

Internship Report On Charter Operation of "Biman Bangladesh Airlines Ltd." & COVID-19 Impact



Submitted to

ISLAMIC UNIVERSITY OF TECHNOLOGY
in partial fulfillment of the requirements for the degree of
BBA in Business and Technology Management (BTM)

Submitted by:

Abidure Rahman Khan

ID: 170061041

Session: 2020-2021

**Department of Business and Technology Management
Islamic University of Technology**

Abidure

**I understand that my final report will become part of the permanent collection of the
Islamic University of Technology BBA in Business and Technology Management Program.
My signature below authorizes release of my final report to any reader upon request.**

Approved by:

Md. Abdullah Al Mamun

Assistant Professor

**Department of Business and Technology Management
Islamic University of Technology**

25 April 2022

Declaration of the Student

I am Abidure Rahman Khan, student of BBA in Technology Management, Islamic University of Technology, hereby declare that the Internship Report on "**Charter Operation of Biman Bangladesh Airlines Ltd. & COVID-19 Impact** " is a original work done by me under the supervision of Md. Abdullah Al Mamun, Assistant Professor, Department of Business and Technology Management, Islamic University of Technology.

Sincerely yours,

Abidure 25-04-2022
.....

Abidure Rahman Khan

ID: 170061041

Session: 2020-2021

Department of Business and Technology Management

Islamic University of Technology

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Md. Abdullah Al Mamun
Assistant Professor
Department of Business and Technology Management
Islamic University of Technology

25 April 2022

Letter of Transmittal

April 25, 2022

Md. Abdullah Al Mamun

Assistant Professor

Department of Business & Technology Management

Islamic University of Technology, Gazipur, Dhaka, Bangladesh

Subject: **Submission of Internship Report.**

Dear Sir,

I have the pleasure to submit herewith the internship report titled "**Charter Operation of Biman Bangladesh Airlines Ltd. & COVID-19 Impact**" which is an integral part of the BBA program.

I have put my best endeavor to gather relevant information available in order to prepare this study. The entire report is based on pragmatic experiences during the internship period at Biman Bangladesh Airlines Limited, Balaka (Head Office), Kurmitola, Dhaka-1229.

I shall be highly encouraged to adopt this report and shall be available for any clarification regarding the report, if required.

Sincerely yours,

Abidure Rahman Khan

ID:170061041

Department of Business & Technology Management

Islamic University of Technology

Acknowledgement

Firstly, I would like to thank my supervisor, Md. Abdullah Al Mamun Sir, for his help in putting up my Final Internship Report. He gave me recommendations and a template to work with.

Biman Bangladesh Airlines Ltd.'s Marketing & Sales, Planning, and IT departments have been instrumental in helping me complete this report; I would like to express my heartfelt appreciation to them. Finally, I'd want to thank all of Biman's employees, especially the Director of Corporate Planning and Training, GM of Marketing and Sales, DGM of Planning, Managers of IT, Marketing, Flight Operations and Planning, Deputy Managers of IT, Planning, Commercial, Assistant Managers of Finance, Marketing, Audit, Planning and Training for their help with this report. It would have been impossible for me to finish this challenging endeavor without their help, guidance, support, and advise.

Throughout this rigorous study, I would want to express my gratitude to Biman Bangladesh Airlines, its management, and particularly the personnel of Charter Cell for their kind assistance.

Declaration of the Student

I am Abidure Rahman Khan, student of BBA in Technology Management, Islamic University of Technology, hereby declare that the Internship Report on "**Charter Operation of Biman Bangladesh Airlines Ltd. & COVID-19 Impact** " is a original work done by me under the supervision of Md. Abdullah Al Mamun, Assistant Professor, Department of Business and Technology Management, Islamic University of Technology.

Sincerely yours,

.....

Abidure Rahman Khan

ID: 170061041

Session: 2020-2021

Department of Business and Technology Management

Islamic University of Technology

Executive Summary

Biman is the national flag bearer, was founded in 2007 as a public limited company under the name "Biman." Biman Bangladesh Airlines, a subsidiary of the Bangladesh Biman Corporation, is a commercial airline that operates under the Ministry of Civil Aviation and Tourism. On October 27, 1972, Biman Bangladesh Airlines Ltd. was formed with the purpose of maintaining the airline's standing as a world-class carrier. Biman is putting its efforts into action with the objective of becoming one of Asia's top ten airlines by 2030.

In this section, we'll learn about Biman's business history, its management structure, its purpose, and its aims when it initially embarked on its worldwide expansion. A list of Biman's current executive directors, plane fleet, and current workforce is provided in order to provide useful information.

Biman is strong enough to go beyond and overcome obstacles but for the internal issues and influencing keep it down from growing. As the industry is enlarging, there are mere opportunities and works to do by the leading aviation company. Also, it has the resources to fight in the international markets. Workforce and manpower will always be Biman's negotiation factor of enlarging and it's 50 years cemetery reminds the actual essence of ruling.

But in this pandemic period Biman has faced numerous difficulties along with other airlines company. The impact was huge as the aviation sector has fallen in the dark and still trying to recover in this new emergence of variants. In the meantime, Biman introduced Charter operation with its highly affination of modern aircraft through domestic and international routes. The charter is the modern solution of the aircraft company and being new in the market Biman is doing exceptionally well by making a huge profit within just 2 years.

Overcoming all the past, aviation sector is now ready to serve on full motive after the compliance of terminal-3 which will be a major milestone for Bangladesh and create an impact on the world's aviation industry. The grows of other companies as well as Biman in terms of technology reserving and be the superior is just call for future.

The work sector as a corporate operation might give the organization a boost to accomplish its goals and modernization. As for modern charter service Biman will always be in the peak of terminology and getting features from every aspect. From the past and the failure, they are learning and kicking upon themselves to do the impossible.

Functionality of charter is not different from other operation. But it is merely the same with some complimentary functions and policy. The study is based on the overall aviation sector's function as required in this response and is focused on that notion to charter to show the clear picture of current esteem and future opportunities.

Apart from that the study contains many other domestic and international airline companies and their prospect on the scale of comparison with Biman. At last, there are dominating about the findings of influential outcome as well as some recommendations to ensure full impact of my practical knowledge and what I relate to my academical learnings to furnish my future goal.

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Chapter-1: Introduction



1.1 Origin of the Study

As a mandatory part of the BBA Program, all the students of the Department of Business & Technology Management of the Islamic University of Technology have to undergo a three months long internship program which contains 9 credit hours with the compliance of gaining hand to hand knowledge about current business practices along with technological enhancement. This report was completed as part of my internship at Biman Bangladesh Airlines Limited to meet credit requirements under the direction of Md. Abdullah Al Mamun.

I have started my internship at Biman Bangladesh Airlines Limited's Head Office in Dhaka on 12th October 2021, and at the conclusion of the program, I am presenting my internship report concentrating on Biman's overall charter service performance.

1.2 Objectives of the Study

1.2.1 Broad Objective:

The main objective of this report is to know about the charter operation and activities of Biman Bangladesh Airlines Ltd.

1.2.2 Specific Objectives:

The specific objectives of the study are to-

- To know about the actual activities of Charter Coordination Cell of Biman Bangladesh Airlines Ltd.
- To know about the Function & method process of the work
- To gain practical knowledge about the airlines' sector and its business function.

1.3 Topic of the Study

Biman Bangladesh Airlines has been chosen as doing internship because it is the national flag carrier and commercial airline of Bangladesh which has various tools of observation. Besides, as it is an organization, it has various functions to work on as well as gain practical knowledge out of that. And in the choice of selection, confronting challenges is vigorous for me to work on them by putting some thoughts with proper nurturing the ultimate goal.

The internship report topic is “**Charter Operation of Biman Bangladesh Airlines Ltd. & COVID-19 Impact**”. The reason behind the selection of this topic is for the last two years aviation sector is suffering from the Coronavirus epidemic and Biman Bangladesh isn't out of that. Despite all amidst Biman Bangladesh is retaining the impact through its newly functional charter operation for the last 2 years.

1.4 Methodology of the Study

This study's purpose necessitates the use of various facts and information. These facts and figures were gathered from a variety of sources. The study used a specific strategy to collect data and analyze Biman's charter sector. To conduct this study, which means to analyze charter activities exploratory and descriptive types of research have been used. The study can be termed as exploratory and analytical.

1.4.1 Research Design:

To conduct this study, which means to analyze charter activities exploratory and descriptive types of research have been used. The study can be termed as exploratory and analytical.

1.4.2 Data Collection Method:

Using those research methodologies, I'm attempting to explain both primary data from personal interviews and observations, as well as secondary data from the internet and material provided by Biman Bangladesh Airlines Limited.

1.4.3 Data Processing and Analysis:

In order to analyze primary and secondary data, qualitative research is used. This report uses Microsoft Word and Microsoft Excel to deliver the facts.

1.5 Scope of the Study

This study focuses on the many types of charter operating techniques as well as the process of establishing a strong foundation in a competitive market. Biman Bangladesh Airlines Limited may use this research to determine their competitor's strengths, weaknesses, opportunities, and threats in the charter market. This report can supply them with crucial information on the evolution of charter function. Students like myself may learn about the aviation industry and obtain a basic understanding of charter activities.

1.6 Limitation of the Study

- The research was completed in a short amount of time.
- The initiative is self-funded.
- There weren't enough documents, articles, or current information.
- For obvious reasons, the organization's policy is not to divulge the majority of secret data and information that may be far more valuable.
- The study was limited to the head office. Lack of monitory support is also one of the major issues.



Chapter-2: Company Profile & History



2.1 Overview

Biman Bangladesh Airlines Ltd. is a Bangladeshi airline based in Dhaka which began its voyage from the ground up, with no aircraft and no ancillaries. It was put into action soon after the independence struggle ended. Biman has established a reputation as an airline of welcome smiles and an ocean of hospitality against numerous obstacles on its road toward a long and difficult path to success.

Bangladesh's national flag carrier airline is Biman Bangladesh Airlines Ltd. Aside from Dhaka's Shahjalal International Airport, it also operates flights from Chittagong's Shah Amanat International Airport, which generates income via the connecting route to Sylhet's Osmani International Airport. The airline codes BG and BBC, as well as the call sign BANGLADESH, are assigned to Biman's operations. The airline fly passengers and cargo to and from Asia and Europe on a variety of international routes.



Figure 1: Boeing 787 Dreamliner use for Scheduled and Charter flights

Bangladeshi national flags are being flown by Biman over South Asia, Southeast Asian countries, and Eastern Europe as well as the Gulf and Middle Eastern region. Progress has been made as a result of better services and more passengers. On account of its warmth, friendliness, safety record, traditional hospitality, and comfort, Biman has worked to become an internationally profitable airline in the area. Even higher and more proudly displaying its national flag, Biman is now.

2.2 History

It all started 50 years ago, when the newly emancipated people of our nation peered up into the sky and imagined their dreamboat capable of taking them to other regions. Biman—the wings that would take them beyond the sunset—was born of the people of Bangladesh's goals and desires. The idea became a reality on January 4, 1972, thanks to the patronage and personal assistance of Bangabandhu Sheikh Mujibur Rahman, the Nation's Father. Following Bangladesh's independence on December 31, 1971, 2,500 former Pakistan International Airlines personnel, including 10 Boeing 707 commanders and seven other pilots, proposed the formation of a national airline. Air Bangladesh International was the airline's original name, but it was quickly changed to its current title.

The voyage started on a government-gifted DC-3 aircraft. It was the first flight for the fledgling airline. First flights to Chattogram and Sylhet took place on March 7, 1972, and Jessore followed on March 9. As a consequence of this, Biman's domestic activities got started. Since then, there has been no going back for the traditional carrier. On March 4th, three days before domestic operations commenced, the debut aircraft of Biman's international business arrived in Dhaka with 179 passengers on board. India's Fokker F27 joined the fleet on March 3, 1972, and began daily service between Kolkata and Dhaka the following month.

After Thakurgaon was added to Biman's domestic network in 1973, the airline's third overseas international destination became Bangkok. Biman now had a total of six F-27s. Australia gave two of these aircraft, while the Fokker Company acquired two others. To run its Dhaka-London flights, Biman Airways leased a Boeing 707-320C. A second Boeing 707-320C was

bought by the airline in 1974. Biman's sixth and last destination on his worldwide tour was Kathmandu, Nepal. Cox's Bazar now has access to residential services. In the international market segment, services were first offered in 1976 to Yangon, Abu Dhabi, Karachi, and Mumbai. The fleet has grown to include a second Boeing 707-320C.

Singapore joined Biman's worldwide network in 1977. The purchase of two Boeing 707-320C planes, one from Japan, is now complete. Kuala Lumpur, Athens, Muscat, and Tripoli were added to the international network. Biman became the Bangladesh Biman Company, a legal company in its own right. In 1981, Biman started a new era by purchasing three secondhand wide-body DC-10-30s from Singapore Airlines. The airline began operations to Rome and Kuwait in 1983, however the route to Tokyo was canceled as a result. In 1984, Biman extended its worldwide and local services by opening offices in Paris and Rajshahi. A Boeing 707-320C airliner has been retired from service. Riyadh was added to the network in 1988, replacing the position of Dahrhan. As a precaution, services in Baghdad have been suspended.

With the restart of service to Baghdad and the purchase of new McDonnell Douglas DC-10-30s, Biman Airways has increased its operations in Iraq. With one million passengers, the airline joined an elite club. The Ground Training School and the Apprentice Training School combined and were relocated to a new location. When it came to implementing its Computerized Reservations System, American Airlines employed cutting-edge technology. The Hazrat Shahjalal International Airport's Hangar Complex has been opened. In 1993, Biman became the first airline to travel from Europe to New York. Biman transported 1.15 million passengers in the 2005–06 fiscal year, an increase of 70% over the preceding decade. In May of same year, two further F28 aircraft were acquired.

Major milestones!

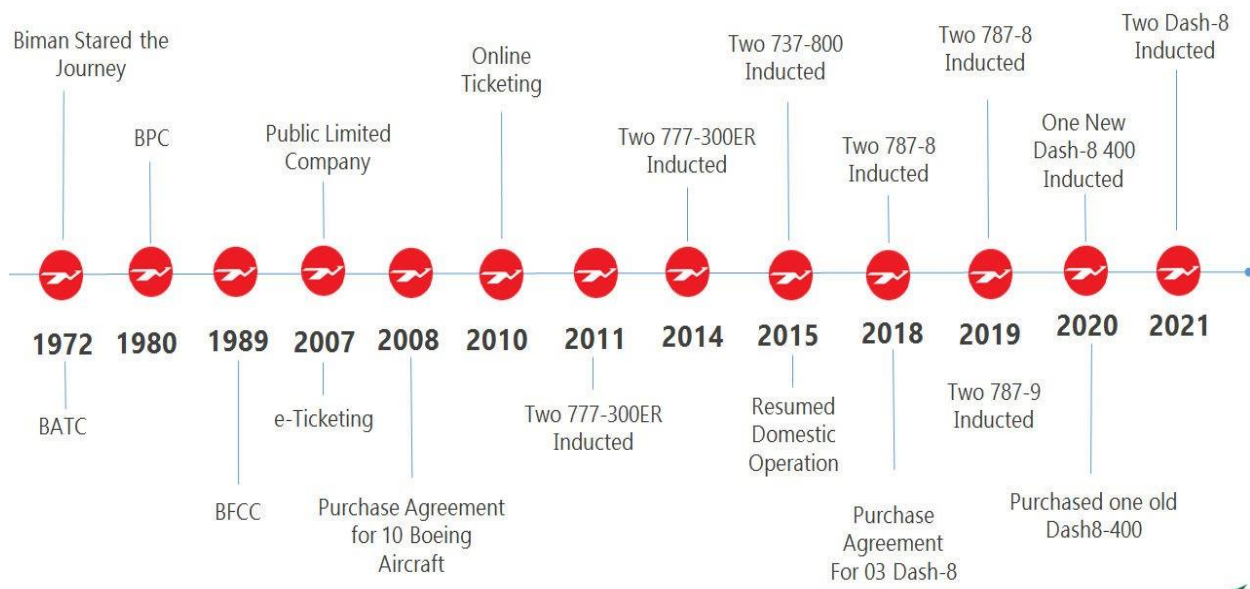


Figure 2: Biman's History at a glance

With a fleet of two Boeing 737-800s and one Boeing 747-300, Bangladesh Biman Airways commenced operations in 2007 as public limited company. A Boeing 777-200ER aircraft was leased and added to the fleet in 2010. On a three-year lease, the airline got an Airbus 310-300. Biman signed a deal with Boeing Aircraft Company in 2011 to purchase 10 next-generation planes. By 2010, Biman had lost BDT 8.3 billion (US\$120 million), the most in any year since it began keeping records in 2000. (BDT 6.9 billion as of 2010). Biman also owes the Bangladesh Petroleum Corporation millions of dollars in back taxes because of payment delays. When the airline's DC10-30s were replaced by the Boeing 777-300ERs in October and November of 2011, two of the four aircraft entered service. February 5th saw the arrival of the fleet's third Boeing 777-300ER, and the fourth is expected to arrive in the second week of February 2014.

There are four new workhorses for Biman: Boeing 777-300ERs called the Palki (Arun Alo), Aakash Pradeep (Aakash), and Raanga Pravati (Raanga). On February 20, 2014, Biman flew the Dhaka-Birmingham route with the world's last passenger DC10-30, securing its position in aviation history. Planned route development necessitated an increase in the airline's fleet to 16 aircraft. In April 2015, new leased Dash 8-Q400 aircraft were used to resume full service to Cox's

Bazar, Saidpur, Rajshahi, and Barisal. Smart Aviation Company provided the airline with five-year dry leases for regional services to Kolkata and Yangon. The airline stated in February 2017 that it will buy three Dash 8 Q400 planes to replace the Smart Aviation company-leased jets.

