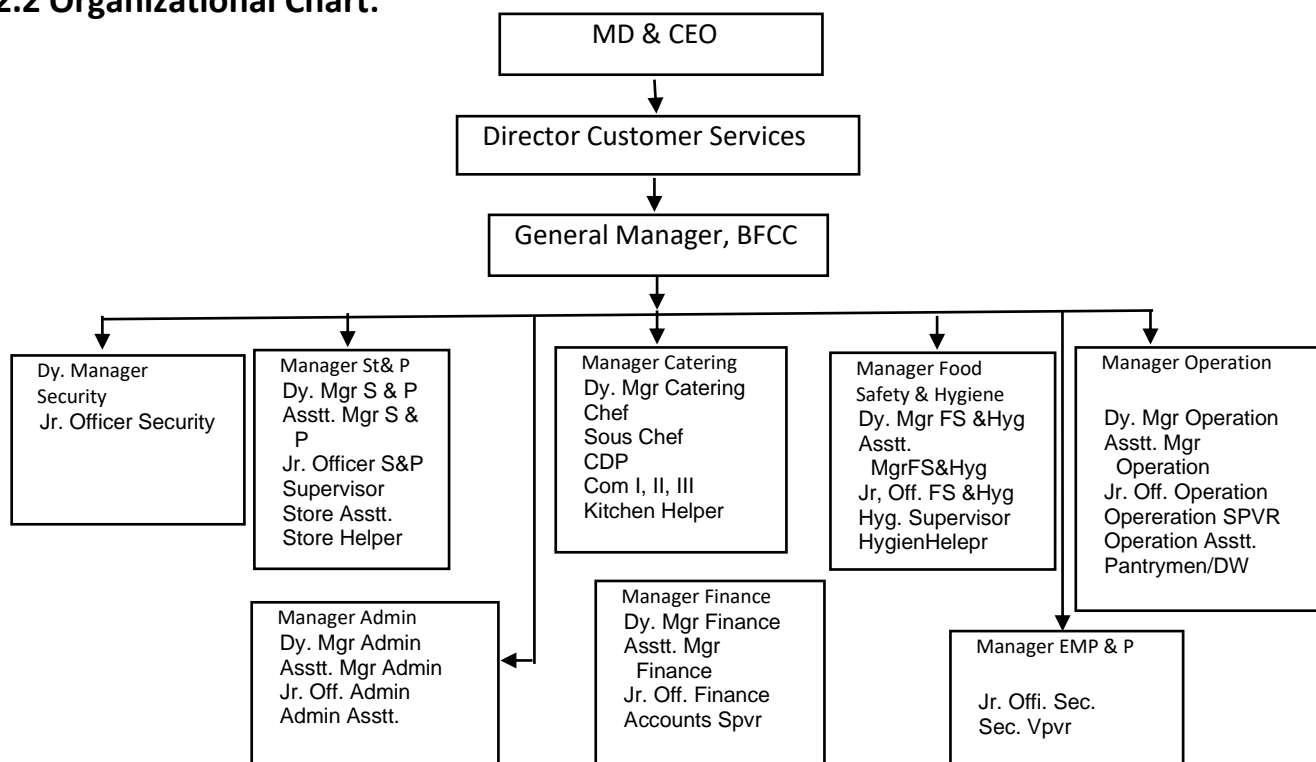
Whenever there is a difference between Biman Bangladesh Airlines Policy or Procedure and the regulations of competent authorities, the more conservative and safest operational Policy shall govern. However, nothing contained in the BFCC Catering Services Manual shall prevent personnel from exercising their own best judgment during any situation for which the BCSM makes no provisions or in an emergency. Operational Personnel shall, in an emergency situation, take any action he considers necessary under the circumstances. In such cases, he may deviate from rules, operational procedures and methods in the interest of safety.

-END OF CHAPTER-

2.1 Purpose:

The purpose of this Chapter is to describe the organizational structure of Biman Flight catering Centre under Directorate of Customer Services focusing on catering operation and to ensure its safety and security as well as the duties & responsibilities of keymanagement personnel and all other personnel involved in catering operation.

2.2 Organizational Chart:




2.3 Duties & Responsibilities:

2.3.1 General Manager, BFCC

The General Manager, BFCC shall be directly responsible to Director Customer Services for the standard catering service operations including ground services handling agreement and ground services systems operations, rules, procedure & services standard.

His/her responsibilities are:

1. To ensure highest quality of food and equipment services are provided at Biman's Aircraft for its entire network as well as for other Airlines as well.


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2. To Develop new ideas for provisioning of better services at Biman’s aircraft as well as in-flight services and to ensure efficiency and economy.
3. To plan and ascertain the requirement of galley equipment and other serviceable equipment bonded items etc. for the entire network of Biman and its AMU and also co-ordinate with stores & purchase Department for its timely procurement.
4. To appoint catering agent for Biman foreign stations and supervise their activities from time to time.
5. To ensure proper uplift of food and catering equipment at Biman’s flight from foreign stations by the catering agent as well as by the BFCC from base.
6. To ensure proper up keep rest of inventory of station wise equipment positions of Biman and also ensures equipment are provided to all Biman catering agents in accordance with the requirement.
7. To suggest ways and means for reduction of expenditure on catering/in-flight service of Biman without compromising with the standard and quality.
8. Responsible for performing all related activities and complying with safety and security Standards and Regulations.
9. Ensure that safety and security procedures are in place in his/her job area for which he/she is entrusted with.
10. To perform any other functions as assigned by the Biman Management from time to time.
11. Review cost allocation of overheads indirect costs and ensures it is accurate and in the line with best practice and business needs.
12. Providing adequate resources for operations and training for staff.
13. Ensure management continuity and manage working environment
14. Set, control, and manage budget efficiently.
15. Communicate information policies, strategies correctly and effectively to all employees in order to apply in practice.
16. Perform any tasks assigned by superior.

2.3.2 Deputy General Manager

The position is directly accountable to GM, BFCC and responsible to ensure effective administration and overall management of Catering services provided for all flights.

His / Her Duties and responsibilities are:

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1. Ensure quality food and equipment services to Aircraft.
2. Develop better / efficient / economical equipment.
3. Appoint catering agent for Biman foreign stations.
4. Ensure proper uplift of food and catering equipment from foreign stations.
5. Ensure proper station wise equipment positions.
6. Reduction of expenditure on catering without compromising with the standard and quality by performing as convener TEC.
7. Performing all activities and complying with safety and security Standards and Regulations.

2.3.3 Manager Admin


The Manager Admin shall directly report to General Manager/Deputy General Manager, BFCC to ensure the proper administration of BFCC.

His/her specific responsibilities are:

1. Overall supervision of Administration personnel.
2. Formulate Policies/rules and regulation for effective Administration Control at BFCC in consultation with BFCC Head (GM/BFCC).
3. Ensure proper implementation of polices/rules/regulations/standard adopted by the Management.
4. Prepare delegation of authority on admin & financial matters in consultation with BFCC Board.
5. Issue Order/Circular as and when required.
6. Deal with all types of recruitment/selection at BFCC.
7. Deal with all type of industrial relations matters.
8. Deal with personal welfare and promotion cases.
9. Deal with training affairs of BFCC Personnel.
10. All other administrative matters.
11. Supervise the job of Time Office & Laundry, Telephone/Tele printer and transport units.
12. To Co-ordinate with Biman for obtaining different administrative decision and implement the same.
13. All type of correspondence job.

2.3.3.1 Assistant. Manager Admin, BFCC

1. Overall supervision of Administration units.
2. To advise on all administrative matter within the frame work of the policies laid


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down by the management.

3. To ensure effective implementation of Govt., Biman and Management's policies/procedures in regard to administrative matters.
4. To keep liaison with other department/section/station for better co-ordination and to implement the decision taken by the Management from time to time.
5. To prepare statistical data and various information as required by Management/Govt./Biman from time to time.
6. To implement of policy decision regarding facilities of Medical, Uniform, Transport, Communications, Canteen etc.
7. To deal with Office Timings/Duty hours, Holiday Festival advance, office accommodation, inventory, budget office equipment & furniture including raising of C.S.
8. To process the disciplinary cases and ensure that all disciplinary actions are taken in accordance with the prescribe procedure, Labour laws etc.
9. To deal with recruit/promotion case.
10. To deal with employees welfare cases, industrial dispute cases etc.
11. To deal with all procurement matters related to Admin.
12. To ensure Proper maintain of personnel records etc.
13. To carry out any other job as may assigned to him by his superior or higher management from time to time.

2.3.3.2 Assistant Manager Training


1. To assist Manager Admin in all training activities related to their respective training areas.
2. To prepare lessons plan, precise, handouts and other training materials in their own areas.
3. To conduct regular classes in their respective training areas as per routine.
4. To make proper plans for training program in accordance with the needs of each trade of employees, grouping one or more trades together where appropriate.
5. To analyze training needs in accordance with job categories of employees.
6. To develop courses covering the required subjects.
7. Prepare question papers of their related subjects in consultation with Manager Admin, hold examinations, tabulate results and perform other related jobs.

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8. To develop suitable techniques for lectures, discussion practice, field training etc.
9. To ensure proper handling of training aids/equipment.
10. To perform any other related job as assigned by their superior from time to time.

2.3.4 Manager Finance


1. Meeting with the representatives of different Foreign Airlines regarding uplift of Catering item & services from BFCC and making agreement with them.
2. Forwarding invoices to Biman and Foreign Airlines and also make necessary correspondence.
3. Ensure all bills of the suppliers/contractors/parties are properly checked by an officer and obtain approval for payment.
4. Arrangement of payment to the foreign suppliers through outstation (Biman) & opening L/C.
5. Placing procurement files in the CPC meeting as a Member-Secretary of CPC for next approval process.
6. Obtain different accounting data for billing purposes for supplying food to BG Aircraft and adjustment of account with Biman.
7. Take necessary action for preparation of profit & loss account and Balance Sheet/Final Accounts of BFCC.
8. Co-ordinate with Banks for keeping up-to-date information regarding fund position of BFCC and inform management accordingly.
9. Placing Budget proposal and overall guidance to remain within the Budget allotment & to furnish Budget variance to Biman.
10. Co-ordinate with Audit Parties (Govt. Commercial Audit, External Audit & Internal Audit) and to send appropriate reply to Biman for settlement through Ministry.
11. Realization of Outstanding dues from the Debtors/Foreign Airlines and ensure timely deposition of sales proceeds (cash and cheque) to the bank.
12. Dealing with JibonBima and SadharonBima Corporation in connection with various types of insurance coverage.
13. Preparation of Board papers in placing in the BFCC/Biman Board.
14. To ensure proper maintenance of imprest fund.
15. To deal with TAX and VAT issues and submission of TAX & VAT return to the NBR.
16. To ensure all accounting jobs of the station are carried out smoothly.

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17. Overall supervision of Finance Section and other job to strengthen the Organization financially.
18. To carry out any other job as may assigned by superior or higher management.

2.3.4.1 Dy. Manager Finance

1. Check all bills forwarded by the Stores & Purchases Section, Maintenance Section, administration Section & Other section and authenticate the same.
2. Take necessary action for deduction of security money and others from the supplier's bill as per terms of the tender.
3. To check deduction of Income Tax and VAT from the suppliers bill as per Govt. rule and payment of taxes & VAT to the Govt. treasury against the name of individual suppliers.
4. Checking of cheque P/V and other doc. for payment to suppliers/contractors/creditors.
5. Submission of Note to the Higher Management for Foreign payment and opening letter of credit.
6. Checking Imprest fund and withdrawal of cash from bank, depositing & withdrawal of money (cash & Banking).
7. Checking of salary statement (Pay-roll) of BFCC recruited staff and arrange payment. h. Co-ordinate with production section and preparation of invoices/cash memo for day to day sale.
8. Checking receipt of sale proceeds from operation Assistant/Supervisor and deposit the same to Bank after maintaining proper record. j. Checking of cash book, Bank book and ledger book.
9. Checking of Bank reconciliation statement (Three separate Account) and FDR Accounts. l. Make correspondence with Bank regarding signatories and interest of the organization. m. Checking miscellaneous Invoices to the Debtors and arrange realization of the same. Giving reminders to the Debtors for realizing dues. n. Checking of outstanding invoices statement and reconciliation thereof.
10. Look after the function of Leftover and Garbage item sales and realization of money.
11. Journalize the non-cash transaction and to give effect for the same in the ledger book.
12. To follow financial rules of BFCC and other Rules & Regulation of the Govt. applicable.
13. Checking inventory for all consumable items of stores and valuation thereof.
14. To checking asset register and calculation of depreciation of assets.
15. Preparation of BFCC Budget and maintain budgetary control.
16. Preparation of Financial Position, Financial Performance, Owners Equity and Cash Flow.
17. Co-ordination with the Auditors & to make draft reply of the queries/objection.

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18. Deal with Insurance job for all assets of BFCC including group insurance and take necessary payment action for Insurance premium.
19. Raising note on different issues for perusal as well as decision/approval of the Management.
20. To attend TOC/TEC meeting.
21. To carry out any other job as may assigned by superior/management.

2.3.5 Assistant Manager Security

1. It includes those classic management functions common to Managers of all departments within the Organization which are planning, organizing, leading, supervising and innovating.
2. Office administration, establishment of policies governing security matters and development of system and procedures and training programs for Security personnel and security education of all other employees.
3. It includes supervision of guards, patrol, fire and safety. Inspection of restricted areas. Regular audit of performance, understanding and compliance of Security personnel to ensure condition of all security equipment's, lights, fences, doors, windows, locks, barriers, safes, building and stores are in order.
4. Investigation of loss or violent cases which are of serious nature needs directly investigation by Manager Security.
5. Also perform the task of collection and transmission of intelligence information to the Chief Executive.
6. Issue Identity Card to the employees of BFCC and temporary passes for casual labors and ensure that such Identity Cards and passes are withdrawn from them when they are not in service.
7. Keep close liaison with Police and other govt. Security agencies in the matters relating to security for utilization of their services as and when necessary.
8. To carry out any other job as may assigned by superior/management

2.3.5.1 Jr. Security Officer

1. Overall supervision of activities of security personnel.
2. Ensure proper security measures for safeguarding and protection of BFCC properties, installations, equipment.
3. Ensure proper shift wise deployment of security personnel.
4. Maintain close liaison with Biman security and other agencies.
5. Keep management informed regarding all sorts of incidents taking place in his area.

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6. Carry out investigation of cases and submit reports.
7. Advise Management on security affairs.
8. Co-ordinate with different Agencies and Biman.
9. Take necessary action for VVIP flights.
10. To assist Security Officer in his day to day functions.
11. Arrange proper shift wise deployment of security personnel & supervise them.
12. Carryout investigation of cases
13. To carry out any other job as may assigned by superior/management.


2.3.5.2 Security Supervisor

1. Overall supervision of activities of security personnel.
2. Ensure proper security measures for safeguarding and protection of BFCC properties, installations, equipment.
3. Ensure proper shift wise deployment of security personnel.
4. Maintain close liaison with Biman security and other agencies.
5. Keep management informed regarding all sorts of incidents taking place in his area.
6. Carry out investigation of cases and submit reports.
7. Advise Management on security affairs.
8. Co-ordinate with different Agencies and Biman.
9. Take necessary action for VVIP flights.
10. To assist Security Officer in his day to day functions.
11. Arrange proper shift wise deployment of security personnel & supervise them.
12. To carry out any other job as may assigned by superior/management

2.3.5.3 Security Assistant:

Landside Gate:

1. Visitor control with maintaining necessary records.
2. Gate control.
3. Vehicle control with maintaining necessary records.
4. Key control with maintaining necessary records.
5. To guard against theft, pilferage and miss-appropriation of properties.
6. Physical checking of employees.

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7. Attend fresh supplies receiving daily from outside parties. (as security representative)
8. To check the invoices & Gate Passes.
9. Patrol duties in & around BFCC.
10. To attend telephone after 1600 hours.

Air Side Gate:


1. Prevention of unauthorized entry.
2. To guard against theft, pilferage and miss-appropriation of properties.
3. Checking and sealing meal cart.
4. Checking of commissary van.
5. Patrol duty.
6. Checking of garbage at the time of disposal.
7. Checking, counting cutleries (arrival flights).
8. Control of 'D' Passes.
9. Physical checking of employees.
10. To check the invoices/gate passes.

Bond Preparation:

1. Preparation of Bonded items in co-ordination with Bond unit, S&P, Customs & Flt. Service representative.
2. VVIP Bar preparation.
3. Any other functions as and when assigned by Superior/Management time to time.

2.3.6 Deputy Manager IT


1. To create, update, manage and maintain IT service facilities for BFCC, including software, servers, network, and hardware.
2. To ensure smooth and safe operation of IT services in BFCC.
3. To preserve IT assets by implementing disaster recovery and back-up procedures and information security and control structures.
4. To accomplish information technology tasks and evaluate results.
5. To identify problems, provide solutions, and evaluate trends.
6. To plan, monitor, and appraise IT services and outcomes.
7. To train/coach, counsel, and discipline IT employees and IT service users.
8. To initiate, coordinate, and enforce systems, policies, and procedures.
9. To maintain a safe and secure work environment.
10. To research and implement technological strategic solutions.
11. To maintain organization's effectiveness and efficiency by defining and delivering strategic plans for implementing information technologies.

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12. To comply and direct technological research by studying organization goals, strategies, practices, and systems.
13. To complete projects by coordinating resources and timetables with user departments and server center.
14. To recommend information technology strategies, policies, and procedures by evaluating organization outcomes.
15. To maintain quality services by establishing and enforcing organization standards.
16. To contribute to team efforts by accomplishing related results as needed.
17. To manage IT staff.
18. To manage overall responsibilities of IT Services.
19. Any other functions as and when assigned by Superior/Management time to time.

2.3.7 Manager Stores & Purchase

1. Shall be responsible for correct planning and timely execution of polices of the concerned authority in procurement, storage and distribution of various types of Foodstuff items, Juice, Soft Drinks, Disposable items, Cleaning Detergents etc. of both local and imported. Raw, Perishable, French, Food Staff, Juice, Soft drinks, disposable, cleaning, chemicals both from local & foreign and imported source. Some items like raw/punishable & Fresh should be ISO/HACCP verified company product should be purchased for comply the International standard food safety regulations etc.
2. Overall supervision of Stores & Purchase activities.
3. Nominate and distribute responsibilities to his subordinates.
4. Co-ordinate and liaison timely procurement of equipment/items from Stores & Purchase Department of Biman.
5. Ensure timely procurement of raw, perishable, fresh, food staff, cleaning chemicals other miscellaneous items as per the demand of Production Section from local suppliers in accordance with CPC's approval.
6. Ensure timely import of Food stuff/Juice items, soft Drinks, Dairy Products, Disposable items and Cleaning Detergents as per approval of CPC meeting.
7. Arrange cash purchase of items on as and when required basis as per BFCC Admin & Financial rules in force.
8. Ensure that various items received in the store are of proper standard, quality and having adequate shelf life and expiry date as per Stores & Purchase manual.
9. Ensure proper storage of goods/items received in the store.
10. Ensure that inventory and documents are maintained properly and regularly.
11. Ensure proper scrutiny of invoices and bills of suppliers and the same is forwarded to Finance Section in due time for payment.
12. Ensure timely custom clearance and release of foreign goods for customs authority.
13. Carry out any other job as may be assigned to him by higher management in force.


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2.3.7.1 Dy. Manager Stores & Purchase:

1. Before 06 months completion of an existing contract he will obtain monthly requirement (AMU) of all types of Foodstuff items, Disposable items and Cleaning Detergents from Production and Hygiene Department, respectively and obtain administrative approval for floating. E-GP tender, International Tender in force in line with guideline of Admin Order/Financial Order in force.
2. Arrange preparation of schedule for tender and after obtaining approval of the same from competent authority and make necessary arrangement for floating the E-GP Tender, International Tender in force.
3. Ensure that an E-GP Tender is opened before 04 months of the expiry of the validity of an existing Contract.
4. Ensure that within the stipulated time frame of procurement policy of the opening of Tender necessary formalities like preparation of comparative statements, obtaining of laboratory report, opinion of the members and preparation of minutes of TEC, etc. is completed and the said file is forwarded to Chairman, TEC for onward submission to CPC.
5. Shall keep the Manager Stores & Purchase informed regarding the progress of the Tender.
6. Attend queries of both internal and external audit and inform his superior accordingly.
7. He will look after the normal administration of Stores and Purchase Department like discipline and welfare of employees, Office Order, Admin Order etc. and apprise the Manager Stores & Purchase accordingly.
8. In addition to above he will maintain the following files and documents in his custody:
 - i) All papers relating to E-GP Tender - Local and International (Both).
 - ii) All papers relating to laboratory test report.
 - iii) Files on Briefing/Co-ordination Meeting: TOC, TEC, CP|C, Coordination, ED, Board of Director's meeting etc. Contracts/ Agreement, Laboratory Test/Hygiene Report, Admin/Office Order, Circulars/Instruction.
 - iv) Files on Appointments, Release, Transfer, Handing/Taking over charges, Allocation of Duties and Responsibilities, Show Cause Notice and Reply thereof, Disciplinary action.
 - v) Bilateral Agreements/Contracts with local and foreign suppliers.
9. Carry out any other job as may be assigned to him by superior/management in force.

2.3.8 Manager EMP&P:


1. Planning/assessing/fixation/revision of the requirement of all inflight service equipment and items for entire network of Biman.

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2. Selection/introduction/procurement/provisioning of inflight service equipment's and items like crockeries, cutleries, linen wares, kit items, first aid items, disposable items etc.
3. Selection/procurement of saleable and free issue bonded bar items, give-away items, amenities, toiletries etc.
4. Selection/fixation of newspapers, magazines, periodicals, carry out functions for appointment of vendors and execution of agreement. Certification of invoices for Dhaka base. Arrange uplifting of newspapers from outstations in co-ordination with catering Agent.
5. Maintain liaison with suppliers abroad for shipment/return of cassettes.
6. Preparation of service statements on inflight film, audio programming's, documentary/ commercials/Hajj Program etc.
7. Procurement/provisioning and circulation of inflight brochure/Jatree Magazine.
8. Circulation of price list for bonded items.
9. Preparation of shipping order and maintain liaison with concerned Department for provisioning inflight service items to catering agents abroad. Take necessary action for drawl of items/ materials from the concerned Department and arrange packing for forwarding the same to outstations.
10. Preparation of C.S./R for galley items and other service items/VVIP items etc.
11. Preparation of system inventory/inventory control for inflight service equipment's/items for the entire BG network.
12. Take necessary action for controlling the equipment/material positions at outstations.
13. Prepare necessary paper for catering agreement with catering agents.
14. Scrutinize the invoices submitted by the catering agents regarding uplift of meals.
15. Arrange sending of galley/electrical equipment for repairing/maintenance and co-ordination for with the maintenance section for the same.
16. Take necessary disposal/recovery/write off action on capital items/bonded items.
17. Preparation of budget and control budgetary allocation.
18. Correspondence with local agencies and all meal uplift stations.
19. To carry out any other job as may assigned to him by his superior or higher Management from time to time.

2.3.9 Manager Catering, Production & Menu Planning:

1. To supervise the overall activities of Production Section and administer the personnel working in the Section.
2. To ensure optimum utilization of manpower and deploy the manpower in accordance with the actual need.
3. To ensure production of highest quality food.
4. To ensure proper hygienic conditions in the kitchen area and co-ordinate with Hygiene Section for the same.

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5. To ensure maintenance of record of all consumption items.
6. To co-ordinate with Store & Purchase Section for timely Procurement of items required for production section.
7. To ensure proper menu planning.
8. To ensure timely sending Food Schedule & Menu to other caterers appointed abroad.
9. To ensure timely preparation of food.
10. To ensure maintenance of record of delivery items.
11. To ensure timely preparations of bakery sale items as per orders received from outside parties.
12. To make correspondence with other airlines as well as appointed caterers abroad.
13. Carry out any other job assigned by higher management.

