



Monthly Business Review

Passenger Business Unit

August 2025



- Planning & Technical
- Stations Operations
- Train Operations
- Rolling Stock Maintenance
- Commercial







Planning & Technical

August 2025



Ashrf Al Jabri
Planning & Technical Director



0 to 15 minute PPM	 98.0%
Change From Last Month By	 1.3%
Cancellations	0%
Right Time Arrivals	8531%
Services Planned 	662
Delay 	38.4 Hrs





0 to 15 minute PPM	98.1%
Increased From Last Month By	1.5%
Cancellations	0%
Right Time Arrivals	64.8%
Services Planned	199
Delay	6.0 Hrs





0 to 15 minute PPM	98.1%
Increased From Last Month By	1.2%
Cancellations	0%
Right Time Arrivals	91.4%
Services Planned	463
Delay	32.4 Hrs

KPIs

0 to 15 minute PPM	90%	
Cancellations	≤1.9%	

Environmental Impact

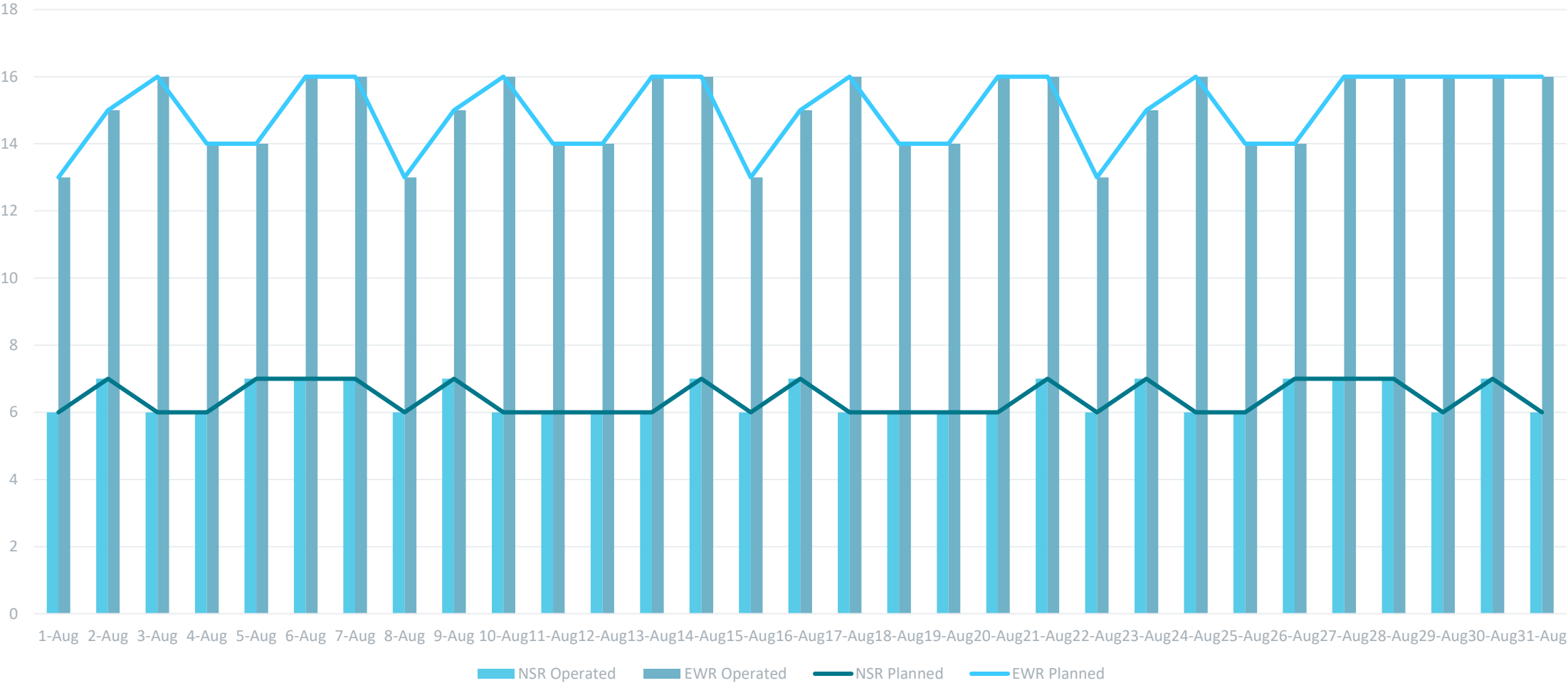
52,334 Cars off Road with	
4,668,040 Kg of Emissions	

KMs

PAX Trains	268,750
ECS/SBY	760

SAR Planning and Performance

Services Planned VS Services Operated – August 2025



SAR Planning and Performance (NSR)

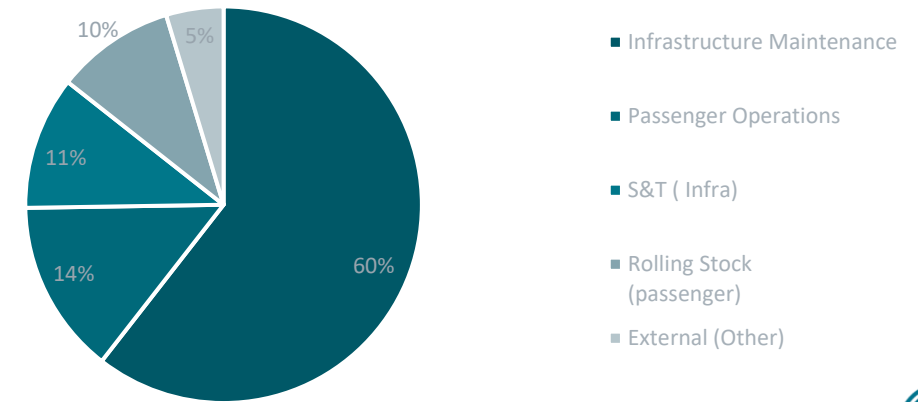


***359 minutes delay**

Delay by Business units	
Infrastructure Maintenance	217
Passenger Operations	51
S&T (Infra)	39
Rolling Stock (passenger)	35
External (Other)	17
Total	359

Top 3 Delays by code		
Delay Code	Delay mins	%
Track Defect	217.2	61%
Track Disturbance (S&T)	39	11%
Passenger Train other(indirect)	24	7%

Delays Attribution by Business unit



*359 minutes delays at final destination.

SAR Planning and Performance (EWR)

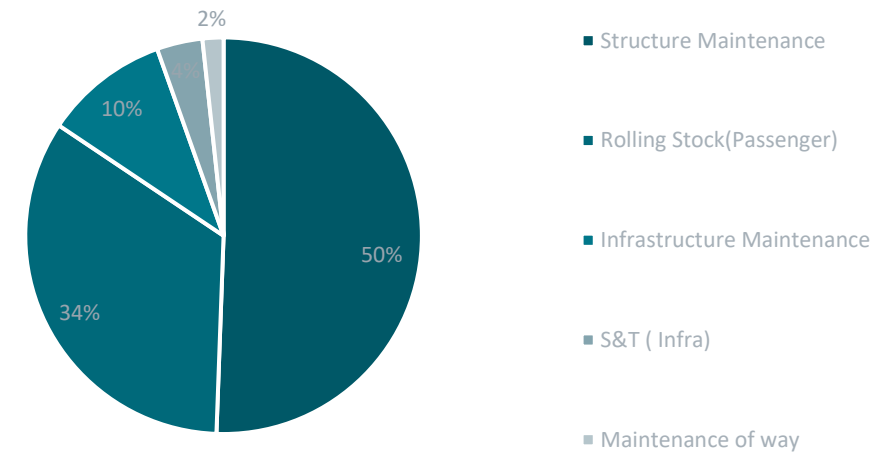


***1930 minutes delay**

Delay by Business units	
Structure Maintenance	976.2
Rolling Stock(Passenger)	652.8
Infrastructure Maintenance	196.2
S&T (Infra)	72
Maintenance of way	33
Total	1930

Top 3 Delays by code		
Delay Code	Delay mins	%
Structure Maintenance	964.8	50%
Defective Train CAF	286.2	15%
Track Maintenance other	163.2	8%

Delays Attribution by Business unit



*1930 minutes delays at final destination & intermediate stations.

SAR Planning and Performance (NSR)



Item	3 Aug 25 to 9 Aug 25	10 Aug 25 to 16 Aug 25	17 Aug 25 to 23 Aug 25	24 Aug 25 to 30 Aug 25
Cancellations	0	0	0	0
0 to 15 minutes PPM	100%	97.7%	100%	95.7%
Services Planned	46	44	44	46
Services Operated	46	44	44	46
Riyadh Depot Presentation%	100%	100%	100%	100%

- 0% cancellations reported against a target of 1.9%.
- 98.0% 0 to 15 minutes PPM against a target of 90%.
- 100% Riyadh depot presentation.

* Percentages for the whole month.

Item	3 Aug 25 to 9 Aug 25	10 Aug 25 to 16 Aug 25	17 Aug 25 to 23 Aug 25	24 Aug 25 to 30 Aug 25
Cancellations	0	0	0	0
0 to 15 minutes PPM	99.0%	96.1%	99.0%	98.2%
Services Planned	104	103	104	108
Services Operated	104	103	104	108
Riyadh Depot Presentation%	100%	100%	100%	100%

- 0% cancellations reported against a target of 1.9%.
- 98.1% 0 to 15 minutes PPM against a target of 90%.
- 100% Riyadh depot presentation.

* Percentages for the whole month.



Planning and Technical Office Service Recovery



A Unified Commitment

The SAR 2025 Safety Plan provides a clear and unified approach to managing health, safety, and environmental risks. By focusing on practical actions, regulatory compliance, and sustainability, SAR aims to strengthen its safety systems and improve performance across the organisation. This plan represents a significant step forward in ensuring the well-being of employees, passengers, and stakeholders, while positioning SAR as a responsible and forward-thinking railway operator. The SAR 2025 Safety Plan defines a structured roadmap for reducing health, safety, and environmental (HSE) risks across all areas of SAR's operations. This plan builds upon past achievements, integrates lessons learned, and establishes a forward-looking framework for safety improvements through a rolling program of activity spanning 2024 to 2029.

SAR carries out Emergency Exercises for several reasons:

1. **Compliance:** EEs are often required by regulatory bodies to ensure that the company is prepared for potential emergencies, procedures, and safety regulations.
2. **Safety:** EEs help to prepare employees and other stakeholders for potential emergencies, reducing the risk of injury and damage to property.
3. **Business Resilience:** To ensure that SAR's processes and procedures are fit for purpose.
4. **Improving response time:** Through regular practice, emergency exercises help to improve response time and increase the efficiency of emergency response procedures.
5. **Identifying weaknesses:** EEs can help identify weaknesses in emergency response procedures, enabling the company to make improvements and better prepare for real emergencies.
6. **Building teamwork:** EEs help to build teamwork and coordination among employees, first responders, and other stakeholders, which is essential for effective emergency response.
7. **Cost-effective:** It is more cost-effective to simulate an emergency through exercises than to deal with a real-life emergency, which can cause loss of life and infrastructure.
8. **Continuous Improvement:** Regular exercise helps to evaluate and improve the emergency response plans and procedures and update them accordingly.

Purpose

This report is split into two parts: the first part is the general report on the exercise, and the second part is the initial brief documentation for the exercise. There is also a requirement for a degraded mode test, which is contained in the first part.

The pass criteria for the EE are:

- That the EE is held.
- That the correct air supply can be maintained by the locomotives to the CAF passenger train.
- The locomotives can release and apply brakes on the CAF passenger train.
- A successful rotational test is carried out to prove the above.
- The EE lead is satisfied with the overall outcome of the EE.

Nia 4 Summary

EE Nia 4 was cancelled and considered a failure due to incremental issues that compounded one another. By the time the CAF train was ready to depart at 12:30, it should have been the scheduled departure time from AJ1. This would've put us working under extreme sunlight at AJ1.

Photographs from the Emergency Exercise Nia 4



Figure 1 EE Lead briefing the staff at the check-in area



Figure 2 Mr. Tony Sadler



Figure 3 Q&A after the briefing



Figure 4 On-Board Technicians



Figure 5 Q&A with Train Captains



Figure 6: Mr. Tony Sadler looks excited during the briefing.



Figure 7: A discussion between the Ops and RSM guys whilst carrying out the degraded mode test



Figure 8 PC6006 – South end

Conclusions & Recommendations

Conclusions:

In accordance with the pass/fail criteria set out, the EE Nia 4 is considered a failure.

We spent too much time on the degraded mode test and associated failures. The degraded mode instructions should be reviewed.

Recommendations:

Are made thus:

- Review the degraded mode test instructions.
- Nia 5 is to be held on the mainline with CAF train engines on.

Stations Operations

August 2025



Ali Al-Olyani
Station Operations Director

Stations Performance Review & MBR



Monthly Evacuation Exercise

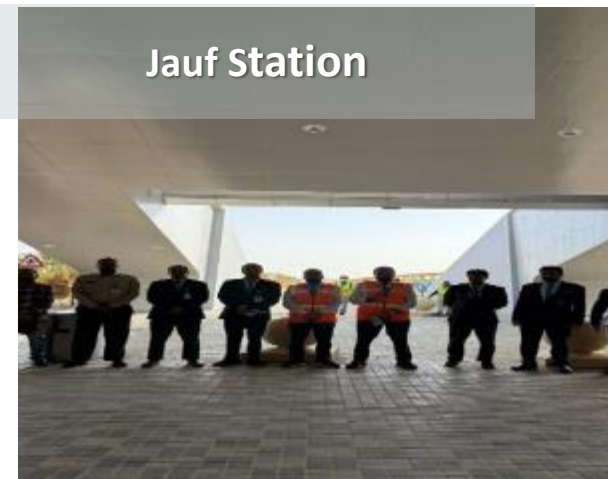


Majmaah Station

Hail Station

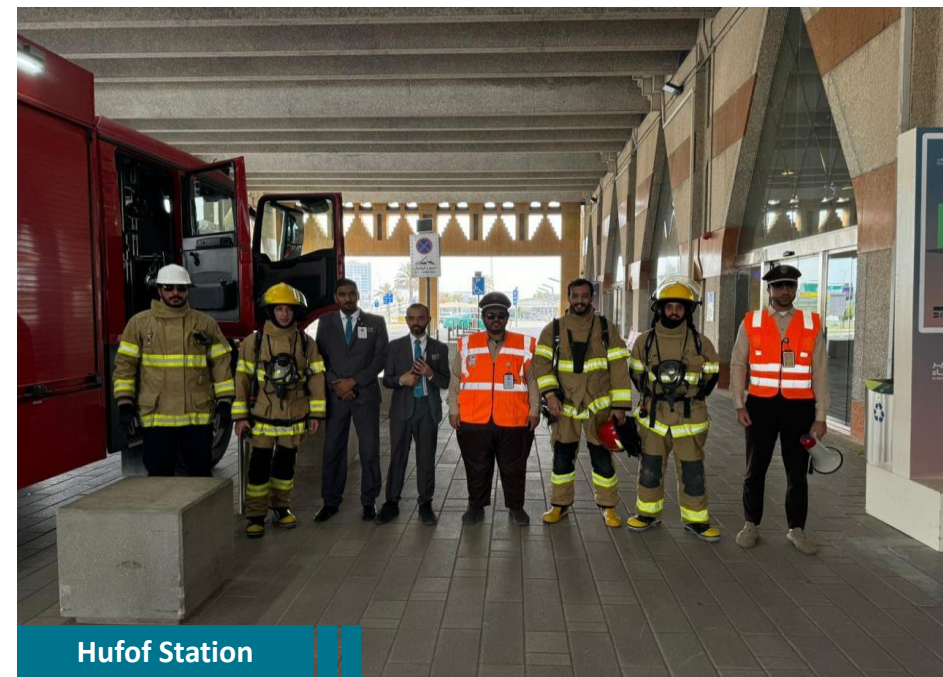


Jauf Station





East/West Stations Monthly Evacuation Exercise



Well Done Team

Team Boarded		
03 Aug	247 passengers	17 minutes
11 Aug	226 passengers	20 minutes
16 Aug	279 passengers	8 minutes
18 Aug	273 passengers	24 minutes
27 Aug	273 passengers	21 minutes
27 Aug	257 passengers	16 minutes

Due to trains late arrival to the platform our teams went above and beyond to board passengers as quickly as possible to avoid further delays.

Thank you to the respective teams for their hard work.

Well done to the teams involved for boarding passengers in a safe and timely manner.



Well Done Team

Team Boarded		
03 Aug	221 passengers	19 minutes
07 Aug	230 passengers	23 minutes
07 Aug	265 passengers	25 minutes
08 Aug	222 passengers	19 minutes
09 Aug	231 passengers	9 minutes
13 Aug	165 passengers	7 minutes
27 Aug	173 passengers	13 minutes

Due to trains late arrival to the platform our teams went above and beyond to board passengers as quickly as possible to avoid further delays.

Thank you to the respective teams for their hard work.

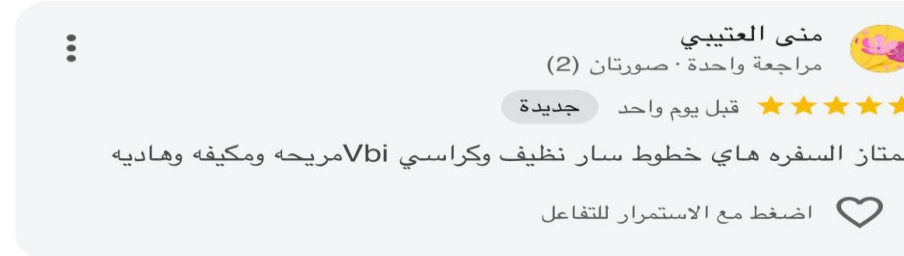
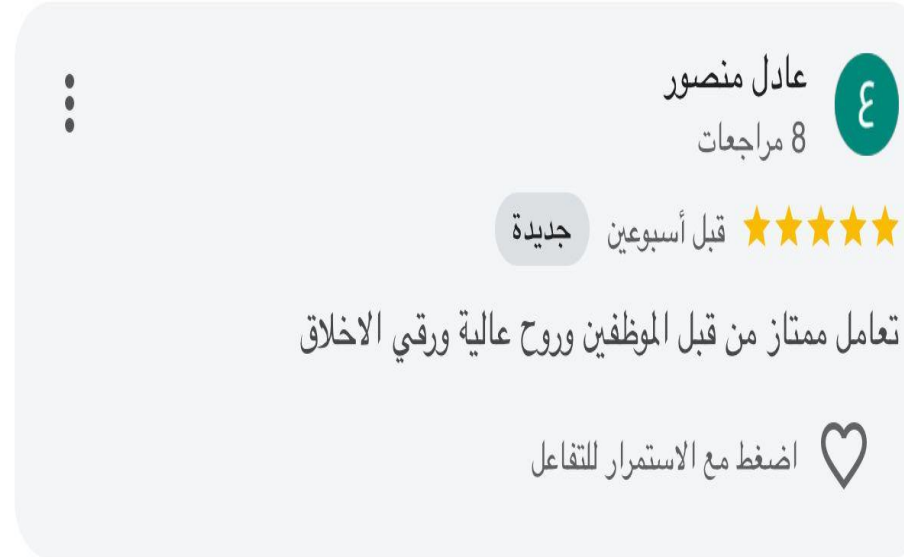
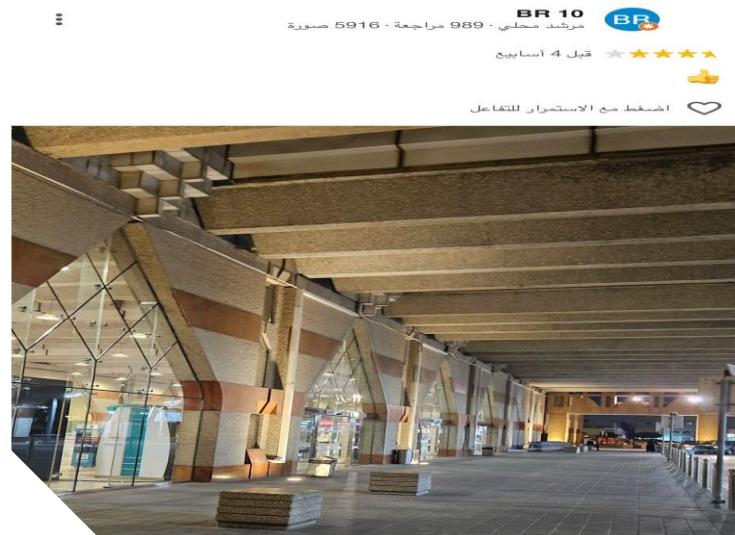
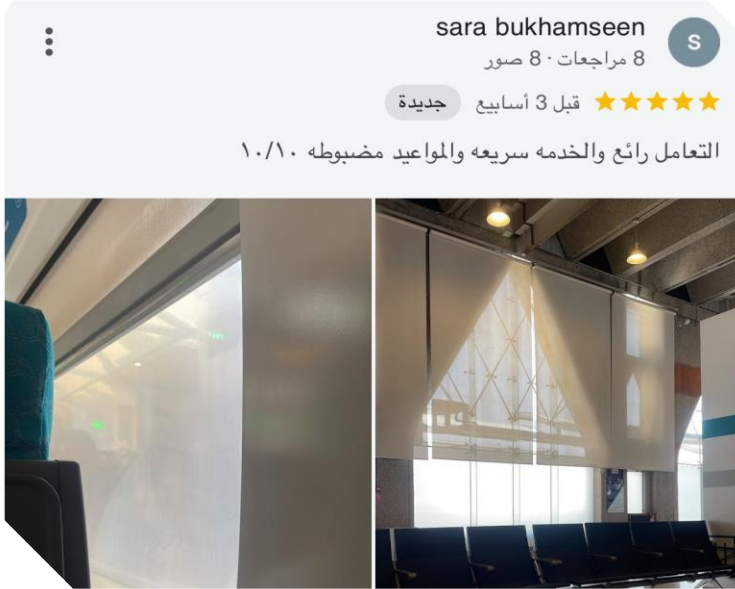
Well done to the teams involved for boarding passengers in a safe and timely manner.