Bangladeshi Prime Minister Sheikh Hasina named the first of four Boeing 787-8 Dreamliners "Akash Beena" in Bengali. This name is engraved in English and Bengali below the cockpit on the Dreamliner's port side; in 2018, it was granted the Bengali name "Hangsa Balaka." After China's Hainan Airlines cancelled its 30 Dreamliner bookings, Indian carrier Biman was granted a \$150 million discount per jet. Sonar Tori and Awchin Pakhi, two new aircraft to the fleet, have entered the ranks. For 2020, Biman plans to purchase two more Dash-8 Q400NG short-bodied planes. Domestic and regional flights should be increased in frequency under this proposal. There's also some disagreement about whether or not to accept four more Boeing 787-9s that Vistara had on hand but that Hainan Airlines had declined to take. The airlines also want to purchase cargo planes in the future. Before the end of 2022, the fleet will include two more ships. Biman Bangladesh Airlines will no longer fly Boeing 737-800s on domestic routes to make place for this new aircraft. Biman will deploy Dash-8 aircraft for a number of international short-haul routes.

Over the course of the last half-century, Biman has seen numerous highs and lows. There are many more years ahead for Biman as it celebrates its 50th anniversary and is one of the world's most well-known and trusted aviation companies. The Boeing 787 Dreamliner is the most recent in a long series of aircraft to fly for Biman. To complete its fleet, the airline has placed a large order for the fifth generation Dreamliner. Many of Biman's achievements for the country and for tourists are worthy of praise. A broad range of commercial airliners have graced its fleet, from the vintage DC 3 to the present "People's Preference," the Dreamliner.

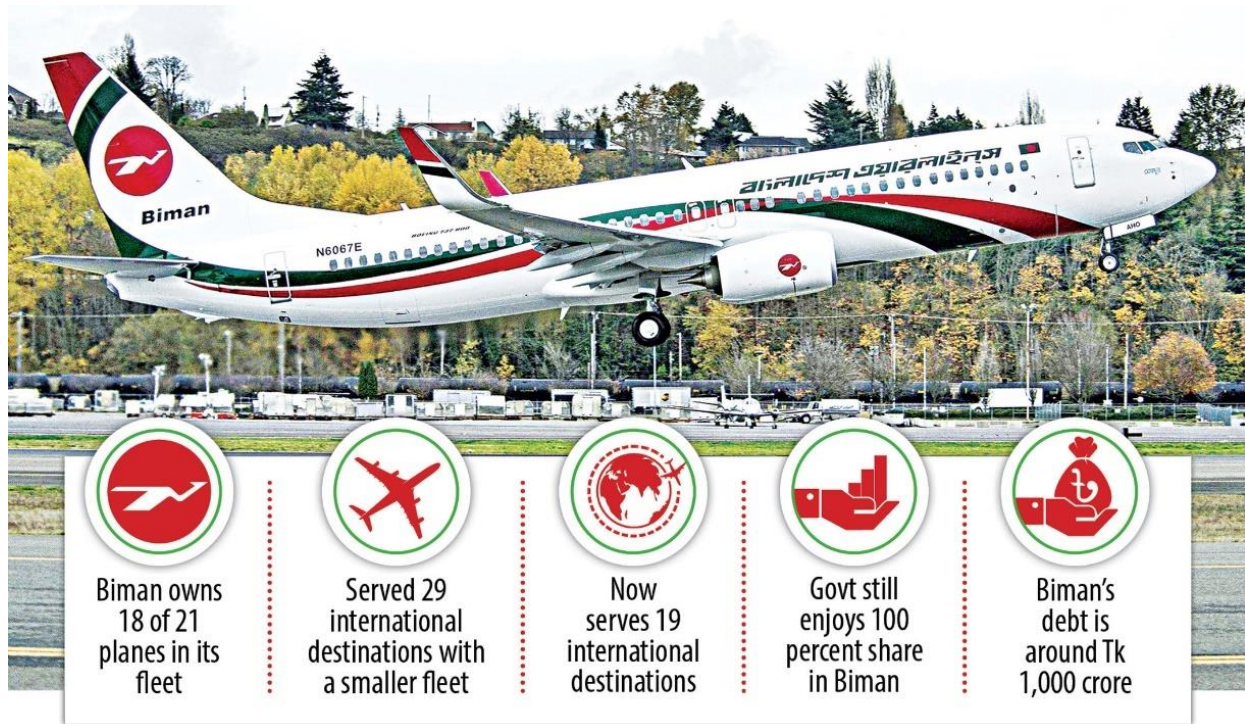


Figure 3: Biman's 50th year anniversary

Biman Bangladesh Airlines Limited, a prominent player in the country's tourism industry, is promoting the country's natural splendor, cultural legacy, and tourist attractions. Biman is happy to be Bangladesh's most prominent and well-known brand ambassador, since he is the country's national flag bearer. The airline's logo on the tail represents the nation's pride, values, and principles. Biman is dedicated to preserving the nation's good name.

2.3 Company Profile

Company Name:	Biman Bangladesh Airlines Limited
Founded:	January 4, 1972
Commenced Operations:	February 4, 1972
Date of Registration:	July 23, 2007(as the country's largest public ltd company)
Registration No:	C67807(358)/07
Hubs:	Hazrat Shahjalal International Airport

Secondary Hubs:	Shah Amanat International Airport Osmani International Airport
Company Activity:	Air transport service Support service And another related business.
Frequent Flyer Program:	Biman Loyalty Club
Subsidiaries:	Biman Flight Catering Centre Biman Poultry Complex Biman Ground Handling Bangladesh Airlines Training Centre
Fleet Size:	21
Destinations:	25
Headquarters:	Balaka Bhaban, Kurmitola, Dhaka - 1229, Bangladesh
Key People:	Sajjadul Hassan (Chairman) Dr. Abu Saleh Mostafa Kamal (MD & CEO)
Website:	www.biman-airlines.com

2.3.1 Vision:

To achieve world standards by becoming one of the ten best airlines in Asia by 2030.

2.3.2 Mission:

To operate profitably by dint of formulating long term strategic planning; developing and providing world-standard services; and increasing aircraft number, extending networks, and increasing auxiliary services.

2.3.3 Objectives:

To provide and develop safe, efficient, adequate, and economical and properly coordinate air transport services both in domestic as well as international aviation services.

2.3.4 Values:

- Biman is an equal opportunity employer.
- Human resource is the main driving force.
- Safety is paramount in this organization.
- Hospitality is the major concern for Biman always.

2.3.5 Ethics:

The signature of the collaborating against corruption activities by Biman Bangladesh airlines demonstrated a genuine commitment to the core values of honesty, transparency, and accountability (PACI). Anti-corruption practices have been acknowledged as a corrosive factor in economic growth, and this places Biman in the ranks of companies that are committed to anti-corruption policies.

2.3.6 Corporate Logo:



Figure 4: Biman's Logo

2.3.7 Tagline/Slogan:

" Your home in the sky"

(বাংলাঃ আকাশে শান্তির নীড়)

2.4 Service Values

Trusted: It starts with a commitment to personal and corporate integrity.

Attributes are honest, fair, dependable, responsive and consistent.

Collaborative: Teaming with co-workers and its customers to provide services that are better than what can do individually.

Attributes are respect, listening, learning, contributing, customized, and scalable, robust.

Innovative: Applying technologies, processes, and methods in new ways to provide quality services.

Attributes are creative, unique, relevant, practical, proven and valuable.

Efficient: A focus on improving its own efficiency without decreasing the strength of its relationship and commitment to our customer.

Attributes are streamlined, economical and friendly.

Global/ Local: The people and facilities that support the customers' worldwide operations global, regional and local.

Attributes are networked, coordinated, responsive and familiar.

2.5 Service Offerings

2.5.1 Flight Classes:

The majority of Biman's planes offer a two-class service (J and Y). The Boeing 777's business class cabin has 2–3–2 seats and the economy class cabin has 3–3–3 seats. There are two rows of seats in Business Class and three rows in Economy Class on the Boeing 737-800 narrowbody aircraft. Passengers flying in Biman Bangladesh Airlines' Business Class get exclusive access to lounges at airports and hotels worldwide.

2.5.2 Airport & Baggage Services:

Employees of Biman Bangladesh Airlines are taught to expedite the check-in process. Visitors to Dhaka with connecting flights will be greeted upon arrival by staff who may help them with their flight arrangements. Biman is glad to help guests who need assistance getting to their departure gates.

Among the airport services there are,

- The Directory of Airport Terminals
- Tips for Getting Through Airport Formalities Faster
- One Hour Before Departure, the Check-In Counter is Closed.
- TRAVEL ADVICE - Keep Your Documents in a Safe Place.
- For Biman Business Class Passengers and Gold and Silver Cardholders, airport lounge access is convenient.
- A facility for unaccompanied minors may be requested in advance of travel and may be made accessible for both arrivals and departures if the necessary requirements are met.
- Wheelchair facilities are provided upon prior request and payment at the time of reservation for both arrivals and departures.
- At Hazrat Shahjalal International Airport, a 24-hour transit/transfer counter is offered for travelers of Biman & Customer Airlines.

In the baggage service facility, there are-

- Including checked and carry-on luggage
- Extra luggage fees are not included in the free baggage limits.
- A traveler's luggage policy
- Special arrangements for luggage
- Return of lost or stolen property
- Items that are restricted or forbidden.

2.5.3 In-flight Services:

Biman's in-flight magazine was renamed Bihanga in September 2013. Diganta, previously Jatri, is published by Subcontinental Media Group. In Bengali and English, the magazine covers topics related to Bangladesh and Biman's destinations. In Business Class, newspapers in English and Bengali are available. In March 2014, Biman launched Biman Boutique in-flight duty-free sales. Perfume and cosmetics are two examples of duty-free commodities. Biman started delivering amenity packs including colouring books, stationery, dolls, and puzzles for children on board in 2014. While Biman does not offer alcohol on its economy flights, Business Class guests have access to premium lounges located across the globe.

Since September 2018, the majority of Biman Bangladesh Airlines' newly launched flights have included onboard Internet, WiFi, mobile phone, movie streaming, and live TV streaming. There was a total of 25 satellites employed in this mission. Over 100 on-demand movies, music, and games are available through Panasonic Avionics' new eX3 seat-back displays with touch screens. The many buildings of the locations the plane goes through are depicted onboard 3D route maps. Every three months, diabetes and children's meals are evaluated. Biman's meals are all Halal, and Business Class passengers can order à la carte.

2.5.4 Ground Handling:

Since its inception, Biman has provided this critical and specialized service to all airlines based in Dhaka and Chittagong. Besides operating its own flights, this strategic entity has generated significant money. Ground handling services generated Tk 194.97 crore last year. Last

year, it was Tk. 179 crore. Other airlines' cargo handling services brought in Tk.59.86 crore, while cargo warehouse demurrage came in Tk.45.73 crore.



Figure 5:Ground Handling Maintenance

After 9/11, the aviation industry changed dramatically. Passenger and luggage services have different security standards. IATA has also adopted worldwide aviation standards. To guarantee safe and secure services, hundreds of criteria have been developed. With little resources, Biman had to strive to survive. Due to a shortage of GSE and people, Biman's ground handling services have deteriorated. GSE procurement is currently underway. Extra manpower has been added. Given the present corporate environment, criteria have been set to increase the level of service.

2.5.5 Hajj Operation:

Biman is grateful to be a part of the Hajj operation, which he regards as an honor. It successfully transported 31,700 pilgrims to Saudi Arabia during the fiscal year 2018-19 using 54 hajj flights and 32 ordinary flights from Dhaka and Chittagong. But for the pandemic, the hajj flight operation is now at stake like other flights.

2.5.6 Biman Cargo:

Besides passenger flights, Biman's cargo service flies freight to other countries in the cargo compartments of its planes. Cargo is wrapped and labeled at the Cargo Village at Shahjalal International Airport before it is put aboard the airline's aircraft.



Figure 6: Cargo Operation

In March 2018, the European Union granted ACC3 and RA-3 (Regulatory Agent for Third Country) certificates, allowing direct cargo flights to all European destinations. From a third-

country airport, a carrier flies into Europe (ACC3). The Bangladeshi government received these certificates after modernizing and securing Hazrat Shahjalal International Airport (HSIA), which included the installation of EDS, EDD, and EDT equipment. Biman Goods Village and Dhaka International Airport (HSIA) both got ACC3 and RA-3 certifications at the same time as a result of the heightened security standards, and a RA-3 compliant warehouse for Europe-bound cargo was built at HSIA.

2.5.7 Charter Services:

Owing to the frequent cancellations of all scheduled passenger flights due to this epidemic, Biman has started providing chartered flights on both local and international routes. Furthermore, with a dearth of passengers, it is impractical to run frequent flights. As a result, Biman has opted not to provide regular flights inside India. A charter flight is one that is not part of an airline's normal schedule and instead utilizes a plane that has been specifically chartered for the purpose of the trip.

2.5.8 Ticketing & E-ticketing:

Biman signed an agreement with Amadeus in 2007 to transform its ticketing system to an e-ticketing solution in order to comply with IATA criteria. After the authorities briefly suspended a local firm owing to money laundering accusations, the company temporarily stopped employing Amades in 2005. The suspension was only in place for a month before being lifted when the petition for suspension was denied by the High Court. Biman established an agreement with Hahn Air in 2013 that allowed Biman's tickets to be purchased worldwide.

2.5.9 Biman Bangladesh Mobile App:

The Biman Bangladesh Airlines mobile app was introduced by Prime Minister Sheikh Hasina on December 28th, 2019. Dhaka's Hazrat Shahjalal International Airport's third terminal was also opened, as were the flag carrier's two new Dreamliner Boeing 787-9 acquisitions, Sonar Tari and Achin Pakhi. Passengers from all around the globe may now use the app.

2.6 Destinations

The primary product of an airline firm is service. It transports passengers, freight, or a combination of the two from one location to another. As of January 2022, Biman Bangladesh operates flights to seven domestic destinations and eighteen international destinations. The airline has air service agreements with 43 countries, implying that major expansion is feasible in the near future - and that flights from Canada to several of these countries may be achievable within the next few years.

2.6.1 Domestic Flights:

Domestic flights are available from Biman at the moment as following:

Table 1: Domestic Routes

Barisal	Chittagong	Cox's Bazar	Dhaka
Jashore	Rajshahi	Sylhet	Saidpur

2.6.2 International Flights:

Before COVID a total of 51 departure and 51 arrival flights are offered by Bangladesh Biman each week. Now the scheduled flights got disrupt for this rigorous situation. It flies to the following international destinations from Dhaka:

Table 2: International routes

Abu Dhabi	Hongkong	Singapore	Delhi	Bangkok	Yangon	Dammam
Dubai	Jeddah	Calcutta	Doha	Kuwait	Chennai	Madinah
London	Katmandu	Kuala Lumpur	Riyadh	Muscat	Manchester	Guangzhou



Figure 7: Destinations of Biman (Domestics & International)

2.7 Fleet Information

As the market demands increase, Biman strives to better serve its loyal customers at home and abroad by purchasing and leasing aircraft with more capacity. Currently, the total number of aircraft in the fleet is 21, with 15 of them owned by Biman and the others being leased from third parties, in order to upgrade the Biman fleet with new generation aircraft. The fleet of Biman Bangladesh Airlines as of January 2022 comprises the following planes:

Table 3:Aircraft details

Type	Name	Regn. No.	Business Seating	Premium Economy Seating	Economy Seating
B 787-8 Dreamliner	AKASHBEENA	S2-AJS	24	N/A	247
B 787-8 Dreamliner	HANGSABALAKA	S2-AJT	24	N/A	247
B 787-8 Dreamliner	GAANGCHIL	S2-AJV	24	N/A	247
B 787-8 Dreamliner	RAJHANGSA	S2-AJU	24	N/A	247
B 787-9 Dreamliner	SHONAR TORI	S2-AJY	30	21	247
B 787-9 Dreamliner	AWCHIN PAKHI	S2-AJX	30	21	247
B 777-300ER	PALKI	S2-AFO	35	N/A	384
B 777-300ER	ARUN AALO	S2-AFP	35	N/A	384
B 777-300ER	AAKASH PRADEEP	S2-AHM	35	N/A	384
B 777-300ER	RAANGA PRAVAT	S2-AHN	35	N/A	384
B 737-800	-	S2-AFL	12	N/A	150

B 737-800	-	S2-AFM	12	N/A	150
B 737-800	MEGHDOOT	S2-AHO	12	N/A	150
B 737-800	MAYURPANKHI	S2-AHV	12	NA	150
B 737-800	-	S2-AEQ	12	N/A	150
B 737-800	-	S2-AEW	12	N/A	150
DASH-8	DHRUBOTATA	S2-AKD	N/A	N/A	74
DASH-8	-	S2-AGR	N/A	N/A	74
DASH-8	-	S2-AJW	N/A	N/A	74
DASH-8	AKASH TORI	S2-AKE	N/A	N/A	74
DASH-8	SHWETBALAKA	S2-AKF	N/A	N/A	74

2.8 Organizational Structure

Company Organogram of Biman Bangladesh Airlines Limited based on the newly appointed individuals –