2.3.9.1 Dy. Manager Catering, Co-ord. & Menu Planning

1. To supervise the overall activities of Production Section and administer the personnel working in the Section.
2. To ensure optimum utilization of manpower and deploy the manpower in accordance with the actual need.
3. To ensure production of highest quality food.
4. To ensure proper hygienic conditions in the kitchen area and co-ordinate with Hygiene Section for the same.
5. To ensure maintenance of record of all consumption items.
6. To co-ordinate with Store & Purchase Section for timely Procurement of items required for production section.
7. To ensure proper menu planning.
8. To ensure timely sending Food Schedule & Menu to other caterers appointed abroad.
9. To ensure timely preparation of food.
10. To ensure maintenance of record of delivery items.
11. To ensure timely preparations of bakery sale items as per orders received from outside parties.
12. To make correspondence with other airlines as well as appointed caterers abroad. m. Carry out any other job assigned by higher Management.

2.3.9.2 Assistant Manager (Catering Services & Co-ordination):


1. Receiving Passenger load figure of each flight from C.R.T Reservation Telexes, Operations Section of BFCC, station Traffic & Provide all unit of Production for smooth functioning.

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2. Ensure that proper sanitation & hygienic condition are maintained in the production premises & Co-ordinate with the hygiene department.
3. Ensure that meals are prepared as per menu & passenger load & supply on board accordingly.
4. Ensure write all names of the meals on Meal foiled before handing-over the same to operation section.
5. Received order from different parties & supply the items accordingly.
6. Take action of Rolling delayed or delayed flight/extra flight beyond office hour with the consultation of Management over telephone. If not possible then take action with the consultation among duty officer & senior most staff of production & give necessary Telex to out station.
7. Collect email/telex & will take action if any extreme emergency matter with consultation of high Management.
8. Any other assignment as given by catering & co-ordination officer & Manager Catering/management time to time.


2.3.9.3 Chef:

1. To supervise the functions of Butchery, Vegetable Cutting, Hot Kitchen, Cold Kitchen, Hot Bakery and Cold Bakery Units.
2. To ensure highest quality of foods are prepared as per menu instructions.
3. To ensure best quality of fresh and dry materials are received.
4. To discover various new dishes of food for supplying to aircraft (BG and other) and co-ordinate with Menu planning unit accordingly.
5. To provide necessary job training to the production staff.
6. To instruct the production personnel and ensure food are prepared in due time for timely sending to aircraft.
7. To ensure hygienic conditions are properly maintained in the kitchen area as well as while preparation of food.
8. To take necessary step for avoiding wastage of food.
9. To prepare quality meal for VIP and other important flights.
10. To ensure maintenance of record of all consumption items.
11. To suggest proper rostering pattern of production personnel.
12. To suggest ways and means for developing modern system regarding production of food and implement the same.
13. To check and supervise all production areas while preparation of food.
14. To instruct the staff regarding decoration of meal and cooking procedure.
15. To find out the requirement of dry items required for kitchen for preparation of best quality food.
16. To carry out any other job as may assigned to him by his superior or higher Management from time to time.

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2.3.9.4 Sous Chef:

1. Assist Executive Chef for production meals of all units as per standard specification of menu.
2. Responsible for guiding Chef-De-Party in following Food Schedule & Menu.
3. Ensure that effective controlling measures are taken to avoid food wastage & give justification of production.
4. Arrange demonstration & display of food products in order to impart training to Junior's.
5. To suggest proper rostering pattern of production personal.
6. To check & supervise Respecting Production areas while preparation of food in respect of hygienic point of view.
7. To instruct the staff regarding decoration of meal & cooking procedure.
8. To find out the requirement of Dry items required for Kitchen for preparation of best quality food.
9. Ensure that best quality raw materials are received as per standard which received by Receiving Committee.
10. Ensure that instruction for meal production plan to be given all unit in due time, so that meal preparation done smoothly.
11. Responsible for quality meal production for VVIP, VIP & Special Flight of Biman& Foreign Flight.
12. Look after the Hot Kitchen/Cold Kitchen & Butchery day to day function & submit production justification to undersign day to day.
13. Responsible for any other assignment given by Chef/Executive Chef/Manager Catering (P&MP), BFCC.
14. To carry out any other job as may assigned to him by his superior or higher Management from time to time.
15. Assist Executive Chef for production meals of all units as per standard specification of menu.
16. Responsible for guiding Chef-De-Party in following Food Schedule & Menu.
17. Ensure that effective controlling measures are taken to avoid food wastage & give justification of production.
18. Arrange demonstration & display of food products in order to impart training to Junior's.
19. To suggest proper roster pattern of production personal.
20. To check & supervise Respecting Production areas while preparation of food in respect of hygienic point of view.
21. To instruct the staff regarding decoration of meal & cooking procedure.
22. To find out the requirement of Dry items required for Kitchen for preparation of best quality food.
23. Ensure that best quality raw materials are received as per standard which received by Receiving Committee.

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24. Ensure that instruction for meal production plan to be given all unit in due time, so that meal preparation done smoothly.
25. Responsible for quality meal production for VVIP, VIP & Special Flight of Biman & Foreign Flight.
26. Look after the Hot Kitchen/Cold Kitchen & Butchery day to day function & submit production justification to undersign day to day.
27. Responsible for any other assignment given by Chef/Executive Chef/Manager Catering (P&MP), BFCC.
28. To carry out any other job as may assigned to him by his superior or higher Management from time to time.


2.3.10 Manager Operations:

1. Overall supervision and administer the activities of Linen unit, Kit unit, Bond unit, Dishwashing unit & Flight Handling unit.
2. Ensure up-to-date inventory is maintained by Linens, Kit & Bond unit.
3. Co-ordinate with Production Section of BFCC for timely delivery of food items in accordance with the requirement of flight.
4. Co-ordinate with E/M P&P unit of Biman for Capital galley equipment, serving galley equipment, equipment/items required for passenger, Reading Materials/Bonded Bar items & materials etc. are properly supplied in the flight as per stipulated standard.
5. Take part to develop idea for aircraft galley modification.
6. Conduct training to the operational personnel of BFCC.
7. Handling of other carriers that take services from BFCC.
8. Responsible for performing all related activities and complying with safety and security Standards and Regulations.
9. Ensure that safety and security procedures are in place in his/her job area for which he/she is entrusted with.
10. Deployment of operational personnel and optimum utilization of manpower.
11. Handling of VVIP/VIP flights (Both Bangladesh and Other Countries).
12. Attend briefing meeting.
13. Check log report and taken action accordingly.
14. Make correspondence with other carriers and with different agencies.
15. Carry out any other job assigned by higher Management.

2.3.10.1 Dy. Manager/Assistant Manager Operation

Linen Unit


- a. Receiving the listed newspapers from the vendors in every day morning.

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- b. Receiving the listed magazines from the vendors (weekly) checking/certifying vendors bills.
- c. Receiving linen items from stores and laundry and place the same in the rack.
- d. Maintaining inventory register of newspapers, magazines, linen items and head sets.
- e. Issuing newspaper, magazine, linen items, headsets to each BG flight by check sheets as per flight standard.
- f. Receiving back the newspapers, magazines, linen items, head set from the aircraft handling staff on arrival of each BG flight.
- g. Checking linen items and keep non used/scrap items separately.
- h. Sending used linen items to Laundry (trolley napkins, table napkins, roll up napkins, crew napkins, hot & cold towels, cloth mop, dish cloth, crew seat band, blanket, pillow cover, bed sheet, bed cover, head rest cover for washing and receive them back by maintaining proper record.
- i. Wrapping the blankets in cellophane bags.
- j. Sterilize the economy class used head sets and warped with the cellophane bags.
- k. Prepare statement of headsets utilization (weekly).
- l. Intimating outstations caterer for short receiving of items and follow up.
- m. Maintain final inventory of all items daily.
- n. To carry out any other job as may assigned to him by his superior/higher Management from time to time.

Kit Unit

- a. Draw items from BFCC Stores according to requirement of daily flight schedule.
- b. Segregate the items and place in the rack for each flight.
- c. Hand over the items to Flight Handling Supervisor on each flight under check sheet.
- d. Receive back all items from Flight Handling Supervisor on arrival of each flight and take the flight wise inventory from him.
- e. Intimate outstations caterer for short receiving of items and take follow up action.
- f. Maintain daily inventory of all items.
- g. Separating un-presentable/unserviceable items of rotatable equipment & maintain proper inventory for write-off action.
- h. Maintain liaison with higher Management.
- i. Ensure maintaining proper documentation.
- j. Keep kit area neat and clean all the time.
- k. Get Catering Hi-lift van and delivery vans are cleaned and well maintained.
- l. To carry out any other job as may assigned to him by his superior or higher Management from time to time.


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Bond Unit

- a. Draw bond items from main stores of Biman in presence of Customs and Biman Security personnel in accordance with the requirement of each flight (3 days in a week).
- b. Preparation of Bar boxes and bar carts as per each flight standard in presence of custom, security and flight service representative.
- c. Handover the bar carts to the Flt. Handling Supvr. of each flight along with check sheet.
- d. Receive back of all bar items under sealed condition from Flt. Handling Supvr. on arrival of each flight.
- e. Open bar boxes/bar carts in presence of customs, security and flight Service representative for necessary recoument action.
- f. Inform concern section for remedial action if any discrepancy found.
- g. Maintain daily inventory and preparation of monthly inventory statements of all items.
- h. Prepare flight wise performance report on audio Video.
- i. Prepare fortnightly sales proceeds and send it to BFCC Finance section/Biman's cost section.
- j. Draw items from BFCC stores.
- k. Prepare/set the items as per flight standard and handover the same to Flt. Handling supvr. along with check sheet.
- l. Receive back of all unused items from Flt. Handling supvr. on arrival of each flight after proper counting.
- m. Maintain daily inventory of all items.
- n. Maintain Bin Card and daily stock control register of each items.
- o. Prepare head set consumption and equipment statement once in a week.
- p. Prepare soft drinks consumption statement twice in a week.
- q. Carry out any other job assigned by higher management.

Flight Control

- a. Received Load position of each flight from Reservation section/Outstations and convey the same to production section for preparation of food accordingly (24 hrs. prior to departure of Flt. And 12 hrs. Prior to departure of each flight).
- b. Provide final Load position to production section prior to 4 to 6 hrs. departure time.
- c. Co-ordinate with A/C scheduling of Engineering Department Operations Control (Central Control), Station Traffic, Duty Engineer, MT and concerned Department/Section regarding aircraft movement and final passenger Load.
- d. Intimate Production section regarding increase/decrease of passenger for each flight.
- e. Intimate Outstations caterer regarding load position and equipment position of each flight.

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- f. Intimate outstations caterer regarding changes in flight schedule and advise food requirement according to passenger figure.
- g. Preparation of daily flight handling statement of BG and other carriers separately.
- h. Preparation of daily meal uplift /daily passenger figure statement of BG and other carriers (flight wise).
- i. Inform higher authority regarding day to day schedule changes and discrepancies, if any.
- j. Preparation of uplift sheet for each BG and other carriers flight.
- k. Receiving service charges of non-scheduled flight of other carriers and deposit the same to BFCC Finance Section.
- l. Co-ordinate with all units of Operations Section for obtaining information regarding equipment's sent to each flight.
- m. In-charge of shift will deploy operational staff to each flight and supervise their performance. In-charge of shift will ensure proper and timely handling of each flight and solve discrepancy.
- n. Carry out any other job assigned by superior/ higher management.

2.3.10.2Jr. Officer Operations

- a. Receiving the listed newspapers from the vendors in every day morning.
- b. Receiving the listed magazines from the vendors (weekly) checking/certifying vendors bills.
- c. Receiving linen items from stores and laundry and place the same in the rack.
- d. Maintaining inventory register of newspapers, magazines, linen items.
- e. Issuing newspaper, magazine, linen items to each Biman flight by check sheets as per flight standard.
- f. Receiving back the magazines, linen items from the aircraft handling staff on arrival of each Biman flight.
- g. Checking linen items and keep defected/scrap items separately.
- h. Sending used linen items to Laundry (trolley napkins, table napkins, roll up napkins, crew napkins, hot & cold towels, cloth mop, dish cloth, crew seat band, blanket, pillow cover, bed sheet, bed cover, head rest cover for washing and receive them back by maintaining proper record.
- i. Maintain Crew briefcase as per standard.
- j. Intimating outstations caterer for short receiving of items and follow up.
- k. Maintain inventory of all items daily.
- l. Keep linen area neat and clean and in orderly manner.
- m. To carry out any other job assigned by his superior/higher Management.

Kit Unit


- a. Draw items from BFCC Stores according to requirement of daily flight schedule.

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- b. Segregate the items and place in the rack for each flight.
- c. Hand over the items to Flight Handling Supervisor on each flight under check sheet.
- d. Receive back all items from Flight Handling Supervisor on arrival of each flight and take the flight wise inventory from him.
- e. Intimate outstations caterer for short receiving of items and take follow up action.
- f. Maintain daily inventory of all items.
- g. Separating un-presentable/unserviceable items of rotatable equipment & maintain proper inventory for write-off action.
- h. Maintain liaison with higher Management.
- i. Ensure maintaining proper documentation.
- j. Keep kit area neat and clean all the time.
- k. Get Catering Hi-lift van and delivery vans are cleaned and well maintained.
- l. Carry out any other job assigned by superior/higher management.

Bond Unit


- a. Draw bond items twice in a week from main stores of Biman in presence of Customs and Biman Security personnel in accordance with the requirement of each flight.
- b. Preparation of bar boxes and carts as per each flight standard in presence of Custom, Security and Flight Service representative.
- c. Handover the bar carts to the Flt. Handling Supvr. of each flight along with check sheet.
- d. Receive back of all bar items under sealed condition from Flight Handling Supervisor on arrival of each flight.
- e. Open bar boxes/carts in presence of Customs, Security and Flight Service representative for necessary replenishment action.
- f. Inform concern section for remedial action if any discrepancy found.
- g. Maintain daily inventory and preparation of monthly inventory statements of all items.
- h. Prepare flight wise performance report on audio/Video.
- i. Prepare fortnightly sales proceeds and send it to BFCC Finance section/Biman's cost section.
- j. Draw items from BFCC stores.
- k. Prepare/set the items as per flight standard and handover the same to Flight Handling Supervisor along with check sheet JOB.
- l. Receive back of all unused items from Flight Handling Supervisor on arrival of each flight after proper counting.
- m. Maintain Bin Card and daily stock control register of each items.
- n. Prepare head set consumption and equipment statement once in a week.
- o. Prepare soft drinks consumption statement twice in a week.

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- p. Carry out any other job assigned by superior/higher management.


Flight Control

- a. Received Load position of each flight from Reservation section/Outstations and convey the same to production section for preparation of food accordingly (Primary order 24 hrs. prior to departure of Flight and Rival order 12 hrs. Prior to departure of each flight).
- b. Provide final load position to production section prior to 4 to 6 hrs. departure time.
- c. Co-ordinate with A/C scheduling of Engineer Department Operations Control (Central Control), Station Traffic, Duty Engineer, Motor Transport and concerned Department/Section regarding aircraft movement and final passenger load.
- d. Intimate Production section regarding increase/decrease of passenger for each flight.
- e. Intimate Outstations caterer regarding load position and equipment position of each flight.
- f. Intimate outstations caterer regarding changes in flight schedule and advise food requirement according to passenger figure.
- g. Preparation of daily flight handling statement of Biman and other carriers separately.
- h. Preparation of daily meal uplift/daily passenger figure statement of BG and other carriers (flight wise).
- i. Inform higher authority regarding day to day schedule changes and discrepancies, if any.
- j. Preparation of uplift sheet for each BG and other carriers flight.
- k. Receiving service charges of non-scheduled flight of other carriers and deposit the same to BFCC Finance Section.
- l. Co-ordinate with all units of Operations Section for obtaining information regarding equipment's sent to each flight.
- m. Shift In-Charge will deploy operational staff to each flight and supervise their performance. In-Charge of shift will ensure proper and timely handling of each flight and solve discrepancy.
- n. Maintain proper documentation/register.
- o. Maintain Liaison with outstation regarding Pax Load, Meal and others flight related information.
- p. Handover food and in-flights items to operating crew and get sign from crew.
- q. Ensure cabin-dressing services to our valued airlines customers.
- r. Preparation daily assignment sheet as per shift.
- s. Keep Catering Hi-loaders and delivery vans clean and well maintained.
- t. Carry out any other job assigned by superior/higher management.

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2.3.10.3Sr. Assistant Operation:


1. Receiving the listed newspapers from the vendors in every day morning.
2. Receiving the listed magazines from the vendors (weekly) checking/certifying vendors bills.
3. Maintaining inventory register of newspapers, magazines, linen items and head sets.
4. Issuing newspapers, magazine, linen items to each Biman flights by check sheets as per flight standard.
5. Receiving back the newspapers, magazines, linen items from the aircraft handling staff on arrival of each Biman flight.
6. Checking linen items and keep defected scrap items separately.
7. Sending used linen items to Laundry (trolley napkins, table napkins, roll up napkins, crew napkins, hot & cold towels, cloth mop, dish cloth, crew seat band, blankets, pillow cover, bed sheet, bed cover, head rest cover for washing and receive them back by maintaining proper record.
8. Prepare statement of headsets utilization (weekly) if deployed in Bond Unit.
9. Intimating outstations caterer for short receiving of items and follow up.
10. Maintain inventory of all items daily.
11. Segregate the items and place in the rack for each flight.
12. Hand over the items to Flight Handling Supervisor on each flight under check sheet.
13. Receive back all items from Flight Handling Supervisor on arrival of each flight and take the flight wise inventory form him.
14. Preparation of bar boxes and carts as per each flight standard in presence of Custom, Security and Flight Service representative.
15. Handover the bar carts to the Flight Handling Supervisor of each flight along with check sheet.
16. Receive back of all bar items under sealed condition from Flight Handling Supervisor on arrival of each flight.
17. Maintain daily inventory and preparation of monthly inventory statements of all items.
18. Prepare flight wise performance report on audio video if any.
19. Prepare fortnightly sales proceeds and send it to BFCC Finance section/biman's cost section.
20. Receive Load position of each flight from Reservation section/Outstations and convey the same to production section for preparation of food accordingly (24 hrs. prior to departure of Flight and 12 hrs. Prior to departure of each flight).
21. Provide final load position to production section prior to 4 to 6 hrs departure time.
22. Co-ordinate with A/C scheduling of Engineer Department Operations Control (Central Control), Station Traffic, Duty Engineer, Motor Transport and concerned Department/Section regarding aircraft movement and final passenger load.
23. Intimate Outstations caterer regarding load position and equipment position of each flight.

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24. Intimate outstations caterer regarding changes in flight schedule and advise food requirement according to passenger figure.
25. Preparation of daily flight handling statement of Biman and other carriers separately.
26. Preparation of daily meal uplift/daily passenger figure statement of Biman and other carriers (flight wise).
27. Inform higher authority regarding day to day schedule changes and discrepancies, if any.
28. Preparation of uplift sheet for each Biman and other carrier's flight.
29. Receiving service charges of non-scheduled flight of other carriers and deposit the same to BFCC Finance Section.
30. Co-ordinate with all units of Operations Section for obtaining information regarding equipment's sent to each flight.
31. In-Charge of shift will deploy operational staff to each flight and supervise their performance. In-Charge of shift will ensure proper and timely handling of each flight and solve discrepancy.
32. To carry out any other job as may assigned to him by his superior or higher Management from time to time.

2.3.10.4Jr. Assistant Operations:


1. Receiving the listed newspapers from the vendors in every day morning.
2. Receiving the listed magazines from the vendors (weekly) checking/certifying vendors bills.
3. Maintaining inventory register of newspapers, magazines, linen items and headsets.
4. Issuing newspapers, magazine, linen items to each Biman flights by check sheets as per flight standard.
5. Receiving back the newspapers, magazines, linen items from the aircraft handling staff on arrival of each Biman flight.
6. Checking linen items and keep defected scrap items separately.
7. Sending used linen items to Laundry (trolley napkins, table napkins, roll up napkins, crew napkins, hot & cold towels, cloth mop, dish cloth, crew seat band, blankets, pillow cover, bed sheet, bed cover, head rest cover for washing and receive them back by maintaining proper record.
8. Prepare statement of headsets utilization (weekly) if deployed in Bond Unit.
9. Intimating outstations caterer for short receiving of items and follow up.
10. Maintain inventory of all items daily.
11. Segregate the items and place in the rack for each flight.
12. Hand over the items to Flight Handling Supervisor on each flight under check sheet.
13. Receive back all items from Flight Handling Supervisor on arrival of each flight and take the flight wise inventory form him.

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14. Preparation of bar boxes and carts as per each flight standard in presence of Custom, Security and Flight Service representative.
15. Handover the bar carts to the Flight Handling Supervisor of each flight along with check sheet.
16. Receive back of all bar items under sealed condition from Flight Handling Supervisor on arrival of each flight.
17. Maintain daily inventory and preparation of monthly inventory statements of all items.
18. Keep the area neat and clean.
19. Prepare fortnightly sales proceeds and send it to BFCC Finance section/biman's cost section.
20. Receive load position of each flight from Reservation section/Outstations and convey the same to production section for preparation of food accordingly (24 hrs. prior to departure of Flight and 12 hrs. Prior to departure of each flight).
21. Provide final load position to production section prior to 4 to 6 hrs departure time.
22. Co-ordinate with A/C scheduling of Engineer Department Operations Control (Central Control), Station Traffic, Duty Engineer, Motor Transport and concerned Department/Section regarding aircraft movement and final passenger load.
23. Intimate Outstations caterer regarding load position and equipment position of each flight.
24. Intimate outstations caterer regarding changes in flight schedule and advise food requirement according to passenger figure.
25. Preparation of daily flight handling statement of Biman and other carriers separately.
26. Preparation of daily meal uplift/daily passenger figure statement of Biman and other carriers (flight wise).
27. Inform higher authority regarding day to day schedule changes and discrepancies, if any.
28. Preparation of uplift sheet for each Biman and other carrier's flight.
29. Receiving service charges of non-scheduled flight of other carriers and deposit the same to BFCC Finance Section.
30. Co-ordinate with all units of Operations Section for obtaining information regarding equipment's sent to each flight.
31. Shift In-Charge will deploy operational staff to each flight and supervise their performance. In-Charge of shift will ensure proper and timely handling of each flight and solve discrepancy.
32. To carry out any other job as may assigned to him by his superior or higher Management from time to time.

2.3.10.5 Vehicle Operator:


1. To operate all types of Vehicles for BFCC Officials.

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2. To operate High Lifter/Delivery Van for food/equipment uplifting to and from aircraft and bakery sales at outside.
3. To clean all vehicles.
5. To change wheels and carry out minor repairing job of vehicles.
6. Maintain Car Dairy regularly.
7. To carry out any other job as may assigned to him by his superior/management from time to time.

2.3.10.6Pantryman

1. Receiving items from kit room for each flight.
2. Preparation of cutlery for Economy Class/J Class (knife, fork, Tea spoon, rice spoon, condiment packet, napkin etc.)
3. Collection of routable equipment from different units.
4. Collection of sweet items from Bakery.
5. Collection of salad and fruit items from cold kitchen.
6. Collection of main food from hot kitchen (readymade packing).
7. Collection of Jam, Butter, Cheese, Milk etc. from Production.
8. Collection of bread items from Hot Bakery Unit.
9. Set all the items together on trays as per flight load/flight standard and place on the meal carts/air larda.
10. Presetting of china & glass ware items as per flight standard on crockery/glass cart (for 'J' Class).
11. Wrapping each and every glasses (types of glass) with paper napkins as per STD/requirement for 'J' Class.
12. Wrapping all types of china equipment with wrapping film (for 'J' Class).
13. Preparation of salt and paper shavers (for 'J' Class).
14. Collection of 'J' Class food from all Units.
15. Place all presetting food items into holding room.
16. Collect all the items from different units of operations along with check sheet for each flight.
17. Loading al items to High Lifter/Delivery Van.
18. Receiving equipment's & food along with check sheet from presetting personnel.
19. Load all items in galley and handover the same along with check sheet to cabin crew on board.
20. Perform cabin dressing job (Fixing head rest cover & crew seat band, Placing emergency leaflets, airsickness bag, comments card, brochures, Bihango, Brutique magazines in all seat pockets. Placing pillow in each placing blankets in hat racks and galley. Pacing first aid kits, baby kits, Newspapers, magazines, Coat hanger etc. in the respective places. Placing ship bassinet (baby) in respective place.
21. Perform toilet dressing job (Napkins, toilet soap, glass, toilet rolls, hand/face towels, tissues, paper towels, air sickness bag, sanitary towels etc.).

