

## Biman's new arm badge for upper wing staff

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Dhaka: Biman Bangladesh Airlines has introduced new arm badge for its upper wing staff at Hazrat Shahjalal International Airport in the capital in an effort to help passengers easily trace the staff for required assistance.

"This is a new initiative of the national flag carrier to enhance quality of passenger service at the prime airport of the country," Dr Abu Saleh Mostafa Kamal, Managing Director and CEO, Biman Bangladesh Airlines said.

Explaining the new move, Biman MD said, lower wing staff of the airline are mainly engaged in ground service. Hence, they can be easily traced as they wear reflective vests.

However, passengers were facing problems finding upper wing staff of Biman to seek assistance as they wear plain clothes, the Biman Chief added.

The Biman MD and CEO further mentioned, after the introduction of the new arm badge, authorities will be able to monitor activities of its staff through surveillance camera as well to figure out whether they are serving passengers sincerely or not.