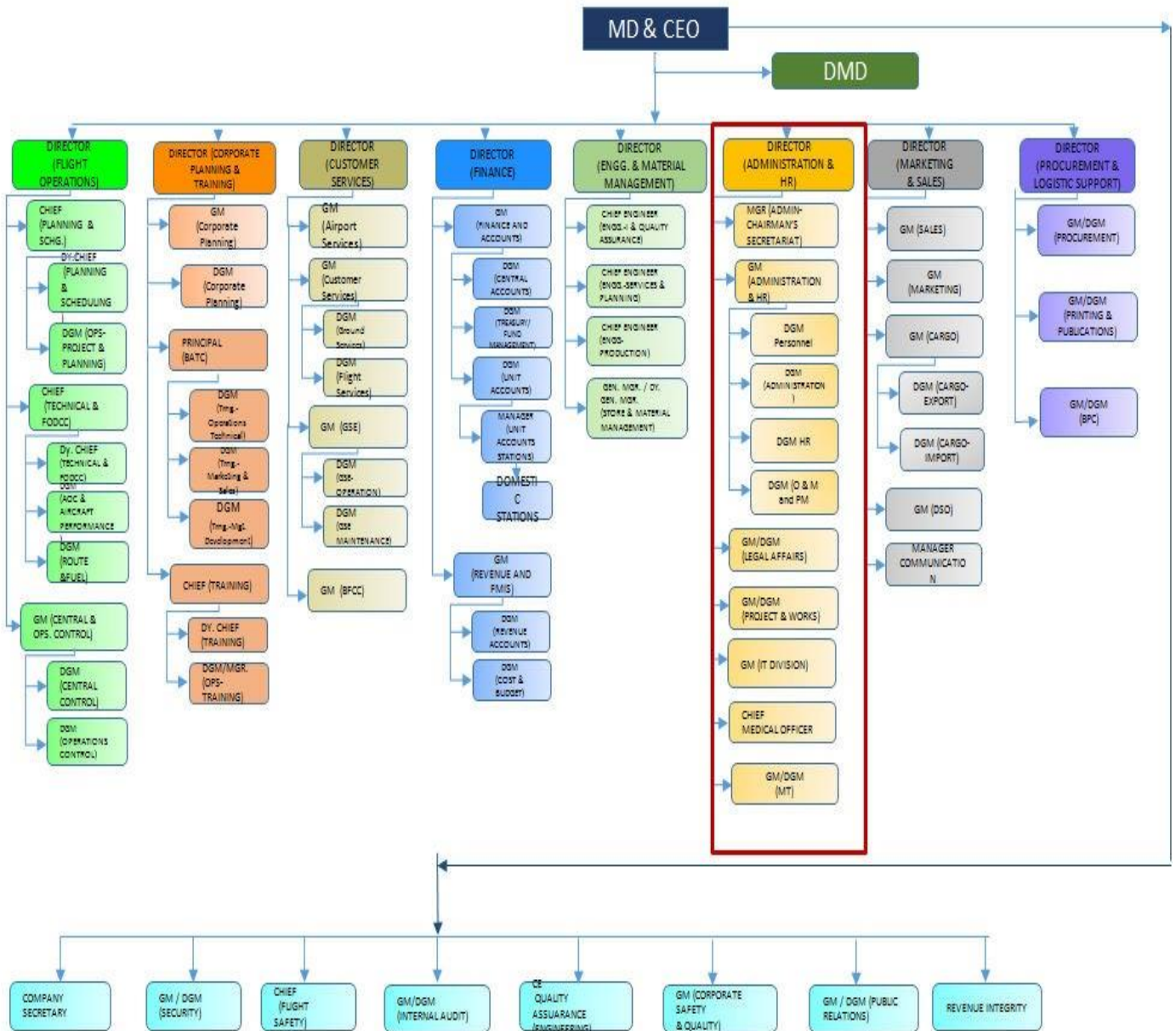


Figure 8: Organogram

2.9 Executive Directors

The executive body of the company, their position, designation and name are given below-

Table 4:Executive Directors

Position	Name
Managing Director & CEO	Dr. Abu Saleh Mostafa Kamal
Director, Administration & HR	Ziauddin Ahmed
Director, Customer Services	Md. Siddiquir Rahman
Director, Flight Operations	Capt. ABM Ismail
Director, Finance	Md. Naoshad Hossain
Director, Corporate Planning & Training	Air Commodore Dr. Md. Mahbub Jahan khan
Director, Marketing & Sales	Md. Siddiquir Rahman
Director, Engineering & Material Management	Air Commodore Mridha Md. Ekramuzzaman,
Director, Procurement and Logistics	Ziauddin Ahmed

2.10 Manpower Position

The recent manpower allocation and total numbers of employees are given on the basis of last year's recruitment-

Employee	Type of Employee	Approved Post	Existing Post	Newly Recruited Employees in 2021.	Vacant Post
General	Officer	1090	586	63	504
	Staff	3344	1853	14	1491
Cockpit Crew	Officer	214	164	13	50
Cabin Crew	Officer /Staff	Nil	448	36	-448
Engineer/Technical	Technical	265	206	40	59
Technical Staff	Staff	485	424	22	61
Foreign Stations	Local	77	64	-	13
Grand Total		5475	3745	188	1730
Casual Employee		2565 as on 31-05-2021.			

Figure 9: Manpower of Biman

2.11 Safety and COVID-19 Impact

The emergence of the situation is mainly derived from when an effected person travels from one country to another. Aviation sector is fully disrupted in this global dark period. That's why at first all the flight was being cancelled for first few months to break the chain. But regaining from the situation is very tough as the whole world still fighting with various new variant.



Figure 10:COVID-19 impact on Biman

Safety measures taken by Biman,

- All the aircrafts are being disinfected before and after the flights
- Passengers must be vaccinated to travel
- Have to wear mask throughout the check in to on board and in the flight time
- Maintain social distancing and keep oneself safe
- Limited seats, hygiene kit box provide
- Food safety and baggage safety

2.12 SWOT Analysis of Biman

Table 5:S.W.O.T.

Strengths:	Weaknesses:
<ul style="list-style-type: none"> • National flag carrier airlines • IATA full member; IOSA, RA3 and ACC3 approved • EASA 145 (Engr.) And 147 (BATC) approved new aircraft fleet with state of-the-art technology • Own maintenance hangar and flight catering center • Excellent hospitability • Huge operational investment • Employees from other departments come in to finish the assignment during peak hours. • Huge financial backing from the Bangladeshi government 	<ul style="list-style-type: none"> • Poor punctuality • Low capital-to-debt ratio • Liquidity crisis • Lack of skilled manpower • Complex bureaucratic system • Political & government influence • Less innovation & modern technologies • miss management • Rebranding issue • Poor customer service

<ul style="list-style-type: none"> • Only entity in Bangladesh that offers ground service for all international airlines • All of Biman Bangladesh Airlines Ltd.'s departments are housed at the Balaka building. This makes it easier to make a speedy judgment. 	
<p>Opportunities:</p> <ul style="list-style-type: none"> • Economic development of Bangladesh • Growing aviation market • A large number of expatriate Bangladeshis • Opportunities for code sharing • West connection via state-of-the-art aircraft • Modern aircraft addition in the fleet • Charter operation • few competitors in the domestic market to make more profit • Longest flight in the international arena without transit • Worker traffic, residents returning, business travelers, patients seeking medical attention, and tourists are all part of Biman's market. 	<p>Threats:</p> <ul style="list-style-type: none"> • High fuel consumption • Rising fuel price • A plethora of budget airlines • More aeronautical charges • Covid-19 impact • Corruption and irregularities in leasing aircraft • Lots of competitors in the international market • Local private carriers are also doing well to be threat for Biman • People have a negative notion toward Biman • Don't have a good financial strength and experience in this aviation sector



Chapter-3: Industry Analysis



3.1 Industry Size and Growth Trends

The aviation sector has become increasingly demanding in recent years. There has been a rise in airline importance as the tourism industry has grown. A report of The Business Standard of 2021 says passenger and freight transportation increased at a pace of around 10% during the preceding decade in the country's aviation sector, which almost quadrupled by 2017 and is expected to increase thrice during the next fifteen years. The list of scheduled airlines company in Bangladesh-

1. Biman Bangladesh Airlines
2. Regent Airways
3. Novo Air
4. U S Bangla

According to fleet size, US-Bangla is Bangladesh's biggest private airline, with 16 planes, while NovoAir is in second place with seven and Regent is in third. US-Bangla and NovoAir now provide domestic flights to eight locations in Bangladesh, including Dhaka, Chittagong, Jessore, Cox's Bazar, Syedpur, Rajshahi, and Barisal. Air Astra, a brand-new domestic airline set to begin operations in the first quarter of 2022, has also entered the fray.

Charter and cargo airlines are also part of the domestic aviation business, in addition to the regularly scheduled ones. Non-scheduled air chartering is the practice of hiring an entire aircraft. The list of dedicated airlines companies are-

1. R&R Aviation
2. Arirang Aviation Ltd.
3. South Asian Airlines
4. BRB Air Ltd.
5. Square Air Ltd.
6. Bashundhara Airways
7. Impress Aviation Ltd.
8. Meghna Aviation Ltd.

9. Bangla International Airlines Ltd.
10. BCL Aviation Ltd.
11. Bismillah Airlines
12. Easy Fly Express
13. Hello Airlines
14. Sky Air

Despite of having 10 other charter airlines, Biman is the only operative airlines that fly charter internationally. All the other airlines company have their own personal jet, mini aircraft and helicopter to run operation domestically.

There are cargo airlines that specialize in transporting goods. Such airlines are subcontractors to the big airlines. Cargo service is now offered on a local and international level by four different airlines in the country. Bismillah Airlines, Hello Airlines, Easy Fly Express, and Skyair are some of the others.

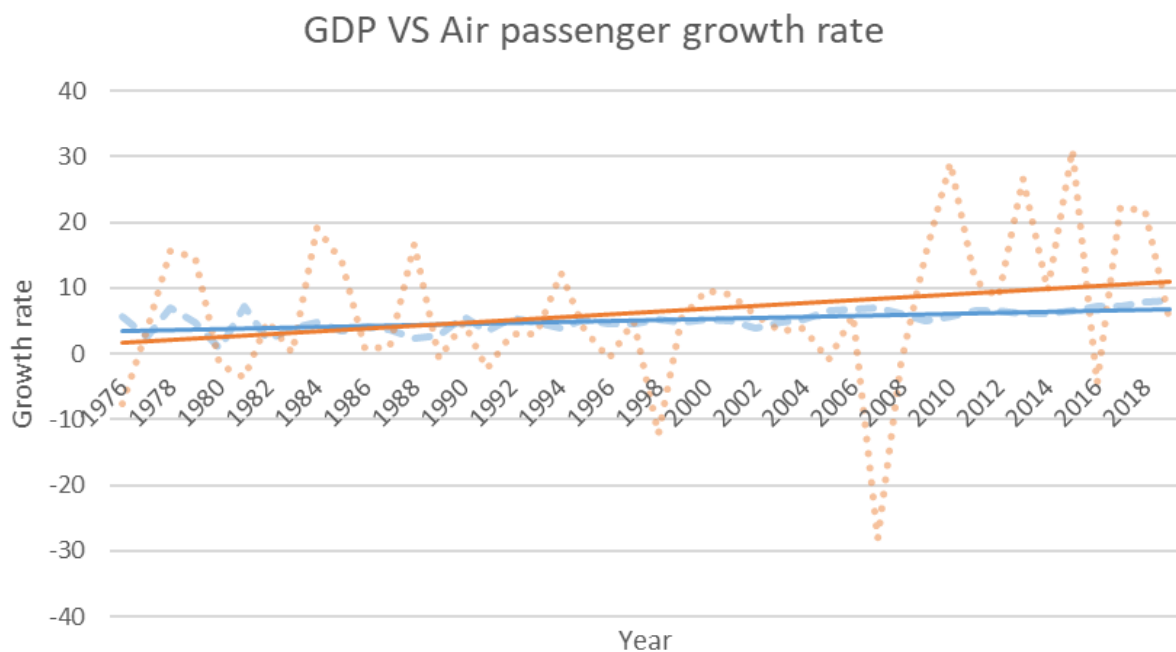


Figure 11:Aviation Industry growth

With the rise in GDP comes an increase in the number of aircraft passengers, according to the World Bank. There are several reasons for this industry's rapid expansion: the rise of the business environment, the rise in purchasing power, and the desire to save time are among them. The country's GDP growth rate has been eclipsed by the increase in air passenger traffic shown in the figure below.

3.2 Maturity of the Industry

Modern airlines are rapidly nearing market maturity, notwithstanding their fast expansion in certain locales and industries, according to most reports. Low-cost carriers (LCCs) and razor-thin profit margins have led airlines to use a range of marketing and cost-cutting measures in order to avoid insolvency or unwanted merger. In a highly competitive and difficult market, an airline's profitability may be maintained by deliberate cost reductions, improvements in customer interactions, and the use of cutting-edge digital technology.

Biman Bangladesh Airlines was founded in February 1972 as Bangladesh's first airline. They began with fleetings a Douglas Dakota and a DC-3. Domestic operations started with the acquisition of four Fokker F27 aircraft, which transported passengers between Dhaka and Chittagong and Sylhet in Bangladesh. Bangladesh Biman was the country's only airline until 1993. The airline's fleet and route network have expanded considerably over time in recent years shown in the figure-12.

Bangladesh has three international airports and five domestic airports. International airports in Dhaka, Chittagong, and Sylhet are Hazrat Shahjalal International Airport, Shah Amanat International Airport, and Osmani International Airport, respectively. Cox's Bazar, Rajshahi, Jessore, Syedpur, and Barisal all have domestic airports, and both have international airports.

Other private airlines followed Air Parabat's lead, beginning operations in the late 1990s: GMG in 1996; United in 2005; a Royal Bengal in 2006; Regent in 2010; and US-Bangla in 2013. Only NovoAir, Regent and US-Bangla are now functioning among private airlines. Since the start of covid, Regent has ceased operations. The industry now has four scheduled airlines, including

Biman Bangladesh, with three of them in service. As a result of poor business practices, poor marketing strategies, a lack of consumer trust in the airline's brand, and breaches of air agreement rules and regulations, several airlines in Bangladesh have shut down operations altogether. US-Bangla is the only one of the three private airlines to have a significant share of the market.

Annual passenger flows by region (origin-destination, '000s)



Figure 12: Overview of maturity

3.3 External Economic Factors and Their Effect on the Industry

There are several methods of quantifying air transport's influence on an economy. The employment and spending produced by airlines and their supply chain, the flows of commerce, tourism and investment arising from users of all airlines servicing the nation, and the city pair links that make these flows feasible. All present a distinct yet informative viewpoint on the relevance of air travel.

About 17,000 Bangladeshis work for airlines, airport operators, airport businesses (restaurants and shops), aircraft manufacturers, and air navigation services. Buying products and services from local vendors also helped 30,000 employments. Moreover, the sector's earnings are

anticipated to support another 17,000 employments, with part or all of the funds going towards consumer products and services. Foreign visitors coming by plane in Bangladesh sustain an estimated 65,000 employment locally. Air travel and tourism provide 129,000 employments.

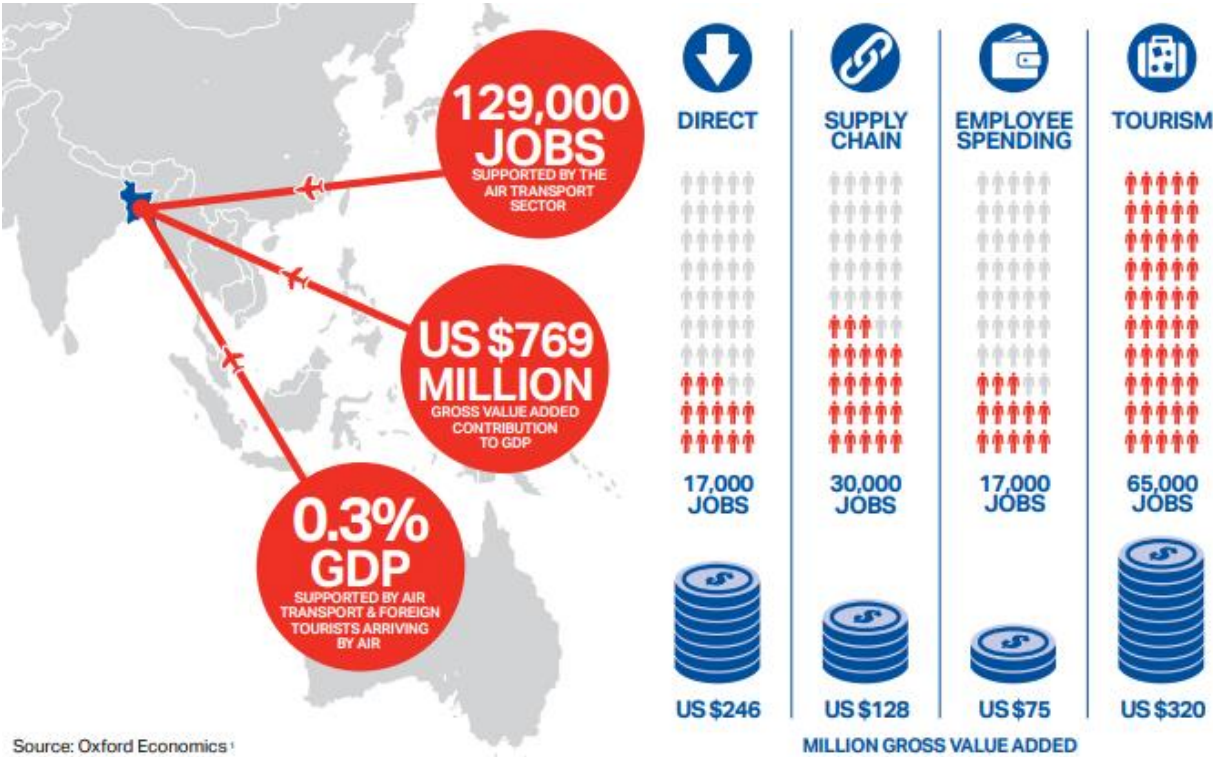


Figure 13:Economic factors & growth at a glance of aviation industry

According to the figure stated above, the Bangladeshi economy is supported by \$449 million in GDP by the country's air transportation sector, which includes airlines and their supply chain. There were 5.8 million passengers and 2.3 million tons of cargo in the Bangladeshi air transportation business in 2014, according to the Civil Aviation Authority of Bangladesh (CAAB). Our findings show a strong link between the rise in passenger traffic and GDP. An additional \$320 million of the country's GDP is supported by visitors' spending, bringing the total to \$769 million. Inputs to the aviation industry and visitors from other countries account for 0.3 percent of the country's GDP.