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22. Load the items to High-Lifter.
23. Provide routable items to Dishwashing unit and other items to Linen unit/Kit unit/Bond unit along with check sheet as received from cabin crew.
24. Deposit extra dry store items, soft drinks, bonded item unused disposable items, Newspapers, magazines etc. to the respective unit along with check sheet.

2.3.11 Manager Maintenance & Project:

1. Supervise Maintenance staff and interface with all levels of management regarding Administrative/ Personnel matter.
2. Supervise all Maintenance works and repairing of all kitchen equipment's.
3. Maintenance and repairing of all Biman galley equipment's and dishwashing systems.
4. Maintenance, repairing and operation of central air-conditioning plant, cold room and freezer room blast chiller, Split A/C, exhaust system.
5. Maintenance and repairing of water treatment plants boiler with hot and cold water system.
6. Maintenance and repairing of all laboratory and cleaning machineries.
7. Maintenance of sewerage system and plumbing items.
8. Carryout painting of building, furniture and fixtures.
9. Maintenance of carpeting items.
10. Procurement of equipment's (plant & kitchen equipment's), Hi-lift & Vehicles, spares, tools, paints and accessories.
11. Plan, Design, Renovation and Expansion of building, facilities & equipment's.
12. To carry out all the job assigned by the higher management from time to time as an when require basis.
13. Responsible for performing all related activities and complying with safety and security Standards and Regulations.
14. Ensure that safety and security procedures are in place in his/her job area for which he/she is entrusted with.

2.3.11.1Dy. Manager Maintenance


1. Supervise Maintenance staff and interface with all levels of management regarding Administrative/ Personnel matter.
2. Supervise all Maintenance works and repairing of all kitchen equipment's.
3. Maintenance and repairing of all Biman galley equipment's and dishwashing systems.
4. Maintenance, repairing and operation of central air-conditioning plant, cold room and freezer room blast chiller, Split A/C, exhaust system.
5. Maintenance and repairing of water treatment plants boiler with hot and cold water system.
6. Maintenance and repairing of all laboratory and cleaning machineries.

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7. Maintenance of sewerage system and plumbing items.
8. Carryout painting of building, furniture and fixtures.
9. Maintenance of carpeting items.
10. Procurement of equipment's (plant & kitchen equipment's), Hi-lift & Vehicles, spares, tools, paints and accessories.
11. Plan, Design, Renovation and Expansion of building, facilities & equipment's.
12. Maintenance of vehicles, hiliftvan, delivery van and cars.
13. Procurement of all equipment's machinery's& vehicles and spares through proper procurement policy.
14. To carry out all the job assigned by the higher management from time to time as an when require basis.

2.3.12 Manager Food Safety & Hygiene

1. To perform day to day administrative works of Food Safety & Hygiene Department.
2. To ensure through motivation, supervision and training that laid down standards of hygiene are maintained in BFCC.
3. Over all supervision of Hygiene and Food Safety activity.
4. To monitor all storage areas ensuring that food items are properly stored and rotated.
5. Ensuring proper cleanliness of BFCC premises.
6. To plan and implement of Laboratory testing of food, food ingredients, ice & water, hand swab, equipment swab.
7. To plan ahead for the future and report any foreseen food safety and hygiene related difficulties to GM, BFCC or superior.
8. Plan and develop and execute plans for quality improvement as per Food safety and Hygiene Standards.
9. Intimating General Manager, BFCC regarding any discrepancy.
10. Decide on the best strategy to overcome any foreseen or unforeseen hygiene problem.
11. To monitor all food handling techniques from receiving to loading into the aircraft.
12. Acting as internal Trainer for Food Safety & Hygiene training in BFCC.
13. Responsible for performing all related activities and complying with safety and security Standards and Regulations.
14. Ensure that safety and security procedures are in place in his/her job area for which he/she is entrusted with.
15. Conducting Hygiene training to all BFCC official/staff.

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16. Checking of VVIP food items.
17. To carry out any other job as may assigned by the superior or higher management from time to time.

2.3.12.1 Dy. Manager Food Safety & Hygiene

1. To supervise the activities of Asstt. Manager FS & Hygiene.
2. To make random observation daily in all areas related to food safety & hygiene and ensure good environmental, food and personal hygiene.
3. To supervise quality control of all food production.
4. Supervise random examination of water, work surfaces, employees and food stuff received in BFCC and supplied to aircraft.
5. Ensuring proper cleanliness of BFCC premises and pest control.
6. Make awareness among staff about personal and food hygiene and conduct floor level spot training for staff.
7. To inform the Sectional Head if any staff fails to maintain satisfactory standards of personal hygiene.
8. Arranging procurement of materials from stores or from outside for laboratory testing and cleaning purpose.
9. To check expiry date and stock rotation of all store items daily.
10. Surprise checking of receiving goods at receiving point.
11. Prepare requirements for Laboratory consumables, materials and equipment.
12. To monitor and evaluate HACCP records daily and report the facts to the Department Head.
13. Ensuring first aid items in boxes are available in the respective areas of BFCC.
14. To conduct Food Safety & Hygiene training.
15. Intimating Department Head or Superiors if any foreseen difficulties regarding food safety and hygiene are found.
16. To carry out any other job as may assigned by the Superior or higher management from time to time.

2.3.12.2 Assistant Manager Food Safety & Hygiene

1. To make random observation daily in all areas related to hygiene and ensure good environmental, food and personal hygiene.
2. To supervise quality control of all food production.
3. Carrying out random examination of water, work surfaces, employees and food stuff received in BFCC and supplied to aircraft.
4. Ensuring proper cleanliness of BFCC premises and pest control.
5. Make awareness among staff about personal and food hygiene and conduct floor level spot training for staff.

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6. To inform the Sectional Head through proper channel if any staff fails to maintain satisfactory standards of personal hygiene.
7. Arranging procurement of materials from stores or from outside for laboratory testing and cleaning purpose.
8. To check of expiry date and stock rotation of all store items daily.
9. Check of receiving goods at receiving point.
10. Prepare requirements for Laboratory consumables, materials and equipment.
11. To monitor and evaluate HACCP records daily and report the facts to the Department Head through Dy. Manager FS & Hygiene.
12. Providing First aid items in the boxes in the respective areas of BFCC.
13. Intimating Department Head or Superiors if any foreseen difficulties regarding hygiene are found.
14. To carry out any other job as may assigned by the Superior or higher management from time to time.

2.4 Departmental Review System:

BFCC departments shall review it's departmental overall systems at least once a year to ensure its continuing suitability, adequacy and effectiveness in the management and control of operations. The review shall include assessing opportunities for improvement and the need for changes to the system, including, but not limited to, organizational structure, defined safety objectives, reporting lines, authorities, responsibilities, policies, processes and procedures, as well as allocation of resources and identification of training needs. The agenda of the meeting would typically include a general assessment of the Quality Management System and Food Safety Management System to ensure all defined elements are functioning effectively and producing the desired operational safety outcomes consistent with defined safety objectives. The management review is a formal process and documentation in the form of meeting schedules, agendas and minutes shall be produced and retained.

Input to the management review process shall include, not limited to:

- Results of audits;
- Findings from operational inspections and investigations.
- Operational feedback;
- Incidents and near-miss reports;
- Changes in regulatory policy or civil aviation legislation;
- Process performance and organizational conformance;
- Status of corrective and preventative actions;
- Results from implementation or rehearsal of the emergency response plan (ERP)
- Follow-up actions from previous management reviews
- Feedback and recommendations for management system improvement;
- Regulatory violations.

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Output from the management review process shall include decisions and actions related to:

- Improvement of the processes throughout the management system;
- Safety and security requirements;
- Resource needs.

2.5 Safety in Operation:

BFCC solemnly declares that Safety is the BFCC's top priority. BFCC will take each and every necessary measure to ensure the safety and security of the passengers, employees, aircraft, airport and other necessary tangible & intangible assets.

Safety is also one of our core business functions. We are committed to develop, implement, maintain and continuously improve strategies and processes to ensure that all our catering activities take place under the highest level of safety performance and meeting national and international standards, while delivering our services.

All levels of management and all employees despite of ground service personnel are accountable for the delivery of highest level of safety or security performance with proper safety and security knowhow integrally established for the company.

Process of safety and security as per Biman SMS manual shall be reviewed at least once a year to ensure the highest level of Catering safety and security.

BFCC also exercises the overall policy and objectives of corporate safety under Safety Management Systems of Biman Bangladesh Airlines Limited.


The policies, processes, procedures, guidelines, etc. described throughout this manual, in all Departmental SOPs and Food Safety & Hygiene Policy along with those described in Safety Management Systems of Biman Bangladesh Airlines Limited, those relevant in a minimum and applicable in the catering services, are to achieve safety with a objectives to reduce the number of accidents and incidents through a balanced and viable allocation of resources.

Safety accountability, authorities and responsibilities of management and non-management personnel will be as per SMS Manual Chapter 3.8 (Issue-03).

2.6 Safety Management System (SMS):

BFCC shall possess a Safety Management System that is a framework of policies, processes, procedures and techniques to monitor and continuously improve its safety performance by making informed decisions on the management of operational safety risks.

2.6.1 Objectives of Safety Management System:

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The objective of safety management system is to improve the safety performance of BFCC. Safety management system of BFCC shall interface with and contribute to, the SMS of other organization involved on the airport.

2.6.2 Scope of Safety Management System:

BFCC safety management system shall cover both the corporate level and the airport environment.


BFCC shall be embedded within Biman's safety management systems (SMS) (**Issue 03, Date: 03 Sep 2020 Revision 1, 09 Jun 2021**) with all its components, elements, policies, processes and procedures and with standard operating procedure (SOP) of Operation, Food Safety Policy and other relevant procedures applicable.

The SMS identifies and addresses safety risks that can affect:

- a) People (e.g. employees, public, passengers)
- b) Assets (e.g. aircraft, facilities, ground support equipment)
- c) Environment (e.g. ground, air, water, noise)
- d) Brand (e.g. Company image, product etc.)

The SMS is not a stand-alone system, but is in action with the integration of other safety systems and programs, ISO 9001, ISO 22000 and Food Safety Policy and other administrative policy.

- END OF CHAPTER -

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3.1 Introduction:

Biman Flight Catering Centre (BFCC) is a Biman owned Commercial Organization which provides catering supplies to Biman and other International flight carriers. BFCC located at HazratShahjalal International Airport (HSIA), Dhaka has Security Team comprising 29 members headed by a Deputy/Assistant Manager who is directly reporting to General Manger, BFCC for ensuring safety and security of catering supplies to aircrafts.

3.2 Purpose:

BFCC security section plays a vital role in conjunction with Aviation Security in the airport CAAB, Biman& others appropriate security agencies. BFCC security sections perform and implement the following jobs:

- a) Promote security awareness to all establishing a security culture in BFCC.
- b) Develop and implement the security objectives, standards and measures that are necessary for the organization.
- c) Ensure safety and security of BFCC assets.
- d) Conduct security training to those who required.
- e) Conduct preliminary investigation
- f) Conduct security audit to evaluate, recommend and implement security measures.

3.3 Legal Basis:


References are made in this Security Program from:

- Civil Aviation Act-2017
- Civil Aviation Authority Act-2017
- ICAO Annex-17 Standard
- National Civil Aviation Security Program of Bangladesh, Chapter 14.
- Biman Air Operator Security Program, AOSP

3.4 Security Training

All BFCC company personnel will receive training at the earliest convenient time after being employed. Training can be performed either in a classroom environment. Details of completed initial training shall be kept for a minimum of two years. All training records are integrated in the employees' folders by the training department, together with all other training. The BFCC security awareness training should comprise following:

- All rules and regulations of the local National Security Program (need-to-know basis).
- All rules and regulations of the local Airport Security Program (need-to-know basis).
- All rules and regulations of the local Emergency Response Plan.

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Recurrent Training: Recurrent training shall be available for all personnel on an annual basis. The recurrent training shall include:

- A summary of security-oriented events which have occurred (local, national and international) and the lessons learned.
- A summary of implemented changes, which may have been made to the local National Security Program, local Airport Security Program and local ERP.
- All training records are integrated in the employees' folders by the training department, together with all other training.

3.5 Biman Flight Catering Centre and its Security Arrangement:

Biman Flight Catering Centre (BFCC) is a self-accounting revenue earning unit of Biman established in 1989. It is located at Airport operations area of Hazrat Shahjalal Int'l Airport (HSIA). The floor space of BFCC is 67,000 sq. feet. The purpose of BFCC is to provide safe food and beverage to Biman and other foreign airlines operating to and from HSIA by maintaining International Standard Food Safety and Hygiene. It is ISO 9001:2015, ISO 2200:2018 certified and Halal by default. BFCC also provides cabin dressing services to Biman and other foreign airlines.

a) Food/Amenities Trolleys Security:

Food and amenities trolleys need to be.


- * Subjected to search before loading onto delivery vehicle
- * Sealed with number coded tamper evident seals or frangible stickers
- * Conveyed to the designated flight in a locked catering vehicle.

b) Access Control:

BFCC is well protected with fence, entry/egress of staff, visitors and vehicles are controlled by Security personnel. The degree of control imposes negating the possibility of the introduction of a weapon or any other dangerous item to the meal trolleys or subjects the food to any form of contamination.

BFCC shall establish management policies that are regularly monitored and enforced including but not limited to the following.

1. Issue written access control policies and procedures that employees and authorized visitors must follow (e.g., no tailgating policy).
2. Investigate access incident violations and maintain documentation of investigation and follow up with employees or authorized visitors based upon review of ACS audit records.

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3. Conduct periodic random spot inspections of employee and authorized visitor electronic access cards and their personal identification credentials.

c) Security Instructions for Staff at the Catering Centre:

- * Display the identification card at the chest level of outer clothing.
- * The security instruction needs to be complied.


d) Security Instructions for Visitors:

- * Access the catering centre through the controlled gate.
 - * Visitor's Vehicles shall be outside of BFCC Gate.
 - * Report to a security at reception point.
 - * Register the purpose of the visit at the reception point.
 - * Issue visitor's pass.
 - * Only proceed beyond the reception point when escorted by a person holding an appropriate identification pass.
 - * While in the centre, remain with person who has taken responsibility for the visit.

3.6 Security Instruments/devices used in BFCC:

Security Instruments/devices used in BFCC are as below:


- | | | |
|-------|-------------------------------------|---------|
| i) | Hand Held Metal Detector (HHMD), | |
| | Brand: Garret, Model: 1165180: | 04 No's |
| ii) | Walk Through Metal Detector (WTMD), | |
| | Brand: Garret, Model: PD/6500 | 02 No's |
| iii) | CCTV IP Camera, | |
| | HIK Vision 56 IP | 56 No's |
| iv) | CCTV Non-IP Camera | 16 No's |
| v) | Under Vehicle Search Mirror | 02 No's |
| vi) | Flash Light | 04 No's |
| vii) | Mini/Pocket Mirror | 02 No's |
| viii) | Digital Access System for Visitors, | |
| | Suppliers and others. | 01 No. |

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3.7 Security Functions:

3.7.1 Access Control to BFCC through Land Side Gate:


- i) The Employees will display their identity card while coming on duties.
- ii) Biman employees of other sections must display Biman identity card during scheduled visiting hours.
- iii) Visitors, come to visit for official purpose in scheduled visiting hours, are allowed to enter after verification of purpose and getting clearance from respective official. Required information including purpose of visit is recorded in visitor's register. Visitor shall display visitor pass at the time of staying in BFCC premises for easy identification. In case of new visitor, Security or respective sectional staffs escort visitor up to the office.
- iv) Separate register is maintained for supplier's only named as "Supplier's Register".
- v) No visitor is allowed to carry any bag, belonging etc considering Security and hygienic point of view.
- vi) All visitors except BFCC and other Biman Staff need to fill up a prescribed Visitor's Health Declaration Form.
- vii) Personal visitor of BFCC Staff is allowed in general office hours subject to approval of GM, BFCC.
- viii) Postal Mails/letters/ documents are received at Security Gate by Security Personnel and distributed by them. Messenger/carrier is not allowed to enter into the building.
- ix) No Biman staff of other section is allowed to enter through Landside Gate and exit by Airside Gate.
- x) Separate ID card for suppliers are issued from BFCC till their contract period for regular access with supplied goods (Even the time of red alert at HSIA).
- xi) No supplier is allowed to enter with delivery goods other than the specified time schedule mentioned in contract.
- xii) All cash purchased goods are recorded in Cash Purchase Register with signed by Security Supervisor on cash memo/invoice.
- xiii) Maintain all types of vehicle movement register.
- xiv) All incoming vehicles of BFCC and visitors are checked by Vehicle Inspection Mirror before opening the vehicle entrance gate.
- xv) All employees, visitors and suppliers including drivers have to pass through Walkthrough Metal Detector (WTMD) for Security searching.
- xvi) For any incidence in BFCC, a logbook is maintained for log entry and where the handing/taking over of duties in shift wise are also being completed.
- xvii) Normal duty hrs is 0545 hrs to 2230 hrs and Landside Gate remain closed out of this time frame.

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xviii) During Night Shift, frequent patrolling carry out by on duty Security personnel and record kept in a log book.

3.7.2 The Exit Procedures of Land Side Gate:

- i) All out going staffs are checked physically.
- ii) No individual is allowed to carry any item from BFCC while going out after finishing duties.
- iii) No item of BFCC is allowed to go out without proper gate pass/sales invoices/check sheet.
- iv) Staff is permitted to go out during the duty hours, if the out pass is issued by the sectional in-charge which not less than rank Group-VI.
- v) All Staff must be properly screened when they go outside.
- vi) If any staff is caught with illegal items during checking time or after checking time at landside gate, the formality's is to prepare a seizure list with log entry and the matter given to the knowledge of Management (if within office hrs) and duty officer (If other then office hrs).
- vii) The executive cars and minibuses are thoroughly checked before going out from BFCC as many times need to go outside for official work including physical searching of Vehicle Operator separately.
- viii) The laundry items (washable) which taken out by the authorized contractor is checked as per gate pass including their vehicle before going out from BFCC.
- ix) The returned items of suppliers (due to excess or inferior quality) are returned with gate pass after checking by security including their empty vehicles while going out.
- x) Daily sold quantity of left over items which taken by authorized contractor are being weighed in presence of security supervisor along with other committee member mentioning the figure in gate pass item wise duly re-checked by security at Land side gate while going out.
- xi) Garbage items are taken out by contractors are checked, issued pass and also kept record.
- xiii) All saleable food items taken from BFCC are checked and kept record.
- xii) Both the Tender boxes empty and filled are escorted by Security Assistant from different location to Tender Opening room.
- xiv) The entry and exit of BFCC staff and other visitors are recorded in CCTV camera for 24/7.
- ix) Duty Passes for concern flight Operations staff are issued individually half an hour before attending each flight to avoid rush at a time.
- x) Closing of rear side shutters and confirms seal of all out going Hi-lift vans are ensured before departure.
- xi) Airlines procedures are followed for checking catering supplies of particular airlines.

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- xii) No staff of Operations (except Supervisor) is allowed to carry mobile phone while attending departure or arrival flight.
- xiii) Permission of duty Officer is ensured for vehicle movement for flight covering or tenure etc.
- xiv) It is ensured that rear side shutter of H/L van remains close during attending the arrival flight.
- xv) The delivery vans used for attending departure flights of domestic flights are also checked as per check sheet including the operator and staff attending the flight.
- xvi) The movement of all outgoing Hi-lift Catering vans and delivery vans are recorded in vehicle movement register with purpose of going out with date and out time.


3.7.3 Access Control to BFCC through Air Side Gate:

- i) Duty Staff/Officers of Biman, other Airlines, Govt. Agencies, and CAAB are allowed to enter after proper verification & screening. Entrance record kept in visitor's register.
- ii) All permissible vehicles of GSE, other Airlines, and Agencies are checked properly with equipment and recorded.
- iii) If the representatives of Intelligence agencies like Directorate General of Forces Intelligence (DGFI), National Security Intelligence (NSI), and Special Branch (SB) come for VVIP flight coverage, they are allowed to enter after checkup the ID card and recording the particulars in visitors register.
- iv) The rear shutter of Hi-lift Catering van coming from arrival flights is ensured that is remain closed as per standard procedure .
- v) No container with goods of other Airlines is directly allowed to enter through Airside gate without the permission of BFCC Management.
- vi) Proper records are maintained in visitor's register for any surprise visit by Customs Surveillance Team or any Task Force by Airside Gate informing BFCC Management, keep log entry and escort them.
- vii) The movement of vehicles and staff during exit & entry at Airside Gate are recorded by CCTV camera for 24/7.

3.7.4 The Exit Procedures of Air Side Gate:

Nobody is allowed to exit BFCC to Airside area through Airside Gate without assignment and CAAB Pass of HSIA.


- i) BFCC Security staff checks valid Airport Security Pass for any sort of exit.

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- ii) BFCC's security staff ensures all personnel who enter Airside area through Walkthrough Metal Detector (WTMD) with proper check.
- iii) The security coverage of Airside Gate is done by two Security Assistants in each shift.
- iv) A logbook is maintained for keeping record of any occurrence including Handing and Taking over of duties in each shift.
- v) The Airside Gate remains closed for all time except vehicle in and out time to prevent unauthorized entry.
- vi) No staff is allowed to go out for personal work through Airside gate.
- vii) The Hi-lift Catering vans for departure flights are checked at the gate as per catering check sheet.
- viii) The staff including Hi-lift Catering van operator attending departure flight are also checked by Metal Detector individually after getting down from Hi-Lift/ delivery vans.

3.7.5 Loading Area (Departure Bay):

- i) Two Security Assistant in two shifts (Morning Shift, 0600-1400 hrs and Evening Shift, 1400-2200 hrs) are assigned in loading area for checkup, sealing of Meal Carts/Air Larder etc. are taken out from Holding Room (Cold Storage, less than +5°C) for departure flights.
- ii) The in-flight items ready for departure kept inside meal carts/Air larder etc. are properly checked 2 to 3 hours before departure of a flight.
- iii) The bundles of pillows, blankets or any other item pack in bulk are checked separately by metal detector.
- iv) After completion of sealing of meal carts and other in-flight supplies, two copies of sealing certificate are prepared where the total figure of the Meal Carts/Air Larder, other items, Hi-Lift van are recorded with seal numbers.
- v) The sealing certificate is jointly signed by Security staff and Operations Supervisor after giving a guarantee comments "No objectionable items are found except the flight concern items by Security Staff".
- vi) After loading the Meal Carts and other in-flight supplies in Hi-lift van, a copy of sealing certificate is handed over to concern flight handling supervisor and the other is kept for security record.
- v) The Security Asstt. closely monitors the loading area till the Hi-lift of concern flight leaves the Loading Bay of BFCC.
- ix) A shift wise sealing register is maintained at Airside Gate for keeping record of the total numbers of departure flights.

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- x) Special attention is given during sealing of Meal Trolleys along with other items of VVIP flight where Security Supervisor in conjunction with other Govt. Security Agencies remains present at that time.
- xi) Loading of local flights is also closely monitored.
- xii) The sealing of departure flight in Night Shift (2200-0600 hrs) if involved is managed by the Shift Supervisor of Night Shift following the same procedure.
- xiii) The total sealing activities at Loading Area are observed and recorded by CC TV camera for 24/7.

3.7.6 Off-Loading Area (Arrival Bay):

- i) Security coverage is provided for all vehicles of arrival flights and dishwashing area.
- ii) The flight handling staff coming with Hi-lift is watched properly.
- iii) The arrival check sheet prepared by Operations Staff is properly monitored.
- iv) Dish Wash Staff are only authorized to handle the used/dirty Meal Cart.
- v) The inner and outer door of garbage room remains under lock and key all the time keeping the keys with Security except the time of garbage loading and evacuating.
- vi) The garbage properly checked by the security before deposited in the garbage room.
- vii) The inventory of cutleries and other Kit items are monitored.
- viii) Surprise check of arrival items is carried out to detect any surplus or short item as per arrival check sheet.
- ix) The duties of off-loading area at night shift are managed by Night Shift Supervisor.
- x) The flight wise arrival is recorded in off-loading register mentioning the total figure of meal carts/Air larder etc.
- xi) The unusable excess meal of departure flight due to delayed or in other cases are recorded in a register with signature of Catering Coordinator /Production unit, Hygiene Officer and Security before destroy or throw on to garbage room.
- xi) The activities of Off-loading and Dishwashing area are observed and recorded by CCTV camera for 24/7.