CEO, Dr. Bashar Al-Malik Visits Dammam Station

Customer experience & Customer feedback through social media about the stations



Customer experience & Customer feedback through social media about the stations



abd.alrhman Ahmud

مرشد محلي · 219 مراجعة



جديدة ★★★★★ قبل أسبوعين

افضل وسيلة نقل وافضل محطة قطار واداره اسطوريه شكرا سار الهفوف

اضغط مع الاستمرار للتفاعل



عوض القاضي

مرشد محلي · 49 مراجعة



جديدة ★★★★★ قبل أسبوع

كل شيء عندهم منظم

اضغط مع الاستمرار للتفاعل



ايمن حسون

مرشد محلي · 8 مراجعات · 3 صور



جديدة ★★★★★ قبل أسبوع

جميل مزيد من التقدم والازدهار

اضغط مع الاستمرار للتفاعل



ندى علي

5 مراجعات · صورة واحدة



جديدة ★★★★★ قبل يوم واحد

محطه راقيه مرتبه منظمه اجواء مريحه

اضغط مع الاستمرار للتفاعل

Meshal Alsuliman

مرشد محلي · 133 مراجعة · 108 صور



جديدة ★★★★★ قبل 3 أسابيع

متميزين دائماً وطاقم المحطه محترفين وخلوقين جدا

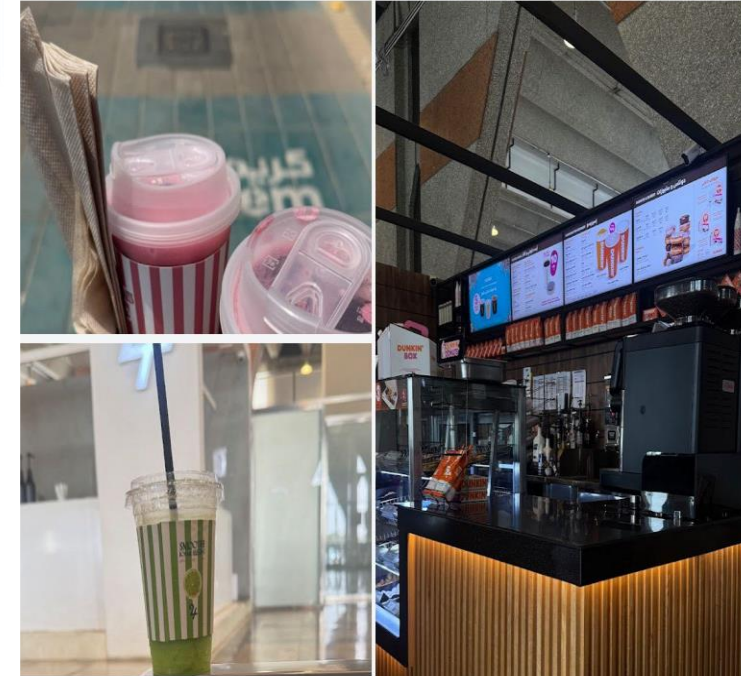
اضغط مع الاستمرار للتفاعل



مرشد محلي · 16 مراجعة · 143 صورة

جديدة ★★★★★ قبل يوم واحد

الخدمات ممتازة ومنظمين جدا والأسعار مناسبة 95 درجة أولى بالقطار من الهفوف للدمام موجود حمامات و صراف آلي، صيدليه، مركز تسوق، كافيهات، مصلى،



Osama Saeed

4 مراجعات



جديدة ★★★★★ قبل 4 أسابيع

نظافة وتنظيم ممتاز

اضغط مع الاستمرار للتفاعل



Nabilah Ibrahim CV

مرشد محلي · 39 مراجعة · 89 صورة



جديدة ★★★★★ قبل أسبوعين

المحطة كبيرة ومهيئة وكل ما بين فترة وفترة تتجدد ويكون فيها إضافات جديدة وتطورات والموظفين جداً متعاونين ومحترمين 🌹👍👍👍

1 ❤️

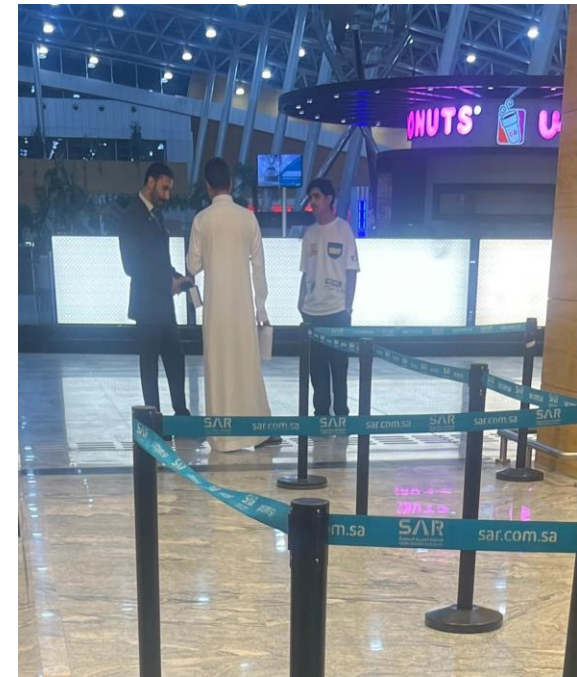
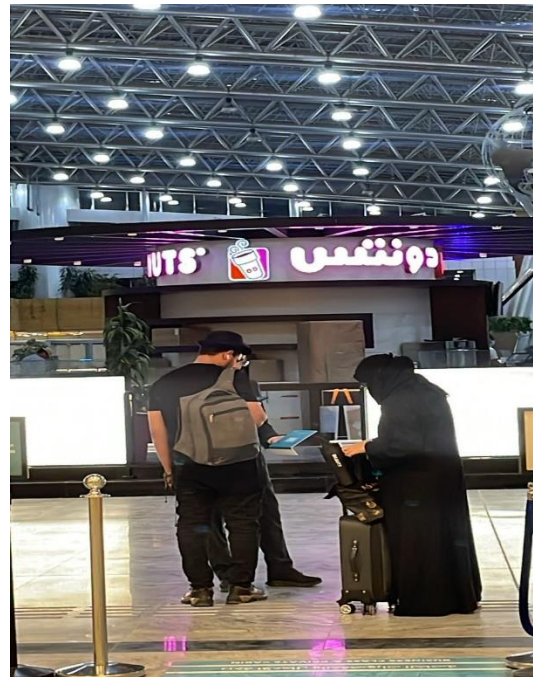
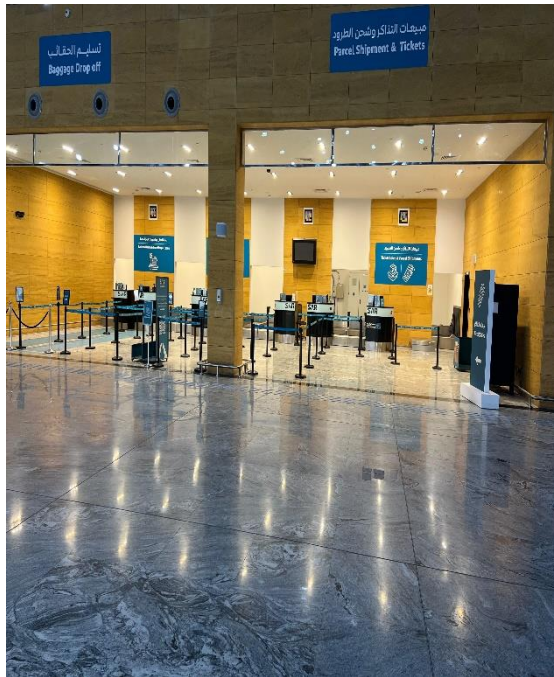


- **Bus Stop Installed at Qassim Station** Direct link with airport and Qassim University.
- **Smart Ticketing Inside the Station** Self-service machines available – ticket price **3.45 SAR** per trip.
- **High Frequency Service** Buses arrive at the station every 20 minutes,

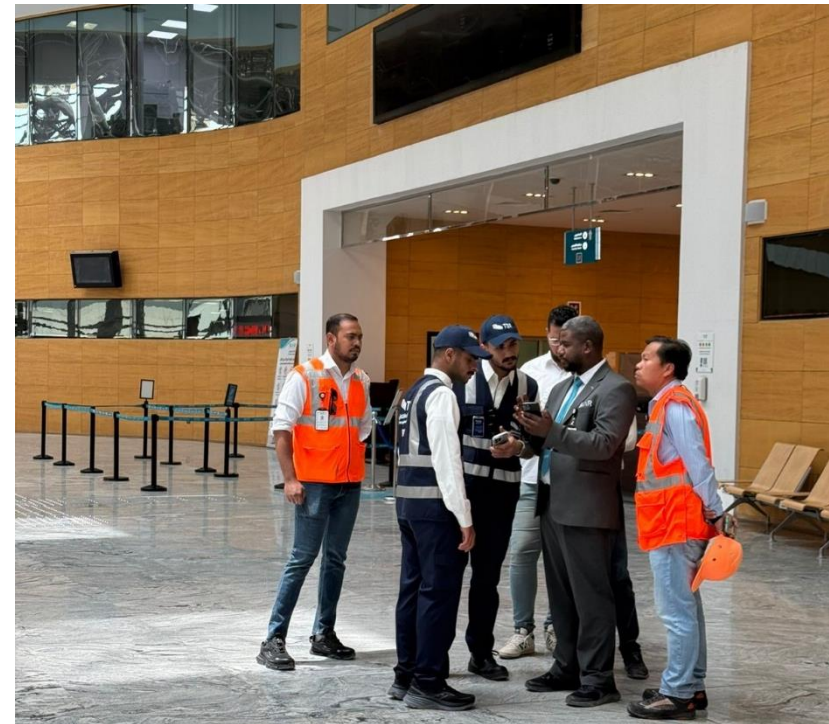
- **Eyewa Eyeglasses** – Newly launched at **Riyadh and Qassim Station**.
- **Al Jabr Car Rental** – Now available at **Qassim Station**.
- **Peacock Coffee** – Now serving customers at **Hail Station** – Qassim station soon.
- **Yamam** – Newly launched at **Riyadh Station**..



Merge ticket office and baggage drop off in baggage area and explain to passenger and make survey about the merge



A visit by the Transport General Authority (TGA) to Riyadh Station .





In collaboration with the **Fire Protection Department** and **Station Security Team**, a comprehensive **safety orientation and facility tour** was conducted for the **Civil Defense team** at Qassim Station.

This visit aimed to:
Strengthen coordination with emergency response authorities.

Car Cargo Performance Report

Total Cars Booked

144

Total Cars Transported

127

Rejected Cars

14

Damaged Cars
(Blank)

Avr. Loading Time

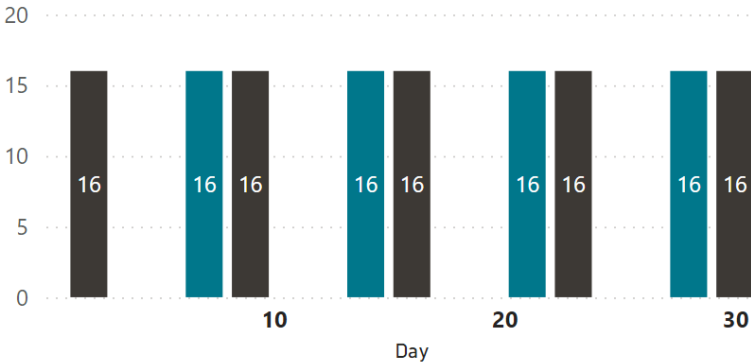
12

Avr. Unloading Time

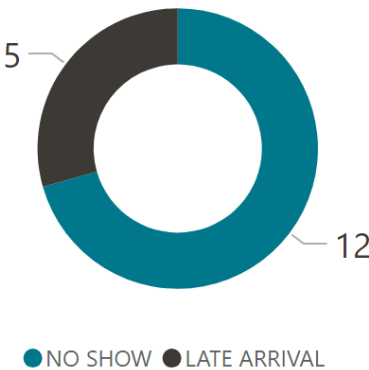
25

Car Booked

Train No. ● 76 ● 79

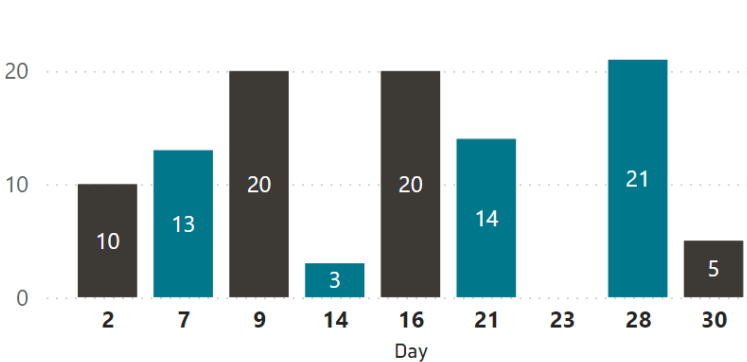


Rejection Breakdown



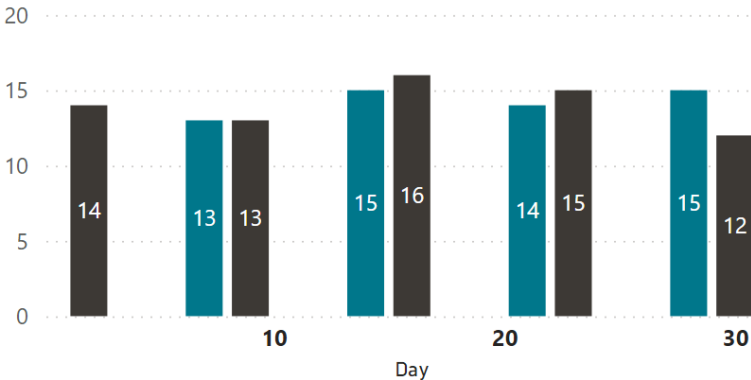
Loading Time After Cut-off Time

Train No. ● 76 ● 79



Car Transported

Train No. ● 76 ● 79



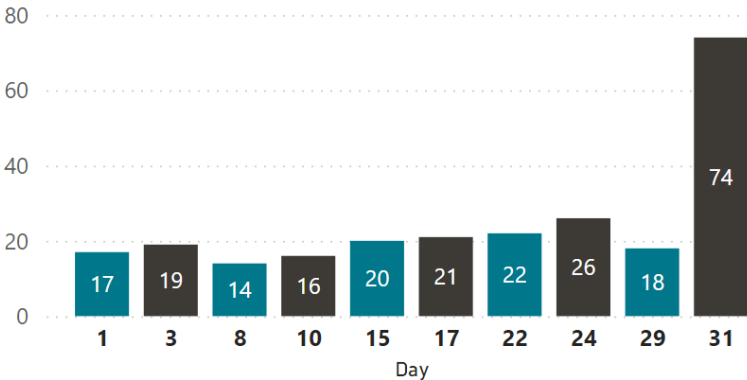
False Suspensions

● Suspected ● False Suspicion - missed the trip ● False Suspicion - made th...