As a result of a greater GDP and more buying power, many people choose for air travel as an alternative to rail and bus travel inside the nation. Saving time is critical in today's fast-paced

work climate. At least 70 percent of a company executive's travel time can be saved by using an aircraft. An increase in FDI is directly proportional to GDP growth. Traveling by plane is the mode of transportation of choice for most visitors.

		PASSENGERS	US \$ GDP	JOBS
2038	2018	7.2 m	\$0.8 bn	128,931 m
	Current Trends	19.3 m	\$2.1 bn	139,945
	Upside	30 m	\$3.2 bn	222,340
	Downside	15.6 m	\$1.7 bn	111,743

Figure 14:Recent & future estimation of the industry

Under the "current trends" scenario, Bangladesh's air transportation is expected to rise by 168 percent over the next 20 years. An extra 12.1 million passengers will leave by 2038 as a consequence of this change. Approximately \$2.1 billion in GDP and 140,000 employment might be generated if this demand is satisfied.

3.4 Seasonality on the Basis of Air Connectivity

Air travel connects cities quickly, which helps both passengers and the economy as a whole. Economic development is fundamentally dependent on the free flow of goods, investments, people, and ideas over these virtual air bridges. Countries' connections to the world's most significant economic centers are measured by the International Air Transport Association (IATA). The map chart below depicts Bangladesh's connection to various parts of the world, as well as the

changes that have occurred. The Middle East has been Bangladesh's fastest-growing trading partner since 2013 to 2018.

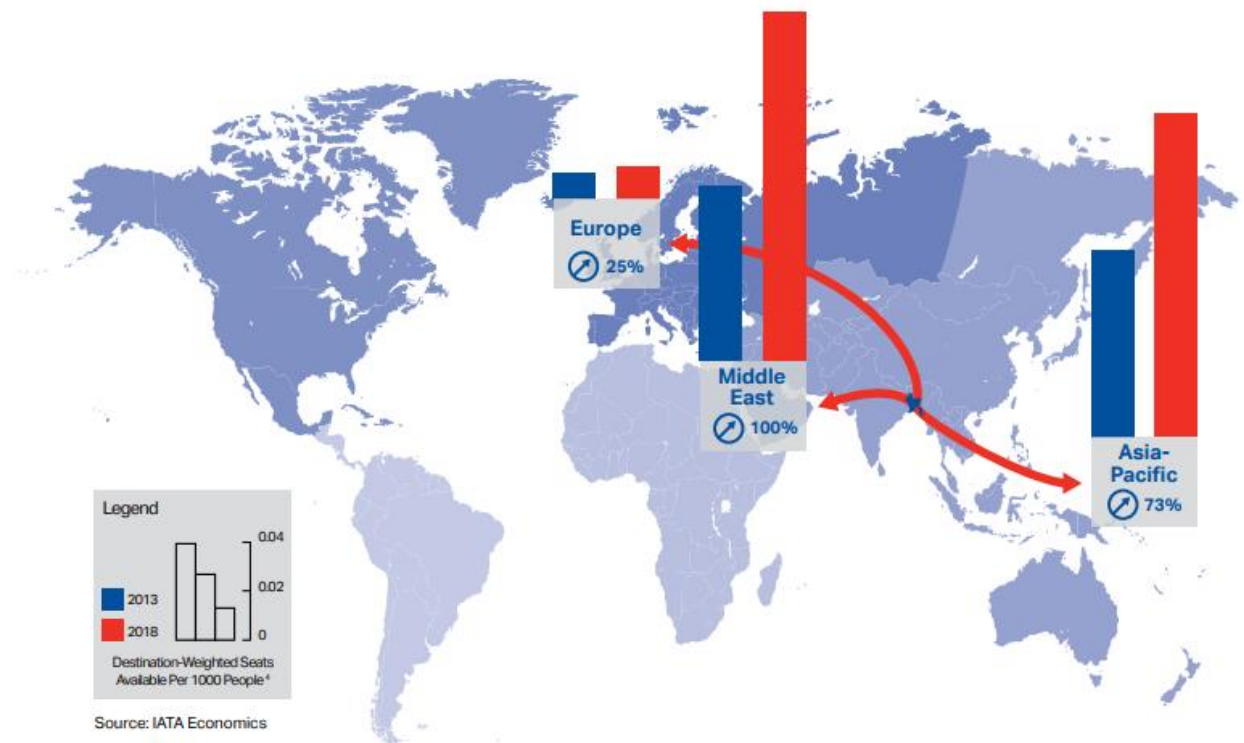


Figure 15: Air connectivity from Bangladesh

The need for air space does not stay constant throughout the course of a year. Depending on the time of year, demand might fluctuate greatly, from very high to extremely low. Let's give an illustration of what that means: Due to the fact that the majority of Biman's passengers are ethnic travelers or workers. Eid season, for example, sees a spike in passenger traffic and a rise in the demand for air space. In this scenario, the cost of a plane ticket rises in steps. As a result, the volatility in the price of air tickets is influenced by the seasons. Although IATA has set a fixed pricing for all airlines, each airline sets its own fare by manipulating the reported rate to compete. In order to compete in the present aviation industry, domestic airlines used to compare their fares to other domestic and international airlines. In other words, the variation of the fare is not always determined by the cost coverage.

3.5 Technological Factors

Monitoring equipment that identifies the need for repairs while the aircraft is in motion may improve performance and save downtime. Parts and technicians may be waiting when the airline arrives, enhancing on-time landings and departures, as well as delighted customers. Small proactive fixes can avert bigger, more costly faults while maintaining maximum aircraft performance.

Surveys or other marketing techniques that give pertinent data on a customer's in-flight experience assist airlines collect crucial knowledge about each individual's preferences. Because reservations made via online travel agencies are less lucrative for the airline, this intelligence enables for more concentrated, tailored offers to the customer's desired locations. Customized marketing enhances supplementary income, especially when tickets are unbundled and carriers offer enhancements like expedited boarding or priority security line access.



Figure 16: Sabre-Sonic PSS with Biman

To assist recovery and future development in a competitive market, Biman recently engaged with Sabre's Passenger Service System (PSS) and Global Distribution System (GDS) as well as other Sabre technological solutions. In addition to automating sales and bookings procedures, Sabre-Sonic PSS helps airlines expand their reach via partnerships and improve the efficiency and efficacy of their products. This additional transaction strengthens Sabre's worldwide PSS presence, with previous Sabre-Sonic PSS wins likely to add over 40 million passengers to the platform.

3.6 Regulatory Frameworks and Legal Concerns

Globalization and trans-nationalization of markets and business operations are likely to make it more important than ever for ICAO to harmonize the global regulatory framework, assist states in furthering air transport liberalization, and keep its economic regulation guidance up to date and responsive to changes. Providers of this service include the federal, state, and local governments, as well as air transportation service providers (such as airlines and airports) and the trade groups representing them, as well as civil aviation experts and the general public (such as pilots and mechanics). According to the International Civil Aviation Organization (ICAO), a set of template air services agreements (TASAs) has been developed for use by governments in their air transport agreements.

The Bangladesh Civil Aviation Rules, 1984, and the Air Navigation Orders issued by the Chairman under this rule, are the current legislative framework for civil aviation operations in Bangladesh. Civil Aviation Ordinance 1960 and Civil Aviation Rules 1984 stipulate that this body is Bangladesh's Aeronautical Authority, and it fulfills the ICAO's mandates and obligations. All airfields and associated infrastructure, such as air navigation facilities, are under the care of this agency.

Biman passed the IOSA registration audit in 2007 with flying colors. Over 20 manuals have been developed or updated to include the most recent safety regulations since Biman became an IOSA-registered airline in 2008 under IOSA. In 2009, Biman also passed the IOSA renewal audit. Up to December 13, 2014, IOSA members may renew their membership. Biman created

EASA-145 is dedicated to the implementation project and is now obtaining EASA-147. An efficient safety management system is now being implemented. As part of its efforts to avoid accidents, Biman is putting its flight data analysis program into action. From April of that year, it was completely operational. It is the goal of this audit to identify any deviations from the standard operating procedure (SOP).

The high volume of transactions in the aviation sector, including aircraft registration, leasing of aircraft machinery and aircraft, passenger baggage and cargo claims, compensation for fatalities and injuries, debt recovery, supply of equipment and machinery, employment issues, service-related claims, insurance claims, and so on, necessitates an increase in legal support.

The last two years have been among the most-gloomy in commercial aviation history. The Covid-19 problem has grounded over 90 percent of the world's aircraft fleets. Even if it is a dire situation, the aviation sector has been severely harmed by this one. Airline companies have to spend millions every day to keep their fleets in good working order, but because most of them aren't flying, they're losing money. Second, individuals who work in the aviation sector, including pilots, flight attendants, and those responsible for the upkeep and operation of airports and runways, are impacted. They have been profoundly affected by this lockdown. The private airlines will not be helped sufficiently even if practically all governments have declared reimbursement packages to support them.

Additionally, the aviation freight business would suffer billions of dollars in damages if these planes do not take off, not to mention the inconvenience for passengers. At the conclusion of this crisis, the legal ramifications of unmet commitments are going to be enormous. All that can be known about the effects of Covid-19 until the crisis ends is that it will have a long-term effect on global aviation travel.

3.7 Competitive Environment and Changes in the Competitive Environment

Biman aims to lift its market share in the starting of January 2018 when it gets some modern aircraft in its fleet. State-run carrier Biman has made efforts like acquisition of new aircraft and change in networking strategy to enhance its market share to 30 per cent from the existing 20 per cent by 2027. But in a report of late 2021 it is seen that Biman and U.S. Bangla hold only 18-20% market share of the international flight whereas other big competitors are in the leading position.

Biman faces tough competition from international carriers in almost every industry. Cathay Pacific, Dragon Air, Singapore Airlines, Thai Airways, and Malaysian Airlines are the most significant roadblocks for ASEAN-bound visitors. Even in the regional markets, Jet Airways, Indian Airlines, Air India, and King Fisher are becoming major players in the fight to eliminate Biman. The major airlines, such as Saudia, Emirates, Gulf, and Etihad, are aggressively pursuing market share in the Middle East.



Figure 17: Aviation Companies in Bangladesh

Biman's market share compared to other competitors:

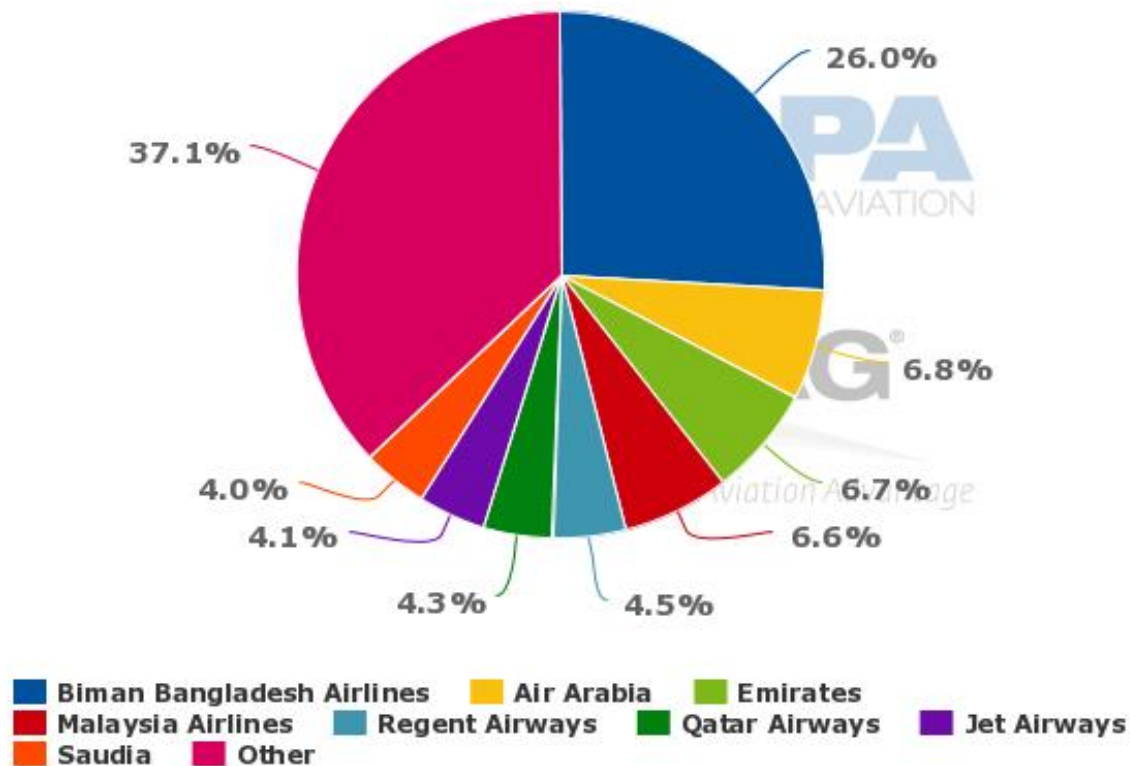


Figure 18: Market share of Biman and other international airlines

For foreign tourists and commuters, aircraft are the most popular means of transportation. Flightradar24 reports a new all-time high of 68,948,849 flights in 2019. The airline industry is one of the most active in today's globe, owing in great part to increased globalization levels. It marked the beginning of the commercial aviation industry's golden era in 2009. The airline sector grew at a compound annual rate of 5.3% from 2009 to 2019, reaching \$838 billion in 2019. (Mazareanu, 2020). Now that we have a global framework, Bangladesh as a global community falls far short of its international peers in terms of population size.

Despite its potential, the aviation sector has been in decline since the coronavirus epidemic began. Following the viral epidemic, domestic passenger traffic plummeted by 25-30%. However, when the lockdown was lifted and flying resumed, the country's tourist and aviation industries started to improve. Domestic aviation expanded by 75-80% during October and November,

according to the Bangladesh Civil Aviation Authority (CAAB). The number of air passengers climbed from 2.21 lakh in December 2020 to 2.34 lakh in February 2021 (a 5.88 percent rise). According to the Daily Star, passenger numbers almost quadrupled in October 2021. Despite its recovery, the country's aviation sector has incurred tremendous losses. Pandemic cost Biman Bangladesh Airlines Tk 1,300 crore, US-Bangla Airlines Tk 800 crore, and NovoAir Tk 150 crore.

3.8 Porter's Five Forces for Aviation Industry Compliance with Biman

The airline business offers a one-of-a-kind service to its consumers. It carries people with a level of ease and efficiency that no other industry or replacement can match. Airlines take pride in the manner in which they treat their customers during the flight. Although other industries offer transportation services, the airline consistently exceeds them in terms of timeliness. The airline industry operates on a worldwide scale. Biman International and domestic flights are available on Bangladesh Airlines. A corporation in an industry might encounter five categories of challenges, according to Porter. Porter's five forces describe these issues.

3.8.1 The Bargaining Power of buyers is High:

- Customers have a low switching cost.
- Individual customer safety and convenience are prioritized by airlines.
- Customers have options.
- Airlines place a premium on brand development and positioning. Every individual consumer is crucial in the aviation sector.

In the aviation industry, two categories of buyers exist. They book airplane tickets for a range of personal and business purposes. The second kind of buyer is a travel agency or an online site. This purchasing organization serves as a liaison between airlines and passengers, cooperating with a variety of airlines to give customers with the greatest travel experience possible. Each client necessitates a sizable quantity of info. They seek particular information on the flight's services. Buyers should be familiar with the flight's itinerary and the inherent dangers of flying.

Concerns regarding their safety and comfort are widespread. Additionally, significant attention is paid to brand development, consumer loyalty, and market share gain. Numerous airlines, like Emirates, which is famed for its hot meals, and Singapore Airlines, which is renowned for its on-time departures and arrivals and reasonable pricing, have created unique qualities in order to gain market share and customer loyalty. On the other side, customers have a wealth of alternatives accessible to them through aggregator websites that market a variety of possibilities based on time, cost, and layovers. Customers may search for and book flights with their preferred airlines online. While brand loyalty is low in these cases, brand placement is nevertheless crucial due to purchasers' restricted options. Customers' switching costs are negligible, jeopardizing their bargaining power significantly.

Biman Bangladesh is well-known for airline schedule irregularities and poor customer service. Biman was strongly reprimanded by major international airports in 2007 for failing to adhere to flight schedules at London Heathrow and Dubai International Airport. They consistently provide subpar service and have schedule conflicts. On the other side, consumer switching costs are low, and customers have a variety of alternatives. Biman Bangladesh Limited has a low level of client loyalty, and consumers are fully aware of the company's financial difficulties. As a consequence, the client has significant bargaining leverage. Buyer negotiating power is strong due to inadequate service quality, a tight schedule, safety concerns, and budgetary constraints.

3.8.2 The Bargaining Power of Suppliers is Low:

- Boeing and Airbus are two of the few vendors.
- Contracts over a long period of time and loan arrangements
- The expense of production is substantial.

Aircraft manufacturers are the primary providers in this case. At the time, Boeing and Airbus are the world's two largest aeroplane manufacturers. In this industry, the inputs are quite uniform. Airlines tend to distinguish themselves mostly on the basis of their facilities. The aeroplanes are almost similar in appearance. It's tough for airline companies to switch providers. The vast majority of firms have long-term vendor relationships. Due to the high capital cost of aircraft, firms are more likely to get into long-term loan agreements and achieve favourable credit

conditions if they do not transfer their businesses. Entering the aircraft manufacturing business is difficult due to the high capital requirements. Even a single plane is around \$200 million in terms of money and expertise.