3.7.7 Bond Unit:


- i) The duties of Bond unit is covered in two shift by security for uplift Bar in the Morning (0600-1400 hrs) and Bar preparation in the Evening (1400-2200 hrs).

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- ii) As per requirement of departure flight, the Bar items are collected from Admin building Bond store with empty Bar boxes.
- iii) The empty bar boxes are checked by Security Assistant and the delivery van supporting gate pass for this purpose is also escorted.
- iv) After collection of bonded items, the boxes are sealed by Security personnel and kept records the seal No. in Bonded items uplift record sheet and escorted up to BFCC.
- v) The Security personnel remains present and monitor during preparation of bonded items boxes by the Operations Staff, Flight Purser and Customs Inspector jointly.
- vi) After preparation, the Bar carts are sealed by the Purser and Customs Inspector separately which is finally examined thoroughly by Security Assistant to find out any defects.
- vii) The Bar sheet is signed by the Security Assistant along with Operations staff, Flight Purser and Customs Inspector in signature column.
- viii) The entry of unauthorized person in Bond unit during preparation of Bar is prevented by the Security Assistant.
- ix) Special attention is given by Security when VVIP Bar preparation is made along with Special Branch (SB), National Security Intelligence (NSI), Civil Surgeon, Biman Medical Officer, Biman Security and Special Security Force (SSF), BFCC Operations Staff and Security also signed for certification.
- x) The Bond store is kept closed under lock and key daily at 2200 hrs (except otherwise needed to be opened) in presence of Security and duly signed in sealing papers.
- xi) During Bar preparation, if any discrepancy or deviation found is informed to Dy. Manager Security/ Security Officer with Log Report.
- xii) Activities of Bond unit are observed by CCTV camera.

3.7.8 Production Entrance:

- i) Security coverage is given at production gate.
- ii) Unauthorized person are not allowed to visit Production area.
- iii) Allow the staff to enter in production area with proper uniform, working and/or protective clothing.
- iv) In the beginning of each shift, all authorized staffs are checked with hand held Metal detector when entering into Production area.
- v) Out sale food items including the items of Sky Shop are checked and recorded as per check sheet/sales invoice.

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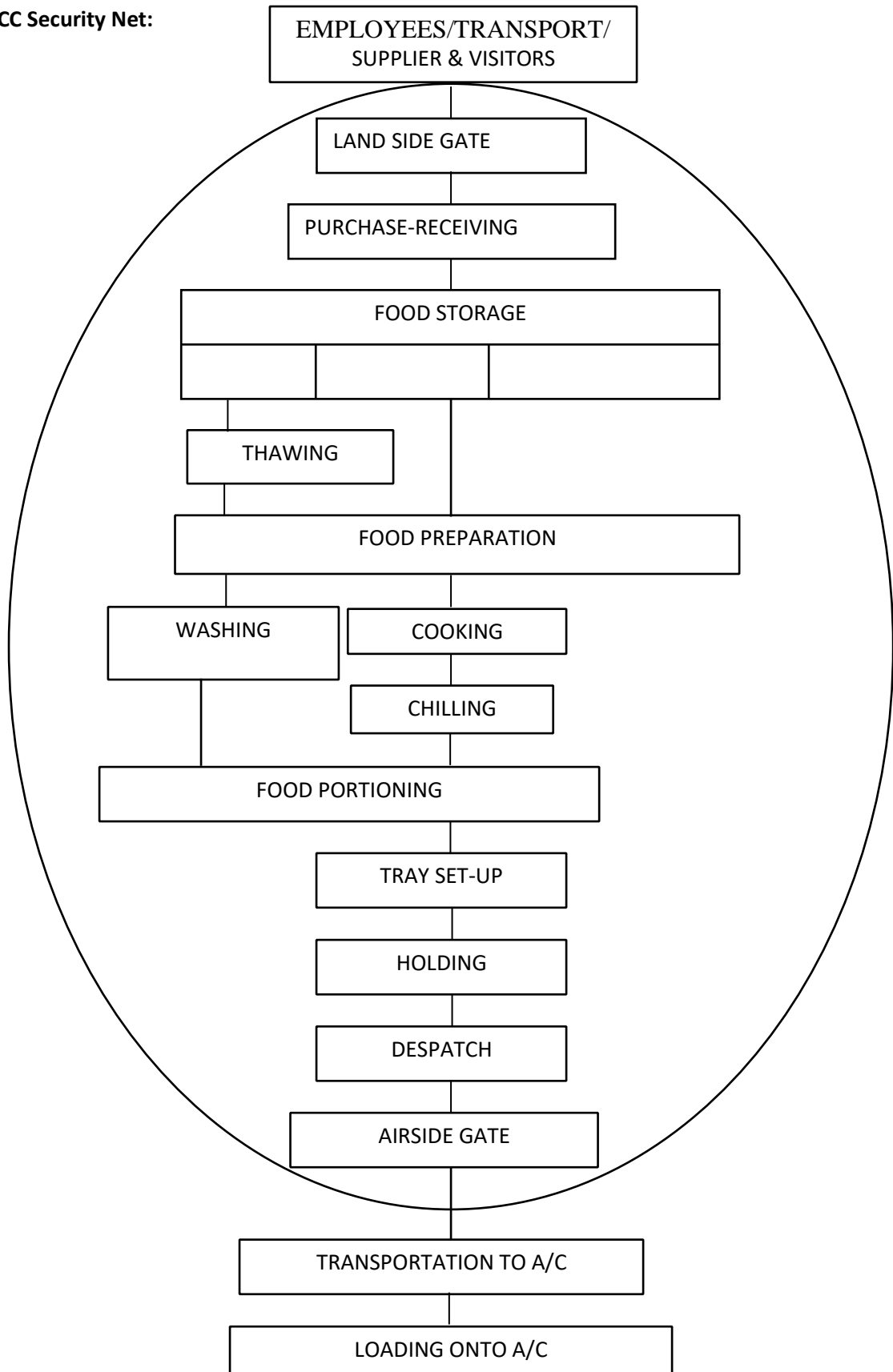
vi) There are 14 (Fourteen) CCTV cameras covering the activities of Kitchen area including Cold Kitchen, Hot Kitchen, Bakery, Hot Meal Setting and Tray Setting and Holding Room for 24/7 recording.


3.7.9 Stores Receiving Area:

- i) Jr. Security Officer/Security supervisor is assigned as a member of Receiving Committee along with Store, Production, Hygiene and Management representative for receiving supplies.
- ii) The function of Security is to physical and visual check of the receiving goods at receiving area by breaking down boxes, packets, cartons, etc. to ensure that there are no objectionable, suspicious or dangerous articles/items.
- iii) The function of security is to examine and ensure the correct weight and number of the receiving goods including the safety and quality of goods.
- iv) Ensure no entry of unauthorized person in receiving point while receiving goods except committee member.
- v) In case of opening of Main Store by Duty Officer in Night shift for operational requirement present Security Personnel is mandatory for log entry as well as items taken out.
- vi) The items which purchased from abroad are also recorded in "Foreign purchase by store register" after checking the item.
- vii) The incoming items of other customer Airlines are also recorded in the separate register mentioning the name of airlines.
- vi) The receiving functions at receiving point are observed and recorded by CCTV camera.

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3.7.10BFCC Security Net:



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3.7.11 Off-loading Bay & Garbage Disposal Area:

BFCC vehicles coming from the apron area with catering & cabin dressing items are checked before off-loading at BFCC and ensure return of off-loaded goods to the respective units. They also monitor the disposal of garbage and maintain records.

3.7.12 Airside Gate:

In BFCC Airside Gate, two Security Assistants are assigned in each shift to perform duty. They maintain records of personnel and vehicles entering into the apron area of HSIA. They issue duty passes to the Operations personnel who perform duty in the Aircraft. Hi-lift Vans loaded with Aircraft catering reporting at the airside gate are checked physically in accordance with flight check sheets and allowed to enter into the apron after closing their rear doors. Operators and Operations staffs are walked through the archway metal detector and physically checked before allowing them to enter the restricted area. The gate of the airside area remains locked all the time except for the entry/exit of personnel and vehicles. Outsiders/transport of other departments are not allowed to enter BFCC even if they possess valid documents without prior permission of the competent authority.


3.7.13 CCTV Monitoring:

Currently 56 (Fifty Six) IP cameras including 16 (Sixteen) non-IP cameras have been installed in different important places including in four security posts where 24 hours recording of activities are going on. The recording system is controlled in the room of Deputy/Asstt Manager Security along with a monitor (65 inch) to observe the position of CCTV points constantly. Besides there is another monitor installed in GM's office. If any incident occurs under the area of CCTV camera, the cassettes of that concern are preserved as evidence for further investigation purposes.

In the Day and Night for 24 hours, the CCTV monitor is observed by the Night Shift Supervisor daily. In case of any incident detected in camera area, the matter is taken into consideration immediately and informed to the Deputy/Asstt Manager Security without delay. If any camera is out of order during monitoring, the matter is informed to the Maintenance Department for necessary corrective measures. CCTV Log Register is maintained daily by Duty Security Personnel.

3.7.14 Seal Procedures:


- a) Security Staff withdraws seal from BFCC Equipment Store Section by maintaining serial number of seal.

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- b) Jr Security Officer/Security Supervisor ensures all seal number quantity record in seal stock is kept in the office of Deputy Manager Security/Asstt Manager Security's Office under lock and key.
- c) Security/Operations staff withdraw seal from stock with entry seal No's, quantity and sign in register. Security Supervisor ensure that the balance stock/ quantity of seal and sign in register.
- d) Security Staff entry seal Nos. in sealing certificate and jointly signed by Security Staff and Operations Supervisor after giving a guarantee comments "No objectionable items" is found except the flight concern items by Security Staff".
- e) After delivery to the aircraft Security/Operations Staff takes receiving sign from Airlines Staff/Crew.
- f) A sealing register is maintained at Airside Gate for recording the total numbers of departure flights and number of total seals used in each shift.
- g) Time to time Deputy/Asstt. Mgr. Security checks physically to ensure that sealing procedure is being followed properly.
- h) After completion of all IFS loaded in Hi-Lift catering Van, Security personnel check IFS Seal in the Hi-Lift Vans, rear shutter and Hi-lift Staff door close with lock. Lock is sealed with documented in manifest /certificate.
- i) Security Personnel handed over the sealing certificate/manifest to Operational loading Supervisor/Vehicle Operator/Security Assistant who escorts the Vehicle up to the aircraft.
- j) Airlines Security/Airport Security must check seal number before opening vehicle shutter/door then check the IFS seal and sign in that manifest/certificate. Loading supervisor handed over all items to Cabin Crew and Cabin Crew verifies all seal numbers and sign also that seal manifest/certificate.
- k) Broken and unserviceable ring seal are destroyed by the committee as and when required.
- l) There is a Committee consist of Manager Operation, Dy/Asstt Manager Operation, Dy/Asstt Manager Security and Junior Security Officer for destroying Sealing Certificate every after 02 (two) years.

3.8 Airport (HSIA) Security Pass Management:

The first line of defense against unauthorized access to airside is the safeguard of the landside/airside perimeter. The prevention of unauthorized access to the airside within this perimeter also depends on security measures taken in the immediate proximity of the airside and in the general area.

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Control of access to aircraft and KPIs of HS International Airport is done by CAAB through issuing Security Passes for the restricted areas. BFCC Security Section do not issue Security Pass for restricted areas of HazratShahjalal Int'l Airport. It issues BFCC identity cards for those who work for BFCC. The types of ID Cards issued by Security section of BFCC are as follows:

- * Permanent Identity Card for permanent employees.
- * Temporary Identity Card for casual/daily wages employees.

Airport Security passes for BFCC employees for restricted areas of HSIA are issued by Civil Aviation Authority of Bangladesh (CAAB). On behalf of Biman Flight Catering Centre, General Manager, BFCC recommends for security passes for access into the designated restricted areas. However, Airport Security passes of CAAB are issued to permanent employees of BFCC for one year who needs to work in the restricted area of HS Int'l Airport.

In this regard, Dy. General Manager, BFCC, concerned Sectional Head and Asstt. Manager/Security Officer jointly forwards a letter with prescribed application form of CAAB duly filled up & signed by them & the applicant. Recurrent background check/police verification is necessary for getting security passes of CAAB.


The permanent employees of BFCC need to fill-up the Police verification part of the Airport security pass form with necessary action. After getting satisfactory Police verification report directly from the Police authority, CAAB/Airport authority approves/issues airport security pass for the permanent employees. In case of casual employees, Police verification certificate is required to attach with airport security pass form. The security department also asked following information (s) document (s) for further verification/ attachment:

- * Recent colour photograph (03 copies attested by controlling officer)
- * Photocopy of old card (For Renewal)
- * Promotion/Transfer letter (If applicable)
- * General Diary from concern Police station (In case of lost)
- * Copy of apron driving license (For M.T. Operator).
- * Replacement card should be attached with application (For transfer Case).

3.9 Security Training Program:

3.9.1 Purpose:

To establish a comprehensive security Training Program and to ensure security responsibilities, each personnel of security unit in BFCC has to attend different security related training. This Security Training Program is developed in compliance with the requirements of ICAO, NCASP, NCASTP and AOSP and other applicable regulatory requirements.

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3.9.2 Training Responsibilities:

The Security Training Program details the security training requirements for all BFCC security personnel and security awareness training for other BFCC personnel.

General Manager, BFCC and the head of Security section, Principal BATC, the respective officials responsible for administering the security training of the concerned operational unit and the AVSEC Instructors, as required are responsible for development, amendment & revision of this training program and/or course syllabus of particular course. This training program is reviewed at least once a year. However, this may be reviewed and updated as and when required.

General Manager, BFCC/the head of Security section and Principal BATC are responsible for selecting AVSEC instructors based on the criteria described in provision 13.17 and maintaining a pool of AVSEC instructors.

AVSEC instructors are responsible for developing course material, conducting the training and evaluating the participants. GM, BFCC/the head of Security section is responsible for monitoring adequacy and effectiveness of the training program.

3.9.3 Security Training Courses:

3.9.3.1 Considering the aviation security responsibilities of the front line security personnel, Security Supervisors, Security Officials and the other operational personnel, the following security training courses are identified:

- a. In-Flight Catering & Supplies Security Training for Catering Security Personnel and this training is conducted at Civil Aviation Training Centre (CATC).
- b. General Security Awareness Training (GSAT) for operational and non-operational personnel of BFCC. This training is conducted at Biman Airlines Training Centre (BATC).


3.9.3.2 In-Flight Catering & Supplies Security Training for Catering Security Personnel Course Objectives:

Upon completing this training the participants will be able to:

- (i) Take measures on secure supply chain of catering;
- (ii) Establish the facility of security requirements;
- (iii) Take measures on the protection and integrity of catering security.

3.9.3.3 Participants:

Security Personnel of BFCC including Out Sourcing Security Guards

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3.9.3.4 Course Administration:

Biman Flight Catering Center (BFCC) administers both the Initial and Recurrent courses.

3.9.3.5 Recurrent/Refresher Training on In-flight Catering & Supplies:

- (i) Recurrent course is applicable for those who have attended the initial course.
- (ii) Upon completion of initial course, the participants attend the recurrent training every 02 (Two) years.
- (iii) The syllabus of the recurrent/refresher training is the same as initial training program. In the cases of changes in regulation, technology, company policy, etc., which affect Security requirements, technique or knowledge & skill, the recurrent course content includes those changes.
- (iv) The duration of the course is 32 hours.
- (v) The title of the recurrent course is 'Recurrent/Refresher for In-flight Catering & Supplies Security Training '.

3.9.3.6 Training Methodology:

- (a) Lecture, multimedia presentation
- (b) Hands-on Training
- (c) Course evaluation and exam.

3.9.3.7 Course Evaluation and Exam:


One written examination will be conducted at the end of the course. Minimum qualifying mark is 80%.

3.9.3.8 Certification:

After completion of each course, the successful participants are awarded with certificates signed by Principal CATC. Unsuccessful participants are not awarded with certificates. Certificates are not provided to the participants for recurrent course, Result sheets are preserved as training records.

3.9.4 General Security Awareness Training:

BFCC ensures General Security Awareness Training (GSAT) for both the operational and non-operational personnel that focuses on preventative measures and techniques in relation to in flight supplies and stores and intended for transport on aircraft, as applicable, and permits such personnel to contribute to the prevention of acts of sabotage and other forms of unlawful interference. The purpose of security awareness training is to ensure through education and communication that every employee and

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staff understands that they have a role in preventing acts of unlawful interference and can make a difference if they are vigilant.

3.9.4.1 The awareness program is communicated by:

- a. Training Sessions; Duration 03 to 06 hours
- b. Security Bulletins, Pamphlets, etc.

3.9.4.2 General Security Awareness Training (GSAT) leads to greater motivation for people to become involved in security and to indulge in good security practices and it is applicable for both the operational and non-operational personnel of BFCC.

3.9.4.3 Recurrent General Security Awareness Training:

Upon completion of initial course, the participants attend the recurrent training every 03 (three) years.

3.9.4.4 Course Administration:

Respective departments/divisions administer both the Initial and Recurrent courses in coordination with BATC.

3.9.4.5 Certification:

Certificate not provided to the participants for Initial/Recurrent Security Awareness Training. Participants List is preserved as training records.

3.10 Searching of In-flight Supplies (IFS) & Escort Procedures:

3.10.1 All bond catering catering/IFS shall be secured using numbered tamper evident seal at BFCC and record of seal number applied shall be presented on arrival at the aircraft. The searching and sealing procedures are conducted as follows:-


3.10.1.1 Meal Trolleys: All trays in each meal trolley are pulled out slot by slot and inspected visually from upward to downward with flash light. Security personnel ensure that any prohibited/suspicious items are not there before sealing.

3.10.1.2 Oven: Main dish which are kept in oven insert are checked pulling out oven rack itself. The insert tray of individual is checked thoroughly before sealing.

3.10.1.3 Standard Unit (Air Larder): All items in standard unit are checked thoroughly before sealing.

3.10.1.4 All Brief Cases and Baby Kit Boxes: All brief cases and baby kit boxes are visually checked and then sealed.

3.10.1.5 Bulk IFS items: Bulk IFS items which are kept in transparent poly bag should be checked visually and by hand/HHMD before sealing.

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3.10.1.6 Blanket & Newspaper: All blankets, pillow and newspaper/reading materials packs are broken down to individual pack are checked visually and by HHMD/hand before sealing.

3.10.1.7 Hi-Lift Catering Van: High Lift Vans are cleaned and checked before loading all sealed catering carts and other in-flight sealed items supplies. All carts and supplies are assembled in Departure Bay under constant security observation till items are delivered onto Hi-lift Catering vans, before loading all sealed carts are finally re-checked, the bottom side of carts are checked by search mirror or by hand and then load onto catering van.

During loading, a Security personnel remain present in the corridor to monitor the seal intactness and the loading process in catering van. After loading, Hi-lift Catering vans are sealed with tamper evident seal. Before leaving the unit, the catering vehicle is checked as per check sheet, seal of IFS and escorted the catering vehicle up to the aircraft. At the time of passing the Airside Gate, Security personnel check seal and vehicle visually and by vehicle search mirror.

3.11 Knife Management:

3.11.1 Purpose:

Sharp objects like knives, scissors, or any other sharp objects used in BFCC kitchen that are threatening to the safety and security for the passengers on-board are controlled.

3.11.2 Procedure:

Chef, Sous Chefs, Pastry Chefs maintain inventory of knives in a register. This register is checked and verified at the beginning of each month by BFCC Security personnel.


There is a cabinet in the kitchen for storage of sharp objects under lock and key when not in use.

Individual user draws his/her knife on daily basis at the start of the shift signing in the register. After completion of assigned job, the knife is deposited accordingly. Kitchen in-charge confirms the deposit with counter sign.

Knife cabinet in each unit is kept under lock and key. Hand over and takeover of key is recorded in a register.

3.11.3 Corrective Actions:

- If any knife missing or failure to deposit, production activities of the particular unit operation must be stopped and BFCC security to be

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informed. Security conduct search to retrieve the knife and report to the BFCC Management for next course of action.

- Replacement of any unserviceable knife is recorded in the register.


3.11.4 Documents:

- i) Inventory Register
- ii) Draw & Deposit Register (**Annexure G**)
- iii) Monthly Report on Professional Knife Management.

3.11.5 Authority& Responsibility:

- a) Shift in-Charge
- b) Chef/Sous Chef/Pastry Chef
- c) Security Officer

-END OF CHAPTER-

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4.1 Introduction

BFCC is responsible for the upkeep of the Catering Service Handling standards. In order to ensure a safe and efficient handling, the following minimum training requirements shall apply for personnel performing services in the fields of activities as outlined below. This shall enable ground-handling personnel to perform their duties and remain in compliance with applicable regulations, laws, rules and airline standards. As a matter of principle, the physical condition of each staff shall be satisfactory to accomplish the required duties.

Training process shall be comprised with Basic, Initial & Recurrent training courses including an evaluation process that will ensure the performance of specific job by the competent and qualified personnel only.


Before joining in the ground operation services of BFCC all employees shall complete the basic training course appropriate for the position.

Training shall include familiarization training on general provisions and regulations, in depth training on requirements, including policies, procedures and operating practices, training in Human Factors principles as well as safety training on associated operational hazards.

The objectives of the training policy is to provide a steady output of skilled manpower related to BFCC catering service operation to enable to comply the regulatory requirements and to meet the future expansion envisaged by the company considering -

- Constantly updating the skills and knowledge of personnel of Catering Service dictated by rapid technological development.
- Providing periodic instruction to familiarize Ground service personnel with new methods and procedures adopted by the department.
- Providing refresher training of mandatory training courses, job related Basic and Type course.
- Provide awareness courses on latest safety and security issues.
- Provide knowledge about safety and security for proper handling.

Initial and recurrent training shall be designed as a different program for the Ground Service officers, staffs and helpers. Manager Training, Quality & Compliance (Manager TQ&C) shall be responsible to monitor and control training validity of all operational employees and shall ensure arranging recurrent training courses prior expiry. Manager TQ&C shall also maintain all initial and recurrent training records in database. No employees shall be assigned in Duties without completing required initial trainings.

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4.2 Standard of Training

Standard of training will be at least the minimum standard equivalent to that required by Civil Aviation Authority of Bangladesh (CAAB), various related Annexes of ICAO and IATA and IATA Catering Quality Assurance (ICQA) guideline.

4.3 Scope of Training & Training Validity

The competent authority as defined in the syllabi approves scope of BCS Ground Services Familiarization/Initial training on general provision and regulations associated with flight Safety and Ground Handling Operations.

Basic Food Safety and Ground Service Course and the following Initial training courses are mandatory for all Operations and Ground Handling Personnel who are involved with Catering Service operations.

- a) Basic Food Safety Training
- b) Security Awareness Training
- c) Ramp Safety training
- d) Aviation Security training
- e) Human Factor training
- f) Safety Management System training
- g) Refresher Training

All employees involved in handling of Biman Flight Catering Services have to successfully complete training according to the below training matrix. The training programs include initial and recurrent training to ensure that employees engaged in Food Processing and preparation and ground handling operations retain their effectiveness up-to-date in performing their duties.

Training	Pass Marks (%)	Training Validity	Ground Operational/Service Personnel					
			Management Personnel	All Staffs	Operational Officials	Operation Supervisors and above	Pantry man	Vehicle Operator/ Driver
Food Safety & Hygiene	70	36 (A) 12 (B) 6 (C)	Yes	Yes	Yes	Yes	Yes	Yes
Basic Ground Services/ Ground Operation	70	36	---	---	Yes	Yes	Yes	Yes
Security Awareness Training	70	36	Yes	yes	Yes	Yes	Yes	Yes
Aviation Security Training	80	36	yes	Yes	Yes	Yes	Yes	Yes
Ramp Safety	80	36	Yes	Yes	Yes	Yes	Yes	Yes
Safety Management Systems	80	36	Yes	Yes	Yes	Yes	Yes	Yes
Ground Services Refresher	70	36	Yes	Yes	Yes	Yes	Yes	Yes


Note: A -Higher Management: Manager and Above

B- Catering, Operation, Store & Purchase and Food Safety & Hygiene

C - Admin, Finance, Maintenance, EMP & P, Security, 4.2 Program Content

Sylabli:

The syllabus of the courses is based on the IATA Ground Operations Manual, IATA AHM, ISM, Regulatory and Operators requirements and BFCC Food Safety Policy, BFCC Operation Manual, Safety Management System Manual. Changes in policy and procedures are informed to respective training department Admin, BFCC/BATC in a

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timely manner. The training programs are reviewed and updated to ensure effectiveness as well as incorporate the latest regulatory and operational changes in time to time.