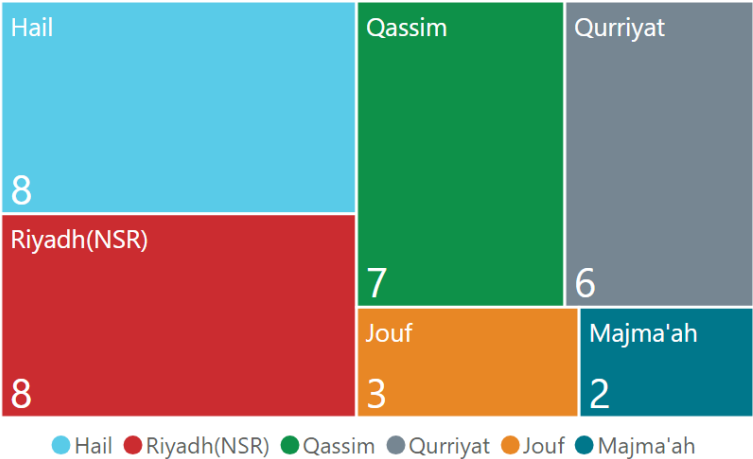
Unloading Time

Train No. ● 76 ● 79

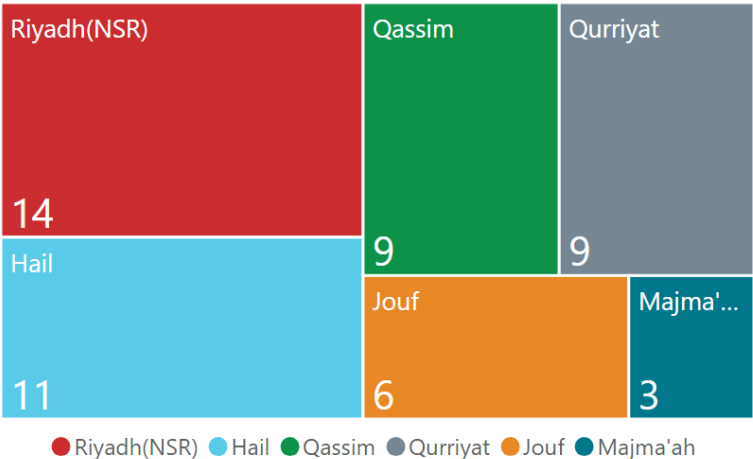


NSR Baggage Monthly Performance Report

Average First Bag Unloading Time (AFBUT) in the Conveyor in mins



Average Baggage Unloading Time (ABUT) in mins



Total Baggage

19K

Total AFBUT

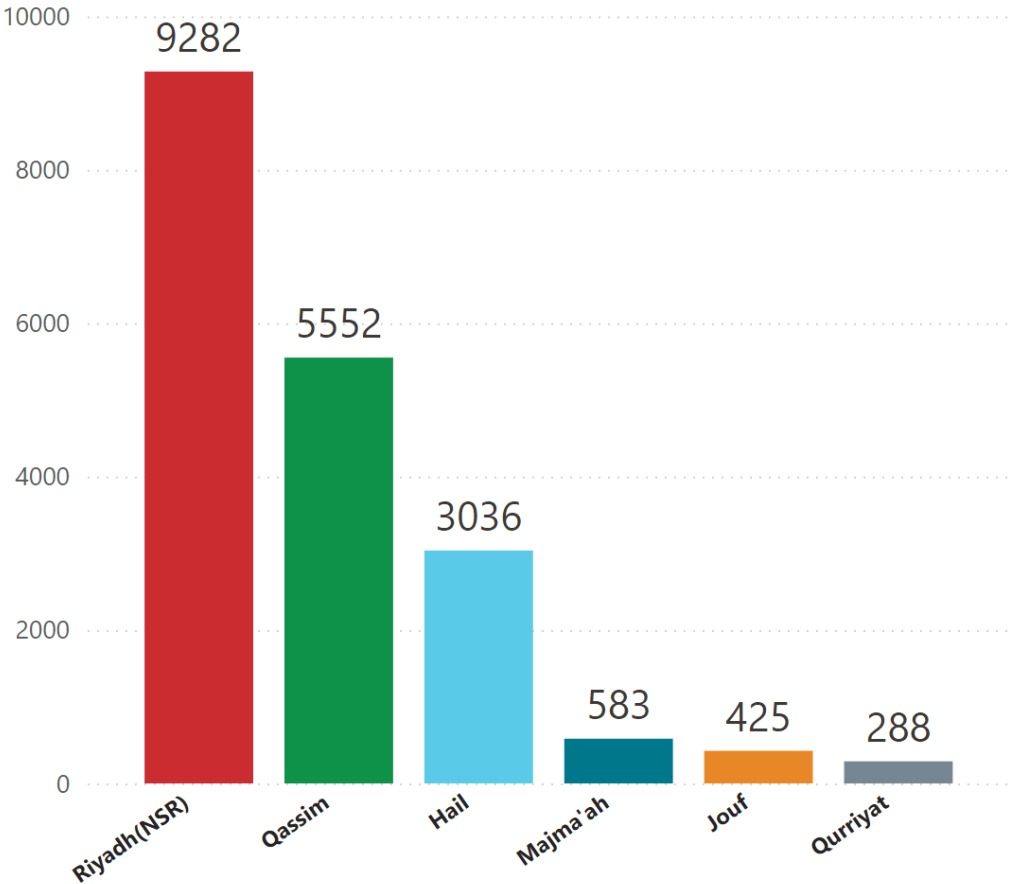
6

Total ABUT

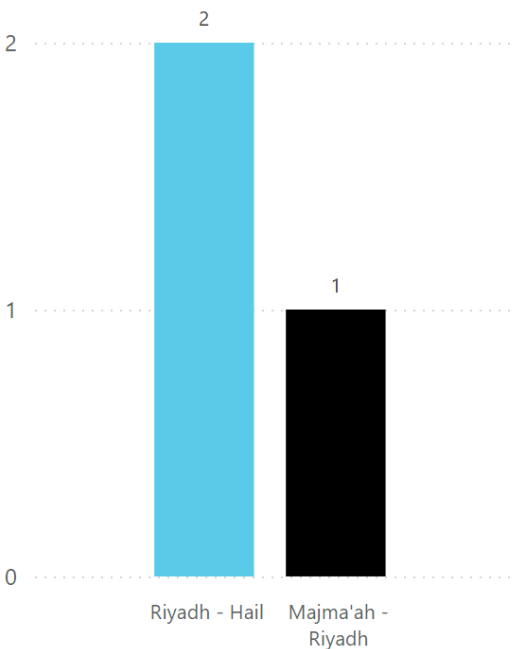
11

Trips Exceeded 30 mins to Unload

Total Arrival Baggage



Damaged Baggage



Stations Operations Incidents Report

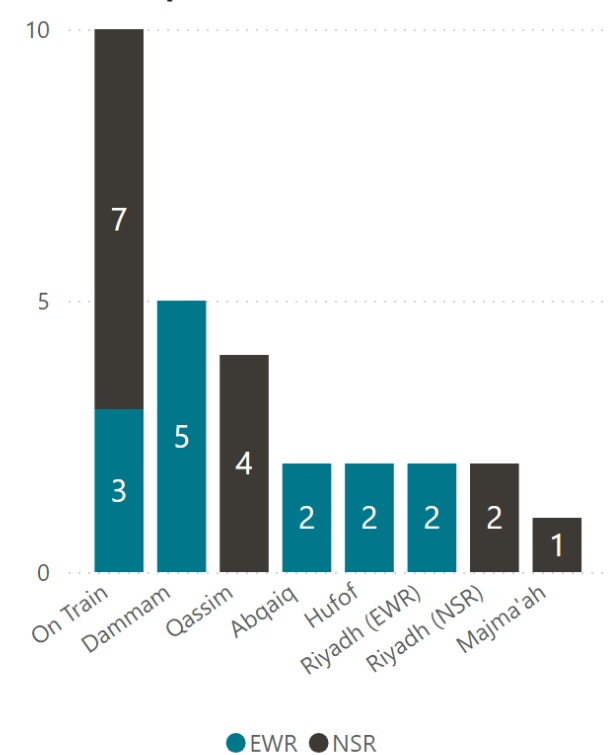
Total Incidents
28

Total EWR Incidents
11

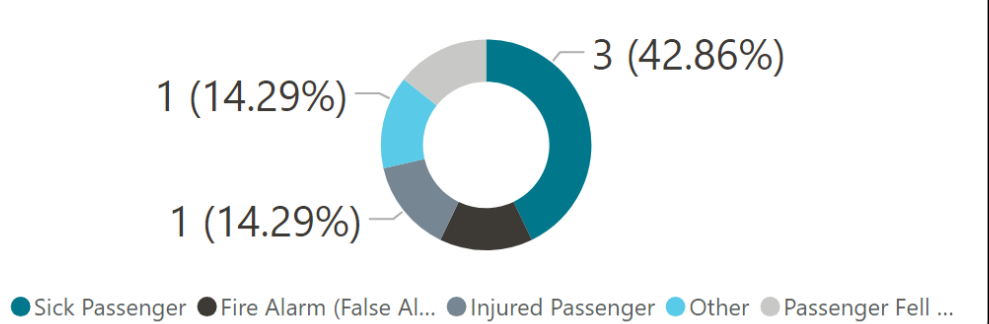
Total NSR Incidents
7

Total On Board Incidents
10

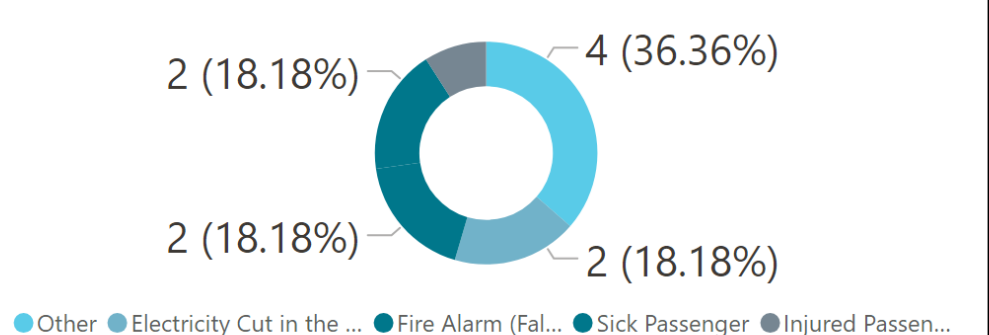
Incidents per Location



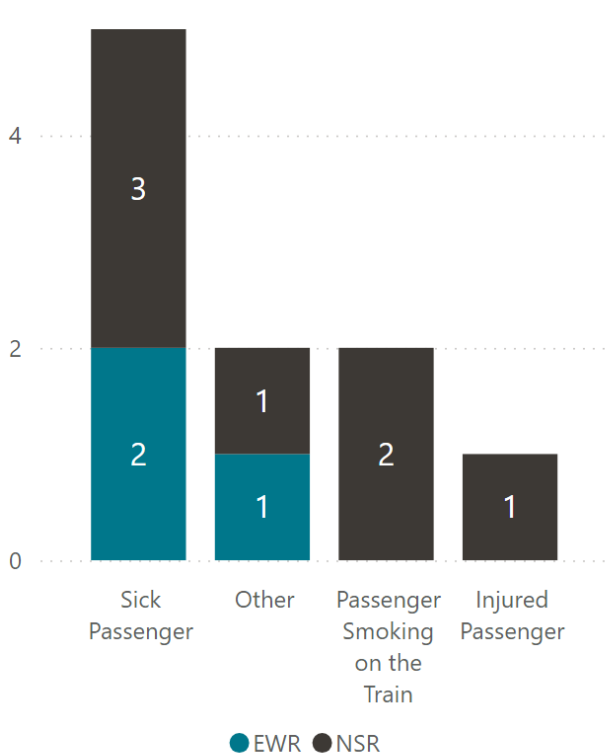
NSR Stations Incidents Breakdown



EWR Stations Incidents Breakdown



On Board Incidents Breakdown



Train Operations

August 2025



Ashrf Al Jabri
Train Operations Director

SAR Train Operations



Yazeed Y. Gaari

Passenger Train Operations Senior Manager
East West Railway (EWR)



Terry Oliver

Passenger Train Operations Senior Manager
North South Railway (NSR)

August 2025 saw us deliver another great month of performance to our travelling customers. Well done everyone!

We are seeing a lot of incidents related to suspected track defects across both routes in the past few months. Sadly, we are seeing some issues with ballast condition, particularly between Riyadh and Qassim. Our track colleagues continue to check all our reports, and many sites have issues, but these are within the tolerances permitted by the applicable track standards.

It is vitally important that traincrew report anything that is unusual on their train journey, be it something they felt, saw, or heard that was unusual. This includes stopping and inspecting our trains. That is the only way that we can ensure we continue to operate our railway as safely as we do. Stay safe out there!

في أغسطس 2025، واصلنا تقديم أداء متميز لعملائنا المسافرين، مما يعكس التزامنا المستمر بالجودة والتميز في الخدمة. نشكر جميع الزملاء على جهودهم الكبيرة التي ساهمت في تحقيق هذا النجاح.

خلال الأشهر الماضية، لوحظ تكرار عدد من الحوادث المرتبطة بالاشتباه في وجود عيوب في السكة الحديدية على كلا الشبكتين. ومن المؤسف أن بعض هذه الحالات تتعلق بحالة الحصى، لا سيما في المنطقة الواقعة بين الرياض والقصيم. يواصل فريق صيانة الخط مراجعة جميع البلاغات الواردة بدقة، وقد تبين أن العديد من المواقع تعاني من مشكلات، إلا أنها لا تزال ضمن الحدود المسموح بها وفقًا للمعايير الفنية المعتمدة.

نؤكد على أهمية التزام طاقم القطار بالإبلاغ الفوري عن أي أمر غير معتاد يتم ملاحظته أثناء الرحلة، سواء كان ذلك من خلال الإحساس أو المشاهدة أو السمع. ويشمل ذلك التوقف وفحص القطار. إن هذه الإجراءات تمثل عنصرًا أساسيًا، وهي السبيل الوحيد لضمان استمرار تشغيل السكك الحديدية بأعلى مستويات الأمان.

نحن جميع على مواصلة الالتزام بأعلى معايير السلامة، ونتقدم بالشكر الجزيل لكل من يساهم في الحفاظ على بيئة تشغيلية آمنة. دمت بخير وسلامة.

Yazeed Y. Gaari and Terry Oliver

New SAR Rule Book – Briefing Sessions

دورات تدريبية – كتيب قوانين سار التشغيلية الجديدة

As part of the rollout of the new SAR Rule Book, initial briefing sessions have commenced with the Competency Development Analysts (CDAs). These sessions aim to ensure full understanding of the updated operational standards, procedures, and safety expectations.

Briefings will soon be extended to all NSR and EWR staff, ensuring consistent awareness and compliance across the operation.

بدأنا في شبكة الشمال و الشرق في الجلسات التعريفية الخاصة بتحديثات كتاب القوانين الجديدة, المرحلة الأولى تمثلت في جلسات تعريفية للمفتشين, وسوف يتبعها جلسات لجميع موظفي شبكة الشمال والشرق.

تهدف هذه الجلسات إلى ضمان الفهم والالتزام الكاملين للمعايير والاجراءات المتعلقة بسلامة تشغيل القطارات.



PBU Train Operations 2025 investigations



Total Incidents and Accidents

8

NSR

Open Investigation0

Closed Investigation3

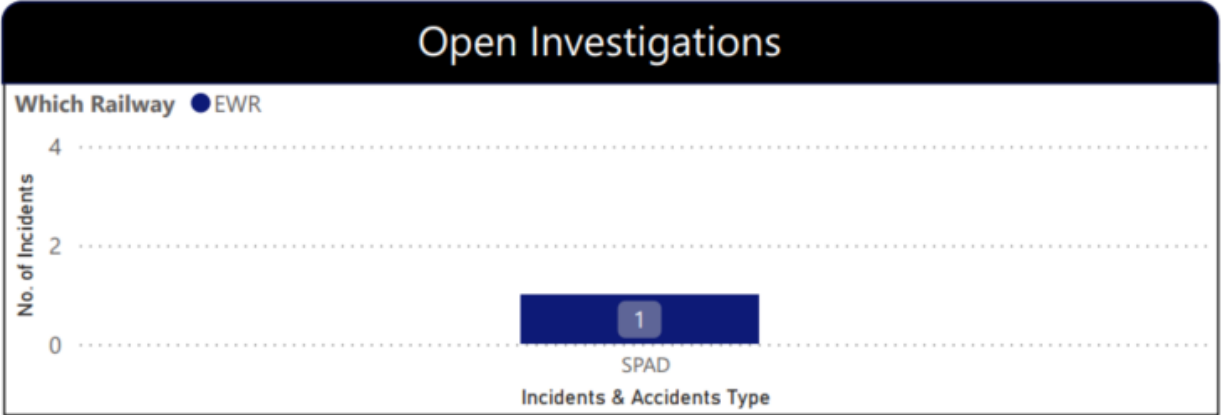
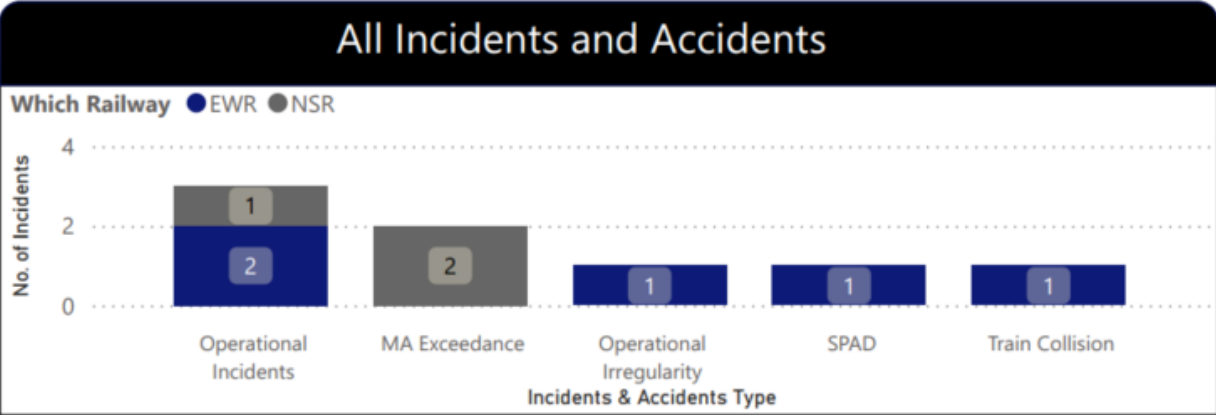
Total Investigation3

EWR

Total Investigation5

Closed Investigation4

Open Investigation1



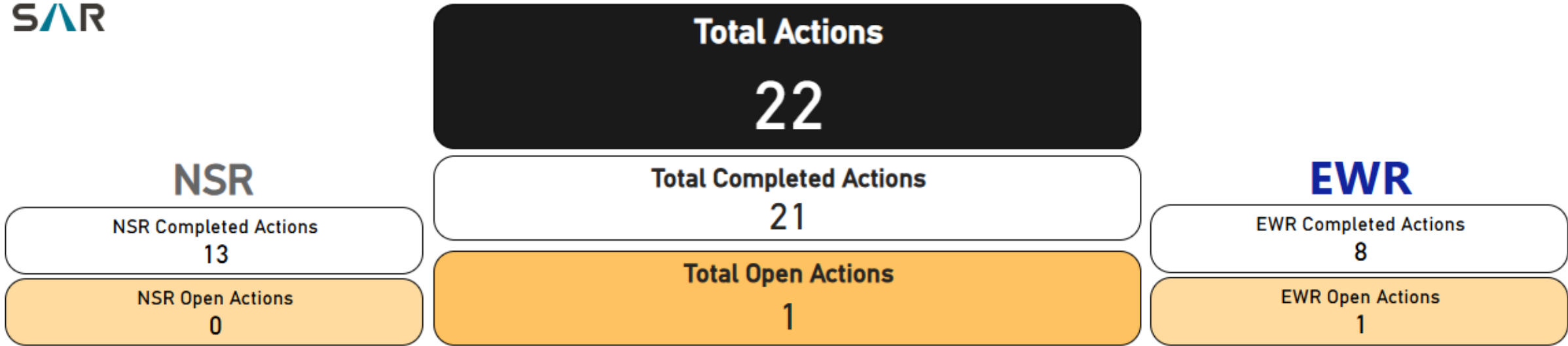
Incident by Location

Dammam Station	Basayta Junction	Hofuf Station	Station 17	Station 27
EWR 2	NSR 1	EWR 1	EWR 1	EWR 1
	Hail Station	Riaydh Station		
	NSR 1	NSR 1		

Open Investigations

ID	Railway	Type	Title	Date	Time	Investigator
41	EWR	SPAD	11S10 01052025 SPAD Dammam	01 May 2025	21:17:00	Essa Al Ahmadi

PBU Train Operations 2025 investigations



Open Actions

ID	Railway	Type	Title	Incident Date	Action ID	Local Action
40	EWR	Operational Incidents	Safe System of Work	06 April 2025	162	Train Operations to implement a review process during disruption to ensure that staff effected by disruption are not impacted by activity overload affecting ability to continue safely.

Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشرية

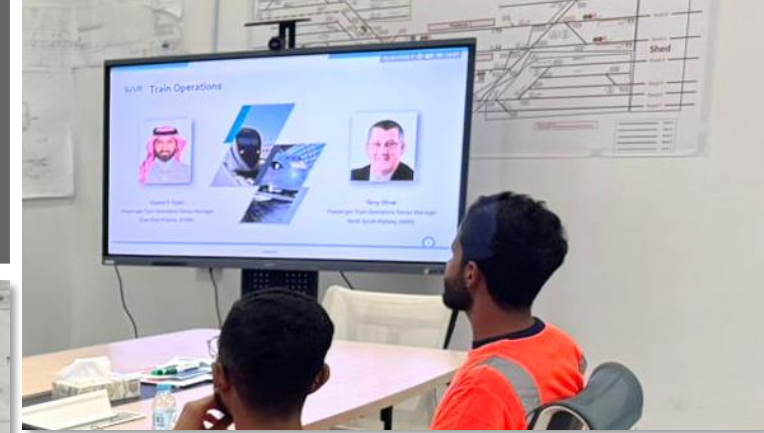
Qurriyat Visit
زيارة القرريات



Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشرية

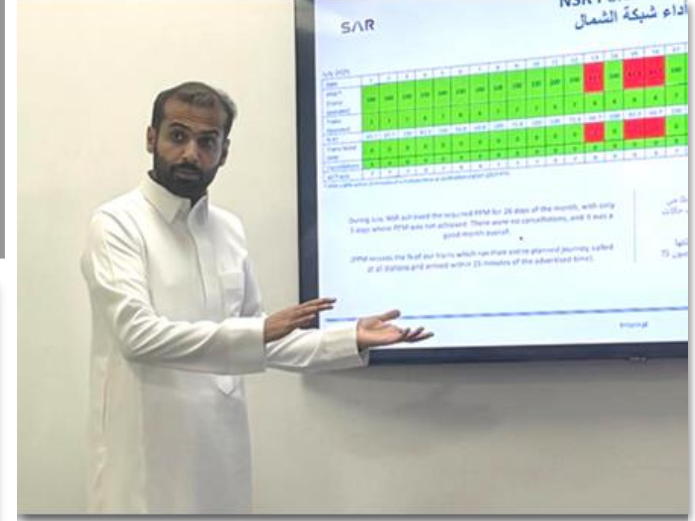
Riyadh Thumamah Visit
زيارة الرياض الثمامة



Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشرية

Hail Visit
زيارة حائل



Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشرية

Riyadh Malaz Visit

زيارة الرياض الملز



Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشرية

Dammam Visit

زيارة الدمام



Congratulations

تهانينا

We would like to congratulate all employees who received a promotion and / or salary adjustment through maSARat this month.

We also encourage colleagues that did not receive a promotion or salary adjustment to do all they can to meet the 2026 selection criteria and make it their turn to celebrate next time.

Anybody who is not sure of the criteria requirements can discuss this with their line manager.

نود أن نهني جميع الموظفين الذين حصلوا على ترقية و/أو تعديل في الراتب من خلال مسارات هذا الشهر.

كما نشجع الزملاء الذين لم يحصلوا على ترقية أو تعديل في الراتب على بذل كل ما في وسعهم لتحقيق متطلبات الترقية أو تعديل الراتب لعام 2026، ليكون دورهم في الاحتفال في المرة القادمة.

أي شخص غير متأكد من المتطلبات يمكنه مناقشة ذلك مع مديره المباشر.



NSR شبكة الشمال



Internal

NSR Performance

أداء شبكة الشمال

August 2025

Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
PPM * (trains operated)	100	100	100	100	100	100	100	100	100	100	100	83.3	100	100	83.3	100	100	100	100	100	100	100	100	100	100	100	71.4	100	100	100	83.3
Trains Operated	6	7	6	6	7	7	7	6	7	6	6	6	6	7	6	7	6	6	6	6	7	6	7	6	6	7	7	7	6	7	6
% RT	100	85.7	83.3	66.7	100	71.4	85.7	100	85.7	100	100	50	100	85.7	83.3	100	100	83.3	83.3	83.3	100	100	100	66.7	50	100	28.5	42.9	33.3	28.6	33.3
Trains failed PPM	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	1
Cancellations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
All Trains	6	7	6	6	7	7	7	6	7	6	6	6	6	7	6	7	6	6	6	6	7	6	7	6	6	7	7	7	6	7	6

* PPM is 90% within 15 minutes of scheduled time at destination station (2025 KPI).

During August , NSR achieved the required PPM for most of the month, with only 3 days where PPM was not achieved. There were no cancellations.

(PPM records the % of our trains which ran their entire planned journey, called at all stations and arrived within 10 minutes of the advertised time).

خلال شهر أغسطس ، حققت شبكة الشمال الجنوب معدل مقياس الأداء المطلوب في معظم الشهر، بينما لم يتم تحقيق معدل مقياس الأداء في 3 أيام فقط، لم يتم إلغاء اي من الرحلات.

(يسجل مقياس الأداء العام النسبة المئوية لقطاراتنا التي قامت برحلتها المخططة بالكامل، و تم الاتصال بها في جميع المحطات ووصلت في غضون 10 دقائق من الوقت المعلن عنه)

NSR: Swift Response to Driver Illness

استجابة سريعة لإعياء القائد اثناء الرحلة

On 27 August, shortly after departing Riyadh, one of our drivers reported feeling unwell and immediately contacted the on-call support personnel. A relief driver was promptly dispatched and responded within an excellent timeframe.

Special thanks to Train Driver Mohd Amirullah for his swift action and professionalism in taking over the service and ensuring the train reached its destination safely.

While minor delays were experienced on some services, all trains arrived safely at their final destination.

في 27 أغسطس، وبعد مغادرة محطة الرياض بفترة قصيرة، شعر قائد القطار بالإعياء، وأبلغ على الفور فريق الدعم المناوب. وقد تم إرسال سائق بديل بسرعة واستجاب في وقت قياسي.

شكر خاص لقائد القطار محمد أمير الله على استجابته السريعة واحترافيته في استكمال الرحلة وإيصال القطار إلى وجهته بأمان.

رغم حدوث بعض التأخيرات البسيطة، وصلت جميع القطارات إلى وجهاتها النهائية بسلام.