As a consequence, the aviation industry is highly specialised. While airline firms continue to develop globally, consumers face a limited choice. However, even slight changes to a supplier's loan or credit arrangement might result in huge losses for airlines. The risk of suppliers' bargaining strength ranging from modest to severe in this circumstance. As a consequence, the negotiating power of the supplier is increased. Biman Bangladesh Ltd acquires the whole aircraft from Boeing using proper long-term finance.

3.8.3 The Threat of Entrant is Low:

- Huge financial commitment
- Profitability through economies of scale
- Customers can switch at a low cost because there is a lot of competition.
- Regulations and the requirement for a license

Two variables lead to an increase in the risk level. To begin, the expenses associated with switching are quite low. Second, there are no unique products or services involved. Regardless of these two issues, the industry is rather secure. Businesses that are already established have a huge financial advantage. This industry requires a substantial amount of capital, and returns will be low in the early years without a strong customer base. Existing firms may and will respond to emergent enterprises by lowering pricing or suffering losses. Regardless of the low cost of switching brands, consumers gravitate toward well-known brands.

Any newcomer to the airline business will spend a substantial amount of cash, and as a result, the risk of entrants to the market for an existing firm is minimal in the absence of a solid customer base. Not just at the entry level, but also at the exit level, this industry demands large financial investment. Any aviation-related business can only be viable if it can use economies of scale. Additionally, the fear of a new entrant will motivate established players to combine their resources in order to compete. Emerging market companies like as United States Bangla create a

foothold as a new entrant. At the moment, emerging categories such as Economy Class by Biman provide "luxury" services at a price point that is attainable.

Additionally, there is the question of safety, and the majority of clients feel more secure doing business with established businesses. This sector requires expertise of planes and flying, which reduces the danger of entry. Prior to applying for a licence, which may take up to a year, businesses must get one. Following then, they are continuously regulated by the Federal Aviation Administration and the Department of Transportation. Despite the fact that Biman Bangladesh loses money each year, the likelihood of a new entry is low. The political climate and corruption are erecting new sorts of entrance barriers into the business.

3.8.4 The Threat of Substitutes is Moderate:

- Bangladesh Railways
- Buses and local transit are available.
- The aviation business faces a modest threat from replacements such as car rentals and distributors like Pathao and Uber.

Consumers may sometimes go to their destination using alternate means of transportation, such as trains and buses, for a number of reasons, including cost and convenience. While flying is more advantageous in terms of convenience, money, and time, people continue to prefer trains for the reasons indicated above. Other obstacles to alternatives include rental vehicles and aggregators. Millennials are driving the growth of this segment, with Pathao and Uber offering outstation transportation. The hazard is now minor due to these tourists' lack of demand for goods.

Customers of Biman Bangladesh may also go to their destination by vehicle, bus, train, or boat. In Bangladesh, they are more affordable than aeroplane tickets. Switching is more affordable. Certain forms of transportation are more costly than a round-trip airline ticket. Time is the primary cost. The fastest way of transportation is via plane. In terms of cost, convenience, and, in certain situations, service, airlines exceed all other forms of travel. Consumers periodically choose other means of transportation for a number of reasons, including cost when travelling short distances,

which increases the risk. While clients of Biman Bangladesh Airlines pay a premium, they are constantly exposed to subpar service, delayed flights, and safety issues.

3.8.5 Rivalry Among Existing Players is Very High:

- Market saturation
- There are a few long-term rivals.
- Each participant has an equal piece of the market.
- Aviation industry standardization
- Exit costs are high.

Existing players are intensely competitive as a result of a number of variables. The aviation industry is dominated by a few large companies, and their market share is equally distributed. Each current member is committed to the long term, whether via loan agreements with suppliers or large exit fees. The aviation industry's ticketing, flying, and baggage check-in and check-out processes are all highly standardised. Airlines brands are defined by their postures and values. Food, beverage, and wi-fi availability may also be distinguishing features. At the moment, the market is saturated, and with COVID, many businesses are concentrating their efforts on expanding sales while the competition remains stable.

The aviation industry in Bangladesh is very competitive for a number of reasons. At the moment, the industry is paralysed. Its business cycle looks to be reaching its end. Long-term, the competitive environment looks to be stable, with no signs of under or overcapacity. Fixed expenditures are astronomical in this company. Biman Bangladesh's competitors is very same, except they provide worse customer service and regularly delay flights. This presents an opening for their adversary. As a consequence, rivalry becomes a more significant concern in this case. U.S. Bangla is now neck and neck with Biman, while the other two competitors, Regent and Novoair, continue to expand, and a third competitor, Air Astra, has entered the fray.



Chapter-4: Description of Main Duties/Job activities (Biman Charter Cell, Charter Operation)



4.1 What is a Charter?

Charter flight is a subsidiary part of any other passenger flight and it's totally different from other regular flights. Passengers often fly on a planned flight when they travel by aircraft. The departure and arrival times of scheduled flights are pre-determined and advertised in advance. A charter flight, on the other hand, is an alternative to the more common scheduled flight. A charter flight is one that is not scheduled by an airline. Charter flights, on the other hand, are used to transport passengers on particular, last-minute journeys. Charter flights come in a wide variety of configurations, including:

- **Public Charters:** The term "public charter" refers to a flight that is advertised and sold to the general public, either directly or via a travel agency, after a corporation or individual contracts for aircraft operation to and from a particular location. The business might be an airline or something else, like a tour or holiday package provider.
- **Special Event Tours:** Charter flights for special events are scheduled for the aim of attending a specific event for which there are no commercial flights available. This sort of public charter is often used for athletic, religious, educational or cultural events of short length.
- **Affinity Charters:** An "affinity charter flight" is one that has been organized by a group or organization for the benefit of its members. In affinity charters, all passengers are members of the same club or organization, and everyone pays for their own ticket.
- **Single Entity Charters:** When a person or business contracts and pays for the complete plane's operation under a single entity charter, the term "single charter" is used (as opposed to one or two seats, or a group of seats, on an airplane). A single entity charter does not need individual passengers to pay for their own airfare. The firm or person who contracted for the use of the plane must pay the whole fare and cannot charge passengers for specific seats.



Figure 19: Biman's Dash 8 aircraft use for domestic schedule and charter flights

4.2 Biman's Charter Operation Background

Previously Biman doesn't offer charters for passenger flight or cargo operation. It's only limited to personal or private barriers for domestically and internationally nearby distance. Also, Biman had a bad reputation in the aviation sector for its huge time trafficking. That's why charter was the least concern, they should focus on it where they are facing issues with regular flight timings. Side-by-side fleet availability is a concern for Biman always.

But when the coronavirus leaps an attack on the whole globe and the aviation sector is starting to fall apart, Biman came up with a charter flight solution to pick up its peak and give an experience of a smooth ride in this epidemic time.

Biman run its first charter flight in association with British Airways from Bangladesh to London to bring 264 British travelers to their homes safely on 21 April 2020. Along with other

586 British citizens, on the following date scheduled as 23, 25, and 26th of April. One hundred and eighty-seven Indians and eighty-eight Bangladeshis have since returned home after their flights were suspended owing to the COVID-19 epidemic via a charter ferry by Biman on May 12, 2020. Biman has started to operate charter flights on the Dhaka - Rome route in the month of June. From July, it enlarges its operation on the Dhaka - Dubai route. After that one after another was being added to the list. These places are,

- Hongkong
- Bangkok (Thailand)
- Bombay/Mumbai (India)
- Wuhan (China)
- Colombo (Srilanka)
- Canton/Guangzhou (China)
- Kathmandu (Nepal)
- Beirut (Lebanon)
- Delhi (India)



Figure 20: Charter flight of Biman that carry vaccine from China

Biman also carries various COVID-19 vaccine dose and medical equipment flights as a charter by the guidance of the Bangladesh Government. They also ferry different operational flights at the request of the Bangladesh Government such as UN flights, BFF (Bangladesh Football Federation), BFDC (Bangladesh Film Development Corporation), BCB (Bangladesh Cricket Board), and so on.

4.3 Charter Coordination Cell Formation

Though Biman started its charter operation at the beginning of the COVID epidemic in April, they don't have a proper hub to accumulate or merge all the functional activities under one roof. They separately do things as their respective scheduled flights which may cause a huge disturbance. In the emergence of this necessity, Biman Administration formed a committee and created a charter coordination cell to maintain these special loads of activity on 20th June 2021.

The committee consists of a conveyor and a deputy conveyor along with some other member assistants from different other departments as sales, marketing, commercial, planning, finance, flight operations, accounts, and audits. Also, to look after the works, there is some assigned advisor to act promptly. It is under the Directorate of Marketing and Sales along with being monitored by the Directorate of Corporate Planning and Training.

Some terms of reference (ToR) for this committee and charter cell are as follows:

- a) To act as a one-stop point to deal with all charter flights of Biman
- b) To prepare the final draft of the Agreement
- c) To get MD & CEO's approval as and when required
- d) To coordinate the activities of the responsible Directorates/Departments with the Charter Companies, Leasing Companies, the Civil Aviation Authority of Bangladesh (CAAB), Ministry of Civil Aviation and Tourism (MoCAT), and other external agencies
- e) To respond to all charter requests promptly and offer a price within 24 hours
- f) To keep the cell active even during a weekend or non-working hours (working from home)
- g) To seek advice from advisor(s) compulsorily before making the draft final

- h) To get the costing of any charter flight from the finance department
- i) To check the operational viability of any proposal
- j) To check ULD management with Ramp control section and Coordinate with Ground Handling contract unit for necessary Ground Handling agreement including Cargo Handling.
- k) All charter flights should be controlled by the Charter Coordination Cell.

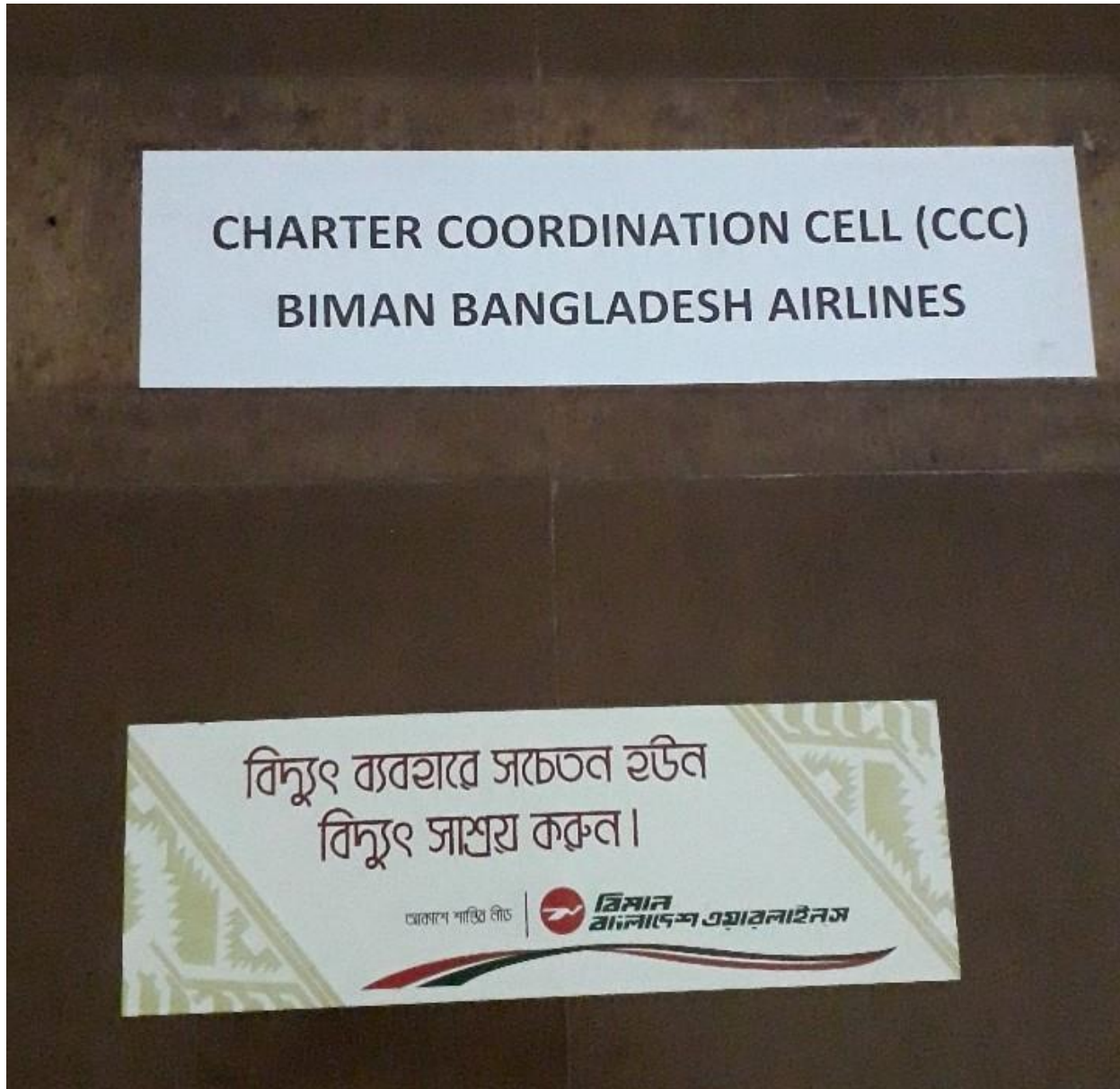


Figure 21: Biman Charter Cell

4.4 Work Functions

4.4.1 Marketing/Commercial:

At first Biman circulate their charter offerings through their website, social media, online platform, various newspaper, and other mediums to reach the potential customer aka party. In the pandemic when aviation sectors are all shut down, Biman gets their potential recognition by operating charter flights only as cargo carriers along with very few passenger flights. That's how they start to reach.

4.4.2 Party Engagement:

Potential party reaches Biman CCC through the mail provided in the commercial also via hotline number. Few conditions are needed to be mentioned when a party forwards a mail regarding a charter flight. They are,

1. Estimated date wanted
2. Destination
3. About the Charter flight - Cargo or Passenger
4. Loading Type
5. For cargo amount and size of the payload, for passenger number of total passengers
6. Full address and contact medium and person

If that approves from a higher position then the operation is good to go forward. Then, it goes to the finance department for determining the estimated cost. When the costing is approved by the party, the deal is moving forward and the information is being forwarded to flight operation, cargo operation, ground handling, captains & crews, and all other associates including to make the flight. Flight operation then acquires landing permission from the destination voyage and if it's okay the flight is good to run and the deal is done with the party. After that, an agreement is being prepared and signed by both parties to be transparent.

Throughout this long process, Biman always prioritizes the party's needs and always be in communication. Biman is always recognized for its great hospitality and in here also there is no compromise of that. Biman has chartered with these companies so far,

- 1 M/S Hasan Enterprise
- 2 ITSA Total Logistics
- 3 AYZ Express Services
- 4 Air Charter Service
- 5 Cosmo Nepal Travel & tours/ Air Logistics Group Pvt Ltd
- 6 Air Trip International
- 7 Apollo Aviation Ltd
- 8 ALFAJR TRAVEL & TOURS
- 9 M&C Aviation Bangladesh Pty Ltd
- 10 Rafid Cargo System & Logistics
- 11 Minar Travels (INDIA) PVT Ltd
- 12 Expo Freight Limited
- 13 DB SCHENKER
- 14 Transpeed HK Limited
- 15 Cosmo Nepal Travel & tours
- 16 IAG Cargo
- 17 Bengal Airlift Ltd
- 18 Conveyor Logistics Ltd
- 19 BFDC
- 20 BFF
- 21 Guangzhou Superpower Logistic Co. Ltd
- 22 Wuhan Avenue Zhongcai Supply Chain Management Co. Ltd.

4.4.3 Price Determination:

When a flight request appears, it goes to the finance department for the costing price to operate the charter flight. Determination of price depends on some of the factors-

- Fixed cost for the operation and other substitute variable costs
- Depending on the destination, aircraft
- Whether it is peak season or offseason
- What type of flight it will be - a passenger flight, a cargo one or both
- Loading type is also in consideration - belly, cabin, or both an
- Availability of captains, pilots, and crews

4.4.4 Aircraft:

For chartered flights, Biman Bangladesh Airlines LTD has a large selection of brand-new aircraft. Both passenger and cargo flights may make use of the B777, B787, and B737 aircraft currently in operation. Dash-8 carriers aren't being used as they are small in size.

4.4.5 About the Flight:

The flight can be a cargo flight or a pax flight or includes both. For the pax or passenger flights, the total number of passengers including their items of baggage is mainly in consideration. A passenger can only carry a minimal amount of baggage loads determined by the authority when he/she checks in like the normal passenger flights. For the cargo flights, it mainly depends on the loading type as belly and cabin loading described below. And when a flight is operated including both criteria, then the functional activities merge and work on that simultaneously.

4.4.6 Belly & Cabin Loading:

The term "belly loading" refers to the carrying of commodities by passenger plane. Goods are transported in the lower deck of a passenger airplane using this shipping method. And Cabin loading means the passengers' baggage or small equipment loading of passengers' vault where they

take their seats. In a Charter pax or cargo flight, both of the loading types are in consideration in times of need, amount, and capacity.

It was also being mentioned in the agreement paper as the lower deck compartment (Belly loading) and upper deck passenger cabin (Cabin Loading) will be used as required as per the chartered pattern. Where the maximum capacity utilization depends on goods dimension and loading manner. The carrier shall not responsible for any offload due to weight, balance, and space adjustment. And the upper deck means cabin loading as per prescribe specification guidance from Biman.

For example, a Boeing777-300ER carrier can carry a payload of 8 pallets + 20 container + bulk at max in the lower deck compartment, and a Boeing787-800 carrier can uplift 9 pallets + bulk at its capacity. Baggage loads for each passenger are as follows: 'Check-in Baggage 20 KG and Hand baggage: 07 KG. Equipment capacity-full belly including passenger baggage.