4.4 Training Procedure of Discontinued Employees:

In case of discontinuation of any employee within the training validity from ground operation activities up to 03 months

Period of Discontinuation/Absence	Action/Measure
Up to 3 months	A briefing shall be provided to the employee on any procedural, organizational or equipment/infrastructure updates/changes that might have occurred during their absence and duly documented and filed.
Between 3 and 12 months	A briefing shall be provided to the employee on any procedural, organizational or equipment/infrastructure updates/changes that might have occurred during their absence and duly documented and filed.
Between 12 and 24 months	A briefing shall be provided to the employee on any procedural, organizational or equipment/infrastructure updates/changes that might have occurred during their absence and duly documented and filed.
More than 24 months	Initial training program(s) shall be provided.

All records shall be properly documented and retained.


4.5 Effectiveness of Training:

Tests are given to employees and management to ensure correct knowledge and understanding.

4.6 The test method

The test method should be

- Written or verbal
- Post training inspection
- Practical assessment

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4.7 Training Method

Classroom training will be conducted at BFCC training room or Bangladesh Airlines Training Centre (BATC) or other designated venues (if and when required) with

- Lecture
- Discussions
- On the job Training
- Practical Instructions
- Coaching

4.8 Training Materials:

1. Booklets
2. Videos
3. Multimedia
4. Overhead Projectors
5. Posters
6. Audi system at set intervals


4.9 Training Record:

See Chapter 10- Documentation & Control of Records, Clause: - 10.4: Training Records

4.10 Training Programs

In designing training programs to meet the commitments, the following points should be noted and complied with:

- a) The training program shall be designed in a way that should comply the instruction and requirements of ICAO, CAAB and IATA and ICQA.
- b) The training program shall be designed in close collaboration with Heads of User Departments.
- c) The training shall be conducted to meet specific objectives and standards defined jointly by Admin, BFCC and User Departments.
- d) The training program shall be designed for all officers, staffs and helpers of BFCC consecutively based on training validity and convenient venue.
- e) Emphasis shall be given to safety precaution and correct work procedures.
- f) The training shall be conducted using the most effective and efficient training methods and media.

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- g) Practical training and field trips are complementary to the theoretical training and should be adequately provided for the training programs.
- h) The Principal, BATC will publish the annual Training Schedule within 25thDecember of each year for the next calendar year by consultation with the User Department.

4.11 Arrangement of Training Courses:

Admin Department, BFCC shall Bangladesh Airlines Training Centre (BATC) shall produce and conduct all mandatory/ required training courses for all staffs associated with Catering Services operation personnel and external service provider (if/when required) in coordination Bangladesh Airlines Training Centre (BATC) within its premises or convenient venue (if/when required).

4.12 Course Duration

(Training days)

4.12.1 Basic Course (Newly recruited)

Basic Operation Service Course 5 Days

4.12.2 Refresher/Recurrent Course

Basic Food Safety Training 02 hours

Hygiene and Food Safety of all sectional Officers & Staff 01 hour

Occupational Health & Safety Procedure for all 01 hour

Security Awareness Safety & Fire Security Training Procedure 01 hour

Ramp Safety for Operation Supervisors and
Ground Handling Activities 01 Hour

Aviation Security Awareness course for Helpers 03 hours


Ramp Safety for Vehicle Operators 01 hour

Human Factor for Officer and Staff 01 hour

Safety Management System (SMS-1) for Pay Group VIII and above 04 days

Safety Management System (SMS-2) for Official below PG VIII 12 days

Safety Management System (SMS-3) course for Staff3(II) -V 06 hours

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Safety Management System (SMS-4) for all pantrymen, Drivers	06hours
Confidential Reporting System (SMS awareness) for Pantrymen	03 Hours
Hazard Identification and Risk Management (HIRM)	18 hours

4.13 Approval of Training Courses


Where a formal training course is developed for a training scheme and it is intended for the granting of certification privileges in respect of aircraft operated by the corporation, the training syllabus should be approved by the Management.

4.14 Course Syllabi & Materials:

- a) Course syllabi & materials shall be developed based on procedures and best practices described in the IATA Ground Operations Manual (IGOM), the IATA Airport Handling Manual (AHM), as well the IOSA & ISAGO Standards and Recommended Practice and ICAO Annexes.
- b) In addition of 3.11.a company's scope of operation, national and airport regulatory requirements and customer airline specification shall be considered for designing/ Outlining the course syllabi & materials.
- c) Training syllabi shall be reviewed once a year by a review committee, which is constituted with Manager Admin BFCC, Manager Operations BFCC, Manager Food Safety & Hygiene, BFCC. DGM BFCC shall be the Chairman of the review committee. The committee may co-opt anyone from inside the organization and may form review subcommittee if/when required.

The review shall take all the issues into the consideration to ensure that the training program:

- I. Training program continues to meet current and specified internal and regulatory requirements.
 - II. All the training materials are up-to-date and meets customer, Air lines operator and regulatory requirements as applicable.
- d) The Training syllabus has been described in chapter 4.15 is not limited to & BATC may design contents in addition to that, as and when required.

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4.15 Basic Course:

A. Basic Operation Service Course for officers & staff:

On completion of this course the participants will be able to perform their job as Pantry man and Operation Assistants in the Operation Department. They will have basic knowledge of airline ground handling operations.

Intended For: The course is designed for any recruitment in Operation Service department.

Course Outline:

Orientation, Introduction, BFCC Rules & Regulations,
 Personal Appearance and grooming
 Manner & Etiquette
 Safety Management Systems
 Aviation Security Awareness
 Duties & Responsibilities
 Basic Hygiene Course (As per Food Safety Policy)
 Turn around Coordinator Functionalities
 Flight Handling Procedures
 Ramp Safety

- Handling (Operational Procedure)
- Airside Driving
- Emergency Procedure

Human Factors (initial)
 Tray setting, Loading, Off-loading, Dish washing
 Kit & Linen Handling
 Cabin Dressing
 Review/Examination
 Time Temperature Control & Environmental Hygiene
 BFCC Security System


Review/Examination

Methodology: Classroom lecture, Discussion, Role-play, Classroom Exercise, Feedback.

Duration: 05 Training Days

Assessment: Examination of 100 marks shall be taken in the Basic Operation Course Courses and examination of 100 marks shall be taken. Participants failing in the examinations and obtaining at least 70% marks will be eligible to sit for re-examination.

In addition to the Basic Operation Course, FollowingsomeMandatory training shall also

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be provided to all operational area's staffs.

Duration	Recurrence	Course Title	Pass Marks
1 Hours	12 Months	Hygiene and Food Safety of all sectional Officers & Staff	70%
1 Hours	24 Months	Aviation Security awareness for Operations staffs	80%
1 Hours	36 Months	Occupational Health & Safety Procedure for all	70%
3 Hours	36 Months	Ramp Safety awareness for Operation staffs	80%
3 Hours	36 Months	Ramp Safety & Services for Vehicle Operators/Drivers	70%
1 Hour	36 Months	Human Factor for Operation staffs	70%
3 Hours	36 Months	Security Awareness Safety & Fire Security Training Procedure	70%
3 Hours	36 Months	Ramp Safety for Operation Supervisors & Ground Handling Activities	80%

B. Refresher/Recurrent Courses

I) Food Safety & Hygiene Training:


Objective: On completion of this course, the participants will be able to:

- Implement the vast knowledge of food safety & Hygiene in catering service of an Airlines meals.
- Ensure compliance with jurisdictional responsibilities relating to catering, Delivery in vehicle, catering.
- Ensure the implementation of prescribed procedures for handling, carriage and disposal of food.
- Respond to incident and emergencies involving catering service for in-flight.
- Monitor the correct operations of food safety in accordance with prescribed standard operating procedures (SOP).

Intended For: personnel who involve actively or passively with food handling process.

Course Outline: Introduction to Hygiene, Importance of Food Safety & Hygiene, Personal Hygiene, Food Hygiene, Environmental Hygiene, Cleaning Programs, Standard Operating Procedures (SOP), Time Temperature Control of food, HACCP program, Delay procedure, Delivery, Cold room storage and maintenance etc.

Methodology: Classroom lecture, Demonstration, feedback, question-answer session, role-play.

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Assessment: One written examination at the end of the course. Minimum qualifying marks is 70%.

II) Occupational Health and Safety Procedures:

Objective: On completion of this course, the participants will be able to:

- Implement the relevant parts of a Safety process.
- Ensure compliance with jurisdictional responsibilities relating to Health and Safety during handling catering services to the aircraft.
- Ensure the implementation of prescribed procedures during handling, transport, delivery and disposal of Food.
- Respond to incident and emergencies involving aircraft handling on ground or in-flight.

Intended For: personnel who involve Catering service process.

Course Outline: Introduction to Occupational Health and Safety, Hygiene, Importance of Occupational Health and Safety, Personal Hygiene, Food Hygiene, Environmental Hygiene, Cleaning Programs, Standard Operating Procedures (SOP), Time Temperature Control of food, HACCP program, Delay procedure, Delivery, Cold room storage and maintenance etc.

Methodology: Classroom lecture, Demonstration, feedback, question-answer session, role-play,


Assessment: One written examination at the end of the course. Minimum qualifying marks is 70%.

III) Aviation Security Awareness Training

Objective: On completion of this course, the participants will be able to:

- Implement the relevant parts of an airlines security programs.
- Ensure compliance with jurisdictional responsibilities relating to security control of people, vehicle, catering, airline property, facilities and aircraft.
- Ensure the implementation of prescribed procedures for handling, carriage and disposal of restricted and dangerous goods.
- Respond to security incident and emergencies involving aircraft on ground or in-flight.
- Monitor the correct operations of specialist security equipment in accordance with prescribed standard operating procedures (SOP).

Intended For: personnel who involve with ground handling operation.

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Course Outline: Introduction, Legislation and aviation security ,Programs, Standard Operating Procedures (SOP), Airline Management Response to Acts of Unlawful Interference, Check-in screening Point and Boarding gate security Procedure Examination

Methodology: Classroom lecture, Demonstration, feedback, question-answer session, role-play, Assessment: One written examination at the end of the course. Minimum qualifying marks is 80%.

IV) RAMP SAFETY awareness for Ground Service Personnel/Vehicle Operators:

Objective: On completion of this course, the participants will be able to establish and ensure a high level of proficiency for efficient Ramp Safety handling procedure.

Intended For: Personnel involve with handling aircraft loading-offloading/Vehicle driving in Ramp area activities.

Course Outline: Introduction, Safety –concept, definition and its necessity, Ramp safety –its importance, Ramp area –activities on the Ramp , Accidents and incidents on the Ramp, Personal Protection & prevention of damage, Safety on the ramp, Driving on the ramp, Ramp clean-up, Fire on the Ramp with practical demonstration , Do’s & don’ts , Guiding by Hand signals, Ramp Markings, First aid Measures, Accidents/Incidents Reports

Methodology: Classroom lecture, Discussion, feedback, question-answer session.

Assessment: One examination of 100 marks, minimum qualifying marks is 80%.


V) Human Factor Course for Operation Officers and Staffs

Objective: On completion of this course the participants will be able to understand

what human factors are and will eventually develop an insight on error management involving human beings which will help them to perform operations of aircraft handling safely.

Intended For: personnel who involve with Catering Service on ground handling operation.

Course Outline: Definition, Human Factors Models, Origin of Human Factors in Aviation, Incidents Attributable to Human Factors/Errors, Human Factors Leading

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to Accidents incidents, Human Performance and Limitations, Social Psychology, Social Environment,

Responsibility: Individual and Group, Motivation, Peer Pressure, Management Supervision/Leadership, Factors Effecting Performance, Fitness and Health, Stress, Time Pressure and Deadlines, Overload/Under load, Sleep Fatigue/Shift Work, Physical Environment, Tasks, Communication, Hazards in the work place, Situation Awareness.

Methodology: Classroom lecture, Discussion, feedback, question-answer session.

Assessment: One examination of 100 marks, minimum-qualifying marks is 70%.

VI) Safety Management System (SMS-1)

VII) Safety Management System (SMS-2)

VIII) Safety Management System (SMS-3)

IX) Safety Management System (SMS-4)

X) Confidential Reporting System (SMS awareness)

(VI-X) Safety Management System (Ref.SMS Manual CH.8).

4.16 Class Room


4.16.1 Routine / Course Timetable

a) Chief Instructor/Deputy Chief Instructors shall arrange to prepare, check and sign the course timetable/class routine prior to start of each course. Copies of the timetable shall be distributed to the instructors concerned and issued to the students on the first day.

b)Course timetable shall provide and outline 6 (six) hours' daily activities including breaks/intervals, the time for each topic, name of the instructor(s) and, if applicable the supervisor(s) concerned. Five days' course timetable will constitute a weekly class routine reflecting 30 hours' class activities.

c)A course program may be arranged to meet variation of training time and techniques.

d)To achieve maximum flexibility, all tea breaks are left to the individual instructor's discretion as circumstances permit.

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e) All instructors are to ensure that the course timetable is strictly adhered to; classes are not to be left unattended and instructor must commence at the stating time.

f) Constant/frequent late arrival by a student is to be reported to the DGM, CS & Manager, T, Q & C for necessary action.

4.16.2 Classroom Discipline

a) Course instructors are responsible for the discipline of the class under their control.

b) Instructors are to ensure that students maintain a high standard of behavior at all times and observe all published rules and regulations.

c) Particular attention should be paid to students' attendance, punctuality and dresses.

4.16.3 Attendance/ Punctuality

a) 100% attendance is required for a trainee to derive the full benefit from a course.

b) If any trainee, due to a reason beyond control, cannot attend classes not exceeding 15% of the total course duration, he/she may be allowed to continue with the course.


c) Attendance of the trainees shall be recorded in an ATTENDANCE SHEET by the class Instructor.

d) Instructors are to monitor closely students' punctuality and attendance.

e) Students missing more than 15% of the classes will be dropped from the course and shall be intimated in writing to the following:

- i. Student
- ii. Manager Admin, BFCC
- iii. DGM, BFCC

e) If the missing hour is less than 15% of the course duration, the student shall make up his loss of lesson by supplemental study &/or Tutorial Class under guidance of an Instructor.

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4.17 Examination Control and Procedures

4.17.1 General

This paragraph defines in general terms the approved examination procedures which must be strictly adhered to by all training staff that are required to ensure the integrity of the examination at all times.

A) Evaluation and Testing is carried out by written, oral, or verbal (Competency Check) to determine competence.

I. Examination notice is intimated to the Principal, BATC 1 day prior to exam. Principal delegates / appoints invigilators from other unit of BATC to conduct the exam.

II. On completion of the exam, the coded top sheet is submitted to the Principal which is retained by him until the scripts are marked. After marking, the coded score sheets are then decoded in presence of the Principal and the coded score sheet is maintained in the office of the Principal.

III. Where possible examinations are to be held in a room reserved for In cases where the examination has to be held in the classroom where the instruction is taking place, the examiner shall ensure that the room does not contain wall charts, training aids, diagram etc. considered to provide necessary assistance or distraction to students.

b) Training notes, notebooks etc. are to be placed in such a position so that they cannot be referred to during the examination.


c) Students will not be issued with blank paper for rough working. All rough working will be done on the reverse side of the answer sheet.

d) Examination room seating is to be arranged so as to provide maximum separation of candidates.

e) The examination invigilator will adequately brief the candidates on the examination procedure prior to the commencement of the examination.

f) There must be strict control of any discussion of the examination subject matter between candidates or between candidates and invigilator.

g) Adoption of unfair means by any examinee will be dealt with disciplinary action against him/her.

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h) On completion of the examination each candidate will hand over his/her answer sheet and question paper directly to the invigilator and leave the classroom without discussion or conversation.

4.17.2 Retention of Training Result, Examination Papers and Answer Sheets

Examination results are kept until the service tenure of employees, all answer sheet courses are retained for 05 years at BATC. While preparing the master questions paper whenever possible, the reference of the relevant test book should be noted down against each question

4.17.3 Evaluation of Trainees:

After every stage of training the Catering service operation handling personnel are gone through an evaluation process. The evaluation processes are as follows. The results are recorded.

A) **Written test:** -By this test it is ensured whether the trainees have earned proper knowledge to evaluate, manage, organize, and control of the ground handling operations.

b) **Practical test:** -This is on the job test. The trainees are allowed to work individually and the trainer will observe how the trainees work.


c) **Oral test:** -By this test it is ensured whether the trainees have earned proper knowledge to evaluate, manage, organize, and control of the cabin operations and how to explain, and disclose to face –to-face conversation.

4.17.4 Assessment System

a) Full credit will be given for a correct answer while no credit for an incorrect/no answer to a multiple choice question.

4.17.5 Unsuccessful Pass mark & Duty assignment

Staff failed in mandatory training must be removed from any operational duty where mandatory training is required until he/she passes the training course. Manager Operation ensures that he / she retake training course immediately. The Duty Controller shall ensure staff obtaining required training before assigning any duties.

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4.17.6 Course Result and Certification

The examination papers will be marked by the concerned Instructor(s). The full set of papers is to be passed to the Manager Admin for perusal. A Transcript / Grading Sheet shall be raised by course Instructor showing the course results for all students of the respective course as per merit and duly authenticated by Chief Instructor. All marks secured by the students in the different phases of the course shall be reflected as per attached Grade Transcript. The course result shall be recorded in a yearly register. The result of Basic Courses is to be circulated to GM BFCC and the result of Recurrent Training Courses is to be sent to Manager Admin. There will be no certificate issued for the Refresher Course. Basic Course certificates will be raised and signed by the authority, BFCC or Chief Instructor and Principal as per format.

Average marks obtained shall be reflected at the back of the Basic Course Certificates duly signed by the Course Instructor.

A register of all certificates issued shall be maintained in serial number sequence and show the type and date of the course. The certificate shall be issued within a month of the completion of the course.

4.18 Instructor Qualification:

4.18.1 General Qualification:


To conduct any SMS course, the instructor requires meeting the following criteria:

- a. S/he has successfully completed Safety Management System (SMS) course or equivalent;
- b. S/he has successfully completed **Instructional Technique** course or **Training on Trainers (ToT)** or equivalent;
- c. S/he has at least 3-years working experience in the operational/technical areas, instructor experience in operational areas or working experience in safety and/or quality;

4.18.2 Specific Qualification:

To qualify for an instructor to conduct the Food Safety Management, the instructor requires fulfilling the following requirements in addition to the general qualification stated above:

- a. S/he has successfully completed Hazard Identification & Risk Management (HIRM) course or equivalent; or
- b. S/he has at least one-year experience in risk assessment.

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5.1 Ground Support Equipment Maintenance Program

A GSE is any piece of mobile equipment, whether or not powered or self-propelled, purpose designed, built and used for ground handling, servicing or field maintenance of aircraft on the ramp.

BFCC outsources the maintenance functions from GSE, Biman, and Maintenance Department, BFCC shall retain overall responsibility of such functions, and must demonstrate processes for monitoring the applicable external organizations.

5.2 Maintenance Program

5.2.1 GSE maintenance program shall ensure the minimum requirement for a preventive maintenance checklist and schedule for GSE a documented daily inspection or pre-use check program is in place. Consideration needs to be given to operating frequency, environmental factors and OEM recommendations.


5.2.2 The basic preventive maintenance program is for use on Ground Support equipment used for servicing and ground handling of aircrafts.

5.2.3 Maintenance Department, BFCC shall have a maintenance program that ensures that GSE remains safe to operate in ground operation in good condition. The maintenance program shall have a system in place that prevents operation of any equipment that is not deemed to be in a safe and serviceable condition by

Daily Check:

This check to be performed by the Vehicle Operator daily or before each use if not used daily. Inspect the condition and operation of the following system.

- Lighting
- Steering
- Brakes
- Tires
- Safety provisions
- Aircraft protection
- Function operation
- Check and adjust fluid levels
- Report, document and correct any deficiencies.

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5.2.4 BFCC shall have suitable space and sufficient infrastructure for the staging, storage and protection of ground support equipment relevant to its operations, where applicable. Maintenance Department, BFCC shall:

- a) Have a maintenance program and documented GSE maintenance control system including records of all maintenance and inspection.
- b) Segregate and appropriately identify unserviceable ground support equipment from serviceable equipment.
- c) Have the means and procedures in place for fire protection and prevention on the airside and for addressing spillage of fluids.

5.2.5 The GSE shall ensure that the maintenance program includes the following:

- a) Preventive maintenance that is conducted minimally in accordance with OEM requirements;
- b) Corrective maintenance

5.2.6 As an maintenance process of other than schedule maintenance of GSE, vehicle operator shall make log report of any trouble/complaint of the vehicle and make document in the job card of the vehicle and inform Manager Maintenance. Vehicle Operator shall hand over vehicle with complaints to GSE, Biman with receipt of hand-over. Vehicle Operator shall also receive the vehicle repaired by GSE with records.


5.3 Schedule of GSE Maintenance

BFCC has only High Lifter/Vehicles to provide catering services. Manager Maintenance, BFCC shall maintain a schedule of GSE maintenance quarterly basis of each equipment. BFCC's GSE (High-Lifter/Vehicle) is maintained/repared by GSE, Biman in a set schedule for each vehicle. Manager Maintenance, BFCC shall keep track and record of scheduled maintenance of each vehicles.

Quarterly basis scheduled checking is done for the following for each vehicle:

- Replace Mobile, Oil Filter
- Clean Air Filter
- Inspect Plugs, brake Systems and Cooling System

This inspection shall be performed minimally in accordance to the schedule recommended by Maintenance Department, BFCC, including necessary servicing and/or replacement of components.


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If any problems/complaints arise from the concerned driver/vehicle operator In-charge, that is informed through the job card to Manager Maintenance, BFCC. Manager Maintenance, BFCC gets the complaints repaired by GSE, Biman. Manager Maintenance, Biman shall keep all the record of scheduled maintenance and time-to-time record of sudden complaint/repair.

5.3.1 GSE of BFCC:

BFCC provides catering services to all flight and uses high lifter for transportations and transfer of food upon uplift of body of vehicle. BFCC have the following high-lift which Origin, model are as follow:

No of High Lifter	Origin, Model No.	Condition	Remarks
1	ERMA, France , Model: RENAULT- 5.9, 2001 Reg. No. CAT H/L-85-823		
2	ERMA, France , Model: RENAULT- 5.9, 2001, Reg. No. CAT H/L-85-824		
3	ERMA, France , Model: RENAULT- 5.9, 2001. Reg. No. CAT H/L-85-825		
4	ERMA, France , Model: RENAULT- 5.9, 2003 Reg. No. CAT H/L-85-826		
5	ERMA, France , Model: RENAULT- 5.9, 2003 Reg. No. CAT H/L-85-828		
6	TLD, China , Model: DT-2005, Isuzu chassis Reg. No. CAT H/L-85-829		
7	TLD, China , Model: DT-2005, Isuzu chassis Reg. No. CAT H/L-85-830		
8	TLD, China , Model: DT-2005, Isuzu chassis Reg. No. CAT H/L-85-831		
9	Mallaghan Northern Ireland , Model: CT6000 Reg. No. CAT H/L-85-832		
10	Mallaghan Northern Ireland , Model: CT6000 Reg. No. CAT H/L-85-833		

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No of High Lifter	Origin, Model No.	Condition	Remarks
11	Mallaghan Northern Ireland, Model: CT6000 Reg. No. CAT H/L-85-834		
12	Brand : Doll , Germany, Model : X-Cat Reg. No. CAT H/L-85-835		
13	Brand : Doll Germany, Model : X-Cat Reg. No. CAT H/L-85-836		

5.4 Documentation

5.4.1 Maintenance Department, BFCC shall ensure that maintenance records are retained according to the stipulated period by the GSE.