EWR شبكة الشرق



EWR Performance

أداء شبكة الشرق

July 2025

Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
PPM * (trains operated)	100	81.3	100	100	100	100	92.9	85.7	100	100	100	100	75	100	100	100	100	100	100	100	100	100	100	100	100	93.3	100	100	100	100	100
Trains Operated	14	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	16	16	16	14	14	16	16	13	15	16	14	14	16	16
% RT	100	68.8	100	92.3	100	100	92.9	57.1	100	87.5	84.6	100	68.8	100	100	93.8	93.8	87.5	87.5	87.5	92.9	85.7	87.5	81.3	84.6	86.7	93.8	92.9	85.7	81.3	75
Trains failed PPM	0	3	0	0	0	0	1	2	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Cancellations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
All Trains	14	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	16	16	16	14	14	16	16	13	15	16	14	14	16	16

* PPM is 90% within 15 minutes of scheduled time at destination station (2025 KPI).

August was a successful performance period, which saw only two days of PPM failure. We managed to achieve 100% performance on 26 of 31 days, matching July's result, with only 7 of 464 trains failing to arrive within the 15 minutes target.

Thanks go out to everyone for the part they played in delivering outstanding performance to our customers during the period.

(PPM records the % of our trains which ran their entire planned journey, called at all stations and arrived within 15 minutes of the advertised time).

كان شهر أغسطس فترة أداء ناجحة، حيث شهدنا فقط يومين من الإخفاق في مؤشر الأداء . تمكّنّا من تحقيق أداء بنسبة 100% في 26 يومًا من أصل 31، وهو نفس نتيجة شهر يوليو، مع فشل 7 قطارات فقط من أصل 464 في الوصول ضمن الهدف المحدد البالغ 15 دقيقة.

نتقدم بالشكر الجزيل لجميع من ساهم في تقديم هذا الأداء المميز لعملائنا خلال هذه الفترة.

(يسجل مقياس الأداء العام النسبة المئوية لقطاراتنا التي قامت برحلتها المخططة بالكامل، و تم الاتصال بها في جميع المحطات ووصلت في غضون 15 دقائق من الوقت المعلن عنه)

Retirement

تقاعد

Train Driver Rashed Al Hussein, has retired and his last day with SAR was on 31st August 2025.

We all wish Rashed a long, healthy and happy retirement and thank him for his years of service and contribution to SAR's success..

تقاعد قائد القطار راشد الحسين، وكان آخر يوم له في سار بتاريخ 31 أغسطس 2025.
نتمنى جميعًا لراشد تقاعدًا صحيًا وسعيدًا، ونشكره على سنوات خدمته ومساهمته في نجاح سار.



Mobile Devices Usage

استخدام الاجهزة المحمولة



ALL staff are reminded that, unless specifically authorised, the use of any mobile device is not permitted when in the train driving cab. This include phones, iPads and headphones.

**يتم تذكير جميع الموظفين بأنه ، ما لم يتم التصريح بذلك، لا يسمح باستخدام أي جهاز محمول أثناء ركوب كابينة القطار.
وهذا يشمل الهواتف وأجهزة iPad وسماعات الرأس.**

Rolling Stock Maintenance

August 2025



Gerard McFadden
Rolling Stock Maintenance Director

Achievements

100% Service delivery in NSR & EWR.

New On-board Technicians training is Completed for NSR

Degraded Mode Emergency Exercise successfully carried out in NSR

RSM's total registered users in Safe365 App is 388. 3265 reports have already been registered to date, resulting in a recorded figure of 842% against the registered users.

New brake pads has been installed and under observation for those PCs (01,10,11,12) in NS Fleet

Released the fourth unit of the upgraded ETCS and commenced work on the fifth unit in EW Fleet

The second train for prayer area enhancement is now back in service in EW Fleet

EW Fleet Achieved the set PPM of (98.28%) in August-25

Issues

Riyadh North Depot – 16th August – A technician sustained a serious injury to one of his hands.

Total of 283 Minutes of delay in EWR during August.

Motor failure on PC5012 causing an 86-minute delay on August 27th in EW fleet.

Engine shutdowns in NS Fleet due to high temp and sensors failure - mitigation plan ongoing

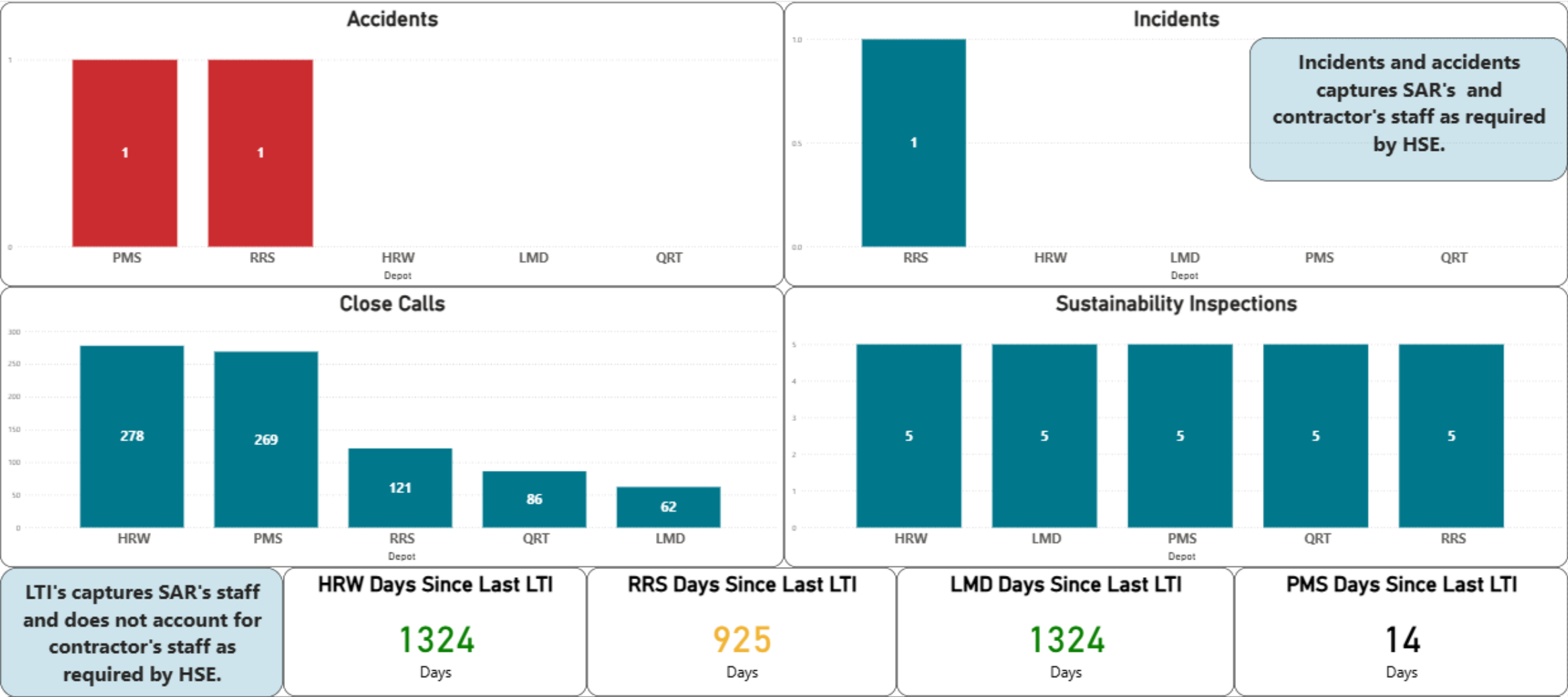
RRS Depot – 3rd August – The fire suppression system on the mobile fuel station at the fuel pump side was accidentally activated, creating a smoke-like effect from the released powder.

RS Depot – 3rd August – An Afras technician sustained a head injury after falling between Line 5 and Line 6 while performing routine work.



1. RSM Safety Performance

SAR 1.1 EWR & NSR Safety KPIs



SAR 1.2 EWR & NSR Safety Update

Safety & Environment Concerns

Management of Contractors

RRS Depot – 3rd August – An Afras technician sustained a head injury after falling between Line 5 and Line 6 while performing routine work.

RRS Depot – 3rd August – The fire suppression system on the mobile fuel station at the fuel pump side was accidentally activated, creating a smoke-like effect from the released powder.

Riyadh North Depot – 16th August – A technician sustained a serious injury to one of his hands.

Safety & Environment Updates

The HSE Department is currently reviewing RSM's proposal documents. Once the review is complete and the proposal is agreed upon, the North Depot will serve as the pilot location for enhanced measures implementation

First aid was provided at the site, and the technician was taken to the hospital as a precaution. The injury was treated appropriately. further investigation is currently underway with FM

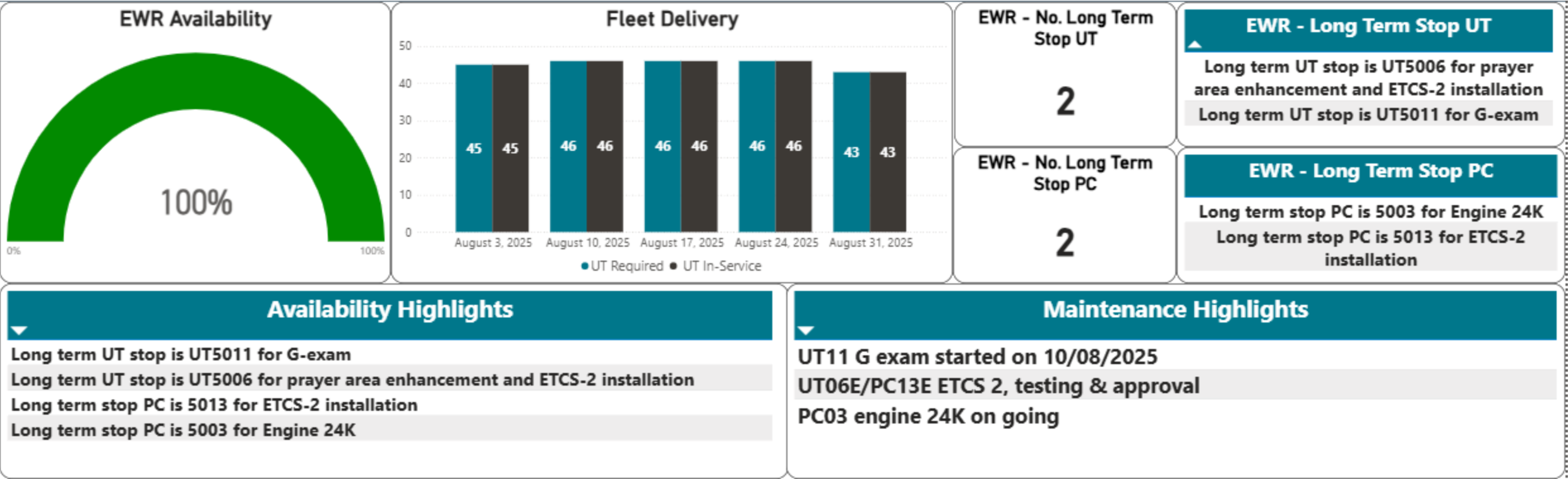
The incident was reported to OCC and the firefighting department, with pumps inspected the same day. A further investigation is currently ongoing.

A Technician has sustained a serious hand injury while operating the Wheel Lathe, an investigation is currently underway. Once completed, a detailed report will be submitted



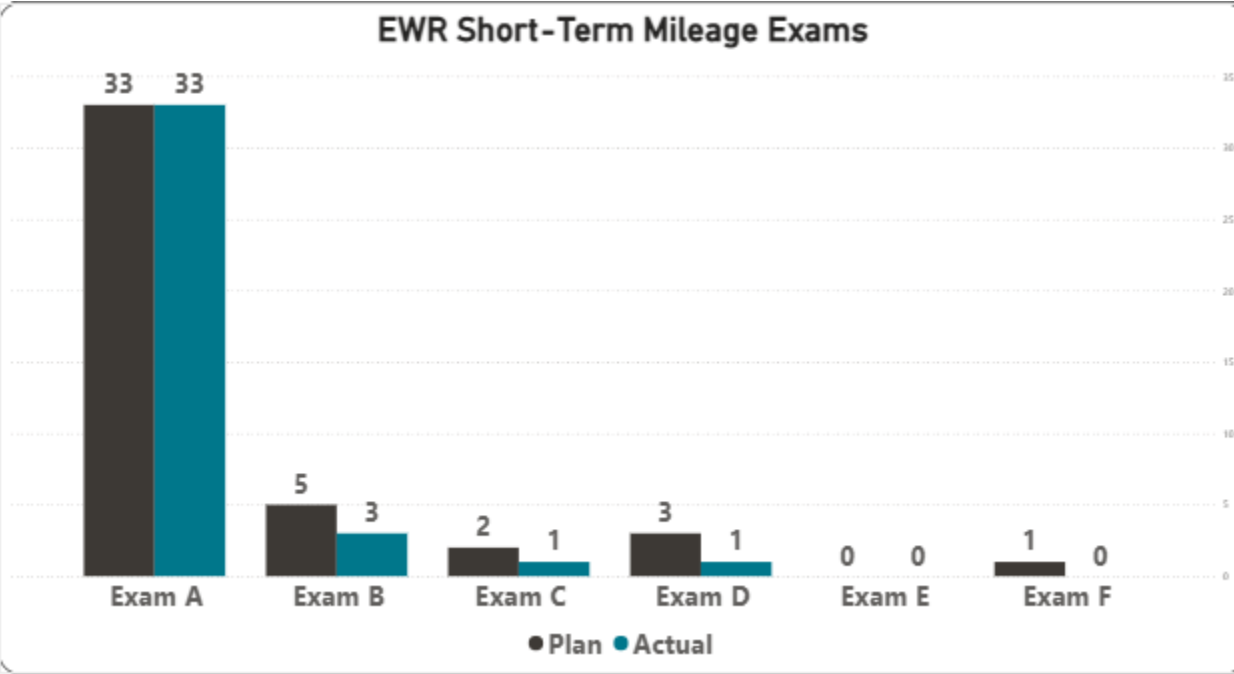
2. EWR Fleet Performance

SAR 2.1 EWR Availability

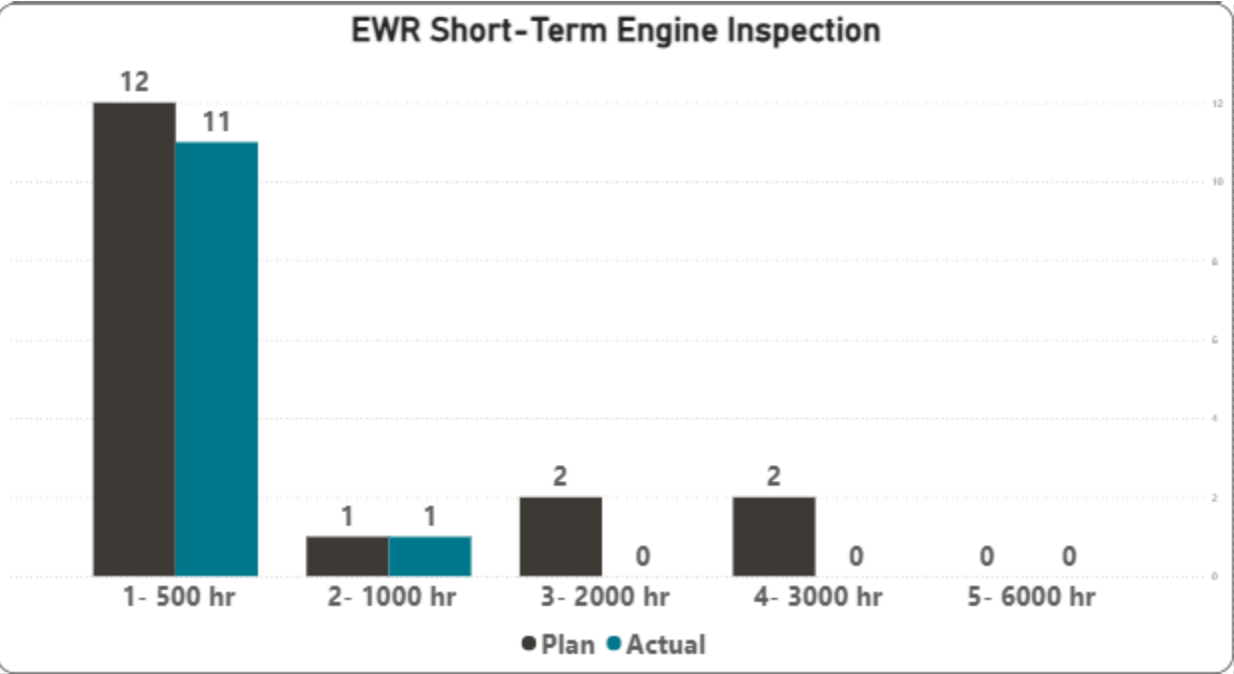


SAR 2.2 EWR Overview Maintenance

EWR Short-Term Mileage Exams



EWR Short-Term Engine Inspection



SAR 2.3 EWR Overview Maintenance

Top Issues

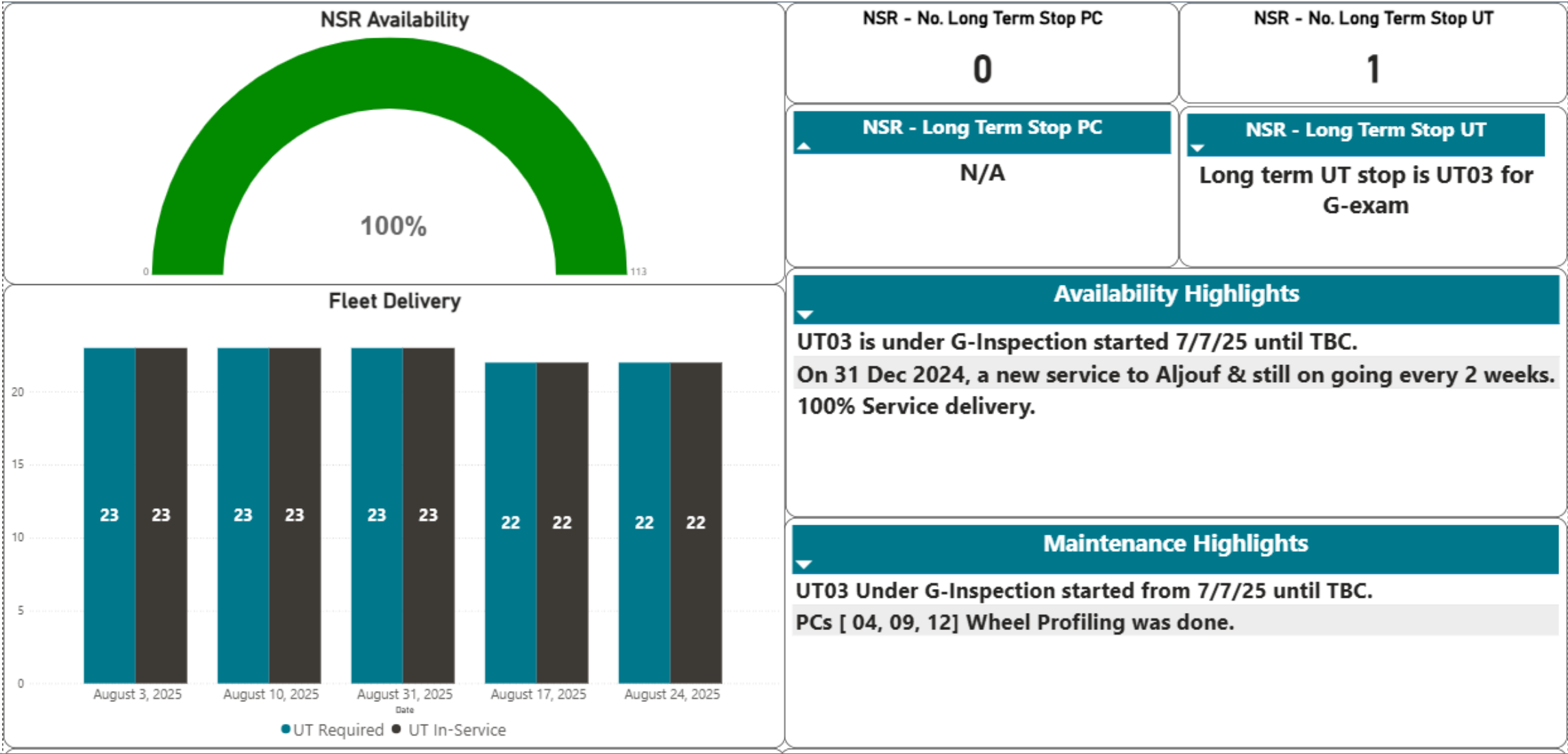
Service 2 on the 27th of August experienced a 86-minute delay due to engine shutdown. The root cause has been identified, and a development process is underway to address it.