4.4.7 Parking Time Allocation:

When an aircraft of Biman land at another country's airport, it has got certain time to take a break for the pilots and crews. In that time the aircraft remains at parking slot and it has got some particular hours for parking in that airport. After finishing those hours, the warning time started as the aircraft must be taken off from the airport as a return flight. If this time exceeds, then the authorized airport takes note of the extra time and charges a penalty amount for each extra hour.

4.4.8 Delay/Cancel Flight Penalty:

A charter flight is subsequently different from other regular flights. To run a charter flight, a 1st party can approach Biman and Biman will take further action to run the flight. Before the operation period, the 1st party could delay or cancel the flight. For avoiding, this type of situation there is a clause under the agreement if they delay/cancel a flight, they will be penalized in no time. There are some times adjacent too as per the notice time of the flight schedule, the percentage of penalized amount will raise exponentially.

4.4.9 Payment Procedure:

When a flight is run by Biman Charter Cell and finishes all the criteria and agreement without any hassles, that's not the finish for the work process. Payment is still in the process from the charter company or 1st party. It is up to the agreement brochure and the payment must be in advance. And in the closing month all the payment amounts, pay order, and transaction gateway is being matched whereas everything is right as per agreement. Like there are several payment gateways like direct payment, cheque, or via bank - bank payment. As the amount is huge in terms of air freighter and all the other outgoings, it has been checked manually. Statement of accounts receivable is checked for every transaction, pay order, and other gateways if any.

4.4.10 Overflying Bill:

This term occurs when a certain flight doesn't have the permission of flying over another country in the route of its travel. The situation is pretty common for the aviation sector and when a flight has run by the Charter Cell of Biman, this has to look after by the flight operations sector. From grounding to routing, from take-off to landing, from an altitude of moving to overflying upon a certain area all have to be in concern. For maintaining all of these, sometimes it may occur to take permission of one of these from certain management and ended up in a bad way. For the overflying issue, some countries sometimes restrict their area for security concerns and it may take the flight a very long route to journey and flying.

4.4.11 Account ledger:

Biman takes aircraft lease from various global aircraft leasing company. For taking leases, Biman does a security deposit at first, and then for every month, they have to pay a fixed amount of rent for taking the leases. There is also maintenance cost and gear repair cost as maintenance reserve. And this requires the authority to release a confirmation order via Biman and Bank pay order to complete the payment or transaction procedure. They maintain general invoice for taking date wise payment that is also mentioned in the account ledger by the invoice number.

4.4.12 Operational Challenges:

In this whole process, where charter may face trouble sometimes in these 2 cases.

1. Ground Time:

Ground time or parking time is defined by the destination airport authority. In that designated time, the aircraft should be left from the airport otherwise for each hour of delay, there is a penalty of cost. Suppose, a charter operation destination is Dubai and its ground timing is 4 hours. If the aircraft stay in the airport for more than 4 hours then Biman has to pay extra money for that cause. Ground time disruption happens for various reasons. Like,

- Offloading or on loading off goods and passengers
- Whimsical of responsible authorities/persons
- Mechanical Disturbance
- Resting time period of captains, pilots, and crews

2. Landing Permission:

When the charter operation requirement reaches to flight operation department, they check on the desired airport if they have landing permission or not. If there is permission, there is no need to worry but if there isn't, it will take time to maintain and manage the landing permission from the desired airport authority. For this particular area, there needs to be another agreement adjournment which needs to be permitted from both CAAB and the other country's civil aviation authority. This is the most difficult challenge to resolve.

4.4.13 Future Flights Accommodation:

From Biman Charter Cell, they also accommodate future flights for different individuals like UN, BD Govt., Military and so on. For this type of flight, the proposal comes a long ago before the tentative date and as in the charter cell, we have to work on this from the very beginning. On this working process, there are revised mission allotment, letter of agreement, monetary value allotment, timing set, formal assessment, types of aircraft, requested level of reimbursement,

personal baggage or cargo weight, point of contact, emailing one to one for confirmation and detailing and many other things to handle. All those go through as operational support.

4.4.14 Making a Flight - other Requirements:

If all the above-stated function is okay, the flight is ready to be executed and also run smoothly. After all, there is some concern also,

- Flight disturbance - can occur any time for any reason,
- Not getting approval from prior authorities
- Operational failure
- Rescheduling
- Payment procedure incomplete and so on

4.5 Sample Agreement

A sample agreement is presented below.

Contract of Charter Aircraft: 01 (One) B777-300 ER

THIS CONTRACT OF CHARTER AIRCRAFT is executed on 30th February 2021

BETWEEN

XYZ Logistics Co. Ltd.
Address: 42/5, South Banasree, Dhaka, Bangladesh
Tel: +88(00) 6903 2445
Email: xyz.log@yahoo.com

Charterer/Agent/Hirer, Here-in-after called 1st Party

AND

BIMAN BANGLADESH AIRLINES LIMITED.
Balaka Bhaban, Kurmitola Dhaka-1229
Cell: *****
Email: * * * * *
Operational contact: *****

CARRIER/OPERATOR/AIRLINE, Here-in-after called 2nd Party

WHEREAS the XYZ Logistics Co. Ltd. (1st Party) has requested Biman Bangladesh Airlines Limited (2nd Party) for Charter of Aircraft B 777-300 ER to operate flights for **30 February, 2021 (UTC) from Dhaka (DAC) - Bermuda Triangle (BDA) – Dhaka (DAC) for cargo carriage loading in belly/lower deck only.** The cargo loading will be as per guide-line of Biman Bangladesh Airlines while loading the cargo.

THAT THE 2nd Party will provide a 777-300ER passenger aircraft for the said flight operations. 1st Party shall provide Biman the agreed amount as per terms and conditions. Biman will take landing permissions, slots and confirms schedule, but the 01st party will assist to obtain permission from Civil Aviation Administration of Bermuda Triangle (CAABT).

Terms & Conditions:

01. Charter AIRCRAFT	01 (One) B777-300ER Passenger Aircraft will be used for Cargo Transportation as per declared schedule by Biman and approved by CAABT.
02. OPERATOR/AIRLINE	BIMAN BANGLADESH AIRLINES LTD.
03. BASE	Dhaka
04. CHARTERED BY	XYZ LOGISTICS CO. LTD.

1

Figure 22: Sample agreement page-1

05. COST OF OPERATION	<p>US\$ *****/- (US Dollars *****only) all-inclusive for one flight DAC – BDA – DAC. If any DG shipment, the charge for DG shipment will be added. If departure date (UTC Time) for a flight delayed then the charter rate for that time will be applicable.</p>
06. DAYS OF OPERATION	30 February, 2021 (UTC).
07. ROUTE	DAC-BDA-DAC Allowed to load cargo in lower deck compartment/Belly only.
08. FLIGHT DETAILS	BG***: DAC – BDA BG***: BDA – DAC
09. LIABILITIES	Due violation of import regulation of goods of destination country - such as exporting counterfeit items, exporting band items through miss- declaration. Non-delivery goods at destination will be on 1 st party.
10. GROUND TIME	**** hours ground time allowed at BDA. If additional ground time involved for cargo loading and unloading the charterer will be responsible to pay charge of additional ground time and parking (An amount per hour or its fraction). If any delay occurs due to charterer lack of responsibilities and crew layover involved charterer will pay all the cost of crew layover.
11. PENALTY	<p>a. For any change of Flight date after signing of the contract and the confirmation of operation given by 2nd Party, 1st party should notify ** hours in advance to 2nd party otherwise an additional amount will be charged.</p> <p>b. No diversion from the planned operation can be requested by 1st Party other than it is operationally required by the 2nd Party.</p> <p>c. ##### Clause no 3#####</p>
12. POSITION/DEPOSITION	Included in the cost of operation.
13. PAYMENTS SCHEDULE	100% advanced payment prior to departure of each flight as per invoices.
14. REFUND	100% full refunds of charter price to 1 st Party if the flight cannot be operated and commenced due to Airlines.
15. LOADING	Lower deck compartment / belly only .
16. BANK DETAILS OF AIRLINES	BIMAN BANGLADESH AIRLINES LTD. ****Details of Bank Account****

17. GOVERNING LAW AND ENFORCEMENT OF CONTRACT (a) #####Clause no 1#####
- (b) #####Clause no 2#####
18. NOTICES Any notices required or permitted to be given hereunder shall be in writing and shall be given to the parties at their respective addresses shown below, or to such other address as either party may subsequently notify the other:
- XYZ Logistics Co. Ltd
Address: 42/5, South Banasree, Dhaka, Bangladesh
Tel: +88(00) 6903 2445
Email: xyz@xyzlogistics.com
- BIMAN BANGLADESH AIRLINES LIMITED.
Balaka Bhaban, Kurmitola Dhaka- 1229
Cell: *****
Email: *****
Operational contact: *****
19. TERMINATION Either party may terminate the agreement giving no less than 03 (Three) days' notice to the other but associate penalty (Clause #11) will be imposed.
20. CONTRACT PERIOD Only for 30th February, 2021. If departure date (UTC time) for any flight falls in the next month period then the charter rate for the next month will be applicable.
21. OTHER TERMS AND CONDITIONS 1) Biman have the right to cancel the contract on commercial or Technical ground by giving Termination notice.
XYZ logistics, has the right to propose for additional frequencies, which will be approved by Biman subject to availability of Aircraft, crew and CAABT permission.
22. FORCE MAJEURE ##### Clauses Description #####

We hereby accept all above terms & conditions named herein:

For
XYZ Logistics Co. Ltd, (1st Party)

For
Biman Bangladesh Airlines Limited (2nd Party)

Signature:

Signature:

Name:

Name:

Designation

Designation:

3

Figure 24: Sample agreement page-3

P.S. The company name and all the other things are imaginary, it's just a sample and used to write this report.

4.6 Summary of Job Activities

In my three months period of internship basically, I was assigned to the Charter Coordination Cell (dealing with freighter and cargo operation) under the Directorate of the Marketing & Sales section of Biman Bangladesh Airlines. There are three different sections of marketing & sales in Biman Bangladesh Airlines. They are Sales, Commercial, and Cargo Operations. Along with working there in my tenure, I have also worked in the IT department for the first few days as well as contributed to the Planning department as a part of my work.

4.7 Daily Tasks/Responsibilities

When I started doing my internship in Biman Charter Cell, I had to maintain and overlook every tiny detail and functional activity of the Cell. It was like a hub where various officers from various departments have been assigned to run the charter flight operation smoothly. I have been working on various business functions from Marketing to Operations, from Accounting to Finance, from Planning to Party handling. My daily tasks include,

- Day to day documentation
- Helping in agreement preparation
- Emailing and drafting to different individuals
- Top sheet create for company and monthly basis charter flight
- Approval summary report for each flight
- E-nothi writeup
- Disbursement clarification findings from account ledger
- Parking time allocation find out and determining fine for each flight
- Invoice draft prepare
- Overflying bill accumulation
- Communication with parties and help them with various information
- Up to date with future flights operation and keeping records of them

4.8 Working Conditions & Functions

Waking up at the sound of the alarm at 6:30 a.m. my day started. Being fresh and prepared within one hour and getting to catch the office bus by 8:00 a.m. is so tough but I didn't miss a single day to catch the bus timely. The Office's starting time is at 9:00 a.m. and the finishing time is at 5:00 p.m. I am barely late without any traffic interruption as the airport road is always on traffic. I don't have to do any overtime as this isn't the company policy. The lunch and the prayer break have their own allocated time. After one and a half months, I have got a nice desk to work out along with others. Other functions I would love to mention:

- I got a full tour of the Biman Data Center in my first week when I was in the IT department.
- I have got to visit Biman's subsidiary organs Biman Poultry Complex, Biman Flight Catering Center
- As a part of the operation site visit, I have visited the domestic terminal and terminal 3 which is now under construction but not so deeply as there are some restrictions from CAAB.
- I also have visited other departments like Training, Finance, HR & Admin, Audit as a part of partial learning and experiencing new opportunities.
- Overall function and workplace is good enough as there was enough silence to work peacefully

4.9 Difficulties & Challenges

I have faced difficulties here in the beginning as it takes time to be adjusted. But my fellow interns and other employees and officers are so nice that other than those first few days, I feel like I am home and they all are their own. On the very first day, they welcome me so warmly and I felt shy. As well as the day passing, I have been starting to act free. The work seems too hard for me as well but as time goes on, I have been adapting those so quickly for my fast-learning capabilities. The work environment was also a bit low as the culture hasn't grown fully corporate-friendly but

whenever there is an event or occasion, the workplace regains its fullest energy. Other than that, everything goes smoothly throughout my internship period.

4.10 Working Tools

Like other corporations, Biman is getting technologically advanced day by day but for the influence from correspondents sometimes it seems lacking behind. For the office working tools as a part of government organization, they still prefer recordings in notebooks. But only some of the officers do that. Others use computers to do all their daily work. In my time, I have used Microsoft Office 365 as overall functional works and a specialized software named Cargospot by Champ.

4.10.1 Microsoft Office 365:

Microsoft office 365 is a combination of all Microsoft products and Biman has a license for it as all the systems are centrally controlled. I have used-

- Word for documentation, agreement prepare, different writeup, and report writing
- Powerpoint for slide prepare, presentation, and report submitting
- Teams for communicating and video conferencing
- Outlook for sending email
- Excel for keeping records, top sheet creation, and various functional activities
- Onedrive for keeping all the files safe and secure in the cloud storage

4.10.2 Cargospot by Champ:

This software is basically a very well-known cargo management system as it is widely used throughout the world and it is very sophisticated and comprehensive to work with. It integrates the accounting, rating, and reporting needs of various carriers into a unified platform, removing the need for carrier-specific terminals. It works as-

- Capacity planning and scheduling flexibility
- Reservations and bookings in full detail

- The ability to rate and price products is a powerful feature
- A proactive approach to providing customer service
- Compliance and assimilation within the community

4.11 Assigned Special Tasks

Other than my daily task, I have gone through some special assignments which I think are very convenient for me and that will be my plus point as I have shown significant value in those.

4.11.1 Integrated Business System with IT:

In my first week, I have worked with the IT department and I have asked to submit a report about how Biman can more integrate business with their IT department. For that, I have to go down through the market research of the aviation industry in Bangladesh and track down the process where they can improve the whole scenario in Biman. Biman recently make a partnership with Sabre regarding their PSS (Passenger Support System) and that will surely keep the growth of sales in domestic as well as international markets. It was just for generating idea lead for the improvement of Biman's business through their technology platform. And as I have shifted to Charter Cell, there is no other work that I have done later. But it was quite fun to do the research work and come up with some great ideas.

4.11.2 Meeting with Airbus:

In the 4th week, I have gained an opportunity to present in the meeting with Airbus invited from the planning department. It was quite an insightful observation throughout my internship period as I have learned so many things from the representative of Airbus as well as meet and greet them. After that, I have asked to write an insightful report and learn from this meeting to submit to the Director of Corporate Planning & Training.

4.11.3 50 Years Celebration Works:

In the last few weeks of my tenure, Biman's all work-based were oriented to the celebration of its golden jubilee along with other regular works. In this period, I have also been involved doing some tasks for them and becoming a helping hand. I have prepared some content, presentation slide, write-up scrutinizing, thanksgiving letter, and so on along with my daily tasks. It was really great to work in a new field with new challenges.

4.12 Experience Gathering & Interactions

Biman is a large organization under the Bangladesh government and it has served 50 years as a standing-alone aviation company in this country. For calling the term experience, it obviously feels proud to be a part of this company. In general, I have no idea about aviation business function ago but after spending my 3 months here now I can say that I have gathered so many things that are indescribable. Enlargement from being 'zero to hero', I have always reminded this workplace as my career furnisher. From professionalism to work management in a tough situation, from timetable maintenance to doing the job on time, from taking responsibility to keeping the commitment are all just happened and nurtured me in a fine way.

I have a good interaction with all the officers and managers, I have worked within the period. For me, it's a roller coaster ride. Some of them are always being nice and helping me in any of my struggles. They treat me as one of their own and without being judge-mental, they always prioritize me as I was the only junior and intern of that whole department. They are very professional and experts in their own field. They often give me advice on various topics and learning opportunities. And they are very welcome to be open-minded and give me the freedom to speak about my thoughts in every aspect. I have got lovely company from all of the associates interrelated from my section as well as other sections along with the outsiders such as clients. Moreover, I have got a free-minded workplace where I have got the opportunity to explore and haven't been in anyone's negligence.

4.13 Workplace Safety Facilities at Biman (Due to COVID-19)

In this tough time, we have to maintain some instruction in the office premises. They are,

- Wear masks
- Availability of sanitizers
- Temperature check
- Vaccination is compulsory for every employee
- Maintain social distancing
- Risk mitigating by checking up regularly if any symptoms are there
- All time open service Biman medical



Chapter-5: Findings and Analysis



5.1 Briefing

To better understand the working theory and experience of the organization, I've discovered a number of crucial facts in my study. The absence of prior knowledge in this area means that many practical aspects are written from my own practice and overlook that may differ among individuals. Due to the nature of the business and the company's privacy policies, I am unable to provide some requested details.

5.2 Company Level Analysis

Exploratory and descriptive question analysis shows that as a company Biman has some individuality unlike others as well as some failings as an organization. Biman, in the field of charter, is still a naive but to rule out.

To meet or exceed international standards, Biman's on-ground and in-flight services have vastly improved during the previous decade. Biman has been an IOSA (IATA Operational Safety Audit) accredited airline since 2008. Expecting to restart flights in Chennai, Mumbai, Tokyo & Toronto as well as Colombo, Male' & New York in the near future is the airline's strategy for progressive growth of its route network.

In the period of last 3 months Biman has successfully operate in total of 107 charter flights. The total speculation is given,

Table 6: Charter operation of last 3 months

Month	October 2021	November 2021	December 2021
Total Charter	45	39	23

As it is shown that for the decreased rate of effecting coronavirus, the scheduled flight is now on the run and charter flight is also decreasing in that response. The major challenges here is limitation of aircraft and manpower. But it clearly shows that how Biman dominating in this crucial time period without having major concern in this side section.