5.5 Treatment of Unserviceable GSE

Maintenance Department, BFCC shall ensure that unserviceable GSE is removed from operations for repair and/or maintenance. The unserviceable GSE shall be indicated with out of service markers to ensure it is not being used for operations and shall be staged in a segregation from other serviceable GSE.

5.6 GSE EQUIPMENT FIRE:

If a fire is identified or suspected in a piece of ground equipment that is connected to or within 3 m of the aircraft, it is to be treated as an aircraft fire. Vehicle operator/Operation personnel shall ensure:

- Raise the alarm.
- Ground equipment not connected or close to the aircraft, the crew must be immediately informed.
- Stop all activity around the aircraft at once.
- Go on board and warn the flight crew and any other persons present that they should leave the aircraft via the normal exits. If verbal communications cannot be made the agent, must attract the crew's attention and give the standard fire signal pointing towards the location of the fire.
- Warn the Airport Fire Department, via the flight crew or directly yourself.
- Position fire extinguishers.


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- Remove all ground support equipment, which could interfere with an evacuation route.
- Switch off the Ground Power Unit and other ground support equipment after all persons have left the aircraft and all measures have been taken.
- Once everyone is evacuated, ground personnel must leave the area.
- Inform station management.
- If possible, tow the aircraft to a safer place if considered necessary.

5.7 Fire Protection

Fire is one of the most dangerous threats to an aircraft. Maintenance Department, BFCC shall ensure that GSEs are equipped with fire protection systems.

Note: Operators shall not leave equipment unattended with engine running (with the exception of GPU)

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6.1 HAZARDS

A comprehensive Occupational Health and Safety (OHS) Management program is a key component of a Safety Management System (SMS) that shall include both operational and occupational safety. BFCC shall follow the SMS Manual of Biman Issue 03, Rev 01, 09 June 2021 and adhere the laws and by-laws of this manual to find hazards, treat them and mitigate them through procedures to build a smart, smooth and successful operation of any works.

6.2 Types of Hazards

Hazards associated with Catering services in the airport ground can be:

- Adverse weather conditions
- Aircraft danger Areas
- Dangerous goods
- Ground Support Equipment (GSE) use and maintenance hazards
- Incident and Near miss Reporting & investigation
- Infectious Disease
- Occupational Illness and Disease
- Fatigue
- Ergonomics
- Human factors
- Noise
- Psychoactive substance abuse
- Fuel/Fluid Spillage


6.3 Adverse Weather Operations:

Severe weather is a constant danger of all industries that have activities outdoors and can affect the large metallic pieces of equipment including aircraft and numerous ground Support equipment.

6.3.1 High Winds

If high winds pose a great risk of damage and all concern personnel shall ensure:

- a) Safety of the aircraft by installing additional chocks and removing all equipment from around the aircraft.
- b) Parking brakes are set on all parked GSE.

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- c) Set parking brakes and secure by additional means, if necessary, all non-motorized ramp equipment.
- d) All vehicle/devices not directly connected to the servicing of the aircraft shall be removed from the air aircraft and secured.
- e) Continue to monitor and communicate with Airport Operation Control unit time to time on the weather situation.

6.3.2 Storms-Lightning

- a) Operations Supervisor/In-charge always shall remain in communication with Airport Operation Control unit time to time on the weather situation.
- b) On receipt of an Alert of storm-lightning work instructions,
 - I) Prepare for the STOP phase.
 - II) Suspend non-essential activities in open areas and ensure any staff using or about to use headsets are informed of the alert.
 - III) The proximity of the thunderstorm/lightning should be continually monitored
 - IV) Avoid using highly conductive equipment.
 - V) On the receipt of STOP
 - VI) Discontinue aircraft communication by headset.
 - VII) Stop all ramp activity and clear ramp
 - VIII) Personnel should seek shelter inside buildings or inside metal-bodied vehicles. No none should seek shelter under any par to of the aircraft, loading bridge, near light poles, fences, under trees.
 - IX) In accordance with local procedures, the aircraft may come on stand but the aircraft doors should be remain closed and ground servicing suspended.


6.3.3 Thunderstorms

Operation Supervisor shall ensure the following to avoid danger:

Do not wear any headset connected to the aircraft during a thunderstorm or if a warning has been issued. Thunderstorm forecast may be communicated in alert phases and the following precautions represent a minimum standard.

In the event of lightning:

- Do not communicate with the flight deck using a connected communication headset. If necessary, communicate using standard hand signals.
- Do not stay in open areas, under the aircraft loading bridge or near any possible attractive pole.
- Stop all ground handling operations.

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BFCC that provides catering services shall have an OHS management program that covers both the corporate level and the airport environment. This program is integrated with other safety or risk management system such as, but not limited to, the SMS and element of quality control.

6.4GSE Maintenance Hazards

6.5Incident & Accidents

6.6Infectious Disease

6.7 Occupational Health & Safety

(6.4-6.7 Action to be taken as per Food Safety Policy, Version:04, 01 Sep, 2019)

6.8Fatigue Management

BFCC must ensure that the risks due to fatigue of the ground service personnel are managed to an acceptable level. In managing the risks due to fatigue, Operation Department must consider the effects of the length and timing of the duty period and rest period.


6.8.1 SIGNS AND SYMPTOMS OF FATIGUE

The ability to recognize the signs and symptoms of fatigue in both yourself and others is central to the management of fatigue. It is everyone's responsibility to check on fatigue levels is to answer the following questions:

- Have I had enough sleep in the last few days?
- Was it good quality sleep?
- How long have I been awake? (after 16 hours, fatigue risk will be increasing)
- Am I coming into a part of the day where sleepiness is high? (early morning, or mid-afternoon) Each of these factors increases the risk of fatigue being an issue.

6.8.2 Fatigue – Responsibilities:

All staffs have a responsibility to arrive fit to work including attending training, and to behave safely in the workplace. This includes arriving at work as well rested as possible by using recovery and rest periods appropriately, and understanding and managing fatigue related risks in the workplace. Operation Duty Officer/Supervisors should be aware of the warning signs that an individual is not coping or is fatigued. This is significant, as some people do not cope well with shift work, especially when concerns

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outside the workplace are more worrying than usual e.g., when they have a sick relative, relationship problems, or bereavement.

6.9 Human Factors

9.1.1 Human factors are a science that pays attention to physical, psychological, and other human attributes to ensure that tasks are completed safely and efficiently with minimal risk to personnel and equipment. Most apron accidents and incidents involve to a certain degree human error or violation of company policies, processes or procedures. Examples of human factors for consideration are:

- a) Safety culture;
- b) Human performance limitations;
- c) Environmental considerations;
- d) Procedures, information, tools and task sign-off practices;
- e) Procedural non-compliance;
- f) Planning for tasks and equipment;
- g) Injury prevention;
- h) Fatigue/alertness management;
- i) Shift and task turnover;
- j) Error prevention strategies.


All personnel should incorporate human factors as part of the SMS. Operation In-charge/Supervisor as well as all concerned personnel shall pay necessary concern regarding the above listed factors to minimize risk and ensure safety in operation.

6.9.2 Human Factor Management:

Human factors needs to be managed, like any other hazard. It is important not to underestimate the risks of human factors.

Changes to working needs to be risk assessed. Manager Operation/Concerned Duty Officer shall consider the all the effects of human factors/fatigue/alertness program in preparation operational documents and jobs like:

- Shift rosters
- Workload
- Shift rotation
- Shift duration

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- Rest duration
- Consecutive work days
- Fatigue reporting
- Local circumstances


6.10 Slips, Trips and Falls

Many incidents and accidents involving slips, trips and falls occur (too) frequently. Adverse weather, slippery surfaces, unseen obstacles, loss of attention and haste have all caused serious harm injuries. Catering Services Handling Staff are frequently busy with tasks in a hostile environment (working in shifts, working in dusk/night, subjected to a loud environment, working in extreme warm/cold temperatures, working in the vicinity of jet engines/propellers, etc.) which all create “ideal” hazard conditions. Add to this the constant pressure to get things done fast, and maybe even doing a few things simultaneously, and before you know it, you miss a step, you don’t look where you’re going, and you slip, trip or fall.

When servicing, catering Handling Staff should also pay attention to following potential hazards which can cause slipping, tripping or falling:

- Items which could be on the cabin floor (e.g. after having passed through turbulence) such as plastic bags, plastic lids, audio headsets and cords, covers from meal trays, documents and other discarded objects,
- Inappropriate footwear,
- Liquids or ice spills on the galley floor,
- Wet toilet/bathroom floors,
- Providing service when lighting is low or at night,
- Falling through open aircraft door,
- Beware of wet floors & surfaces

All catering Handling Staff must be aware of their personal responsibility to take care in inclement weather. In winter, care must be taken when crossing the ramp or loading aircraft steps when snow or ice fluid may be present. Catering Handling Staff must always wear PPE as described in BFCC Catering Service Manual"and observe the safety rules as detailed in "GOM/A

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6.11 Galley Operations & Service Provision (Catering):

All handling personnel involved in uplifting catering and service items should be aware that certain actions within a (confined) aircraft galley can create situations which might lead to personal injuries. Hazards associated with catering handling include:

- Lifting of overhead storage units.
- Protruding metal from ovens may cause lacerations.
- Bending and stretching to get items from the bottom of carts and out of drawers, or;
- Boxes in the carts, and galley storage.
- Burns and scalds.
- Infection from used food/drink utensils.
- Broken glass (ware) in storage units/drawers.
- Frequently used items should be easy to manipulate and placed in areas that do not require frequent overhead lifting or bending.

Catering Service Staff responsibilities when servicing the galley and on/off-loading catering and service items are as follows:

- Oven gloves should be worn when removing items from hot ovens. Oven gloves must also be made of an impervious material that does not allow seepage of hot liquid into the glove whilst still providing insulation against heat.
- Gloves should also fit well and enable crew to properly grip items to load carts for meal service.
- Care should be taken when handling coffee and tea pots.
- If pots without lids are loaded, ask catering to exchange or provide lids.
- Tea or coffee pots lids should be tight and seal well so when tipping the pot the hot liquid does not spill from the top.
- Do not overfill pots.
- Keep the galley clean and tidy to ensure that pots are not overcrowded, that everything has a place, and hot trays meals can be placed quickly onto a safe surface.
- Handling Staff must remain vigilant and focused when working with ovens.
- Napkins should not be used when loading the meals from the oven to the cart, or vice-versa.

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6.12 Narcotics, Drugs or Psychoactive Substances:

Definition:

Psychoactive substances (like alcohol, caffeine, nicotine, marijuana, and certain pain relief medicines above medically approved limit) are those elements that may alter employee's perception, moods, thinking, behavior and various physical and psychological functions. It is detrimental to Operational personnel abilities and qualities as well. Taking psychoactive substances may lead employee towards activities of risks and safety hazards. Also, it has effect on official and social consequences. Psychoactive substance at the operational areas of Biman Flight Catering Centre is strictly prohibited/forbidden and punishable.

Where an individual is suspected of being the influence of drugs, alcohol or psychoactive substance, Manager Operation shall have a documented procedure to manage it, rectify it and take written statement and policy awareness, training program, counseling, treatment and rehabilitation and Drug and alcohol testing (as appropriate).

6.12.1 Alcohol & Drug Testing

Identification process and consequences of psychoactive substances addicted:

There are two types of identification process and consequences of psychoactive substance addicted:

a) During /Before joining at the workplace:

Any employee is looking drowsy or suspected for drug addiction by the authority, co-worker or by any other sources.

- Consequences:


- I. The suspected person will be withdrawn from the duty immediately;
- II. Sent to the Biman medical center for relevant test; and
- III. Based on medical report, administrative procedure will be applicable for the addicted employee by the parents department.

b) During working/Duty hour:

Any employee is caught red handed while taking psychoactive substances or alleged with proper evidence (such as CCTV footage and camera evidence).

-Consequences:

- I. The addicted employee will be withdrawn from the duty immediately;

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- II. The employee will be sent for medical evaluation and will go under administrative procedure as per organization rules.

6.13 Fuel/Fluid spillage


All Ground personnel shall take the following safety measures whenever there is fuel/other fluid spillage:

- The person in charge must be alerted about the spillage.
- Fueling or fluid operations must be stopped at once.
- Running engines must be shut down.
- The fire brigade must be informed.
- The airport authorities must be informed.
- Handling personnel must leave the fueling safety zone.
- All the engines or electrical motors of equipment in the fueling safety zone must be shut down.

6.14 Safety Culture

6.3.1 Organizational safety culture sets the boundaries for acceptable behavior in the workplace by establishing the behavioral norms and limits. These cultures provide the cornerstone for managerial and employee decision making.

6.3.2 Having a safety culture reflects senior management's commitment to safety. Senior management's attitude towards safety influences the employee's positive approach to safety and shared beliefs, practices and attitudes. The tone for safety culture is set and driven by the words and actions of senior management during implementation of a "Just Culture" process, which ensures fairness and open reporting in dealing with human error.

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7.1 Introduction

Ramp handling is a process of activities of loading, unloading and transportation of passengers, baggage, cargo, mail etc. between the Aircraft and Terminal areas. In other words Ramp handling covers all functions in connection with the safe and efficient handling of an aircraft. Because of the very different nature of activities and risks involved thereof people who are working on the Ramp area, must always bear in mind – “SAFETY FIRST”. So, we should know what Safety is and what are the rules and procedures to achieve it.

7.2 Safety – Definition and Necessity


To be SAFE means “to remain unharmed or out of danger”. So we can define that SAFETY is the will, to survive unharmed and remain out of danger, controlled by commonsense: ‘Common-sense’ of the people about a possible hazard out of any action and/or any object which can cause severe or fatal accident and thereby damage, injury and/or loss of life and property. So it is essential for all the personnel in the Ramp to know about the safety requirements and procedures and exercise them efficiently to ensure SAFETY.

7.3 Ramp Safety – Its Importance

In aviation SAFETY is a permanent requirement and its first commandment. In the air as well as on the ground ‘Safety First’ is the rule. Ramp safety rules and procedures ensure safe handling of an aircraft as well as safety of the people involved. Therefore, it is imperative that safety regulations must be understood and always applied on the ramp, in and around the aircraft, in hangars and workshops.

For the staff to be SAFE must be aware of the Ramp Environment and its inherent dangers. The environment is usually noisy, congested and subject to sun, rain, wind, cold, snow, heat and humidity: added to the reflections of light, oil and fluid spillages vehicle movements etc. all these are the essential ingredients for accidents.

An ACCIDENT is defined as “An eventual happening by chance”. Safety cannot be left to chance. The most important aspect of Ramp Safety are the individuals working in that area. Their individual wits commonsense sense of responsibility and will to remain safe can only ensure safety on the Ramp.

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Everyone involved in Ramp activities must be extra vigilant to ensure accidents do not happen, so that airline passengers and aircraft have a punctual, safe and comfortable flight and that all staff at work are in a safe environment.

7.4 Ramp Area – Activities on the Ramp

Ramp is a defined area, on a land aerodrome, intended to accommodate aircraft for purposes of loading or unloading passengers, baggage, cargo, mail, fuelling, parking or, maintenance. The jurisdiction of Ramp is from passenger and cargo terminals to the aircraft parking bays Ramp handling and loading covers all functions in connection with the safe and efficient preparation of the load and handling of the aircraft on the ramp and includes the following:-


- Assembly of load in ULDs or Bulk;
- Efficient management of resources, such as personnel, loading & servicing equipments, etc.;
- Loading/Off-loading of the aircraft as per written Loading Instruction Report;
- Catering requirements and Cabin appearance;
- Fuel requirements and re-fuelling activities;
- Coordination among various sections and agencies involved in the handling of aircraft at departure and on arrival.

Consequently and depending on the functions to be performed Ramp handling staff should have a good knowledge of:

- Principles of aircraft loading/offloading;
- Positioning and operation of loading and servicing equipments;
- Ramp safety;
- Standard of aircraft cleaning, toilet and fresh water servicing;
- Special load procedures-Loads requiring special attention;
- Loading incompatibilities;
- Security regulations;
- Operation of aircraft loading systems, securing of ULDs;
- Identification of malfunctions of loading systems and consequences e.g. in operating pallet lock.

7.5 Some Important Tips for Ramp Safety

1. Watch out any waste fluid from the drain masts, do not touch them and keep yourself away as they will be probably hot.

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2. Always wear the correct protective clothes, gloves and footwear. Those are most necessary to protect you.
3. All staff working on the Ramp are advised to be immunized against TETANUS.
4. All staff who are working with High Access Equipment. MUST repeat MUST wear a safety harness.
5. Be vigilant at all times. Do not rush things. Haste can be dangerous both to you and others working with you.
6. Report any potentially hazardous situation to your supervisor. It could prevent an accident. Any near miss/incident/accident must also be reported.
7. Do not operate Equipment while using hand-held portable electronic devices (such as Walky-talky, Cell Phone etc.).
8. Make sure to operate the equipment for its intended purpose only.
9. Collect FOD (if any) and bin it.

Considering the gravity and importance of Safety all the staff working in the ramp area necessarily should study and learn the 'Ramp Safety' rules and procedures. 'Ramp Safety' is the continual responsibility of all who are working on the ramp and it can be achieved only when everyone observe the Safety rules, regulations and procedures whole-heartedly.

7.6 Accidents/Incident on the Ramp

Accidents: They don't just happen; they are caused. They can be prevented by:


1. Keeping your mind on the job you are doing;
2. applying safety regulations;
3. using equipment in serviceable conditions;
4. be safety conscious.

Accidents on the ramp can be grouped into main four headings:

1. Accidents involving Passengers
2. Accidents involving Ramp Personnel
3. Damage to Aircraft
4. Damage to ground Equipment and Vehicles.

I. Accidents involving Ramp Personnel

If a person is injured, the injury not only causes pain to him but it causes loss of earning and grief to family also. The injury may also cost the company time, money, and cause

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delay of flight, hindrance to work and loss of manpower. Safety of all ramp personnel is important at all circumstances to avoid all aforesaid problems and that is possible only if everyone is safety-conscious.

II. Damage to Aircraft

In a modern aircraft, even a minor damage may affect the safety of the aircraft. It is, therefore, imperative for the safety of passengers and crew that you immediately report any damage to an aircraft, regardless of whether you caused it or not.

IV. Damage to Ground Equipment and Vehicles

It is the responsibility of all the ramp staff to ensure that correct driving and operating procedures are followed at all times. It is also extremely important, both for operational and safety reasons that all damage and unserviceability are reported immediately to your supervisor.

7.7 Contributory Factors to Ramp Accidents/Incidents

Behavior


- Excess Speed
- Communication Failure
- Spatial Misjudgment (distance, height or width: gap)
- Poor judgment
- Distraction
- Poor Discipline
- Lack of practice in that task
- Incapacitation (ill health, alcohol, drugs, fatigue, etc.)

Equipment

- Defective Maintenance
- Incorrect Use
- Unsuitable for the task
- Unsafe for the task
- Design Problem

Organizational

- Lack of Standard Procedures
- Inadequate Time (scheduled to perform task)

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- inadequate Supervision
- Insufficient Manpower (assigned to work)
- Inadequate Training

Physical Circumstances

- Weather Conditions
- Surface Conditions
- Inadequate Lighting
- Glare/Blinding Light
- Noise
- Congestion
- Limited Space
- Walkway/Road Layout
- Ramp Layout
- Building Facility
- Layout Signs and Markings
- Construction/Maintenance Work
- Foreign Objects/Debris
- Jet blast/ Prop wash

Regulations/Procedures not followed

- Standard Operating Procedures
- Safety Regulations
- Traffic Regulations
- Personal Protective Equipment
- Validity of Operator Certification


7.8 Personal Safety

There are three enemies to personal safety and they are potentially liable for personal accidents:-

HABIT To get used danger or hazard means to overlook them; 'Habit' makes one indifferent and careless. On the other hand, 'Habit' can make one "CAREFUL" also.

Therefore, ALWAYS be careful; make it a HABIT, even if nothing has happened to you before.

AFTERWARDS – It is too late.

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HASTE - Be steady and calm at work, taking everything into account. Hasty movement impairs your concentration and control, thereby endangering yourself and others.

REMEMBER: - Death knows no extenuating circumstances. The right way is the Safety way - no compromise for that.

THE OTHER PERSON - Ensure you are not in danger just for no fault of yours own. Always beware of other persons around you who may not be observing the safety rules.

BE CAREFUL: - Others carelessness is going to cause you serious injury which may even be the reason for you being disabled.

7.9 Personal Protection on Ramp

WORKING CLOTHES - working clothes must be highly visible in all conditions by day and by night, particularly in low light conditions.

WORKING SHOES

HEARING PROTECTION

HAND PROTECTION

7.10 Reporting of Incidents/Accidents and Investigation:

Operation Supervisor/Vehicle Operator shall ensure


7.10.1 General

In the event of an incident or accident, Operation personnel must stop, make the scene frozen and isolated and report the event immediately to the line management, airline representative and as required, to local authorities.

7.10.1.1 Operation Supervisor/Vehicle Operator ensure:

- a) Whenever happening of any incident, accident and near miss, Operation Supervisor or Vehicle In-charge shall make a log report to submit it to the Manager Operation and General Manager, BFCC.
- b) Submit the Ground Incident DamagelogReport to the Manager Operation and General Manager, BFCC.

7.10.1.2 General Manager, BFCC shall decide the matter/event whether it needs to be investigated depending on the degree of its kind, or to take necessary corrective measures

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7.10.2 Airside Safety Investigation Process:

7.10.2.1 For the investigation process of any incident/Incident/Near miss, Manager Admin, BFCC shall form an investigation team to investigate the event:

- a) The investigation Team shall gather all information available about the event:
 1. Identify the circumstances leading up to the event.
 2. Review all reports pertaining to the event.
 3. Collect all available data (CCTV and other video footage, photographs, objects, testimonials, sketches, maps).
 4. Identify the people involved and any witnesses.
 5. Gather all relevant information concerning the people involved (e.g., roster, training records, medical information, employee's records, assigning task, all reports, any other).
 6. Gather all relevant information concerning the technical, environmental and infrastructural conditions.
- b) Conduct interviews with all individuals involved any witnesses.
- c) Conduct a confirmation site visit if possible
- d) Confirm whether a Standard Operating Procedures (SOP) is published and available for the task being performed.
- e) Identify human factors:
 1. Communication
 2. Stress and timing
 3. Fatigue
 4. Loss of situational awareness
 5. Health Condition
 6. Use of available resources
 7. Staff feedback related to the SOP
 8. Teamwork
 9. Knowledge retention and competence
- f) Technical factors
 1. Use of GSE
 2. Preventive and corrective maintenance records
 3. Current technical condition
 4. Suitability for the task

7.10.2.2 Analysis

The investigation team shall analyze the event by:

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- a) Describing the sequence of events as they occurred for each person/element involved.
- b) Identify any failure in the tasks performed in relation to written instructions.
- c) Identifying any casual links between events.
- d) Documenting a chronological sequence of events that led to the incident/accident as supported by facts.
- e) Determining which failure contributed to the accident based on factual evidence in relation to the sequence of events.
- f) Identifying pre-existing and/or new hazards that contributed to the event.

Reporting of the Investigation: Conclusion and Causes

The investigation team shall specify-

- a) Root causes
- b) Contributing factors

Investigation Follow-up/Recommendation:


All concerned Manager, BFCC shall ensure the follow up the investigation by :

- a) Establishing the following for each root cause:
 - I. Corrective action requests
 - II. Preventive action requests
- b) Making safety recommendation that:
 - I. Address the root causes as well as the contributing and human factors identified as a part of the investigations.
 - II. Ensure the corrective and preventive action requests will be issued to the management.
 - III. Provide management with corrective action plans to address the root causes as well as contributing and human factors as approval.
 - IV. Ensure that an action plan implementation is confirmed through a monitoring/audit process.
 - V. Ensure that the human factors information in the airside safety investigations forms is completed.

7.10.2.3 Manager Admin shall keep all the records of accidents and incidents associated with ground handling operations as a process of record retention.

7.11 Ramp Safety Rules

In order to ensure safe handling on the ramp, the following ramp safety rules must be followed:

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The BFCC Equipment will only be used by the licensed operators and as per requirement or as instructed by in charge or Bay Controller or any other person authorized to do so. No one can use any Equipment for personal purpose or for the interest of self.