Top Achievements

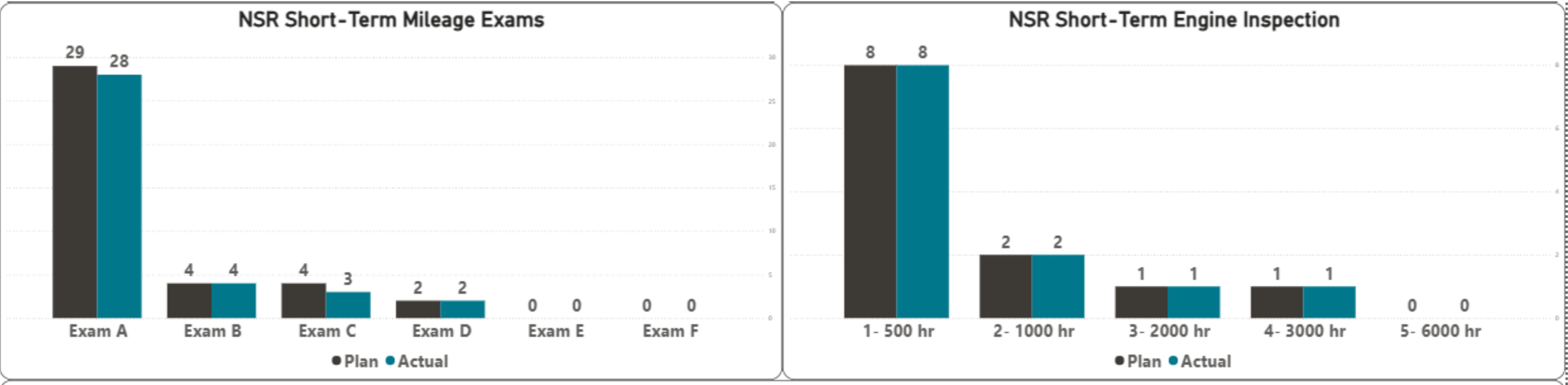
- Achieved 100% service delivery
- Released the fourth unit of the upgraded ETCS and commenced work on the fifth unit.
- The second train for prayer area enhancement is now in service.
- Achieved PPM (98.28%) on August compared to previous year

3. NSR Fleet Performance

SAR 3.1 NSR Availability



SAR 3.2 NSR Overview Maintenance



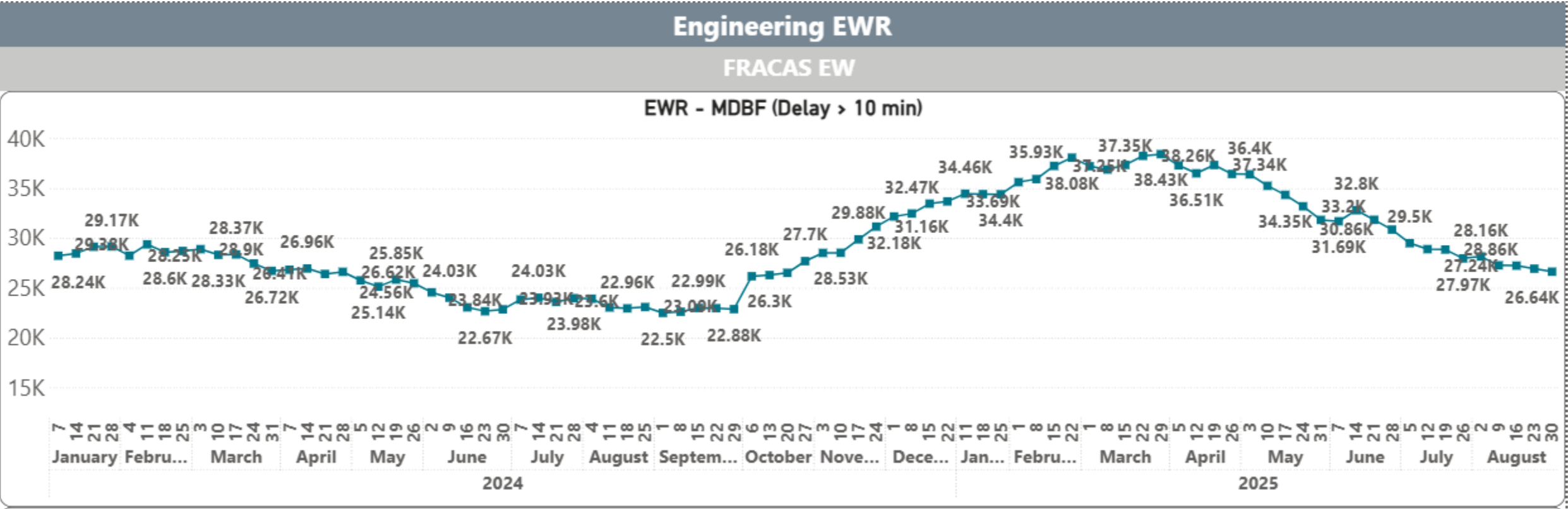
SAR 3.3 NSR Overview Maintenance

Top Issues
Lower train availability due to Major exams& overhaul
Engine shutdowns due to high temp and sensors - mitigation plan ongoing
Line 04 partially out of use

Top Achievements
Achieved 100% service delivery
UT03 G-Inspection BATCH A&B are done, Batch C is ongoing
New OBTs training is Completed
New brake pads has been installed and under observation for those PCs (01,10,11,12)
Conducted emergency exercise successfully for degraded mode.

4. RSM Engineering

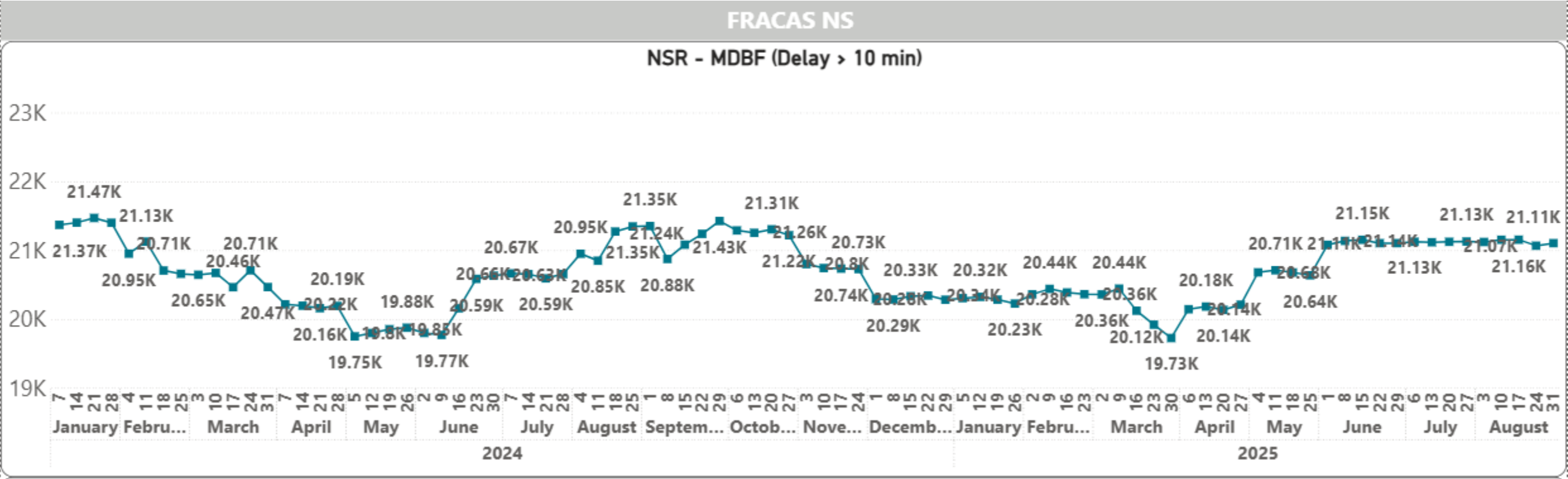
SAR 4.1 EWR FRACAS



SAR 4.1 EWR FRACAS

EWR FRACAS	
Failure	Action Taken/To Be Taken
[EW0100] - Unit 14 PC5005 - Dual Engine Shutdown	<p>Details: Both engines on PC5005 overheated (> 103 °C) with low hydrostatic oil alarms, smoke, and oil leak, forcing emergency rescue and passenger transfer. Incident caused a full shutdown at TK102 and required UT05/5009 rescue deployment from Dammam. Closure requires detailed inspections, leak source identification, RCA, testing, and full documentation.</p> <p>Action Taken: The investigation will focus on locating the oil leak source, verifying ventilation and cooling systems, checking for fire hazards, and performing post-repair engine testing before the unit is returned to service. Fleet check has been done to check the condition of the hose pipe.</p>
[EW0097] – Step Ladder Detachment	<p>Details: Step ladder detached from PC5001 (UT11) during service, colliding with P07 trackside signaling equipment and causing infrastructure damage. Inconsistencies in ladder installation methods identified across the fleet, raising safety risks</p> <p>Action Taken: Closure requires RCA, full fleet audit, standard installation guidelines, and repair of damaged assets.</p>
[EW0101] – Gearbox Failures	<p>Details: Two repeated Axle-3 gearbox failures (PC5010 and PC5008) caused major damage and service delays of 111 minutes. Failures concentrated on Axle-3, suggesting systemic design, quality, or alignment issues across the fleet.</p> <p>Action Taken: Closure requires joint SAR–CAF RCA, overhaul QA updates, fleet-wide checks, and preventive inspection measures.</p>

SAR 4.2 NSR FRACAS

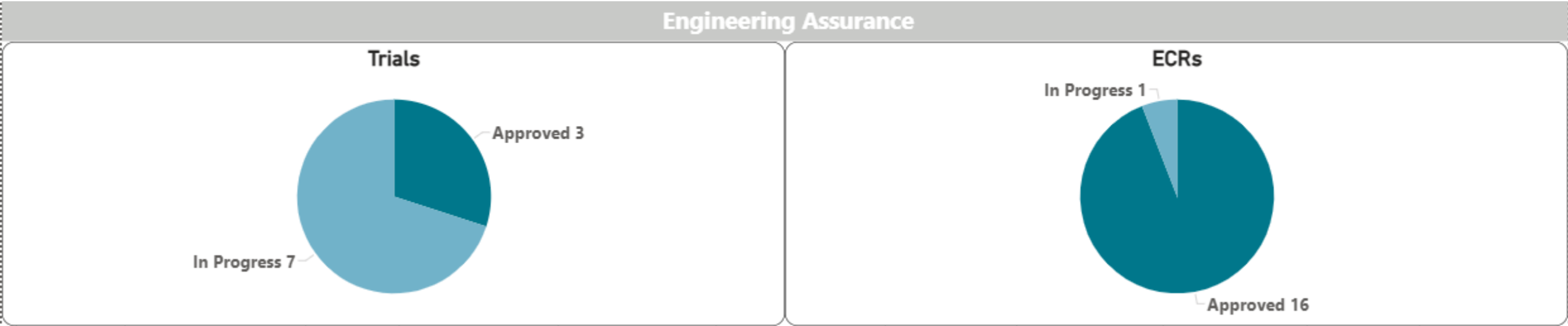


NSR FRACAS	
Failure	Action Taken/To Be Taken
NS0121 - Engine Shutdown	<p>Details: A series of engine failures across the mainline fleet during August 2025 indicates a systemic issue. The primary concern is a recurring pattern of cooling system failures, particularly the repeated "low coolant" and "high temperature" alarms on PC011 and similar incidents on PC09, PC005 and PC003</p> <p>Action Taken: Contact MTU to discuss sensor reliability and inquire about potential replacement options (Ongoing) Create a LeadMind alarm for coolant and exhaust sensor faults (Ongoing)</p>
NS0120 - TCU Failure	<p>Details: A series of failures across multiple PCs (PC10, PC11, PC05, and PC01) experienced TCU trips and over-temperature alarms, mainly due to coolant leaks, radiator blockages, and high system temperatures</p> <p>Action Taken: Fleet-Wide Campaign to Clean the Radiator and Check the Fan Contactor has been done. CAF to create and schedule a monthly TCU radiator cleaning campaign for the summer months.</p>
NSF8831 - UT02 PC005 ALTERNATOR 1 & 2_FAILURE	<p>Details: On August 15, 2025, Service S02 (PC05) encountered an incident in which both engines on PC05 went offline due to an alternator failure, causing a 15-minute delay.</p> <p>Action Taken: Campaign to clean the TCU and engine radiators to reduce operating temperatures</p> <p>Investigation Ongoing: Leadmind analysis showed Engine 1 power reduction due to high TCU1 temperature, causing excess load on Engine 2 and Alternator 2, which overheated and stopped at 207°C. Alternator 1 then took the load, overheated to 196°C, and also shut down</p>

SAR 4.3 Modification Budget Change

Modification Changes		
Projects	Description/Update	Status
Headlights	Upgrade EW headlights to be similar to NS	Completed
SKF	install onboard bearing monitoring on EW axles.	Completed
TCU Cooling Prototype	Improve radiator and cooling efficiency of TCU cooling	Completed, rejected.
Gearbox prototype.	New gearbox labyrinth to protect gearbox from sand.	Ongoing, Material from CAF Miira will be taken to build the prototype again, and standardize the material with NS fleet.
Pulse filter Prototype	Change EW filtration from cyclonic to Pulse filter, will arrive in September	Ongoing, Prototype in September
Transformer Prototype PC and T4	New design for Transformers, passively cooled.	Pending

SAR 4.4 Engineering Assurance



Trials/Description

2501 - EW - NS to EW wheel set Trial (In Progress)

Objective: The trial aims to evaluate the feasibility of using North-South (NS) trailer wheelsets on East-West (EW) trailer cars

2502 - EW/NS - New Leveling Rod (Pass)

Objective : The trial aims to improve the reliability of the leveling valve rod by replacing the plastic angled ball joint with a stainless steel version

2504 - EW- Software Update for BOXPC firmware to support ETCS Level 2 (Pass)

Objective: This trial upgrades the BOXPC firmware in PC5006/U01 to support ETCS Level 2 and FSS features.

2505 - NS- Cooling Duct for Brake & Pneumatic panel in PC (In Progress)

Objective: This experiment tests a cover's ability to cool a pneumatic panel, with the goal of preventing rubber parts from breaking down early.

2506 - NS- NS Fleet HVAC Software Update to increase set Point (Pass)

Objective: This trial evaluates the updated Saloon HVAC software

2507 - NS- Alternative Vertical Dampers for the NS Fleet (In Progress)

Objective: This trial aims to approve new hydraulic dampers from SV Shocks to replace the obsolete Koni dampers on the NS fleet.

2508 - EW- WSP Valve Cover Modification to allow sand dispersion (In Progress)

Objective: This trial aims to resolve WSP valve malfunctions caused by sand accumulation in the protective cover.

2509- NS- Driver,s Cab external Window Protection (In Progress)

Objective: The objective of this trial is to protect the SIKa (268) sealing on the side window frame from sandblasting

2510- NS- HVAC Cover Modification - Faring Support (In Progress)

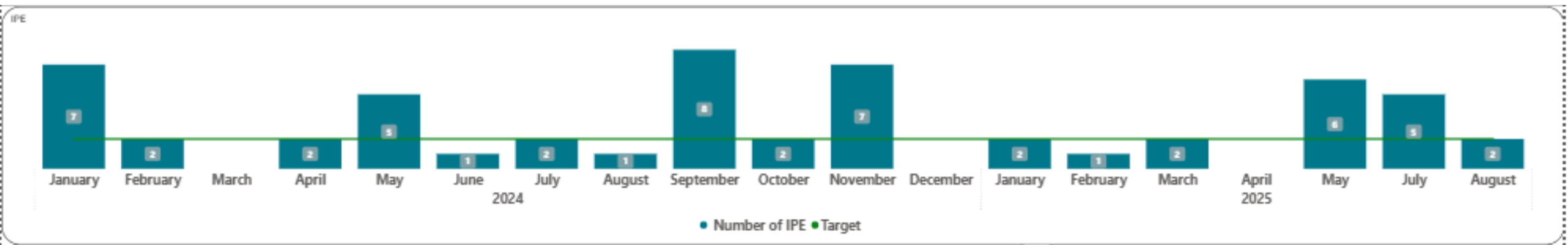
Objective: This trial addresses an issue found during HVAC cover modification (TR1806) on NS locomotives.

2511- EW/NS- NRF Engine Radiator for replacement of Voith Radiator (In Progress)

Objective: This trial aims to validate NRF radiators as a replacement for Voith radiators in the Power Generation cooling system.

ECR/Description
<p>2501 - EW - Hold door open for 15 minutes (Approved) Introduction: Train doors currently stay open for 5 minutes after being activated. Staff often need to reopen them while the train is at the station.</p>
<p>2502 - EW - Install chain on pneumatic panel (Approved) Introduction: The pneumatic panel located in coaches have a safety rope located on the bottom side of the panel. This safety rope with sand blasting is getting damaged and then it needs to be replaced by a new one</p>
<p>2503 - EW - EW Fleet CCTV Upgrade (Approved) Introduction: In the EW project, a request was made to install a CCTV system across the entire train fleet. This system will enhance safety and security by monitoring activity inside all passenger cars and driver cabins (TC and PC).</p>
<p>2504 - NS - New Pulse Filter Cartridge and brackets (Approved) Introduction: This modification aims to replace the current pulse filter cartridge with the new ASC DuraPak model, as the existing one is becoming obsolete.</p>
<p>2505- NS- MP 15 Revision (Approved) Introduction: This is to formally introduce the new Maintenance Plan Version 15 for NS, which is an upgrade from MP14.</p>
<p>2506- NS- new HVAC set point (Approved) Introduction: As per the client's specific request, a software upgrade has been implemented to enhance HVAC performance in the Saloon area. The primary focus of this update is the adjustment of temperature set points to improve passenger comfort and system efficiency.</p>
<p>2507- EW- MP 11 Revision (Approved) Introduction: This is to formally introduce the new Maintenance Plan Version 11 for EW, which is an upgrade from MP10.</p>
<p>2508- EW/NS- Vanair hose replacement (Approved) Introduction: A new Venair hose design is being implemented across all EW and NS locomotives following a successful trial.</p>
<p>2509- EW- ERTMs level 2 (Approved) Introduction: To mitigate risks posed by an obsolete ERTMS On-Board Unit (OBU) architecture, the SAR EW fleet is undergoing a full upgrade to the modern CAF Auriga OBU system. The existing OBU has created significant challenges to system maintainability, upgrade compatibility, and long-term fleet performance.</p>
<p>2510- EW- MP 12 Release (Approved) Introduction: This document introduces Maintenance Plan Version 12, an updated version of the existing plan.</p>
<p>2511- EW- BOXPC Upgrade firmware for FSS and ETCS L2 TR2504 - Signals for FSS Verification and validation on LeadMind- (Approved) Introduction: A new BOXPC firmware upgrade is being implemented across the fleet to support recent modifications to the Fire Suppression System (FSS) and European Train Control System Level 2 (ETCS L2).</p>
<p>2512- EW/NS-Replacement of new wheel design (In Progress) Introduction: On July 28th, 2024, at 16:20, unit 02 on the Hail-Riyadh service experienced a wheel failure on axle No. 15, resulting in part of the wheel detaching</p>
<p>2513- EW/NS-Leveling Rod for EW-NS Fleet (Approved) Introduction: To solve the issue of sand abrasion causing plastic joint wear and breakage in the leveling valve rod, a new leveling rod with a stainless-steel joint will undergo a trial test (TR2502). This modification aims to improve the component's durability and reliability.</p>
<p>2514- EW- EW TCU SW Improvement (Approved) Introduction: During summer, the Traction Control Unit (TCU) in the Power Cars of the EW fleet has been underperforming due to high external temperatures. The TCU coolant often reaches its maximum operating limit, which can cause the traction to be cut off or the TCU to be isolated, leading to operational delays.</p>
<p>2515- EW- Fleet wide Prayer Area Seat Capacity Enhancement (Approved) Introduction: To increase passenger capacity, the prayer area in Coach T2 of the EW fleet will be reduced to accommodate additional seating. This modification, which increases total capacity by 20 seats (7%), has been successfully trialed and is now approved for implementation across the entire fleet</p>
<p>2516- EW-Earthing Device Protection cover (Approved) Introduction: This modification aims to improve the reliability and functionality of the Earthing device in the Power Car. The change is necessary due to sand ingress in the Saudi Arabian environment, which has been observed to compromise the device's cylinder locks.</p>
<p>2517- EW- Trailer Battery charger SW Upgrades (Approved) Introduction: VIESCA battery chargers in trailer cars will receive a software update to version 1.2 to prevent malfunctions caused by voltage peaks. This change is a preventative safety measure to enhance the chargers' self-protection and overall reliability</p>