By working in the charter function, my analysis on those criteria are,

5.2.1 Efficient Findings:

1. This business has regular criteria for selection like fundamental qualification, talents, and experiences and in certain circumstances any additional supplementary requirements defined in the functional policy of Biman Charter Cell.
2. In addition to the manpower distribution, the organization and methods department endorses the application of the respective departments under one roof as the functional charter cell or any other active hub.
3. Biman Bangladesh Airlines Ltd.'s compensation policy is to provide workers with the greatest possible benefit and job satisfaction which leads them to work another subsection side by side the daily work progress. It takes them a long time to locate the right person for the appropriate job and who can actually be the driving force of newly determined opportunities. It is visible from the study that Biman's work function and stability are being satisfied, even if it takes a long time.
4. The Chairman of the Board has no direct accountability to anybody else and is not compelled to disclose its activities or performance to anyone. The Board has no need to answer to anybody else because the Minister of Aviation, who is the organization's formal leader, is also the Chairman of the Board. In the acquisition of organization norms, the Charter Cell is not answerable to any other authority.
5. Charter is potential ruling side of Biman by far in this middle of epidemic surge. A rigorous policy and overlooking is just all need from higher authority.

5.2.2 Not so Efficient Findings:

1. Biman isn't always able to provide its employees with the training they need. As an intern, I could personally feel the measurement after being the needy and ambitious to learn something new. Because the employees are structured in the way of their own and need to do so without claiming major concern in this area.
2. The legislation mandates that Biman is not a solely commercial airliner and that it prioritizes national interests above commercial ones. The ordinance gives the government

the authority to carry out its duties. The government uses Biman to provide services for the country, such as official VVIP flights, relief flights, charter flights, and a lower-cost Hajj flight.

3. As of right now, it has a Man-Equipment Ratio (MER) of 1:367, although the acceptable worldwide level is 1:200. Although Biman employs a large number of people, their salaries are comparably modest when compared to those at competing airlines.
4. Although Biman Airlines is the country's largest airline, it is not profitable. From the latest financial report according to the year 2018-19, Biman's total assets were \$250 million where profit was just \$32 million inclusion of operating income loss of \$380 million and revenue generated of \$690 million.
5. Due to Ministerial pressures, Biman is unable to operate freely in the decision-making process. The complexity of the bureaucracy might make it difficult to respond quickly to an urgent issue. Biman has been politicized in numerous ways as a result of its status as a state-owned enterprise.

5.3 Market Level Analysis

In the midst of COVID 19's ravaging grasp on the market, the aviation sector is not exempt from the pandemic's terrible grips. Mohibul Haque, the Senior Secretary of Civil Aviation & Tourism Ministry, has estimated that Biman Bangladesh Airlines has lost Tk 2.35 billion since the start of the worldwide pandemic.

Before the COVID period Biman is being emergence with some current trends and opportunities in the market like-

- Increasing demand of air travel as people are considering air travel considering time efficient, cost and inconvenience. Growth Biman in between 2015-19 is getting exponentially higher and getting hit with affordability of air travel.
- More frequent flights in domestic and international arena like daily flight from Dhaka to Big destinations which was barely seen 10 years back when the flight was just once in a week.

- Previously operating with antiquated airplanes, Biman Bangladesh has just bought brand new aircraft. 2 Boeing 787-8 Dreamliners, 2 Boeing 787-9 Dreamliners, and 2 De Havilland Canada DHC-8-400s were added to the fleet in 2019. Aircraft between Biman and Bangladesh have an average age of 8.3 years. These modern planes are drawing more passengers while decreasing operating and maintenance expenses which is definitely the progress of average fleet age.
- Biman is now expanding its operation with the newly under construction terminal-3. It will be a huge milestone not only for Biman but also for Bangladesh aviation industry when it is complete.

Also, with the working progress of analyzing the market in this charter sector, Biman is the only one that provides international charter with their latest aircraft in Bangladesh. As for that concern in the working time there, I have come to know some party and from generally asking them they provide me with the positive benefit that Biman is the only one they can trust with chartering. For claiming new concern, they have some drawbacks in the market but in chartering they surpass everyone by gaining 700 crore BDT in just nearly 2 years. Other findings came through the different individuals and from their feedback on Biman as passengers-

- Compared to other airlines in our nation and the globe, Biman Bangladesh Airlines lacks a quality management system. As Biman is still confined with the old process of documenting in hardcopy, soft copy base documentation is now getting preference as all other competitors now getting ahead of Biman.
- Biman's customer service is abysmal since it lacks the ability to tailor its services to the needs of its consumers. Because Biman fails to update its websites on a regular basis, customers are unable to get the most up-to-date and comprehensive information and are falling back in the market. Though the charter sector is nowadays gaining trust from its consumer's feedback.
- The Biman fails to adhere to its published flying schedule on a regular basis. It often deviates from the scheduled flight time without providing any explanation. This time trafficking is the root cause everywhere in Biman even in the charter sector and drastically losses its market share.

- As a result of the absence of marketing activity, Biman does not have a new or improved brand to attract customers. The commercial marketing progress of Biman is negligible to say in which concern they are losing potential party from charter as well.
- Biman has all the newest technology and opportunity in its hands but a lack of skilled people in an organization can be more of a burden than making it stand in the market. Planning opportunities and getting something new haven't been welcomed at all in Biman.
- Rebranding issues from the higher authority stuck Biman's progress. As a 50-year-old public company, it is high time, they should rebrand themselves in every sector of airline positioning. An attempt at rebranding in 2010 was also gone into vain for some interrelated issues and it now remains where it was before.

5.4 Professional Level Analysis

In terms of shaping my career, I will always be obliged to Biman, and for this internship opportunity by which I got practical business knowledge in terms of behavioral aptitude and experience gathering. There are also some organizational and behavioral factor that can make Biman more ambitious among the leading companies to deal with etiquette and norms. Some of the major industrial and corporate belongings I have gained other than technical knowledge,

5.4.1 Communication:

In a corporate ground, communication and being able to make a community through it is one of the big challenges. Knowledge sharing is also a part of this. Biman as a big community corporal affair gives me the floor to flourish and present myself to go beyond and become the achiever to influence others through communication.

5.4.2 Adaptability:

The concern adaption is very much suitable for the workplace like Biman. Everywhere, every sector, and every work, Biman tech me to be fast, capable, adherence and gainer. The quick you adapt, the more I will be fluent - this will be the tagline for every dream achiever.

5.4.3 Leadership:

I have come up with some greatest minds of the aviation industry and from them, I learn how to talk, influence, take up the floor, and put in the best effort. They are the greatest leader and decision-makers in their own arena and those kinds of attitudes give me the impression to feel the hunger and do more.

5.4.4 Teamwork:

If there is no team, the work will be more complicated. A team can make everything easy and if there is a team of all potential candidates in one table, that can make them work with a snap of a finger. A team consisting of marketing, commercial, cargo operation, flight operation, accounting, planning, finance, audit, and sales in the charter cell, gives me the absolute best package all in one.

5.4.5 Time Management:

Time is money and every bit of opportunity, Biman teach me this valuable functionality. From work to break, from coming office to going back home, my time-bound was selective and scheduled. Being time conscious and managing it properly is one of the attributes that lead me far enough to achieve my goal.

5.4.6 Conflict Resolution:

Managing work, respecting others' privacy, and in between these two mitigate conflict is not only create virtue but also make one skillful how professional a person can be. From my coworkers, I inherit the ability to avoid conflict and be in a position with proper justification. A workplace like Biman where numerous conflicted situations may occur and how to keep calm to set mind is up in the mark in professional credibility.

5.4.7 Challenges:

Numerous challenges may occur in this type of corporate sector but not dealing with them and not gaining enough input on this is the biggest failure as an organization.

- Workplace in Biman kind of open-minded but they didn't practice critical observation in which a person may fall behind.
- Problem-solving skill is a must-to-go process, but without generating new ideas and scope this aptitude also belongs as a secondary choice.
- Decision-making can make a skillful person a great leader. Although there is the practice of leadership, without making the proper decision and getting involved in it an institute may suffer in the long run.
- A growth mindset is also not in presence at Biman as it goes with the flow with the same traditional way and conspiracy.



Chapter-6: Conclusion and Recommendations



6.1 Recommendations:

Having issues in any company is to be anticipated. In order for an organization to function, there must be challenges. So, what's next? There must be a remedy! The section and the whole company are suffering because of some serious matters I've discovered. I'll share what I've discovered with the appropriate people. In order for Biman to move out of its old-fashioned management style, to accommodate future prospects, and to prevent the present crises and dangers, it is imperative for Biman to adopt the following actions:

- Long term development plan & infrastructural development of Biman in internal and management issues.
- Better positioning and precautions for COVID emergence as it is nowhere to go within near future as well as safety and security ensure for better customer service offerings.
- Make Charter an individual functional department and coordinate well.
- Recruit individual specialized for this sector only and not dragging employees from one place to another.
- In order to be effective and profitable, Biman must follow the current business practices of world-class airlines.
- Strengthen of marketing and commercial sector in order to work and think out of the box.
- Technological enhancement, data analysis, website and overall technological system development and change.
- Rebranding of the company as well as branding of new functional activities like charter to get worldwide recognition.
- Publication of the annual report and financial statements must be included in terms of changing regulations and Biman must be run by its own people, not by the state.
- It is high time to create transparency in inventory management, procurement, aircraft leasing, purchasing and for that a regulatory section department might be established.

6.2 Conclusion:

Only one airline serves as Bangladesh's national carrier. Biman Bangladesh Airlines Ltd, a low-cost air service company is the first of its kind in our nation. In 2007, the caretaker government transformed it into a public limited company in the hopes of making it more lucrative. But it is still impossible to establish it as a lucrative corporation. Biman's subsidiaries, such as BFCC and BPC, are making money for the company. Biman has had a slew of issues during the previous several decades.

Over the last several years, a trickle of information has emerged about the organization's alleged corruption and incompetence. This has led to a number of cases of poor service to passengers, as well as corruption in acquiring spare parts and equipment. For many clients, Bangladesh Biman is their first choice of airline, although it falls short in a number of important respects. For the sake of its golden anniversary, Biman should take on some new duties and move away from its old-fashioned management style in order to take advantage of future changes and avoid present crisis.

As for charter operation, this is a new doorstep of Biman that can make fly Biman actually high. The market is not overall prepared, the opportunities are there. The thing only needs a few dedicated persons, free count operation, some policy changes and the maintenance of timing is all they need to run this biggest trump smoothly.

COVID has incurred loss to every sector of life, aviation sector is still suffering. To continue the flow of growth and other expenditure, Biman have to look after in the charter sector side by side its regular flights. The world is changing, aviation sector is also moving fast with new aircrafts, technologies and what not. Biman should also adapt this and make a strong position in the international arena.

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Appendices

During the internship period, all the weekly reports regarding the week basis work activities signed by both company and academic supervisor are attached here. The total number of weekly reports are 12. These weekly reports are made with proper care and ordinance.

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Name: Abidure Rahman Khan

ID: 170061041

Week: 1st week

Date: From 12th October 2021 to 14th October 2021

List of activities with brief description:

As it is the 1st week of Internship, there is no pressure at all or bindings. In the first 2 days, everyone in the workplace meet and greet us. I am being overwhelmed with the welcoming environment at Biman Bangladesh Airlines Ltd. I have several meetings with several individuals. They have talked about different aspects and I have gained some knowledge how the whole company runs, its ins and outs, at least have some learnings through all of this.

As I have positioned in IT Department, I came to know about their work process, working fields like Programming, Software Development, Web developing, Networking system, Hardware and so on. On the third days, I have gained some hand to hand experience about Hardware (Problem Identification, What to do and what not, Hardware tools exchange) and software (Installation process, upload, set in the system network). Throughout the process, I have got the experience what I have know earlier but in a better way. From these learnings, now I have the confidence to do the work alone and in this weekend, I have gone through my old PC which hadn't started for years for some internal hardware issues and get it back online again.

Other than that, I have taken to visit in the data center of the organization and got a vast knowledge about the whole data system that works throughout the firewall, server, cloud, nod, switch/hub, router and distribute the data among all the departments. I have managed to get some new friends here also. One is work with me in the IT department and the other is in the Admin and HR department. We have also spent some quality time and knowledge sharing among us and have a great time together. Thus, I am overcoming with the work culture, environment in these first 3 days.



Md. Mahfuzur Rahman
Asstt. System Administrator
IT Division
Biman Bangladesh Airlines
Company Supervisor



Academic Supervisor

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Name: Abidure Rahman Khan

ID: 170061041

Week: 2nd week

Date: From 17th October 2021 to 21th October 2021

List of activities with brief description:


This week, I have gone through a task of whether I can implement any business function through the IT department and I have come up with the idea as customer service through an online platform and online marketing will create a great impact. As Biman recently start their e-commerce servicing as PSS (Passenger Service System), they can integrate this site easily into a collaborative business side into the IT function.

As of last week, I have gone through some hardware-related works this week as well and explored the data center again. This time I get proper functional knowledge about the networking and support system of the whole data center and how they play a vital role through this about getting some of their recent systems down event. Also, I got the proper mechanism knowledge to run this system.

I have made another report-based task about the comparison between Biman Bangladesh Airlines and other airlines of Bangladesh, and how Biman can improve their system or add new things to their process, website, and so on.

I have been also gone through the aircraft marketing department. This department works seems interesting. They work on the overall chartered flight Biman run. For this they monitor everything. Flights route, scheduling, timing, cost maintenance, contacts to the vendor, pilots and crew management, and many more things to run on their plate. I have gone through some of their documents and some minor tasks to do with them regarding their whole process.


21-10-21
Company Supervisor


Academic Supervisor

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Name: Abidure Rahman Khan

ID: 170061041

Week: 3rd week

Date: From 24th October 2021 to 28th October 2021

List of activities with brief description:

I am fully shifted to Aircraft Marketing aka Charter Coordinator Cell this week. I have gone through several new things to learn and work with.

Firstly, how this new cell of Biman Bangladesh Airlines runs and what they do overall for a chartered flight is being described for each chartered flight's file. I have gone through several of the flight's files and came to know about the things listed below –

- I. Which aircraft will use to run the whole flight like B777-300 ER or B737-800
- II. Operations run by Biman Bangladesh is the main contributor (2nd party)
- III. Where will be the base
- IV. Chartered by which company (1st party)
- V. Flight Details - Date and time of Operation, Departure time, landing time, Ground time
- VI. Route as from where to where like DAC-DXB-DAC. It means Dhaka to Dubai to Dhaka and it has a unique international code to indicate the whole flight like *047 for DAC - DXB and *048 for DXB - DAC.
- VII. Penalty occurrence if there is something against the contract confirmation and schedule timing.
- VIII. The capacity of the flight as payload - how many passengers will go, cost per passenger. And if that is a cargo flight how much load baggage will go or sometimes it will be mixed up.
- IX. Force Majeure - any kind of incident or occurrence if something happened by nature or by the acts of God. In this case, any of the parties will not be responsible under the agreement.
- X. Payment schedule and Refunding policy

I am learning all of this procedure and working on this gradually. These things are quite interesting to learn and to see practically how to deal with different types of obstacles.



28-10-21

Company Supervisor



Academic Supervisor

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Name: Abidure Rahman Khan

ID: 170061041

Week: 4th week

Date: From 31st October 2021 to 4th November 2021

List of activities with brief description:

This week Airbus, the aerospace company, has a conference meeting with Biman Bangladesh Airlines and I have got the opportunity to attend the meeting. There are two representatives from France to present Airbus and their new air freighter A350F. From this meeting, I have gained a greater knowledge about the future of aircraft and its update featuring all the new technologies. I have listed some of the keynotes below what I have learned from this engaging conference meeting,

- I. Efficient Air freighter: Airbus will provide lighter structure aircraft with more load/passenger capability. It's also fuel and cost savings for its internal new feature. As the future competency and commodity, it will adjoin the airbus family as well as get benefit from all the advantages it requires. It's compliant with the most stringent environmental requirement and for its functionality air cargo traffic will be decreased.
- II. Shaping Airfreight: It has a larger payload capacity up to 109 t than as usual large freighter nowadays. Based on the A350 fleet platform and performance, it has the latest technology that can provide worldwide non-stop operation. It also has solid and optimized cargo capabilities for its feature. Not only it has more structural payload & volume but also it has lower take-off weights and 20% lower costs for maintenance.
- III. Freighter Market: The importance of a dedicated wide-body freighter is for both short-term and long-term use. A350F is the only new generation future-proofed freighter as of today. The world demand for this type of freighter is increasing as it has replaced the market of other air freighters by the changing of fleet market size. As per other older versions of aircraft now goes in retire or the production is stopped by now for the COVID-19 situation.
- IV. Environment Friendly: This new air freighter will rule CO₂ emission and it has the environmental credentials of certified noise and pollution level. As mentioned earlier it will take less fuel to run, the CO₂ emission will be less than the other aircraft. Also, it has a feature of the step-change fuel-burning system that will set a path of 4500 nm sector max with tons of less fuel capacity.
- V. Top-level Features:
 - 4700 nm range with a 109-ton payload
 - Extra-large rear main dock and doors
 - Full climate control as it has 8 different zones independently controlled
 - Courier area's modular design as per requirement
 - Cargo door is made from titanium
 - Carries modern Engines

- Modern multifunction cargo loading system
- Animal carrier
- Fully temperature control
- Soft pallet and super heavy pallet capability
- Independent loading of decks

The meeting runs for one hour but the information I have got, it takes time to get in-depth learnings of all these modules and new concepts I haven't familiar with. After the ending of the meeting, I have got the opportunity to personally meet and greet those two French representatives from Airbus and they have talked with me about their planning and upcoming opportunities. Also, I have introduced myself to them and after listening about my background they are more ambitious about the prospect of this type of learning. This is totally a new experience for me and I have worked throughout the week to gain all the above outcomes and learnings that I haven't known earlier as well as doing all the regular works in Charter Coordination Cell regarding as earlier reports.