7.11.1 Prior to driving/operating the equipment:

- Walk around the equipment & observe whether there is any defect or not.
- Check the level of engine oil & coolant (water) of radiator.
- Check & ensure whether all systems including the brake are functioning properly or not by starting the engine & driving the equipment.

7.11.2 For Supervisor/In-charge of shift:

- Get the daily statement for equipment prepared after thorough check as soon as possible once the duty is started, especially in the morning shift.
- If any Equipment is found unserviceable or faulty then place an unserviceable tag to the Equipment which is clearly visible to the operators and write a Job Card and send it to maintenance for necessary rectification.

7.11.3 Follow the general traffic rules while driving equipment on the apron.

- Maintain the speed of equipment/vehicle within the limit 15 km/hr with care.
- Do not exceed the limit of speed under any circumstances.
- Never drive equipment with its body at elevated condition.

7.11.4 Ensure Preference to a moving Aircraft & take necessary precautions. Do not move with any equipment across the path of taxiing aircraft or passengers walking between an aircraft and the terminal.


7.11.5 Do not engage equipment with Aircraft, only except the GPU prior to turning off anti collision beacon & complete shutdown of Aircraft engine.

7.11.6 Driving of equipment or vehicle under the tail of an Aircraft is completely forbidden.

12.15.7 Drive equipment/vehicle maintaining safe distance from Aircraft.

7.11.8 Do not drive equipment crossing the forward or rear side of an Aircraft while its engine is running.

7.11.9 Must follow the hand signals (i.e. marshalling) of on duty supervisor or concerned personnel during engagement or disengagement (specifically while reversing an

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equipment towards an Aircraft) of equipment viz. Passenger Step, A/c Van, Start Cart, Water Cart, Flush Cart etc. to/from an Aircraft. Stop commencement/movement of Equipment to or from the aircraft if guide person is not present or hand signal is not visible/clear.

7.11.10 Do not leave the equipment unattended upon engaging it with an Aircraft.

7.11.11 Extreme cares must be exercised & assistance of a guide person (i.e. marshaller) must be taken while engaging/disengaging canopy Passenger step” with/ from an Aircraft (esp. B747 Aircraft).

7.11.12 Place stabilizer/jacks and/or chocks properly prior/after engaging equipment with Aircraft

7.11.15 Park the equipment at the specified area with jacks or chocks in place

7.11.16 Keep Hi-loaders & container/pallet dollies only at the specified & marked area in between two bays in an orderly manner. Remove the equipment (viz: empty container/pallet dolly, container etc.) that are left outside the specified area in between two bays just after completion of flight arrival & departure activities.

7.11.26 Do not use fork lift to handle or lift loaded container or pallet.

7.11.27 If it becomes essential, then extreme care & assistance of a guide person must be taken.

7.11.28 Use the fire bottle kept with equipment in case of emergency related to fire.


7.11.30 Do not park equipment at the "Red Mark" area adjacent to the boarding bridge in any circumstances.

7.11.31 Do not drive equipment at the rear side of Aircraft (except Passenger Step) under any circumstances.

7.11.32 Always drive equipment with beacon & head lights on at night.

7.11.33 Do not operate or drive equipment when using any handheld portable electronic devices (like mobile). If it is required to call/receive any mobile call or any other electronic device then do it just after stopping operating or driving the equipment.

7.11.34 Use panel board horn along with back-up alarm during reversing of loaded or unloaded transporter and watch carefully at right, left & rear.

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77.11.35 Hand over the "Ignition Key" compulsorily to shift In charge upon completing works & keeping the motorized equipment at the designated place.

7.11.36 Do not park motorized equipment with ignition key (where ever applicable) under any circumstances.

7.11.37 Respective shift In charge must receive the ignition key from the operator upon completion of works.

7.11.38 Follow the safest path during movement with equipment to remote bays (viz; bay no.7, 8 & 9) & exercise utmost carefulness.

7.11.39 Keep & get secured all the equipment at the designated place during monsoon/summer season (having the Nor Wester) and other bad weather situations, esp. prior to a weather warning situation.

7.11.40 Always wear "Luminous Jacket" & "Ear Protector" and Safety shoe while working on apron.

7.11.41 Identify the unserviceable equipment, place a unserviceable TAG and send to Maintenance Section for necessary repair.

7.11.42 Never drive the equipment across the path of taxiing aircraft.

7.11.43 Drive the equipment / vehicle within the restraint line marked on the apron.


7.11.44 Position the equipment behind the marked line when the equipment is away from or position at the aircraft; Make sure that parking brake applied with gear selector in park or neutral.

7.11.45 Do not move the equipment / vehicle into hazard areas associated with aircraft type.

7.11.46 Check the brake before entering an equipment restraint area and check again before reaching the aircraft side.

7.11.47 Do not drive the equipment faster than walking speed when approaching or leaving an aircraft.

7.11.48 Do not move the equipment from an aircraft cabin access until the door has been closed and secured by an authorized personnel.

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7.11.49 Do not place / position or operate GS Equipment within a 3m (10ft) radius around the aircraft fueling receptacles, tank vents and around the fueling equipment while refueling to the aircraft is performed.

7.11.50 Always be alert for the safety of self, Aircraft, Equipment & the people working around.

7.11.51 For the necessity of corporation & in the light of ramp safety, accomplish the related works other than as stated above or refrain from doing so upon applying common sense.

7.11.52 Be safety minded, assist & inspire all concerned including colleagues in this respect.

7.12 Maintenance Safety Rules

To ensure carrying out of maintenance activities safely, follow the under mentioned safety rules compulsorily:

7.12.1 Upon making equipment serviceable & prior to handing over it to GSE operations, walk around the equipment to inspect whether there are additional defects exist or not.

- Check the level of engine oil & coolant (water) of radiator.
- Check the level of electrolyte of battery.
- Check the conditions of tyre.
- Check the conditions of all lights including beacon.
- Start the engine & drive the equipment to ensure whether all the systems are functioning properly or not.


The equipment can only be handed over to operations when all the above noted aspects are found in order.

7.12.2 Avoid the possibility of handing over, any defective equipment to operations.

7.12.3 Keep the equipment at the designated place in an organized & orderly manner at all times.

7.12.4 Use the maintenance stand compulsorily while working under equipment that can be lifted & lowered hydraulically.

7.12.5 Use shoe/safety shoe compulsorily & use goggles, hand gloves, overall as per requirement while working in the workshop.

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7.12.7 Remove the oil instantly if dropped on the floor of working place.

7.12.8 Keep the working place clean compulsorily upon completion of works.

7.12.9 Smoking at an open space inside the hangar is completely forbidden.

7.12.10 Carry out the driving test of equipment as part of maintenance at a limited space at BFCC airside

7.12.16 Never drive equipment with its body at elevated condition as part of maintenance works.

7.12.17 Use proper & sufficient support while working on equipment that is lifted above the height of tyres or the tyres are removed.


7.12.18 Follow the general traffic rules while moving on the apron with equipment as part of maintenance.

7.12.19 Maintain the speed of equipment/vehicle within the limit of 15 km/hour with care. Do not exceed the limit of speed under any circumstances.

7.12.20 Always be alert for the safety of self, Aircraft, Equipment & the people working around.

7.12.21 For the necessity of the company & in the light of ramp safety, accomplish the related works other than as stated above or refrain from doing so upon applying common sense.

7.12.22 Be safety minded, assist & inspire all concerned including colleagues in this respect.

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8.1 Ramp Operation

BFCC provides inflight catering to different Airlines on contract basis or Top up/adhoc basis. It covers collection of hot meal, cold and bakery items as well as other items such as different kits, equipment, Linen wares etc. Operation Department, BFCC solely responsible for this operation.

8.2 Operation Process

BFCC Operation shall follow Standard Operating Procedure (SOP) Manual, version 02 that helps apprise operational employees the procedures need to be followed at all times while providing catering services from Biman Flight Catering Centre (BFCC).


- 1) Uplift initiation procedure
- 2) Cold meal handling procedure
- 3) Hot meal handling procedure
- 4) Airlines Equip. Handling procedure
- 5) Dry store items handling procedure
- 6) EQPT. Wash procedure
- 7) Spoiled linen collection and washing procedure
- 8) Uplift transport procedure
- 9) Pre-heat items/Ice cream delivery procedure
- 10) Aircraft offloading procedure
- 11) Aircraft loading procedure
- 12) Special meal handling procedure
- 13) Laundry procedure
- 14) Staff training procedure
- 15) Drivers/Operators procedure
- 16) Document and Data Control procedure
- 17) Non Conformance handling Procedure

Apart from the instructions laid down in the above Operations SOP, the following safety/Guideline instructions shall have to be followed for each operations in catering services to the aircrafts, if applicable from any perspectives.

8.3 GSE Operation

The BFCC shall have procedures that ensure GSE is subjected to a walkaround and safety check to verify the equipment is serviceable, prior to being used in operations, and the GSE is used in accordance with the specific safety requirements.

- 8.3.1 The Operators/Drivers of powered GSE shall ensure a policy in place that prevents the use or operation of any equipment not deemed to be in a safe and serviceable condition by

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A. Daily Check

This check have to be performed by the operator daily or before each use if not used daily. Inspect the condition and operation of the following system.

- Lighting
- Steering
- Brakes
- Tires
- Safety provisions
- Aircraft protection
- Function operation
- Check and adjust fluid levels
- Report, document and correct any deficiencies.

B. Semi-Annual Inspection


This inspection is recommended to be performed every 180 days but must be performed every 500 hours, whichever comes first. Perform the above daily inspection and perform industry standard service to the following powered GSE systems:

- Engine system
- Hydraulic systems
- Electrical systems
- Mechanical systems
- Report, document and correct any deficiencies.

C. Annual Inspection

This inspection must be performed every 365 days or 1000 hours, whichever comes first. Perform the above “Daily inspection” and “Semi-Annual Inspection”, plus service or replace the filters and fluids on the following systems:

- Engine systems
- Hydraulic systems
- Electrical systems
- Mechanical systems
- Drive systems
- Test, adjust and verify all OEM settings for drive, output, safety and aircraft protection systems.
- Report, document and correct any deficiencies.

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8.3.2 Periodic checks/servicing


The Vehicle Operator/Drivers shall have maintenance a system to ensure that GSE:

- i. Is maintained in serviceable and good condition prior to being used in ground operations.
- ii. When found to be defective, is reported and evaluated for removal from service.
- iii. Is tagged as “Out of Service” and removed from operations, when applicable.
- iv. Maintenance is documented in records and such records are retained for a period specified by the applicable regulations.


8.4 Basic Operating Requirements for GSE

In-Charge Vehicle Operators/Vehicle Operators shall ensure that

- a) All personnel with duties and/or responsibilities within aircraft handling and loading operations required to operate vehicles and/or self-powered equipment in airside areas are in the possession of a valid driving license and complete airside driver training.
- b) All GSE (High lifter) is positioned by the cabin access door in a manner that:
 - i) Minimizes gaps in the walking surfaces between the aircraft and equipment.
 - ii) If equipped with side railings, they are extended to the fuselage once positioned.
- c) GSE is subjected to a walk around and safety check to verify the equipment is serviceable, prior to being used in operations, and the GSE is used in accordance with the specific safety requirements.
- d) Shall check the ground Support Equipment (GSE) assigned to them prior to initial use, in particular
 - The parking brakes
 - Rubber protective bumpers and
 - Safety systems
- e) Do not carry extra personnel during GSE movement without an approved seat (i.e., apply the “no Seat-no ride” principle)
- f) Do not operate GSE while using hand-held portable Electronic Devices (PEDs).
- g) GSE shall only be used for its intended purpose.
- h) GSE shall never move or drive across the path of a taxiing aircraft and embarking and disembarking passengers on the ramp.

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- i) Do not drive GSE with lifting devices in the elevated position, except for final positioning of the equipment into the aircraft.
- j) Do not operate GSE platform while in motion.
- k) Do not allow any GSE (e.g. tractors, transporters) to move or positioned under the aircraft fuselage.
- l) Once motorized GSE is in its serving position at or near the aircraft:
 - 1. Apply the parking brake with the gear selector in park or neutral.
 - 2. Turn off the engine, unless required when in operating/serving mode.
 - 3. Install GSE wheel chocks, where equipped.
 - 4. If equipped with stabilizers, ensure that they are deployed before the GSE is used for servicing. Deploy other safety devices, if fitted.
 - 5. When motorized GSE is in operating/servicing mode, remain in a position whereby the emergency controls can be promptly accessed. This includes the immediate vicinity of the controls or an immediately adjacent and accessible location, e.g. the cargo hold in the case of a ULD loader, where required to operate the aircraft cargo loading system, restraints and/or nets.
 - 6. If motorized GSE is not fitted with external emergency controls, the operator shall remain in the operating position and in control of the equipment.
- m) When unattended motorized GSE/Vehicle is positioned in or adjacent to the ERA:
 - 1. Do not leave the engine running. In extreme cold weather conditions where local procedures permit engines running unattended, the motorized GSE/vehicles shall be chocked.
 - 2. Apply the parking brake with the gear selector in park or neutral and, where equipped, install wheel chocks.
- n) A “ No Touch” policy (i.e., the GSE shall not touch the aircraft), shall be employed for all GSE types except passenger loading devices.
- o) When positioning GSE ensure that a clearance is maintained between all GSE and the aircraft to allow vertical movement of the fuselage during the entire ground handling process or not touch the aircraft fuselage with rubber bumper and maintain gap of 6 inches at the minimum.


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- p) All safety rails shall be fully retracted/lowered during positioning and removal where possible.
- q) Shall ensure, in accordance with requirements of the customer airline(s), that prior to the operation of any cabin access door, an appropriate boarding device, including the passenger boarding bridge:
- a) Is positioned at a cabin access door prior to door opening.
 - b) Remains positioned at a cabin access door at all times when such door is open unless an appropriate fall prevention device is placed across the open door.
 - c) Is removed from a cabin access door immediately after such door is closed by an authorized person. (GM)

Note:

This GOSARP does not apply if the cabin access door has integral air stairs and they are deployed

- r) After positioning equipment on the aircraft, extend transfer bridge, raise or extend all safety rails/handrails and other elevated devices, except where restricted by aircraft type.
- s) After positioning equipment on the aircraft, the vehicle's loading platform is always perpendicular to the aircraft door sill; the catering vehicle is chocked with at least one chock at the front and one chock at the rear of the same wheel and Vehicle stabilizers are extended (if equipped).
- t) After positioning the high lifter ensure that
- The vehicle body entry door is closed and latched.
 - The vehicle body is raised to the correct height/level with the aircraft door sill.
 - The vehicle engine is shut off.
 - Carts are pushed on and off the aircraft (no pulling).
 - No equipment is staged on the platform.
 - Clearance between the aircraft door and vehicle platform is continually checked.
 - Security seals are checked and all equipment is stowed as per airline procedures.

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- u) GSE shall be parked in the designated airside equipment parking areas when not in use.
- v) GSE parking do not obstruct access to the firefighting equipment or to the fuel hydrant emergency stop switch.
- w) Securely stow GSE cables and hoses, where fitted, prior to transportation and when not in use.


8.5 Aligning to the Aircraft:

- I. Inform and seek permission of Ramp Supervisor before docking the Hi-Lift on aircraft.
- II. Equipment when approaching or leaving an aircraft should not be driven faster than walking.
- III. Parks inside the equipment restraint area (ERA).
- IV. Makes one complete safety stop prior to entering the ERA, or at five meters from the aircraft.
- V. The catering vehicle approaches the aircraft only after the anti-collision lights have been switched off and the aircraft wheels are chocked.
- VI. Visually inspect the aircraft door to ensure no signs of damage. If any damage is noticed, inform the Supervisor/AMP or Airlines Officials.
- VII. Stop the Hi-Lift at a distance of 2 feet from the aircraft door.
- VIII. Engage PTO and takes stabs down fully.
- IX. Operate platform and put the bridge plate, turn the cabin lights ON.
- X. If the railing do not hinder the aircraft door movement, pull out the railings and lock it, else pull them out after the aircraft door is opened.
- XI. Gives signal to crew in the form of 3 knocks on the door.
- XII. After the door is opened, load/offload the catering items.

8.6 Elevating Equipment:


Elevating Equipment comprise of all those equipment which are used in aircraft handling and servicing and are required to be elevated up to aircraft cabin door for boarding/loading/de-boarding/unloading of objects, such as Catering Hi-lift etc.

The overall control of vehicles and equipment around the aircraft, for its handling, lies with the Ramp Supervisor, so always inform and take confirmation from the Ramp Supervisor

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before entering or leaving the ERA. Operation/Ramp supervisor shall ensure following precautions when operating elevating equipment:

- a) The final position of the elevating equipment must allow for a safe working area while in the raised position at the aircraft door to prevent personnel and objects from falling.
- b) Raise the body of the ELEVATING EQUIPMENT to the correct height for servicing.
- c) All the load is properly secured (incl. Catering meal cart brakes), tied down and all doors and shutters are closed,
- d) Check the security of seals as required.
- e) Check security documentation, as required.
- f) Any ELEVATING EQUIPMENT doors not used for servicing at the aircraft must be close and latched.
- g) Carefully place the ELEVATING EQUIPMENT on the doorsill from the platform side, as necessary.
- h) ELEVATING EQUIPMENT must be pushed on and off the aircraft. Always ensure a hand to hand exchange. No ELEVATING EQUIPMENT is to be staged on the platform, and no loose items are to be transported on top of the carts (e.g. Catering services).
- i) Continually observe and be aware of the clearance between the aircraft door and ELEVATING EQUIPMENT platform.
- j) When the servicing is finished ensure that the aircraft door is closed by the crew/AMP before carefully removing the ELEVATING EQUIPMENT from the platform side and stowing securely.
- k) Visually check for any obstructions over both side of the ELEVATING EQUIPMENT before lowering.
- l) Lower the truck body into fully lowered position.
- m) Close and secure all the doors of the ELEVATING EQUIPMENT when the servicing is finished.
- n) Perform a walk-around to check for FOD and stabilizers clearance.
- o) Use a guide person to provide hand signals when position ELEVATING EQUIPMENT in close proximity to the aircraft and when removing from the aircraft and whenever the vision is restricted. The guide person shall be able to accurately judge clearance from the aircraft, other equipment, vehicles or facilities and communicate signals to the driver/operator. Stop immediately if visual contact with guide person is lost.
- p) All ELEVATING EQUIPMENT shall cease operating when the wind speed reaches 40 knots(gusting).
- q) The provider, during catering operations, when operating in high wind conditions, shall have procedures to ensure that:
 - i. Increased distance between the vehicle and the aircraft is maintained.
 - ii. No loose items are stowed on the vehicle loading platform.


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- iii. No loose items are transported on top of catering carts.
- iv. Only one catering cart at a time can be pushed using both hands.
- v. Operations conducted with high loaders at wind speeds greater than 40 knots are prohibited.

8.7 Removal from the Aircraft:

Operation Supervisor shall ensure first, the aircraft door is closed or strapped before removal and the following steps:

- I. Remove the Hi-Lift on clearance from the crew and Ramp Supervisor
- II. Ensure Bridge plate is removed and secured.
- III. Check that the platform railing is retracted and locked.
- IV. Take the platform IN.
- V. Use guide-man and take the Hi-Lift body down after checking for clearance.
- VI. Take stabs fully up and remove chocks.
- VII. Drive Hi-Lift slowly in reverse, checking for clearance from Aircraft wings.
- VIII. Drive the unit to its designated gate.
- IX. The backing off from the aircraft is conducted as follows:
 - a) The back-off route shall be checked to ensure that the area is clear of obstructions.
 - b) The rear chock shall be removed from the wheel and the front chocks shall be left in position.
 - c) When a guide person is used, guide person must be positioned at the rear of the truck on the wing side and in full view of the operator and use approved hand signals. The operator must stop immediately if the guide person is out of sight.
 - d) Once back off is completed, the front chocks shall be retrieved and stowed.
- X. Preparation for backing off from the aircraft is conducted as follows:
 - a. Load in the vehicle must be properly secured and cart brakes set, and loading platform retracted.
 - b. Guardrails shall be retracted and ground clearance over both sides of the truck shall be checked.
 - c. Vehicle body shall be lowered into the fully lowered position.
 - d. Front vehicle body door shall be closed and secured.
 - e. After exiting, the door of vehicle body shall be closed and latched.
 - f. Walkaround inspection to check for foreign objects that can cause damage to the aircraft (FOD) and stabilizer clearance shall be performed.

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g. Stabilizers shall be raised.

8.8 Personal Protective Equipment:

Personal Protective Equipment should be utilized to protect the user against the health and safety risk that has been identified by risk assessment.

Employees have a responsibility to wear the PPE provided and must take reasonable care of their PPE. They must also report any loss or defect immediately. The following types of PPE are typically required in airport operational areas:

- High-visibility Clothing
- Protective Clothing
- Hearing Protection
- Face and Eye Protection
- Safety Footwear
- Hand Protection
- Head Protection

8.9 Foreign Object Debris Awareness:

Foreign Object Debris (FOD) is a general term that applies to all loose objects that are danger to the safety and integrity of an aircraft and which therefore shall not be left in any area where they would constitute a hazard.

Every employee shall ensure that the risk of damage to air craft from FOD is minimized. All waste material shall be properly disposed of such that it does not become FOD and All FOD shall be removed and properly disposed of as soon as possible it is recovered.


Consequence of FOD:

- FOD may be sucked into the aircraft engines causing damage leading to engine failure.
- FOD can damage tire, the undercarriage, control systems and other parts of the airframe, which can lead to in-flight failures.

FOD Checks:

The Operation supervisor/In-charge shall check the following prior to any aircraft movement and during/after catering servicing operations:


- a) Check ground equipment staging and parking areas in proximity to the area of operation.
- b) Do routine checks of ground equipment (including floors of enclosed cabins) to ensure that everything is secure and operational, and not about to fall off and become FOD.

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- c) In ramp areas, ensure that anything carried in or on a vehicle is secured.
- d) Pick-up and dispose of all FOD in designated garbage bins, where provided.

8.10 Safety Risk Management

Safety Risk Management and procedures will be followed from Chapter – 6: Safety Risk Management (SRM) and Chapter 7: SRM Procedure of Safety Management System Manual, Issue- 03, Date: 03 Sep 2020 Revision 1, 09 Jun 2021 of Biman Bangladesh Airlines Ltd.

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9.1 Purpose

The purpose of the emergency response plan document is to set out the responsibilities and required actions/roles of the various company personnel involved in dealing with emergencies affecting our operation at the airport. This is an addition to and work in conjunction with Airport Emergency Response Plan published by the Civil Aviation Authority of Bangladesh.

This response plan will ensure that there is within the company:

- i. Orderly and efficient transition from normal to emergency operations;
- ii. Delegation of airport emergency authority;
- iii. Assignment of emergency responsibilities;
- iv. Authorization by key personnel for actions contained in the plan;
- v. Co-ordination of efforts to cope with the emergency; and
- vi. Safe continuation of aircraft operations or return to normal operations as soon as possible.

"During the emergency" considerations depend on the exact nature and/or location of the accident. The location will dictate the agency responsible for management of the emergency. As the nature of the accident changes from emergency operations to the investigation phase, the appropriate accident investigation authority will assume command and responsibility for the accident scene.

9.2 Scope


The procedures set forth in this chapter are based on the requirement that the survival of the aircraft occupants and other related accident activities is the primary, operational objective.

This response plan provides for the co-ordination of action to be taken in an emergency occurring at the airport or in its vicinity.

9.3 Definitions of Terms

In this document, the following terms have the meaning assigned to them:

Alerting Post - A unit designated to receive information from the general public regarding aircraft in emergency and to forward the information to the associated rescue coordination centre.

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Aircraft Accident - An aircraft accident which has occurred on or in the vicinity of the airport.

Airport Full Emergency - An aircraft approaching the airport is or is suspected to be, in such difficulties that there is danger of an accident (personnel should take up the assigned Positions).

Aircraft Ground Incident - When an aircraft on the ground suffers an engine fire, undercarriage trouble, burst tyres, collision with another aircraft, vehicle or structure which could result in a serious situation developing.

