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# The commencement of Northwest BUS trips from King Abdulaziz International Airport in Jeddah

We're thrilled to share that we'll soon be commencing operations from the North Terminal at King Abdulaziz Airport in Jeddah. This transition will not only allow us to accommodate a greater number of passengers transiting through the airport but also bolster our brand presence and positioning. We're committed to enhancing the overall travel experience for our customers and look forward to the opportunities this move will bring.



## We have continued our efforts with campaigns on social media:

We are excited to share that our social media campaigns continue to achieve remarkable success, bolstering our digital footprint consistently. Keep an eye out for our latest updates, and be part of our thriving community by actively participating on our social media channels.



### COMMERICAL DEPARTMENT

We have successfully established new partnerships with agencies in 2 new Cities, Thuwal and Khaybar. broadening our network and ensuring more travelers can experience our top-notch service.

In addition, our recent initiative at the newly opened Jeddah Airport station has successfully resulted in the effective implementation of our advanced ticketing system, aimed at enhancing operational efficiency and customer satisfaction. A highlight of our accomplishments includes the signing of a contract with a reputable operator to manage the cafeterias in both Hail and Tabuk stations. This move not only enhances the travel experience for our passengers but also marks an important step in our ongoing efforts to provide comprehensive and high-quality services at our facilities.



# Update From Each department of Northwest BUS

## QUALITY DEPARTMENT



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### INCIDENT INVESTIGATION SOP

**DOCUMENT INFORMATION**

This procedure applies to all fleets of Northwest Bus.

Implementation Date	Revision Date	Revision #
17 Dec 2023	13 Dec 2023 Initial Version	A


Document #	Author
QMS-54	Quality Department

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**SOP Development**  
Quality department have developed and implemented several SOPs, with ongoing efforts to create and implement more.



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### HSE POLICY

**DOCUMENT INFORMATION**

This policy applies to all assets e.g., employees, fleet and premises of Northwest BUS.

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**Policies Development**  
Quality department has developed multiple policies and is actively working on implementing them as soon as possible.



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### SAFETY VIOLATION STANDARD OPERATION PROCEDURE

**DOCUMENT INFORMATION**

This procedure applies to all safety violations incurred by employees while working at NWBUS.

Implementation Date	Revision Date	Revision #
17 Dec 2023	13 Dec 2023 Initial Version	A

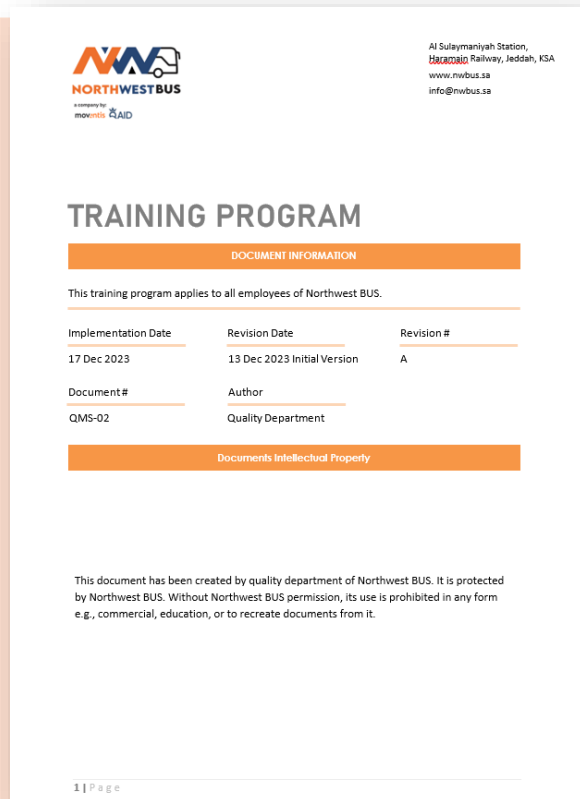
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**Policies Development**  
Quality department has developed safety violation SOP as well a tracking matrix where all safety violations will be tracked.



### Trainings Program

Quality Dept has developed training program which is currently in progress. We have achieved a good % of training completion till now....

## HR DEPARTMENT

During the beginning of the year 2024, our stations in various cities of the Kingdom witnessed significant efforts to enhance the workforce, as a vast number of new employees were hired. Among these new employees, Mr. Jaafar Hanawi was appointed as the new Stations Manager, bringing with him extensive experience in this field and distinctive leadership skills. In addition, Mr. Montaser Fatani was employed as the Contracts Manager, possessing experience in contract management and the effective execution of agreements according to quality and reliability standards. To ensure collective success and the smooth flow of operations, Mr. Mohammed Al-Shahri was hired as Personnel Affairs Manager, known for his outstanding organizational and managerial skills and his ability to motivate and guide teams efficiently. These new additions to the workforce reflect our commitment to improving performance and enhancing communication and collaboration within the organization, as well as strengthening our ability to achieve specified goals successfully.

### MEET NORTHWEST BUS NEW STATIONS MANAGER:

Mr. Jaafar brings his wealth of experience and expertise to our team as the new Stations Manager. he has experience 23 years in Saudi Binladin Group in different positions So we are confident in his ability to lead our station operations effectively. As a seasoned professional with extensive experience in strategic planning, process optimization, and team leadership, Mr. Jaafar's appointment strengthens our commitment to excellence and innovation. We are excited to welcome him aboard and look forward to his contributions in further enhancing our station operations.







**NORTHWESTBUS**

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