Siddique (04-11-2024)
P-36919
(CAB. SIDDIQUE)
DEPUTY MANAGER, COMMERCIAL
Company Supervisor

[Signature]

Academic Supervisor

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Name: Abidure Rahman Khan

ID: 170061041

Week: 5th week

Date: From 14th November to 18th November 2021

List of activities with brief description:

From this week, I can feel the pressure of working in Biman as I have been assigned several new tasks to learn and work on.

Charter Flight for October:

I have to make a spreadsheet for the Charter Coordination Cell for all the chartered flights Biman has run throughout the last month. I have to gather information, data from different files and listings to work on this assigned task. There are various types of accumulated data and information for a chartered flight those are,


- I. Flight no - Including flight information with designated code number like ** *011/2
- II. Date and time - overall details on day to day basis for the whole October month
- III. Sector/route - For airplanes, there is a significant route or roadmap to go to an assigned destination, and the route is always fixed between two particular places.
- IV. Charter company name and details.
- V. Aircraft - Right now there are 20 aircraft under Biman. Each of them has a unique identity like 'The Awchin Pakhi (Boeing 787-9 Dreamliner)'. So, for a particular flight, a particular aircraft is being used.
- VI. Loading (Belly + Cabin) - Belly for different types of products and Cabin for crew, staff, passengers.
- VII. Passenger flight / Cargo flight / Both
- VIII. All the agreements are okay or not as well as the declaration of the particular flight.
- IX. Delay/Cancel - If any of the flight was delayed or canceled for any type of occurrence.
- X. Payment amount and gateway.


There are more than 30 Passenger Freighter / Cargo Operation run by Biman Bangladesh Airlines Ltd. in the last month and the whole task need much time to complete as it's not only the data gathering and accumulation but to understand the whole process/system in depths for knowledge gathering and future outcomes.

Future flights accommodation:

From Biman Charter Cell, they also accommodate future flights for different individuals like UN, BD Govt., Military and so on. For this type of flight, the proposal comes a long ago before the tentative date and as in the charter cell, we have to work on this from the very beginning. On this working process, there are revised mission allotment, letter of agreement, monetary value allotment, timing set, formal assessment, types of aircraft, requested level of reimbursement, personal baggage or cargo weight, point of contact, emailing one to one for confirmation and detailing and many other things to handle. All those go through as operational support.

The regular hustle in Charter Cell is also going on side by side there is pressure on various new projects and agreements in this month. I am looking forward to some exciting weeks ahead to get different learning opportunities and intake in this adventurous internship period.


(A.B. Siddique)
Deputy Manager for Commercial
BCCC
Company Supervisor


Academic Supervisor

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Name: Abidure Rahman Khan

ID: 170061041

Week: 6th week

Date: From 21st November to 25th November 2021

List of activities with brief description:

Parking Time Allocation:

When an aircraft of Biman land at another country's airport, it has got certain time to take a break for the pilots and crews. In that time the aircraft remains at parking slot and it has got some particular hours for parking in that airport. After finishing those hours, the warning time started as the aircraft must be taken off from the airport as a return flight. If this time exceeds, then the authorized airport takes note of the extra time and charges a penalty amount for each extra hour.

For this task, I have been given a spreadsheet of parking time for a certain airport named Canton (a city of China). There are data for the last 6 months of operation including the flight details, marking the date and time of flight arrival and departure. Firstly, I have to determine the total parking time for each flight of aircraft. Then, I have calculated the extra parking time by using a function. The allocated parking time and penalty amount for each extra hour of parking time are given by the Canton Airport authority. Finally, I have to get the exact amount of penalty where the extension occurs individually as well as the total amount of penalty for each month and in total for the last 6 months.

Delay/Cancel flight penalty:

A charter flight is subsequently different from other regular flights. To run a charter flight, a 1st party can approach Biman and Biman will take further action to run the flight. Before the operation period, the 1st party could delay or cancel the flight. For avoiding, this type of situation there is a clause under the agreement if they delay/cancel a flight, they will be penalized in no time. There are some times adjacent too as per the notice time of the flight schedule, the percentage of penalized amount will raise exponentially.

For the accumulated task, there is a spreadsheet of delays/cancellations of flights for the last 2 months along with the notice time, agreement amount in USD, and penalty percentage as per clause regarding the reported time for each delayed/canceled flight. I have allocated the actual amount in USD and BDT as per penalty percentage as well as a special agreement confronted by the UN.

Payment procedure:

When a flight is run by Biman Charter Cell and finishes all the criteria and agreement without any hassles, that's not the finish for the work process. Payment is still in the process from the charter company or 1st party. It is up to the agreement brochure and the payment must be in advance. And in the closing month all the payment amounts, pay order, and transaction gateway is being matched whereas everything is right as per agreement. Like there are several payment gateways like direct payment, cheque, or via bank to bank payment. As the amount is huge in terms of air freighter and all the other outgoings, it has been checked manually. Statement of accounts receivable is checked for every transaction, pay order, and other gateways if any.

Regarding that, I have to go through some of the procedures. Firstly, I have to determine date wise flight schedule and the payment date for the payment amount in BDT. Then, match the charter company, flight, and the designated route on that basis. Lastly, when the payment order or amount transfer credited into Biman's account - data, information, or overall documents status is likely to perfect then the bookkeeping is closed.



Company Supervisor



Academic Supervisor

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Name: Abidure Rahman Khan

ID: 170061041

Week: 7th week

Date: From 28th November to 2nd December 2021

List of activities with brief description:

Charter Flight of Bangladesh Film Development Corporation (BFDC):

This week Biman charter cell operates a flight for Bangladesh Film Development Corporation (BFDC) from Mumbai to Dhaka (BOM-DAC) for the Biopic film "Bangabandhu". I was initially involved with the project and get some ins and outs operational activities through it. This was a pax flight allowing only passengers and equipment via a B737-800 aircraft. I have drafted this flight's documents, written mail for different individuals. Despite some loading issues, the flight had run successfully and Biman do their best to comply with such a great opportunity.

When involved with this operation, I have got to learn some new topics (like CBM, weight and volume capacity for flight and cargo operation, offloading, different types of clauses under an agreement) that would be very beneficial for me. This was a special flight monitoring by Bangladesh Government and other respective, that's why Biman took good care about this flight and it was a great feeling to be a part of this.

Charter Flight for November: (same as October)

I have to make a spreadsheet for the Charter Coordination Cell for all the chartered flights Biman has run throughout the last month. I have to gather information, data from different files and listings to work on this assigned task. There are various types of accumulated data and information for a chartered flight those are,


- I. Flight no - Including flight information with designated code number like ** *011/2
- II. Date and time - overall details on day to day basis for the whole October month
- III. Sector/route - For airplanes, there is a significant route or roadmap to go to an assigned destination, and the route is always fixed between two particular places.
- IV. Charter company name and details.
- V. Aircraft - Right now there are 20 aircraft under Biman. Each of them has a unique identity like 'The Awchin Pakhi (Boeing 787-9 Dreamliner)'. So, for a particular flight, a particular aircraft is being used.
- VI. Loading (Belly+Cabin) - Belly for different types of products and Cabin for crew, staff, passengers.
- VII. Passenger flight / Cargo flight / Both
- VIII. All the agreements are okay or not as well as the declaration of the particular flight.

- IX. Delay/Cancel - If any of the flight was delayed or canceled for any type of occurrence.
- X. Payment amount and gateway.

There are in total 39 Passenger Freighters / Cargo Operations run by Biman Charter Cell in the last month and the whole task need much time to complete as it's not only the data gathering and accumulation but to understand the whole process/system in depths for knowledge gathering and future outcomes.


A.P. Sarker

Company Supervisor



Academic Supervisor

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Name: Abidure Rahman Khan

ID: 170061041

Week: 8th week

Date: From 5th to 9th December 2021

List of activities with brief description:

Overflying Bill:

This term occurs when a certain flight doesn't have the permission of flying over another country in the route of its travel. The situation is pretty common for the aviation sector and when a flight has run by the Charter Cell of Biman, this has to look after by the flight operations sector. From grounding to routing, from take-off to landing, from an altitude of moving to overflying upon a certain area all have to be in concern. For maintaining all of these, sometimes it may occur to take permission of one of these from certain management and ended up in a bad way. For the overflying issue, some countries sometimes restrict their area for security concerns and it may take the flight a very long route to journey and flying.


I have to prepare the bill for overflying in the Pakistan region as there were some restrictions some time ago. Biman maintains a draft book for that. I have to go through the draft book and according to the name, invoice no, and outstanding total I have to find out the e-filing receiving date, authority prepare date, payment, and delay of the overall process. The overflying bill has to be maintained fortnightly and through the account ledger, it must be adjusted from a credited to a debited amount.

Mailing and Drafting:

For maintaining communication with the charter company Biman Bangladesh maintain Microsoft outlook. For the making of all agreement issues and other staff, we have to mail to the correspondent. As a government concern, they also maintain Bengali documentation. I have to make draft mail for some of the charter companies before their flight operations and after that too. The mail contains both formal and informal communication to run a charter flight smoothly. If there needs some change for the flight the accommodation has also be taken care of through mailing and processing. For the daily maintenance of tasks, continuous mailing and drafting are required in terms to avoid any kind of future coalition.

Agreement prepares:

A charter flight agreement-making is not just a piece of cake. Many things are needed for this concern. In an agreement paper, firstly there is two party's recognition about, then a formal word speaking. Then, there is some terms and condition and clause that is important for the agreement between two parties. Lastly, a formal ending speech and sign-up from both of the parties correspondent. And not just it, after that formatting, scaling, maintaining the alignment, reading out several times from bottom to end all of these are part of better output. The agreement has been done once for any charter company and after that, for every flight and operation, it has been just renewed under the same acknowledgment.


DEPUTY MANAGER COMMERCIAL
Company Supervisor


Academic Supervisor

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Name: Abidure Rahman Khan

ID: 170061041

Week: 9th week

Date: From 12th to 15th December 2021

List of activities with brief description:

Biman 50 years Logo unveiling:


Biman Bangladesh Airlines unveiled the logo last week for celebrating its 50th anniversary next year. The unveiling of the logo was part of a discussion conference commemorating the birth centenary of Bangabandhu Sheikh Mujibur Rahman, the Father of the Nation. As the principal guest during a gathering at Biman's headquarters in Kurmitola in the capital, State Minister for Civil Aviation and Tourism unveiled the logo. The meeting, which was presided over by Biman's managing director, also included the chairman of Biman's governing board, the secretary, and the chairman of the Civil Aviation Authority of Bangladesh.


The meeting and the whole ceremony were insightful. In this ceremony, Biman declared about their plan and upcoming stabilities they will regain. Meeting with different individuals, watching them, and getting guidance from them is also a plus point for me to attend this type of recreational program. Also, I am doing some works on some projects for 50 years celebration program.

Terminal 3 visit:

This week I have paid a visit to the terminal 3 construction site of Hazrat Shahjalal International Airport. The work is in full progress as it will be the world-class terminal in Bangladesh for the first time. Now it is said that already 22-25% work is done so far and gradually increasing the work speed as well as workforce for decreasing rate of COVID-19. Around 4,000 national and international workers are working on the project maintaining all the Covid-19 safety guidelines along with around 200 engineers and moderators are involved with this. It is a part of a field visit from which I have got extensive knowledge about civil engineering stuff and explored the surface area of this field.

Along with these, regular schedule work of charter cell is on the run. New projects are coming through as 50 years celebration for both Bangladesh and Biman Bangladesh Airlines Ltd.


DEPUTY MANAGER COMMERCIAL, BCC
Company Supervisor


Academic Supervisor

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Name: Abidure Rahman Khan

ID: 170061041

Week: 10th week

Date: From 19th to 23rd December 2021

List of activities with brief description:

Annual General Meeting of Biman:

Biman has organized its yearly Annual General Meeting for this fiscal year 2021. All the internal-external stakeholders along with Board members of the company was present in the meeting. The whole workplace was in a great festive mood. I have got some internal works to do regarding that and have had a great time greeting and meeting with some higher and respected individuals.

ALAFCO Account ledger:

Biman Bangladesh Airlines take leases from ALAFCO, a global aircraft leasing company for the last few years. For taking leases, Biman does a security deposit at first, and then for every month, they have to pay a fixed amount of rent for taking the leases. There is also maintenance cost and gear repair cost as maintenance reserve. And this requires the authority to release a confirmation order via Biman and Bank pay order to complete the payment or transaction procedure. There is GENJV (General Invoice) for creating invoice and the invoice number and datewise payment is also maintained in the account ledger.

There is some transactional error and I have to find out and solve it. For this task, I have to create a spreadsheet for the last 1 year in that Biman took 2 aircraft leased from ALAFCO. My task is to make adjustments by matching payment authority and bank pay order date and invoice no from the ledger and to check out if there is any payment missing or not. In the spreadsheet there are two different worksheets for 2 aircraft including the period, amounts payable, payment authority date, bank payment date, the actual amount paid for the rent, maintenance reserve cost, and actual amount payment for that. Also, findings from the task that there are still some adjustments to the overall transaction procedure where the payment has gone through their accounts for other purposes as well as there is some payment still pending via Biman that's why actual payment is less than the amounts payable.


Slide prepare for Biman's 50-year celebration:

Biman is nowadays in a little bit hurry and the workplace is now in full pace as 50-year celebration of Biman is coming through the upcoming months. So, other than doing works in the charter cell, I have been doing some other stuff by helping and preparing some works related to this grand celebration. I have to make a presentation slide where Biman is arranging any events or

doing something remarkable or any activities for the last few years and give them a meaningful caption in Bengali under each of them. It's very fun work to do as making presentation slides is one of my strengths in Microsoft Powerpoint and I have prepared it in just one day.

Biman's Fleet History content creation:

As a part of the 50-years celebration works, different types of speech and contents are being prepared. All are written in Bengali for the government organization and for me Bangla is one of the plus points. I have to recheck one of the content's regarding Biman's Fleet History and find out if any correction is required or not and make the changes like the editorial sector.


CAP. SUBDIPAK
DEPUTY MANAGER COMMERCIAL, BCC
Company Supervisor


Academic Supervisor

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Name: Abidure Rahman Khan

ID: 170061041

Week: 11th week

Date: From 26th to 30th December 2021

List of activities with brief description:

Parking Time Allocation (WUHAN):

When an aircraft of Biman land at another country's airport, it has got certain time to take a break for the pilots and crews. In that time the aircraft remains at parking slot and it has got some particular hours for parking in that airport. After finishing those hours, the warning time started as the aircraft must be taken off from the airport as a return flight. If this time exceeds, then the authorized airport takes note of the extra time and charges a penalty amount for each extra hour.


For this task, I have been given a spreadsheet of parking time for a certain airport named Wuhan (a city of China). There are data for the last 2 months of operation including the flight details, marking the date and time of flight arrival and departure. Firstly, I have to determine the total parking time for each flight of aircraft. Then, I have calculated the extra parking time by using a function. The allocated parking time and penalty amount for each extra hour of parking time are given by the Wuhan Airport authority. Finally, I have to get the exact amount of penalty where the extension occurs individually as well as the total amount of penalty for each month and in total for the last 2 months.


Slide prepare for Biman's Old and new aircraft:

Biman is in a rush for its 50 years celebration is in the upcoming week. As everyone is a part of it nowadays to make this event as grand as possible. This week I have prepared a presentation slide regarding Biman's Old and new aircraft that Biman has obtained from its beginning. From the variety of photos, I have to choose the appropriate one, merge it on the slight and give a small description about those aircraft. The newly added aircraft's beautiful name was given by Our Honourable Prime Minister Sheikh Hasina. Some of them are a. B787-8 Dreamliner - AKASHBEENA, b. B787-9 Dreamliner - SHONAR TORI, c. B777-300ER - PALKI, d. B737-800 - MEGHDOOT.

Content creation, rechecking, and proofing:

There are many contents being prepared for the different speeches, magazines, advertising, and many other things for this Grand Golden Jubilee. The contents are both in English and Bengali. After finishing the writeup, they are undergone several rechecking, proofing, and correction stages numerous times. After that, they are approved to finalize content for speech or magazines. I have been spending enough time this week behind this project for a better outcome.


(A.B. Siddiqui)
Deputy Manager Commercial, BECC
Company Supervisor


Academic Supervisor

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Name: Abidure Rahman Khan

ID: 170061041

Week: 12th week

Date: From 2nd to 6th December 2021

List of activities with brief description:

For the last 2-3 weeks, I have been working in Charter Cell as well as maintaining some responsibilities of the Golden Jubilee's work under the supervision of different organizing committee.

Charter Flight for December (same as October & November):

I have to make a spreadsheet for the Charter Coordination Cell for all the chartered flights Biman has run throughout the last month. I have to gather information, data from different files and listings to work on this assigned task. There are various types of accumulated data and information for a chartered flight those are,

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- X. Payment amount and gateway.

There are in total 23 Passenger Freighters / Cargo Operations run by Biman Charter Cell in the last month and the whole task need much time to complete as it's not only the data gathering and accumulation but to understand the whole process/system in depths for knowledge gathering and future outcomes.

Thanksgiving letter prepares for the 50 years celebration committee:

For arranging the grand celebration of Biman's 50th anniversary, there are several sub-committees under the main committee supervision to make every event successful. The sub-committees are the Magazine, Event Invitation & Hospitality, Gift & Souvenir, Cultural, Sports, Event Management, Medical, Security & Transportation, Decoration, Advertising, and Budget. They are working day and night to make the event a successful one. They are the main heroes behind the curtain. That's why for their deeds the thanksgiving letter is a token of appreciation to them.


(A. S. Suman)

Deputy Manager Commercial B-ee

Company Supervisor



Academic Supervisor