SAR 4.5 IPE



5. NSR Competency

SAR 5.1 NSR Competency

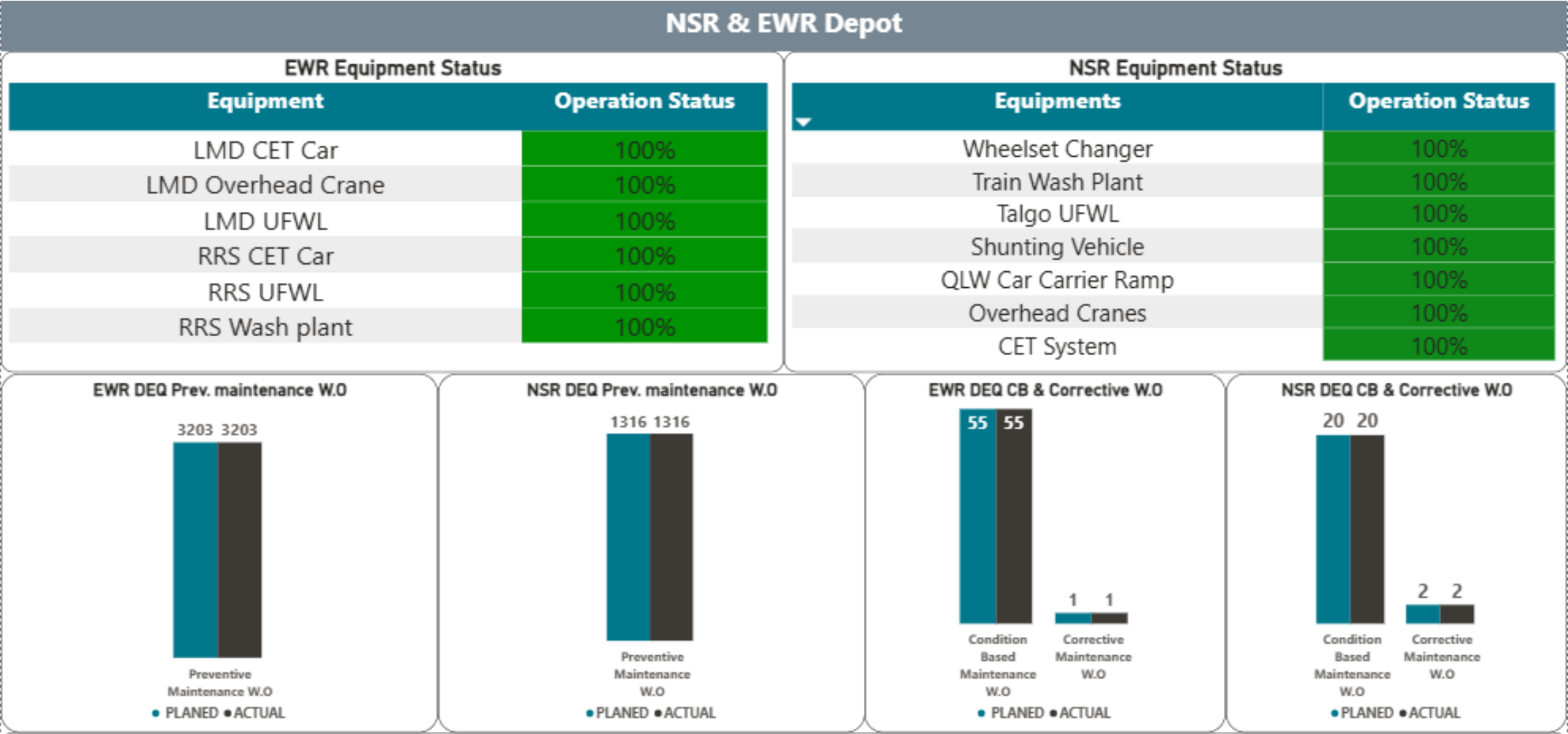


SAR 5.1 NSR Competency

Competence Highlights
01. Wheel Lathe Competence up to 100%.
02. 19 technicians currently working towards Train Technician competence.
03. There are currently 3 staff members with expired competencies, reassessments are scheduled imminently.
04. Car Carrier training sessions will be held on a weekly basis, as required. Training being updated.
05. One rerailing equipment session was conducted in July.
06. A new revision of the Technical Logbook will soon be ready for review.
07. Wheel-Rail Interface training will commence soon.
08. Gangway & Couplers and Carbody training was delivered on 21 July 2025.
09. Two sessions of the Designated Person training for mainline were delivered to ten OBTs in July.
10. Power Generation training course was successfully conducted at HRW on 27-28 July 2025.
11. Cooling Equipment training session was delivered on 29 July 2025.
12. Depot Equipment licenses from the May and June sessions were received last week.
13. Working at Height training was delivered on 17 July.
14. Wheel Lathe training was delivered on 13-16 July to support the increase in qualified wheel profilers.
15. One TAQA Assessor course was successfully delivered to 11 staff members.
16. One PTS course was delivered by our approved Internal Trainer.
17. One technician from the OBT Development (Batch 3) completed his two-day initial assessment and was deemed competent.
18. Bogies training was delivered on 20 July for eight staff members.
19. One technician underwent his Group A two-day initial assessment on 27 July and was deemed competent to carry out engine maintenance up to 6,000 hours.
20. One candidate has undergone observation by the City & Guilds Internal Verifier, passed successfully, and has been approved to begin conducting staff assessments.
21. Two First Aid & CPR sessions were delivered in July.

6. Depot

SAR 6.1 Depot Overview



SAR 6.1 Depot Overview

Depot Highlights

All Equipments are working normal and operational

HRW Hegenscheidt UFWL - Completed successfully 1 unit profiling

LMD DMM - Overhead Crane overhauling ongoing, 80 % completed successfully

No effects reported on Services

Sculfort UFWL DMM : Ongoing overhauling by replacing essential parts

Commercial







August 2025



Abdulmajeed Khathlan
Commercial Director



COMMERCIAL ANALYSIS (NORTH)




August 2025	Economy Class	Business Class	Private Sleeper Cabin	Total	Load Factor				TSFT Target achieved	
 Tickets sold for travel	70,727	20,419	888	92,034	EC	BC	PSC	Total		
					114%	92%	74%	108%		
 Boarded passengers	66,898	19,964	774	87,636	EC	BC	PSC	Total		
					108%	90%	65%	103%		

Tickets sold for travel															
2025 Forecast				895942				Monthly Forecast				82317			
2025 Actual				651411				Monthly Actual				92034			
% of forecast achieved				73%				% of forecast achieved				112%			
Target % achieved of forecast				67%											

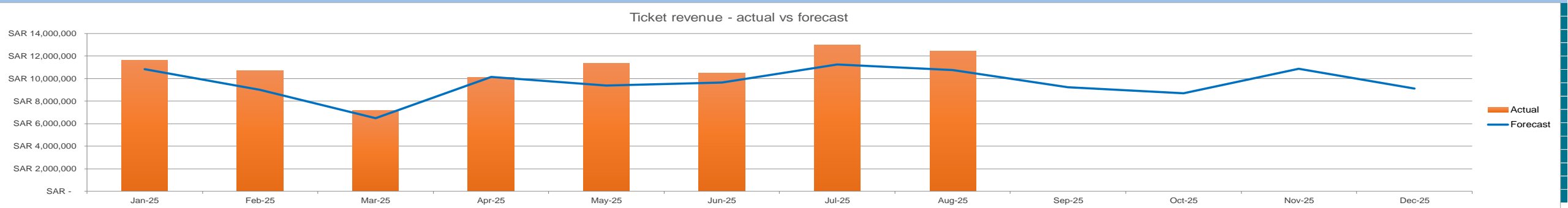
COMMERCIAL ANALYSIS (NORTH)

PBU MBR



August 2025	Economy Class	Business Class	Private Sleeper Cabin	Total	Ticket yield				Ticket Revenue achieved	
 Ticket revenue	SAR 7,405,806	SAR 4,730,552	SAR 277,283	SAR 12,413,641	EC	BC	PC	Total	Aug 2025	2025
	SAR 6,439,832 (ex. VAT)	SAR 4,113,523 (ex. VAT)	SAR 241,116 (ex. VAT)	SAR 10,794,471 (ex. VAT)	105 SR	232 SR	312 SR	135 SR		
					91 SR (ex. VAT)	201 SR (ex. VAT)	272 SR (ex. VAT)	117 SR (ex. VAT)		

Ticket revenue									
2025 Forecast SAR 115,340,112				Monthly Forecast SAR 10,745,943					
2025 Actual SAR 86,778,245				Monthly Actual SAR 12,413,641					
% of forecast achieved 75%				% of forecast achieved 116%					
Target % achieved of forecast 67%									







Ticket revenue	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Forecast	SAR 10,840,514	SAR 8,995,532	SAR 6,494,960	SAR 10,138,457	SAR 9,369,975	SAR 9,642,214	SAR 11,244,516	SAR 10,745,943	SAR 9,209,229	SAR 8,682,050	SAR 10,849,028	SAR 9,127,693
Actual	SAR 11,648,088	SAR 10,681,714	SAR 7,144,654	SAR 10,083,163	SAR 11,330,547	SAR 10,478,860	SAR 12,997,578	SAR 12,413,641	-	-	-	-

COMMERCIAL ANALYSIS (NORTH)

PBU MBR







August 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Extra Baggage	4,069	SAR 314,970	SAR 77
		SAR 273,887 (ex. VAT)	SAR 67 (ex. VAT)
 Lounge Access	867	SAR 27,610	SAR 32
		SAR 24,009 (ex. VAT)	SAR 28 (ex. VAT)
 Onboard Meals	630	SAR 21,245	SAR 34
		SAR 18,474 (ex. VAT)	SAR 29 (ex. VAT)
 Seat Selection	13,447	SAR 201,750	SAR 15
		SAR 175,435 (ex. VAT)	SAR 13 (ex. VAT)

COMMERCIAL ANALYSIS (NORTH)




PBU MBR



August 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
<div></div> <div>Parcel Shipments</div>	506	SAR 59,452	SAR 117
		SAR 51,697 (ex. VAT)	SAR 102 (ex. VAT)
<div></div> <div>Car Cargo</div>	144	SAR 123,550	SAR 858
		SAR 107,435 (ex. VAT)	SAR 746 (ex. VAT)
<div></div> <div>On Train Sales</div>	167	SAR 22,047	SAR 132
		SAR 19,171 (ex. VAT)	SAR 115 (ex. VAT)
<div></div> <div>Waiting List Tickets</div>	657	SAR 67,348	SAR 103
		SAR 58,563 (ex. VAT)	SAR 89 (ex. VAT)



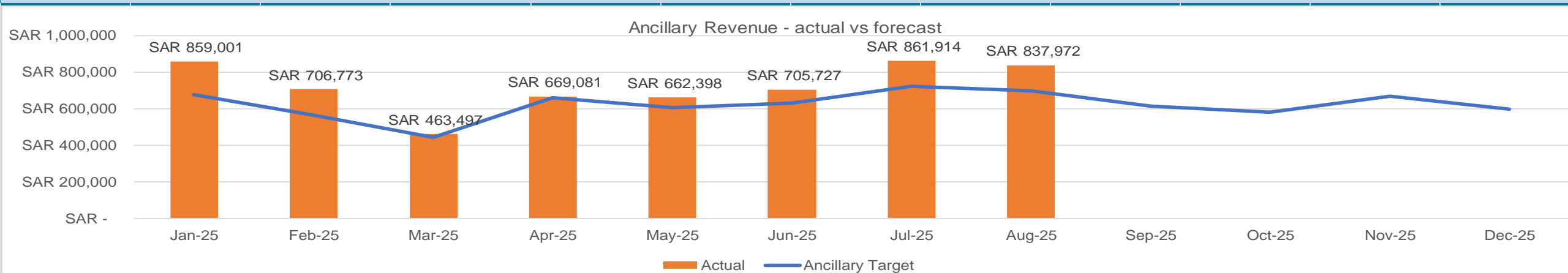
COMMERCIAL ANALYSIS (NORTH)

August 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield	Ancillary Revenue achieved	
 TOTAL ANCILLARY REVENUE	20,487	SAR 837,972	SAR 41	Aug 2025	2025
		SAR 728,671 (ex. VAT)	SAR 36 (ex. VAT)		

Ancillary Revenue

2025 Forecast **SAR 7,472,448**
 2025 Actual **SAR 5,766,361**
 % of forecast achieved **77%**
 Target % achieved of forecast **67%**

Monthly Forecast **SAR 697,580**
 Monthly Actual **SAR 837,972**
 % of forecast achieved **120%**







Passenger Commercial Performance YTD (August 2025) | North Trains

North	Result	Jan – Aug 2024	Jan – Aug 2025 (Forecast)	Jan – Aug 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
	Number of Services Operated	1,482	1,456	1,479	-0.2%	1.6%
	Tickets Sold for Travel	623,665	602,200	651,411	4%	8%
	Load Factor (Ticket Sold for Travel)	97%	94%	104%	7% Points	10% Points
	Boarded Passengers	589,656	566,068	616,533	5%	9%
	Load Factor (Boarded Passengers)	92%	89%	98%	6% Points	9% Points
	Ticket Revenue (inc. VAT)	SAR 78,592,781	SAR 77,472,111	SAR 86,778,245	10%	12%
	Ticket Yield (inc. VAT)	SAR 126	SAR 129	SAR 133	6%	4%
	Ticket Yield per KM (inc. VAT)	SAR 0.32	SAR 0.32	SAR 0.34	7%	6%
	Ancillary Revenue (inc. VAT)	SAR 6,001,715	SAR 5,007,067	SAR 5,766,361	-4%	15%
	Ancillary Yield (inc. VAT)	SAR 10	SAR 8	SAR 9	-8%	6%
	Total Revenue (inc. VAT)	SAR 84,594,495	SAR 82,479,177	SAR 92,544,606	9%	12%
	Total Yield (inc. VAT)	SAR 136	SAR 137	SAR 142	5%	4%

COMMERCIAL ANALYSIS (EAST)



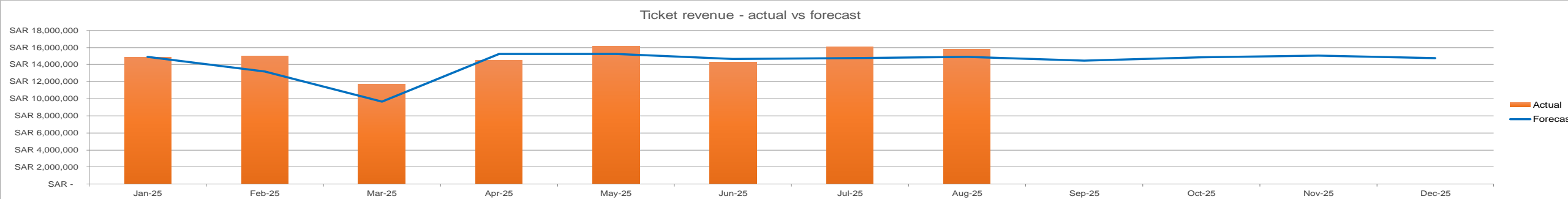
August 2025	Economy Class	Business Class	Aramco	Total	Load Factor			TSFT Target achieved	
 Tickets sold for travel	95,677	33,301	11,844	140,822	EC	BC	Total	Aug 2025	2025
					121%	79%	107%		
 Boarded passengers	89,224	32,476	6,368	128,068	EC	BC	Total	99.9% of target achieved Engineering blockade (28 – 29 August) resulted in a 2,908 passenger reduction	
					108%	77%	98%		

Tickets sold for travel									
2025 Forecast					Monthly Forecast				
2025 Actual					Monthly Actual				
% of forecast achieved					% of forecast achieved				
Target % achieved of forecast									
1616605					140705				
1087526					140822				
67%					100%				
66%									

COMMERCIAL ANALYSIS (EAST)





August 2025	Economy Class	Business Class	Aramco	Total	Ticket yield			Ticket Revenue achieved	
 Ticket revenue	SAR 8,700,208	SAR 6,628,179	SAR 476,721	SAR 15,805,107	EC	BC	Total	Aug 2025	2025
					91 SR	199 SR	112 SR	 Engineering blockade (28 – 29 August) resulted in a 443,509 SR ticket revenue loss	
	SAR 7,565,398 (ex. VAT)	SAR 5,763,633 (ex. VAT)	SAR 414,540 (ex. VAT)	SAR 13,982,165 (ex. VAT)	79 SR (ex. VAT)	173 SR (ex. VAT)	98 SR (ex. VAT)		

Ticket revenue									
2025 Forecast SAR 171,651,799					Monthly Forecast SAR 14,908,055				
2025 Actual SAR 118,333,179					Monthly Actual SAR 15,805,107				
% of forecast achieved 69%					% of forecast achieved 106%				
Target % achieved of forecast 66%									



Ticket revenue	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Forecast	SAR 14,904,741	SAR 13,176,533	SAR 9,657,187	SAR 15,245,555	SAR 15,227,287	SAR 14,660,896	SAR 14,754,025	SAR 14,908,055	SAR 14,448,694	SAR 14,849,844	SAR 15,052,958	SAR 14,766,025
Actual	SAR 14,825,291	SAR 15,037,445	SAR 11,692,363	SAR 14,474,171	SAR 15,227,287	SAR 14,660,896	SAR 14,268,115	SAR 16,079,489	SAR 15,805,107	-	-	SAR 14,766,025







August 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Extra Baggage	2,355	SAR 190,900	SAR 81
		SAR 166,000 (ex. VAT)	SAR 70 (ex. VAT)
 Lounge Access	1,489	SAR 48,250	SAR 32
		SAR 41,957 (ex. VAT)	SAR 28 (ex. VAT)
 Onboard Meals	859	SAR 21,500	SAR 25
		SAR 18,696 (ex. VAT)	SAR 22 (ex. VAT)
 Seat Selection	13,200	SAR 198,305	SAR 15
		SAR 172,439 (ex. VAT)	SAR 13 (ex. VAT)

COMMERCIAL ANALYSIS (EAST)




PBU MBR



August 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Parcel Shipments	2,431	SAR 199,444	SAR 82
		SAR 173,430 (ex. VAT)	SAR 71 (ex. VAT)
 On Train Sales	56	SAR 5,288	SAR 94
		SAR 4,598 (ex. VAT)	SAR 82 (ex. VAT)
 Waiting List Tickets	519	SAR 55,239	SAR 106
		SAR 48,033 (ex. VAT)	SAR 92 (ex. VAT)
 Aramco parking	317	SAR 12,478	SAR 39
		SAR 10,850 (ex. VAT)	SAR 34 (ex. VAT)

COMMERCIAL ANALYSIS (EAST)



August 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield	Ancillary Revenue achieved	
 TOTAL ANCILLARY REVENUE	21,226	SAR 731,403	SAR 34	Aug 2025	2025
		SAR 636,003 (ex. VAT)	SAR 30 (ex. VAT)	 97% of target achieved Engineering blockade (28 – 29 August) resulted in a 3,937 SR ancillary revenue loss	

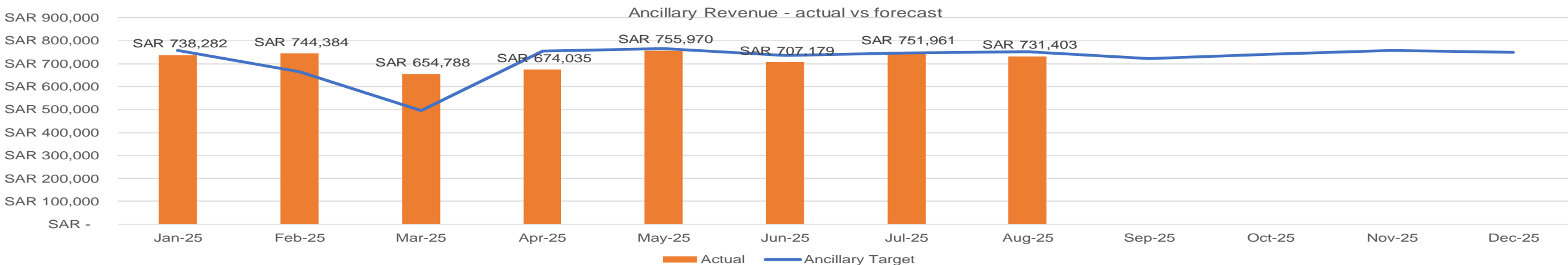
Ancillary Revenue

2025 Forecast
 2025 Actual
 % of forecast achieved
 Target % achieved of forecast

SAR 8,650,911
 SAR 5,758,000
 67%
 66%


Monthly Forecast
 Monthly Actual
 % of forecast achieved

SAR 753,712
 SAR 731,403
 97%





Passenger Commercial Performance YTD (August 2025) | East Trains



East	Result	Jan – Aug 2024	Jan – Aug 2025 (Forecast)	Jan – Aug 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
	Number of Services Operated	3,354	3,486	3,498	4%	0.3%
	Tickets Sold for Travel	1,076,509	1,061,260	1,087,526	1%	2%
	Load Factor (Ticket Sold for Travel)	114%	105%	109%	-5% Points	4% Points
	Boarded Passengers	976,798	955,134	990,121	1%	4%
	Load Factor (Boarded Passengers)	103%	95%	96%	-7% Points	1% Point
	Ticket Revenue (inc. VAT)	SAR 104,519,040	SAR 112,534,279	SAR 118,333,179	13%	5%
	Ticket Yield (inc. VAT)	SAR 97	SAR 106	SAR 109	12%	3%
	Ticket Yield per KM (inc. VAT)	SAR 0.32	SAR 0.32	SAR 0.35	7%	10%
	Ancillary Revenue (inc. VAT)	SAR 5,668,156	SAR 5,680,499	SAR 5,758,000	2%	1%
	Ancillary Yield (inc. VAT)	SAR 5.3	SAR 5.4	SAR 5.3	1%	-1%
	Total Revenue (inc. VAT)	SAR 110,187,196	SAR 118,214,779	SAR 124,091,178	13%	5%
	Total Yield (inc. VAT)	SAR 102	SAR 111	SAR 114	11%	2%



Passenger Commercial Performance YTD (August 2025) | North & East Trains

North & East	Result	Jan – Aug 2024	Jan – Aug 2025 (Forecast)	Jan – Aug 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
<div> North Train</div> <div> East Train</div>	Number of Services Operated	4,836	4,942	4,977	3%	1%
	Tickets Sold for Travel	1,700,174	1,663,460	1,738,937	2%	5%
	Boarded Passengers	1,566,454	1,521,202	1,606,654	3%	6%
	Ticket Revenue (inc. VAT)	SAR 183,111,821	SAR 190,006,390	SAR 205,111,423	12%	8%
	Ticket Yield (inc. VAT)	SAR 108	SAR 114	SAR 118	10%	3%
	Ticket Yield per KM (inc. VAT)	SAR 0.32	SAR 0.32	SAR 0.34	7%	8%
	Ancillary Revenue (inc. VAT)	SAR 11,669,871	SAR 10,687,566	SAR 11,524,361	-1%	8%
	Ancillary Yield (inc. VAT)	SAR 6.9	SAR 6.4	SAR 6.6	-3%	3%
	Total Revenue (inc. VAT)	SAR 194,781,692	SAR 200,693,956	SAR 216,635,784	11%	8%
	Total Yield (inc. VAT)	SAR 115	SAR 121	SAR 125	9%	3%
	Customer Satisfaction	83%	85%	86%	3% Points	1% Point
	Net Promoter Score	30%	20%	34%	4% Points	14% Points