Air side - the movement area of an airport, adjacent terrain and buildings or portions thereof, access to which is controlled.

Air Piracy/Hijacking - Any seizure or exercise of control of an aircraft by force or violence or by threat of force or violence with wrongful intent.

Air Traffic Services unit (ATS Unit) - An Air Traffic Control Unit, Flight Information Center, Air Traffic Services briefing office.

Bomb Incidents- Bomb warning, threats or bomb related incidents involving any aircraft on the ground, departed or scheduled to arrive at the airport.

Care Area - Location where first medical-care is given to the injured (usually located close to the scene of the emergency)?

Crew Member - A person assigned by an operator to duty on an aircraft during flight time.

Collection Area - Location where seriously injured are collected initially.


Command Post - Position near the scene of the emergency where responding agencies should report on arrival for briefing on the situation as necessary prior to assuming control of the individual aspects of the rescue operation or through which requests for further assistance may be directed.

Ditching - The forced landing of an aircraft on water.

Domestic Fire - Any Fire on the airport other than aircraft accident or ground incident or any fire outside the airport boundary which is liable to constitute a danger to flying or airport property.

Drill - Testing of procedures or response of individual units or services involved in this plan and the review of the results in order to improve its effectiveness.

Emergency Co-ordination Center (ECC) - A fixed designated unit or area established by the airline to co-ordinate with the various agencies during an accident or incident.

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Emergency Exercise - Assembling and utilization of all or most of the resources that would be available and used in a real emergency (emergency standby).

Emergency Phase - A generic terms meaning, as the case may be, uncertainty phase, alert phase or distress phase.

- a. **Uncertainly Phase (INCERFA)** - A situation wherein uncertainty exists as to the safety of an aircraft and its occupants.
- b. **Alert Phase (ALERFA)** - A situation wherein apprehension exists as to the safety of an aircraft and its occupants.
- c. **Distress Phase (DETRESFA)** - A situation wherein there is reasonable certainty that an aircraft and its occupants are threatened by grave and imminent danger or require immediate assistance.
- d. **Emergency Standby**- An aircraft approaching the airport known or suspected to have developed some defect but the trouble is not such as would normally involve any serious difficulty in effecting a safe landing (personnel should remain in readiness at their station and await further instruction or information).

Fuel/Oil Spillage - Fuel/Oil spillage in the airport movement area or in the Burmah Eastern Depot.

Grid Map - A map superimposed with a system of squares (numbered and lettered) which is used to identify the location of the emergency.

Medical Emergency - An emergency involving illness or injury to a person on board an aircraft and requiring only medical assistance on arrival.


On-Scene-Commander - The person designated to assume the role of overall coordinator at the scene of the emergency.

Operator - A person, organization or enterprise engaged in or offering to engage in an aircraft operation.

Pilot -in- Command - The pilot responsible for the operation and safety of the aircraft during flight time.

Radiological Incidents - Spillage or release of radioactive materials in commercial shipment or accidents involving aircraft carrying nuclear materials.

Rescue co-ordination Centre (RCC) - A unit responsible for promoting efficient organization of search and rescue service and for co-coordinating the conduct of search and rescue operations within a search and rescue region.

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Rescue Co-ordination Centre Chief- An Officer designated to hold charge of RCC and to control, co-ordinate and direct the Search and Rescue Operations.

Rescue Unit - A unit composed of trained personnel and provided with equipment suitable for the expeditious conduct of search and rescue.

Search and Rescue Area- An area in which the co-ordination of Search and Rescue is integrated by a single rescue co-ordination centre.

Search and Rescue Mission Coordinator- An officer temporarily designated by the RCC Chief to conduct and supervise a Search and Rescue Operation in his behalf for the duration of an operation.

State of Registry- The State on whose register the aircraft is entered.

Tagging/Triage - Sorting and classification of casualties to determine the order of priority for treatment and transportation. Casualties would be tagged as requiring immediate care, delayed care or minor attention or as deceased (this is normally undertaken at the care area).

9.4 Phase of Emergency

ICAO lays down three phases of emergency in order of progress:-


1 Uncertainty Phase - An uncertainty phase is declared;

(a) In respect of an aircraft for which a flight plan has been filed when;

- I. No communication has been received within a period of 30 minutes after the time it should have been received, or from the time a first unsuccessful attempt was made to establish communication with the aircraft, whichever is the earlier;
- II. The aircraft fails to arrive within 30 minutes of the ETA last notified or estimated, whichever is the later; or
- III. The evaluation of the circumstances e.g. knowledge that the aircraft is experiencing difficulties, renders it advisable to declare the uncertainty phase;

(b) In respect of an aircraft for which no flight plan has been filed, when information that the aircraft is overdue or missing is received from any source, e.g. an ATS unit, the aircraft operator, relatives of the pilot, or any other person.

2 Alert Phase - An alert phase is declared, when; the attempts, made during the uncertainty

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phase, to establish contact with the aircraft or to gain any news from other sources have failed and the aircraft is clearly overdue or when,

an aircraft which has been cleared to land has failed to land within 5 minutes of the estimated time of landing and communication has not been re-established with the aircraft or when,

information has been received which indicates that the operating efficiency "except" when evidence exists that would allay apprehension as to the safety of the aircraft and its occupants

3 Distress Phase - A distress phase is declared when the attempts, made during the alert phase, to establish contact with the aircraft and to gain any information through more widespread inquiries have failed and the aircraft is clearly missing and probably in distress; the fuel on board is considered to be exhausted or insufficient for the aircraft to reach safety; information is received which indicates that the operating efficiency of the aircraft has become impaired to the extent that a forced landing is likely; information is received, or it is reasonably certain, the aircraft is about to make or has made a forced landing, or has crashed.

9.5 Aircraft Ground Incident

9.5.1 Definition

When an aircraft on ground suffers an engine fire, undercarriage trouble, burst tyre, collision with another aircraft, vehicle or structure any of which could result in a more serious situation developing.

9.5.2 Declaration of Emergency

A decision as to the declaring of an Aircraft Ground Incident Emergency is shared by:

The Pilot-in-Command of the Aircraft.

Aerodrome Controller.


Airport Fire Officer.

Airport Manager.

Airline Representative/Aircraft Owner/Operator.

9.6 Checklist- UNLAWFUL SEIZURE OF AIRCRAFT HIJACKING/ AIR PIRACY

Agency	Action	Responsibility
Airport	CAAB Air Traffic Services will relay the emergency	Duty Controller

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Control Tower	message to Manager of Airline Concerned (if aircraft is involved) and Biman Operation	
All persons	Notify the Duty Airport Security Officer/Control Tower of any information received concerning Hijacking/Air Piracy occurrence or threat of such an event.	Airport Manager/ Biman Security
Biman	a. Provide a representative to the Classification Committee who will also coordinate all owner/operator actions/support to ECO b. Make available all necessary ground support Equipment. c. Arrange for food, care and transportation of passengers etc in accordance with Aircraft Operator Action Plan	GM Security GSE DA DCS GM(BFCC)


8.7 Fuel Spills

8.7.1 General

Spillage of any quantity of aviation fuel/lubricant that creates a potential fire/explosion/environment contamination hazard requires the immediate notification of Airport Fire Services to implement safe correction procedures.

8.7.2 Checklist - FUEL SPILLS

Agency	Action	Responsibility
Aerodrome Control	Aerodrome Control Tower will relay the message to affected Airline/Aircraft operator and Biman Operations.	Duty Controller Station Manager
Owner Biman/ BFCC	a) Fuel spills of any size/cause will be immediately reported to Airport Fire Services by the most expedient means: - Radio - Fire Alarm System - Telephone :	Duty Controller

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	<ul style="list-style-type: none"> - Fire Station: - Control Tower: <p>Direct verbal message</p> <p>b) The advisory information will specify:</p> <ul style="list-style-type: none"> - Location - Type of fuel - Aircraft/Fuel truck - Extent of Spill Area - Volume of Fuel involved ' <ul style="list-style-type: none"> If it is still flowing <p>c) Airline and Fuel Agent staff will stand by with fire extinguishers until arrival of Airport/City Fire Services.</p> <p>d) Biman will be responsible for the appropriate evacuation of passengers from the affected aircraft or any other airline aircraft in the danger area.</p> <p>e) Representatives of Biman/Fuel Agent will report to the Command Post to provide technical assistance or the equipment involved.</p>	
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9.8 Administrative Instructions/Guidelines

The following is quoted from the Airport Emergency Plan published by the CAAB.

An emergency at HSIA International Airport or in the vicinity will require the coordinated efforts of different airport agencies/services and other agencies operating outside the airport area (Military, IWTA, PWD etc.) that could be of assistance in reducing the effects of the emergency, particularly with respect to saving lives.

Participation by such agencies in the planning and establishment of procedures is desirable as the requirement to handle a major emergency situation on the airport would be similar to other types of major emergencies which can strike a community. The Airport Emergency Plan Committee in respect of HSIA should therefore, be comprised of sufficient representation from the agencies relative to the size of an emergency likely to hit the airport and at the same time sufficiently small to permit it to undertake committee work.

Responsibility of the Committee

The Airport Emergency Plan Committee (AEPC) will be responsible :-

For ensuring that Airport Emergency Procedure is constantly reviewed and amendments are issued as required and Emergency Exercises are carried out at regular intervals.

To see that the Airport Emergency procedures provide appropriate response to aircraft emergencies occurring on or in the vicinity of Hazrat Shahjalal International Airport (a radius of 8km approx. from the airport). For the formulation of instructions to ensure prompt response of rescue and fire fighting, expert personnel adequate to meet all aircraft emergencies at the airport.

Response in respect of emergencies should cover the following aspects:

Rescue of survivors

Establishment of coordination posts and coordination procedures.

Establishment of casualty clearing stations

Establishment of area for preliminary casualty treatment.

Casualty transport and evacuation of survivors

Provision of medical equipment and supplies

Illumination of rescue areas as required.

- Custody of mail, baggage, documents etc.

Determination of access routes.

Communications/ Public relations/media liaison.

Identification of rescue personnel and control of authorized persons


Training exercises and review and critique of procedures.

Areas of Responsibility

Operators or handling agents will be responsible for the provision of air craft related information, such as number of persons on board, operational characteristics fuel and the presence/location of any dangerous goods carried. In relation to an aircraft accident, appropriate personnel should be designated to assist at the accident site, in the Emergency Coordination Centre and in taking care of the injured survivors passengers accommodation or other passenger related assistance. The operators or handling agents will also arrange for notification to the next-of-kin and deal with any enquires relating to passengers on board. It shall be the responsibility of the aircraft operator or handling agent to arrange for the removal of the wrecked or disabled aircraft as soon as this is permitted by the aircraft accident investigation authority.

9.9 Agencies/Services and Areas of Responsibility

ON-SCENE-COORDINATORS/IDENTIFICATION OF PERSONNEL

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Personnel assisting at the scene of an aircraft accident should be identified as follows:-

AGENCY	REPRESENTATIVE	SIGN
CAAB	On-Scene-Commander - bright orange vest with "On-Scene-Commander" in black letters. Orange hard hat. On-Scene Fire Officer - red vest with letters "Chief Fire Officer". Red hard hat.	Orange armband Silver fire suit or blue overall with black fire helmet with visor.
POLICE	- Blue vest with black letters "POLICE CHIEF". Blue hard hat.	Normal police uniform or blue arm band.
MEDICAL	White vest with red lettering "Medical Coordinator"	White uniform or white armband with cross in red.
All Others Agencies/Services/BFCC	Brown vest.	Brown armband.

9.10 On-Scene-Coordinators/Identification of Personnel

During an aircraft accident/incident involving company aircraft at or in the vicinity of the airport, in addition to the responsibilities outlined previously, the following actions are to be carried out by Biman.

1. At the accident/incident site assembles passengers in one general area away from the Aircraft for further processing.
2. Provides transportation for the passengers from the accident/incident site to the Air Terminal Building or other facility.
3. Considers the need and right of privacy of individuals during the period of adjustment following such a traumatic experience.
4. Provides access to personal articles and baggage as soon as possible, or furnish blankets until baggage or personal clothing can be obtained from the aircraft.
5. Provide assistance to passengers during clearance by Customs/Immigration.
6. Provides food or beverages if prolonged delay is involved during the processing of passengers, including necessities such as baby food.
7. Provides assistance in making further travel arrangements or arranging for Motel/ Hotel accommodation if desired.

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8. Observation of passengers by medical personnel until it is relatively certain that they have passed a period when delayed shock may occur and are uninjured.

9.11 Airline Operator Action Plan


8.11.1 The airline operator will continue to provide information and assistance in respect of the passengers and their welfare and undertake the following:-

1. Provide the Emergency Coordination Centre as soon as possible with information on the total number of persons on board and details of any dangerous goods carried, for relay to the rescue services at the emergency site.
2. As soon as possible, provide the Emergency Coordination Centre and the police with a complete list of the names of passengers and crew and establish an information centre to answer queries from friends and relations.
3. Arrange for the welfare of passengers in the holding area (Domestic Lounge, Terminal Building).
4. Following medical examinations of passengers and release by the hospital, arrange for hotel accommodation and onward travel, as required.
5. Coordinate with the other authorities (police, customs, agriculture, postal, etc.) as necessary, with regard to baggage, personal effects, goods or mail on board the aircraft.
6. Arrange for the removal of the wrecked or disabled aircraft as soon as this is authorized by the investigating authorities.
7. Arrange for a senior officer to proceed to the scene and report to the on-scene-commander if required.
8. Arrange for sufficient number of white sheets to cover the dead bodies if needed.
9. Arrange for sufficient number of coffins for the dead.
10. Finalize appropriate procedure, in coordination with Accident investigation team, for proper handling of the dead and their personal effects to their next of kin.

9.12 Emergency Response Awareness Training

Emergency Response Awareness Training shall be provided to all operational employees and should consider as a minimum, the following topics:


- a) Types of emergency situations at airports.
- b) Key organization involved in responding to emergency situations.
- c) Responsibility and main tasks of key organizations involved in emergency situations.
- d) Assistance to persons involved in aircraft accidents, incidents or major events.

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e) Measures to maintain continued airport operations.

9.13 Testing of crisis scenarios

Testing of crisis scenarios are exercised by table talk with written scenarios. The written scenarios exercise will be practiced once during every 6 months period with the participation of safety related personnel from the different department / unit.

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10.1 Introduction

All types of BFCC documents and records are managed and controlled as per policy and procedures laid down in this chapter

10.2 Availability and Control of Documents

BFCC using lot of maintenance, Operations and official document of different types. All these documents are used by BFCC Officials and others. Hence management and control of these manuals are important and done as follows:

1. Deputy General Manager ensures proper management of these Manuals. These Manuals is preserved at a central location or library in BFCC. Operation department shall can also retain such Manuals in its respective location. Shop In Charge ensures Manual's protection and security. No one can take away a Manual at his home without prior written approval of respective Manager.
2. All manuals shall be made available to the all operators/technicians/mechanics and junior officers/officers by placing in the control rooms and in other places (as required) by DGM/GM . The operator shall ensure the current version of the Operations Manual is available in a usable format at each location.
3. GM BFCC shall also ensure all regulatory information available to all the personnel of BFCC.
4. For any documents and/or records to produce to other departments (if required) respective Manager will take necessary actions in consultation with GM BFCC if required.


10.3 Records Control Systems:

A record can be defined as, "information created, received and maintained as evidence and as an asset by an organization or person, in pursuit of legal obligations or in the transaction of business". For proper record keeping BFCC has the following Record Keeping policy and procedures.

10.3.1 Record Control Policy:

Manager Admin, BFCC and/or concerned departmental Manager shall ensure for the proper management and control of distribution and its acknowledgement records, Catering service records, maintenance records and training records to ensure the content and retention of such operational records are being kept maintaining following standardized processes:

- I. **Identification** – Preparing documents and keeping records in such a way so that it can be easily identified to fulfill the intended purpose.
- II. **Legibility** – Ensuring documentation and recording clean and clear for easy understanding.

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- III. **Maintenance** – Ensuring proper maintenance of the records
- IV. **Retrieval** – Ensuring a procedure in place for easy retrieving of records so that it can be obtained as and when required.
- V. **Protection and security** – Establishing a system to retain all the records to ensure protection and security.
- VI. **Disposal or deletion (electronic records)** – Disposing manual/paper based records as well as for deleting electronic records after a specified period of time applicable for each type of record.

GM BFCC is responsible for the records management function and the implementation of policy and processes. Records vary in their physical form or characteristics. BFCC records may be on paper, electronic or other media or a combination of these.

BFCC ensures storage space/room and facilities required to ensure safe and secured storage of records. GM BFCC is also responsible for disposition/deletion of records.

10.4 Training Record:


a) The training records are subjected to standardized processes for Catering Services Operation.

The BFCC Admin Department have maintain following standardized system for management and control of records of catering services in ground handling activities including training records. The maintenance of records/e-records including retrieval, protection, security and disposal and deletion (e-records) will be as per the Biman Corporate Policy Manual and office order 05/83 dated 02 may 1983.)

A record of training must be maintained, which must include:

- The individual's name;
- The most recent training completion date;
- The name and address of the organization providing the training; and evidence which shows that a test has been completed satisfactorily
- The final responsibility for maintaining a license's validity rests with the holder. Whenever he/ she is aware that any license is about to expire, he/she shall ensure that all necessary steps for revalidation are taken.
- The training records must be maintained for minimum 6 years and must be made available upon request to the appropriate national authority.

b) For trainings which require a refresher course, the person responsible for maintaining the training records shall also ensure that when the staff is due for refresher training, his/her manager is informed well in advance so that the manager can arrange to send the staff for the requisite training, failing which the manager will ensure that the staff is not assigned duties for which the training is mandatory until his/her refresher training is completed.

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c) Training Records are to be preserved and protected under lock and key such that access and retrieval to these is on a selective basis. Electronic records shall be protected from tampering, misuse or unauthorized access by assigning a strong 'password' or login so that only authorized personal have access to the same; A copy of individual training records shall be kept in the personal file indexed by staff number easily accessible but protected from unauthorized access.

d) All training records of catering service/ground operation shall be recorded and all training records shall be retained by Manager Admin, BFCC. After completion of each training Manager Admin, BFCC or concern authority when training conducted outside of BFCC shall forward the copy of result to Admin, BFCC for proper recording and distribution of the results. Manager Admin shall ensure that the training records are kept in hard copy as well as electronic/soft copy using MS Office program or other dedicated software and protected from unauthorized access. Manager Admin shall also update the training records with latest training results to ensure the records are current.

Backup of electronic training record shall be kept in a separate backup drive in the Biman central server whenever updated training record is available and integrity of backed up data shall be checked by Manager Admin at least once in a month.

f) The training record shall be made available for review by an authorized air carrier representative and or regulatory authority.


Types of Training (If any)	Retained By:	Retention Period
Basic Food Safety & Hygiene	Manager Admin, BFCC	For the duration of the period of employment
Basic Operation Course	Manager Admin, BFCC	06 years
Occupational Health and Safety	Manager Admin, BFCC	06 years
Aviation Security Training	Manager Admin, BFCC	06 years
Ramp Safety	Manager Admin, BFCC	06 years
Human Factors Training	Manager Admin, BFCC	06 years
SMS Training	Manager Admin, BFCC	06 years
Emergency Response Procedure	Manager Admin, BFCC	06 years

10.5 Records Control Process:

Concern Department shall ensure the following to control record processing:

10.5.1 Concern Department shall provide descriptive unique title/name for each record

10.5.2 Provide unique numeric or alphanumeric reference/identification number to distinguish it from other records. This identification number can be established based on the policy of

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Bimanon it (Annexure – 17.18 to 17.24). Numeric/alphanumeric identification may be of different types based on the documents and or records.

10.5.3 Prepare clean, clear document/data for record keeping by using indelible ink. It should be clear enough so that it can be easily readable/ legible.

10.5.4 Categorize records of Safety data (Accident/Incident report), Hazard Identification and Risk Analysis, Safety Performance Indicator, Change Management, Audit Report, Preventive Maintenance records, Training records, purchase records and other Operational records and address separately.

10.5.5 Maintain an index , if applicable, which includes the development of a file register which is updated as records are created, archived or disposed of based on different category. This can be a manual or automated list arranged differently from the original information to speed retrieval of the original information or related information.

10.5.6 Preserve training records in separate files for each individual. Each file contains the name of the trainee, staff number essentially and designation (optional) on the cover page or in the spine for easy retrieving.

10.5.7 Preserve preventive Maintenance records of individual Equipment in separate file. Each file contains the type of the Equipment and its GSE number essentially and Model (optional) on the cover page or in the spine for easy retrieving.

10.5.8 Store records centrally at a specified space/room or at the individual relevant Manager’s Office or at the field office of respective In Charges. GM BFCC makes the final decision in this aspect if any confusion arises.


10.5.9 Store records in a locker/Almira protected by lock and key to help prevent damage, deterioration, theft or loss. The locker is placed in a room so that it is not get wet or damp and is not damaged by termite or other insects. The lock and key is controlled by respective Manager and/or In Charges.

10.5.10 Take actions for electronic backup of records at central server. Respective section Manager ensures this.

10.5.11 Maintain, update records with latest information/data, review and initiate to dispose or to delete manual/paper based and/or electronic records. Respective Managers are responsible for this action.

10.5.12 Dispose records when the retention time has been exceeded. Disposition may be to discard or destroy the records or to put them in long-term storage.

10.5.13 Retain or dispose based on the following Table 14.5.14 and/or as Office Order on it. In case of any confusion, GM BFCC takes final decision in consultation with the respective Officials.

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10.5.14 Table of Records, responsibility and retention period:


Serial No.	Name of records	Prepared by	Supervising Manager/ In Charge	Retention period (Years)
1	Hazira register	Respective In Charges of Operations/Maintenance/ Admin	Respective Admin Officer/Respective Manager	05
2	Training Documents	Assistant Manager Training	Manager Admin/Manager Compliance	30 years or lifelong of a staff
3	Audit Records	Assistant Manager, Admin	Deputy Manager, QC	10

10.6 Manual Review/Update Procedure:

In the cases of Manual revision (update/upgrade/change), the executive having revision responsibility performs schedule reviews as stated in the document (at least once a year). If the review process does not lead to any change to the document, manual is not updated/amended; but the review record is preserved.

10.6.1 Other than the scheduled review, the documents are reviewed:

- after technology changes (introduction of new equipment);
- after changes of regulations;
- after changes of Biman policies and requirements;
- after changes in any documents of the company which affect other documents;
- if manual holders or the users of the document ask for reasonable and objective changes;
- if any change in AOC;
- if there is any mistakes/errors in the document and perform reviews as and when it deems necessary;
- after any change for purposes of maintaining cross fleet standardization.

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10.6.2 If the revision requires more than 70% pages to be updated/changed, it is recommended that a complete issue of the document be published, with new issue number and issue date, with issue number incremented by 1 (one) with the previous issue number.

10.6.3 To identify revised content, the published revision of a manual contains a straight vertical line on the left margins indicating that the adjacent information on the page has been changed. A new issue of a document does not contain change symbols. In the cases of revisions or new issue, a 'Revision Highlights' should accompany the documents indicating and briefing each significant change.

10.6.4. After preparation/revision of the document, the executive having verification/check responsibility/authority verifies the document.

10.7 Approval Procedure:


10.7.1. After preparation or revision of the document, the executive having responsibility for taking necessary approval from the Managing Director & Chief Executive Officer as applicable, make necessary arrangement for approval. The written request for approval is sent to the approving authority within the time period as specified in the respective document.

10.7.2. The executive responsible for taking approval shall retain the original approval copy and insert a copy of the same into every manual distributed.

10.8 Distribution Procedure:

10.8.1 There is a distribution list of a document as a part of the document or in a register book. The distribution list specifies:

- a) who is to be provided with hard copy document or soft copy;
- b) who will be entitled to access the document published in the online documents system (www.bimandocs.com).

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10.8.2 Manager Admin, BFCC having distribution responsibility shall-

- a) upload the document, or send the document to IT division to upload, in the onlinedocumentation system (<http://bimandocs.com>);
- b) distribute the hardcopy document or revised portion thereof to each controlledhardcopy manual holder;
- c) emails softcopy document to the controlled softcopy manual holder;
- d) ensure that the documents are distributed and acknowledged. He/she keeps therecords of acknowledgement receipts.

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