SAR

Brand Awareness and
Positioning Campaign:

**TRY
THE TRAIN**



'TRY THE TRAIN' BRAND AWARENESS & POSITIONING CAMPAIGN

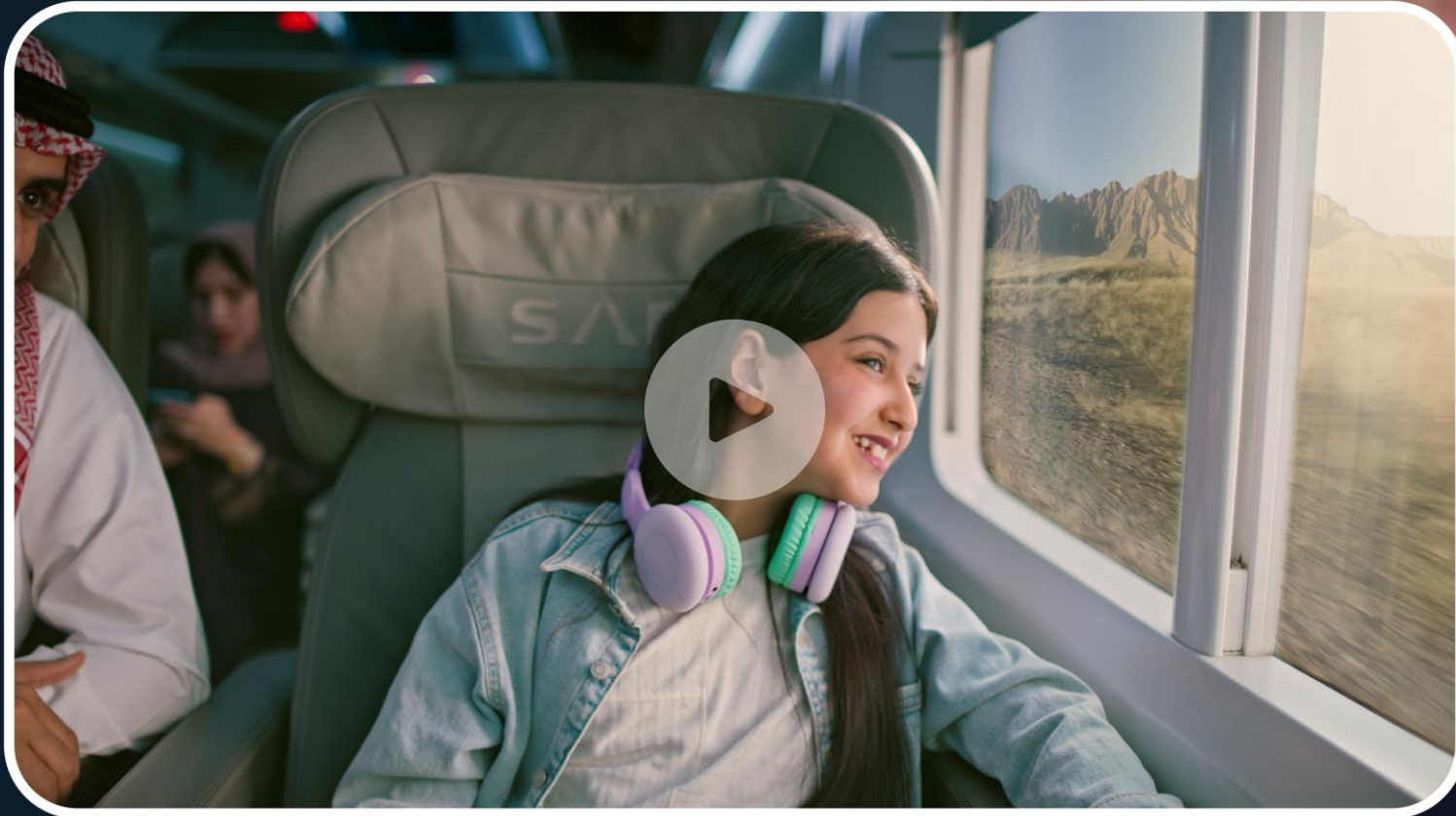
As part of our ongoing efforts to raise awareness of the SAR brand and position rail travel on our North & East Trains as a more comfortable, safer and sociable way to travel, in August we launched our new brand awareness and positioning marketing campaign.

The campaign was heavily promoted via digital channels (social media, website and app), on roadside billboards and in shopping malls in Riyadh, Qassim, Hail, Hufuf and Dammam.



SAR

TRY THE TRAIN



VIDEO

SAR

INTERNAL COMMUNICATIONS



HQ Posters

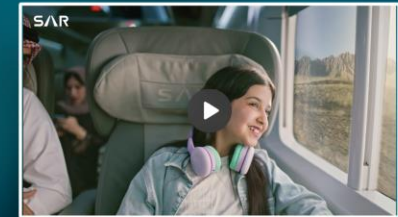


HQ Screens



As part of the SAR North & East Passenger Team's ongoing efforts to raise awareness of the SAR brand and position rail travel on our North & East Trains as a more comfortable, safer and sociable way to travel, later today we will launch our new brand awareness and positioning campaign.

The majority (>90%) of intercity journeys in Saudi Arabia are made by car. On longer distance routes, air travel is the preferred travel choice, with rail accounting for just 5% of all domestic trips at present. Journeys by car and air both come with their pain points, and they are often selected by travellers just out of habit or familiarity. With our new marketing campaign, we want to educate people that there is a new and better way to travel domestically in Saudi Arabia, encouraging them to change their existing routines and #TryTheTrain.



Our marketing campaign will be heavily promoted via digital channels (social media, website and app) and will appear on roadside billboards and in shopping malls in Riyadh, Qassim, Hail, Hufuf and Dammam.

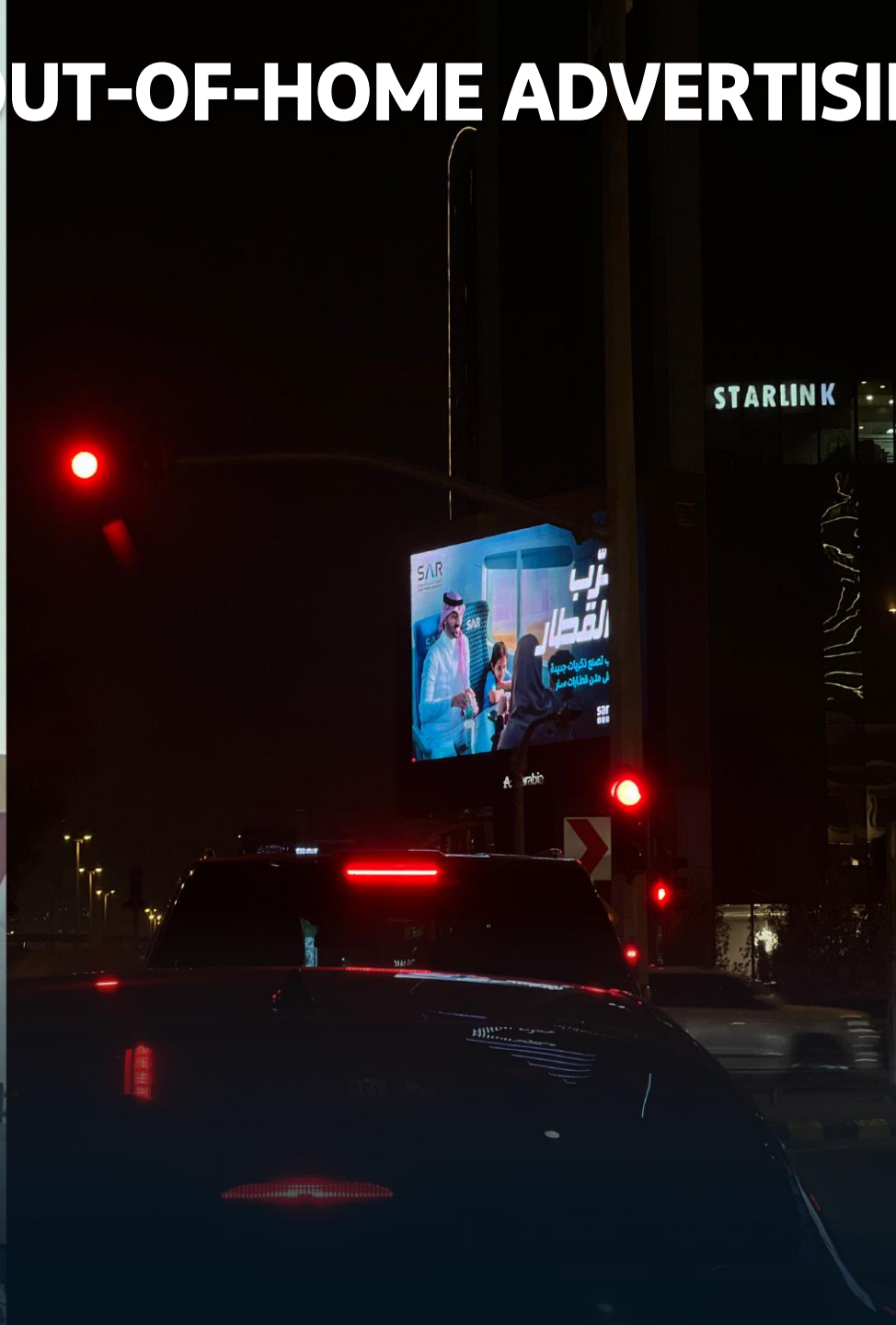
Spotted one of our #TryTheTrain campaign billboards?



Internal email

SAR

OUT-OF-HOME ADVERTISING



SAR

STATION ADVERTISING

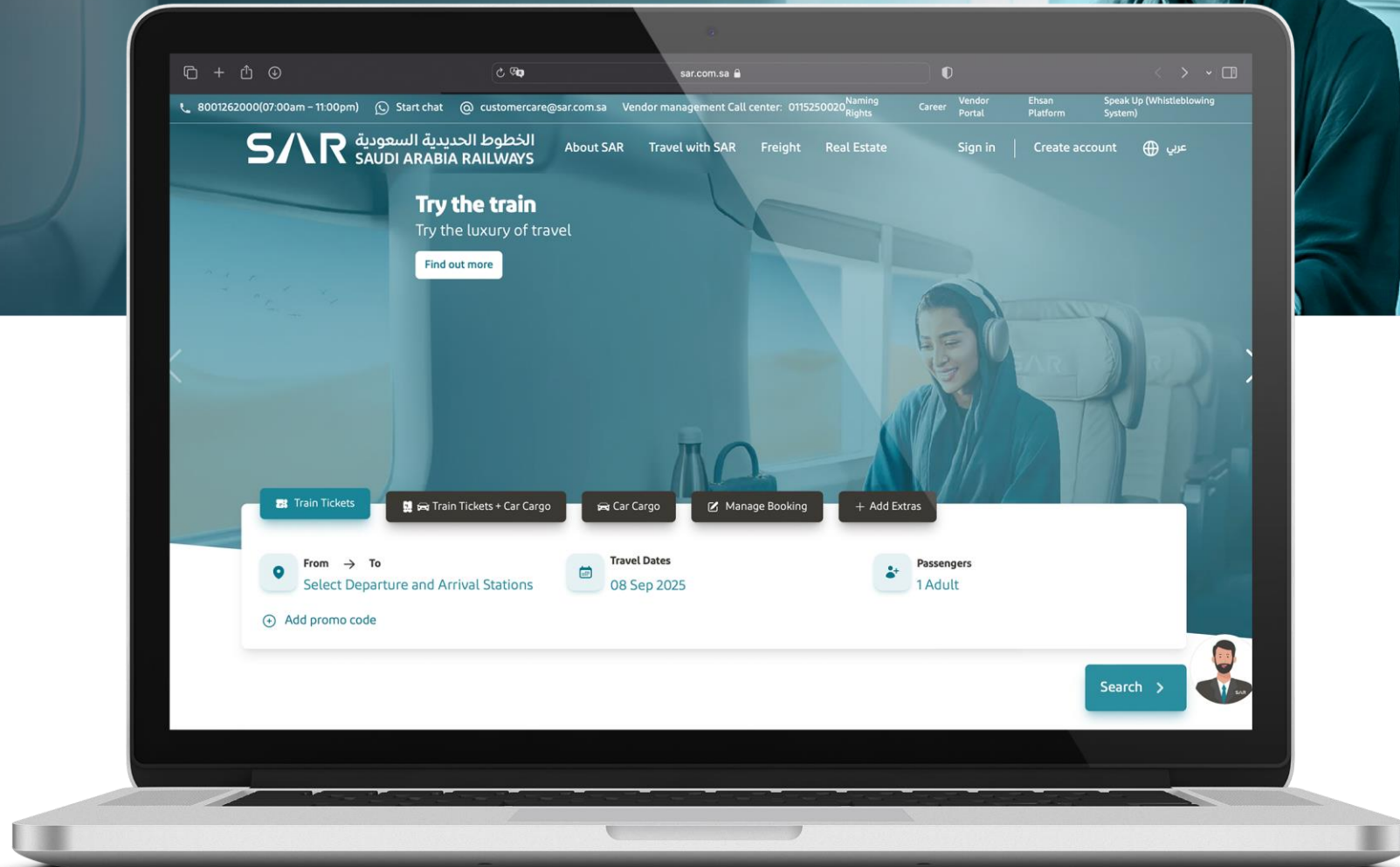


SAR

WEBSITE BANNERS

Try the Train Campaign

PBU MBR

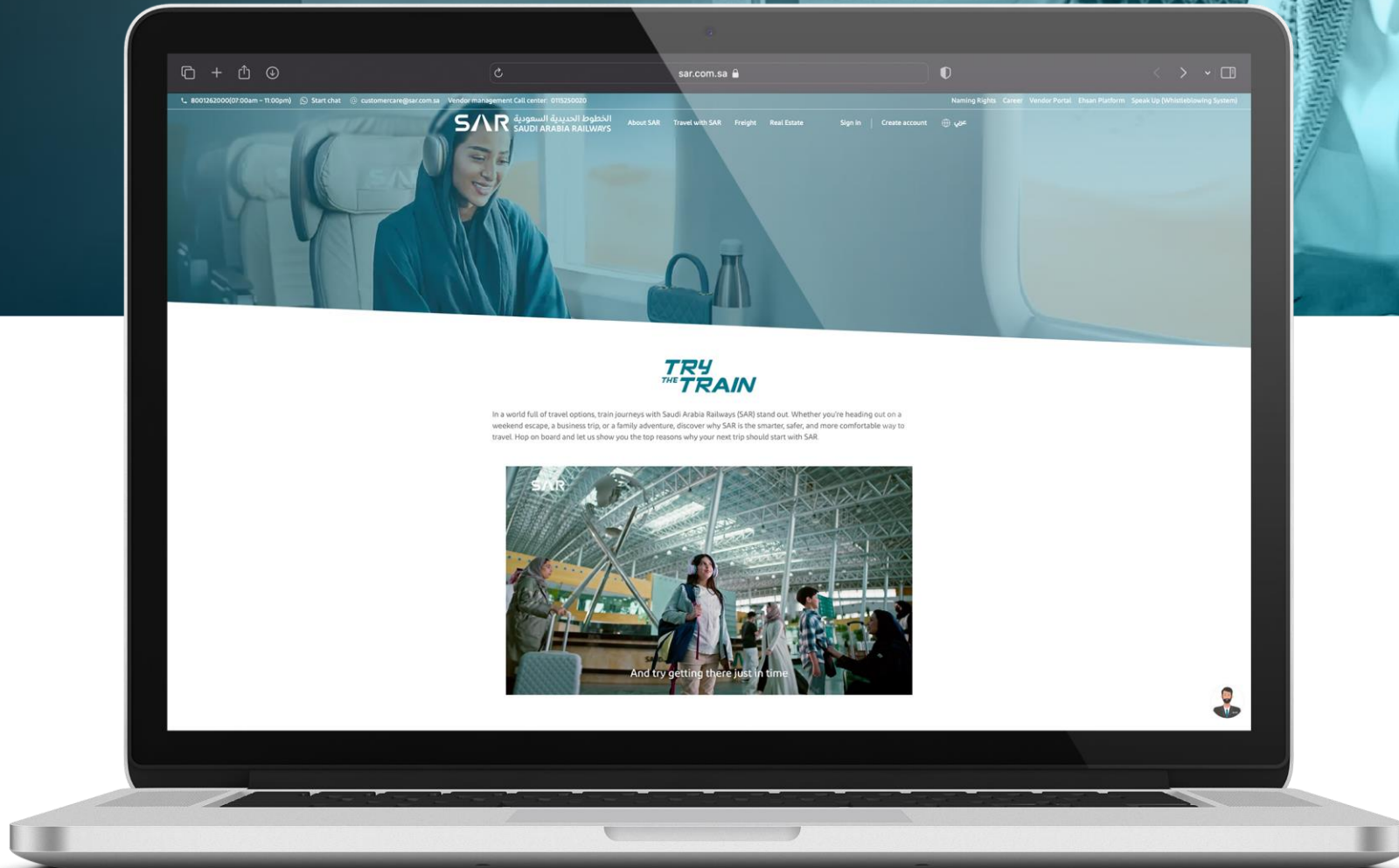


SAR

LANDING PAGE

Try the Train Campaign

PBU MBR

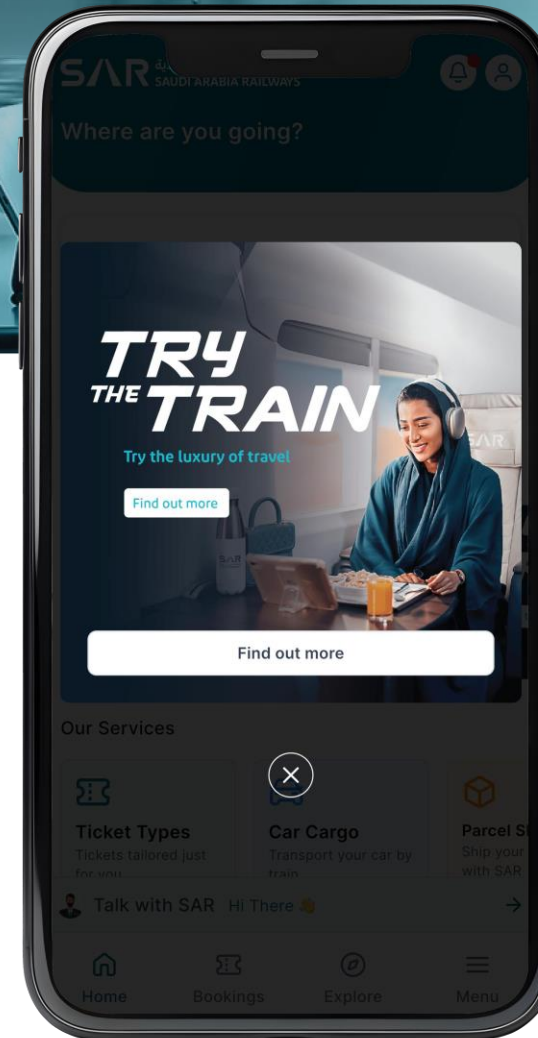
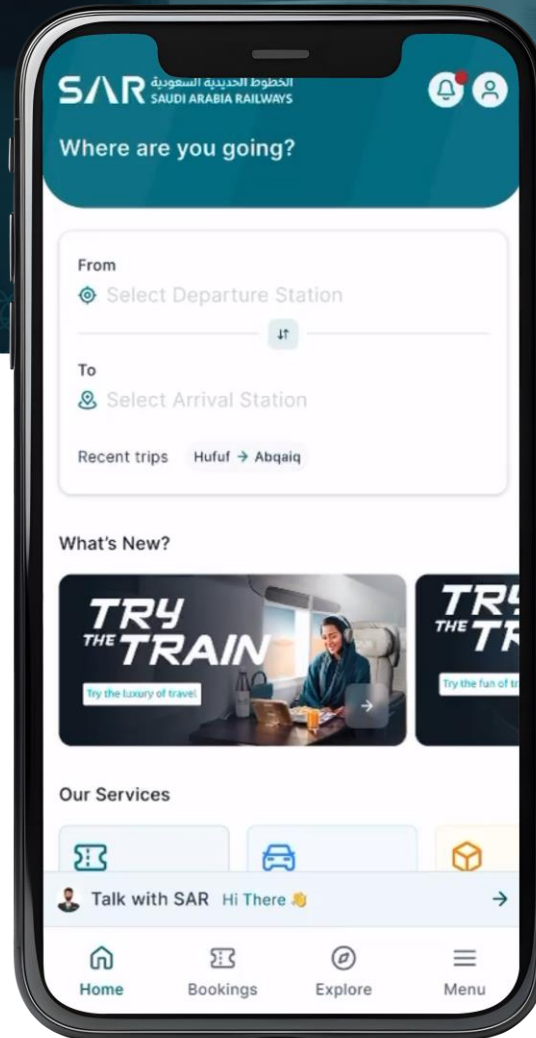


SAR

APP BANNERS

Try the Train Campaign

PBU MBR

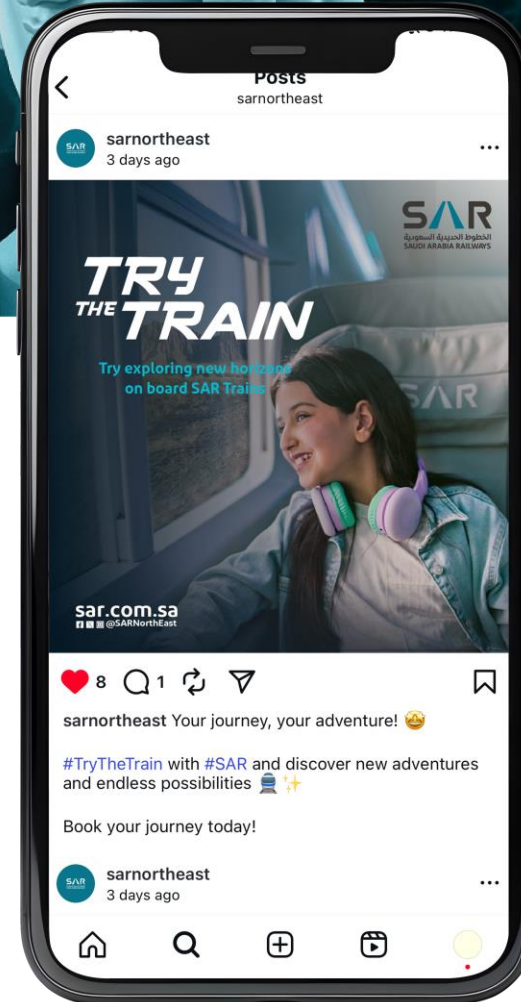
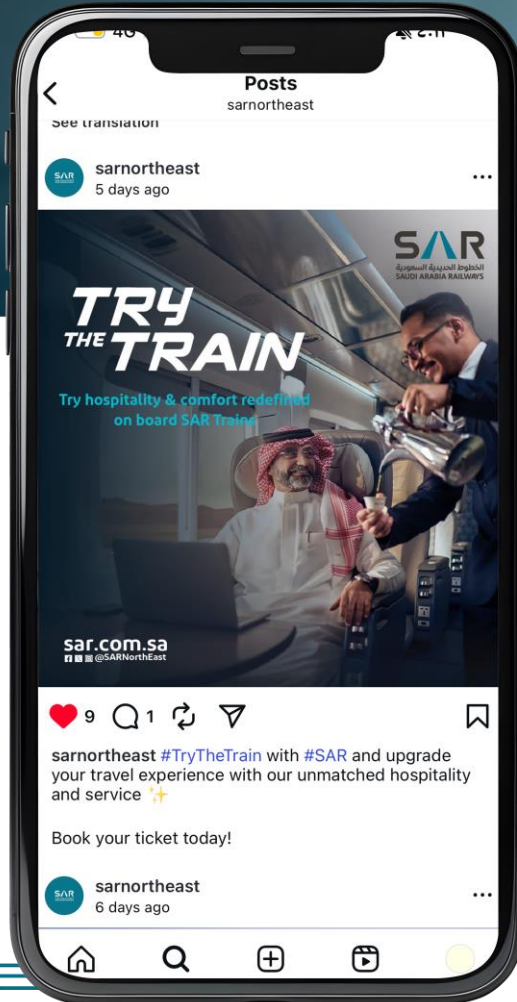


SAR

SOCIAL MEDIA

Try the Train Campaign

PBU MBR



'TRY THE TRAIN' CAMPAIGN PAID DIGITAL RESULTS

Platforms	Impressions	Reach	Video Views	Clicks	Profile visits	Frequency
X	12,930,880	2,133,285	3,660,728	23,638	3,776	6.061
Meta	9,701,945	1,950,506	6,554,469	6,389	3,873	4.97
Youtube	28,058,353	6,296,673	5,841,421	17,515	-	-
Tik Tok	19,186,205	4,910,878	18,950,644	30,889	-	3.91
Google	8,363,601	888,514	-	16,455	-	-

Impressions: The total number of times the advertisement was displayed to the target audience.

Reach: The total number of unique individuals who have see the advertisement.

Video Views: The total number of times the video content was watched

Clicks: The total number of times users clicked on the advertisement or its associated link




Profile visits: The total number of times users clicked onto the SAR North East social media page from the advert

Frequency: The average number of times a single user was exposed to the advertisement



SOCIAL MEDIA KPIS



August 2025	X 	Instagram 	Facebook 	TOTAL
Followers	59,113	15,194	7,575	81,882
Posts	14	14	14	42
Impressions	7,589,675	61,084	2,677	7,653,436
Engagements	2,707	348	155	3,210
Engagement Rate	2.35%	0.67%	5.8%	2.94%

Followers: The number of users following our account as of the last day of the selected time period.

Posts: The number of posts published on the accounts

Impressions: The number of times the content was displayed/Shown to users.

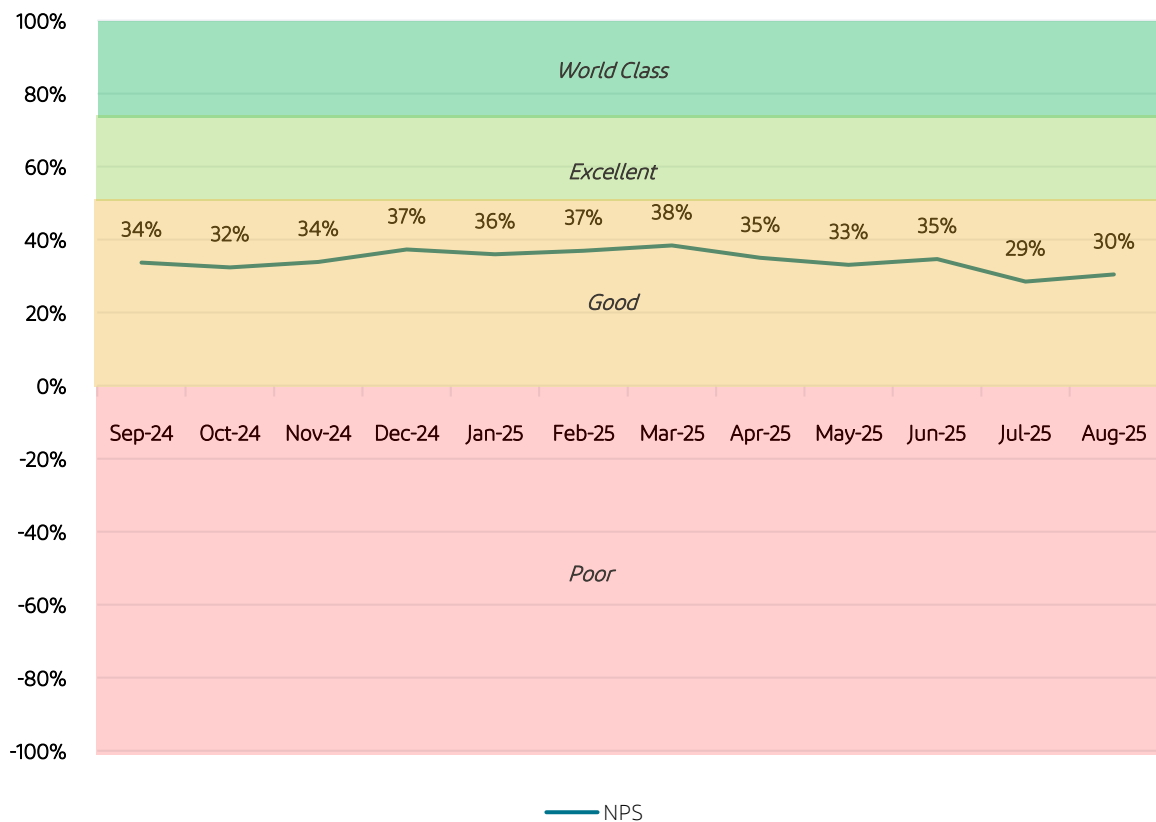
Engagements: The number of times users engaged (Reactions, Shares, Comments, Shares, Retweets, Replies, Clicks etc..) with the content.

Engagement rate: The number of times users engaged with the content as a percentage of impressions.



CUSTOMER EXPERIENCE

Net Promoter Score (NPS)



Net Promoter Score or NPS, is a globally used management tool that measures customer experience and can be used to predict future business growth. Although results vary from industry to industry, given the NPS range of NPS is -100 to +100, a positive score of NPS above 0 is considered good, +50 is excellent and above 70 is considered world-class.

NPS is the metric used to provide the core measurement of the Overall SAR Customer Satisfaction. A comprehensive, actionable view of SAR's Passenger experience performance.

Respondents are grouped as follows:

- Promoters (score 9-10) are loyal enthusiasts who will keep using the SAR Passenger Train Service.
- Passives (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.
- Detractors (score 0-6) are unhappy customers who can cause revenue loss, harm the service reputation, and impede growth through negative word-of-mouth.

SAR's August 2025 NPS Score was 30% measured as Good in the NPS Range.



CUSTOMER EXPERIENCE

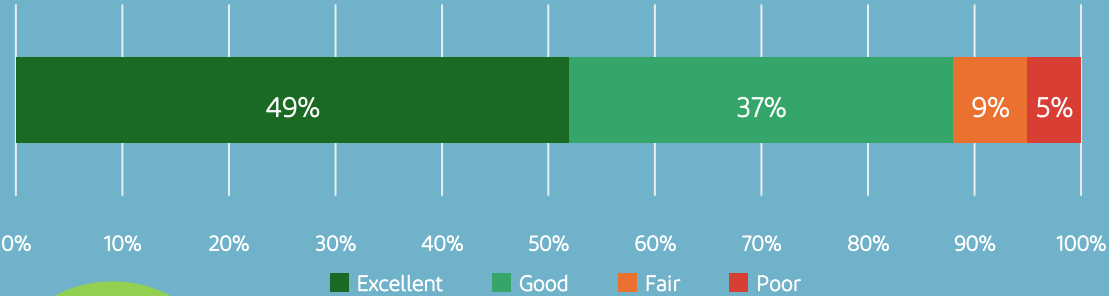
How was your
overall
experience
today?



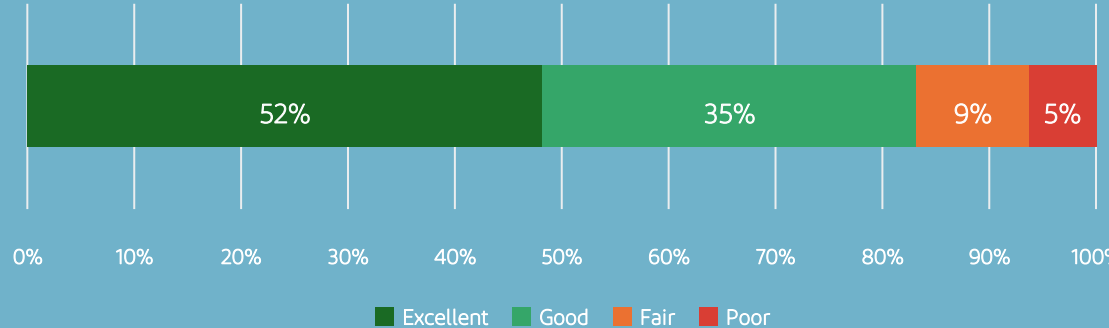
Overall	Excellent	Good	Fair	Poor	Overall Customer Satisfaction
August 2025	49%	37%	9%	5%	86%
July 2025	49%	37%	9%	6%	85%
June 2025	52%	35%	8%	5%	87%
May 2025	52%	34%	8%	6%	86%
April 2025	51%	36%	8%	4%	87%
March 2025	54%	33%	9%	4%	87%
February 2025	52%	34%	10%	4%	86%
January 2025	54%	34%	8%	4%	88%
December 2024	53%	36%	7%	4%	89%
November 2024	51%	36%	8%	5%	87%
October 2024	51%	37%	8%	4%	88%
September 2024	52%	36%	7%	5%	88%



Overall customer satisfaction
(August 2025)



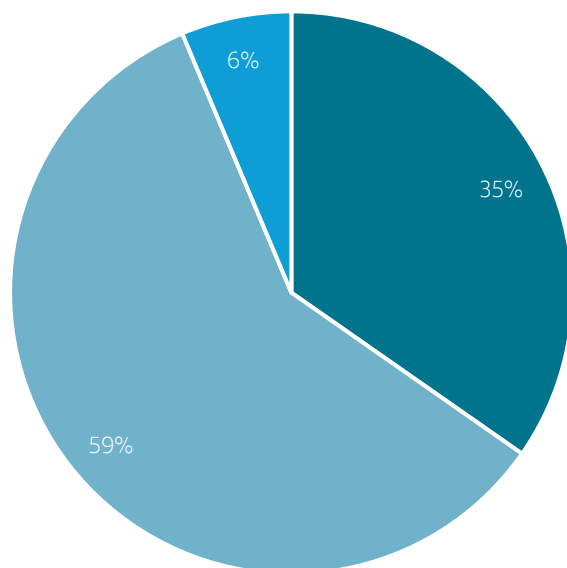
Overall customer satisfaction (2025)



CUSTOMER ANALYSIS

July

BOOKING CHANNEL

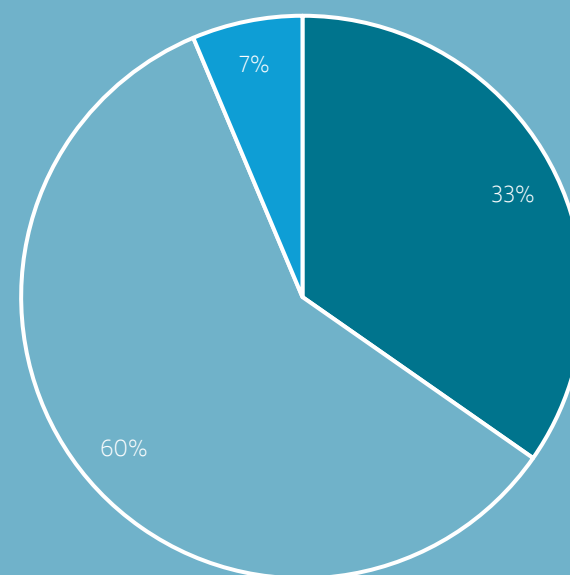


Website Mobile Station



August

BOOKING CHANNEL

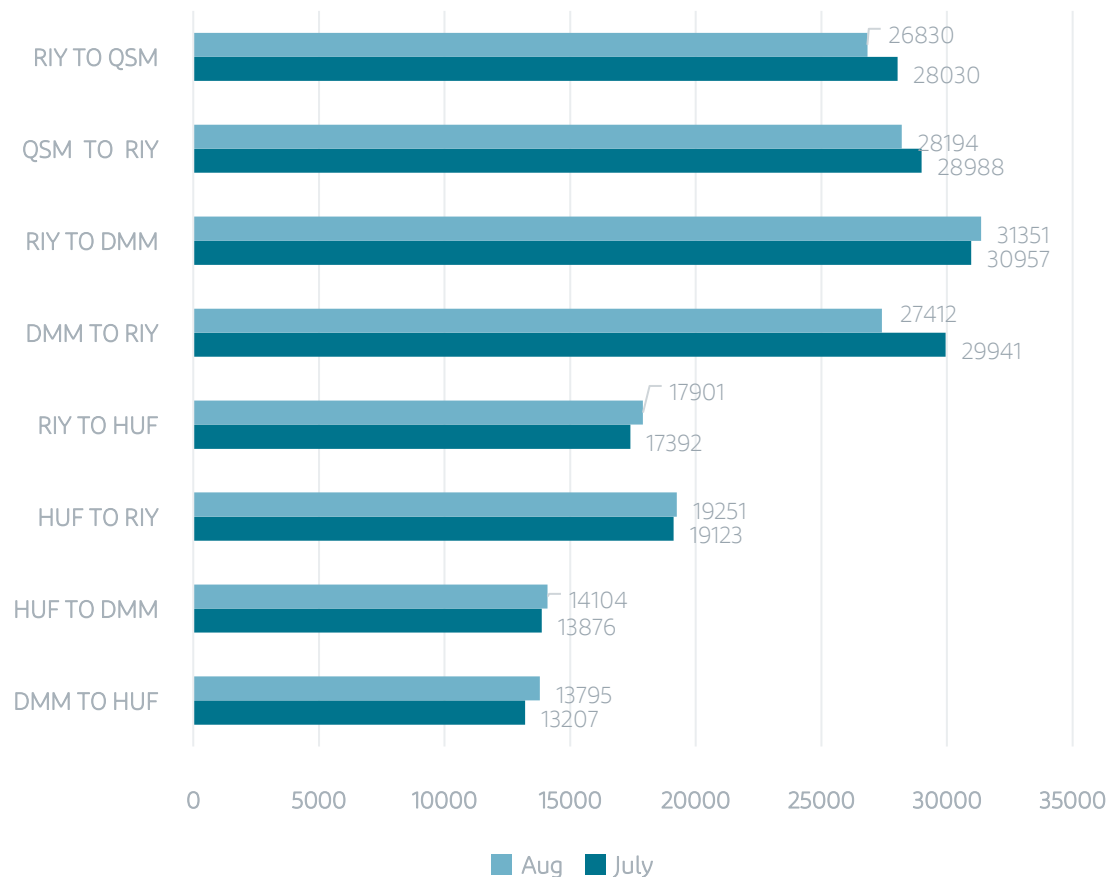


Website Mobile Station



CUSTOMER ANALYSIS

The most demanded trips between July & August:

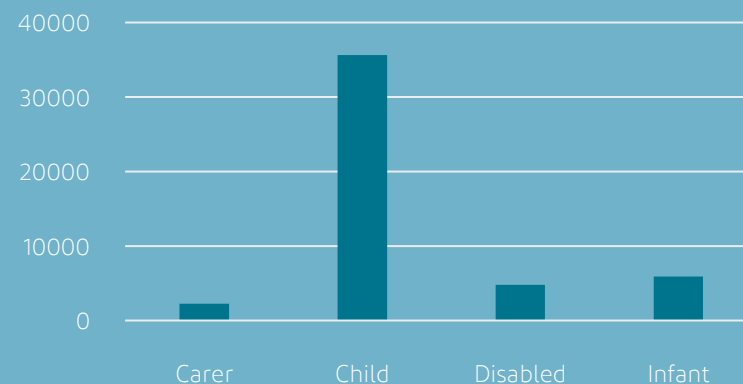


July Passenger Type

PBU MBR



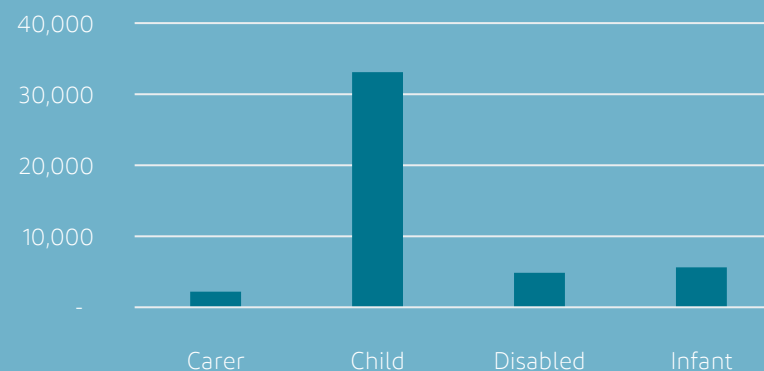
TICKET NUMBER



The number of passengers was 225,217 and 78.43% (176,634) of them were Adults.

August Passenger Type

TICKET NUMBER



The number of passengers was 221,011 and 79.30% (175,259) of them were Adults.



SAR

CONTACT CENTER

The difference between the contact center July & August:



Calls



Customer Satisfaction



Average Time

Remarks:



PBU MBR

July

Number of calls received was 22,278 and the percentage of answered calls was 98.11%.

The customer satisfaction rate after call completion was 92.00%

Average time to respond to customers calls was 0:04 and the average call duration was 02:57

Contact center received inquiries from our customers regarding the availability of trips.

August

Number of calls received was 22,658 and the percentage of answered calls was 98.01%.

The customer satisfaction rate after call completion was 91.00%

Average time to respond to customers calls was 0:04 and the average call duration was 02:56



SAR

SOCIAL MEDIA



PBU MBR



Remarks:

July

Total engagements were 3,410 and the average time to respond was 1:00

Number of total users served through Chatbot was 4,041

Customers have been inquiring about the availability of trips on social media channels.

August

Total engagements were 3,546 and the average time to respond was 1:00

Number of total users served through Chatbot was 4,201



SAR

VOICE OF SAR CUSTOMERS

Customers feedback and suggestions
regarding their experience with SAR :



PBU MBR



Negative Feedback

- High prices
- Lack of food variety
- Poor User Experience
- Lack of Retailers in the Stations

Customer Suggestions

- Additional Trains
- Add Wi-Fi in Stations and Trains
- Quiet Coach
- Package offers

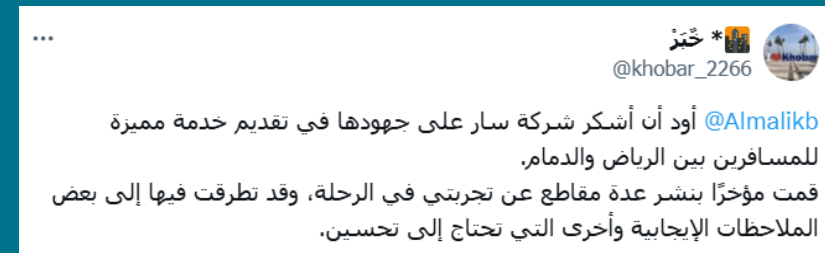


VOICE OF SAR CUSTOMERS

Customers feedback and suggestions regarding their experience with SAR :



Positive Customer Feedback



شكراً لكم
Thank You



SAR.COM.SA