



Monthly Business Review

Passenger Business Unit

July 2025



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



Planning & Technical

July 2025



Ashrf Al Jabri
Planning & Technical Director



0 to 15 minute PPM	96.7%
Change From Last Month By	0.7%
Cancellations	0%
Right Time Arrivals	85.9%
Services Planned	667
Delay	57.2 Hrs



0 to 15 minute PPM	96.5%
Increased From Last Month By	1.0%
Cancellations	0%
Right Time Arrivals	79.6%
Services Planned	201
Delay	8.1 Hrs



0 to 15 minute PPM	96.8%
Decreased From Last Month By	1.4%
Cancellations	0%
Right Time Arrivals	88.6%
Services Planned	466
Delay	49.2 Hrs

KPIs

0 to 15 minute PPM	90%	
Cancellations	≤1.9%	

Environmental Impact

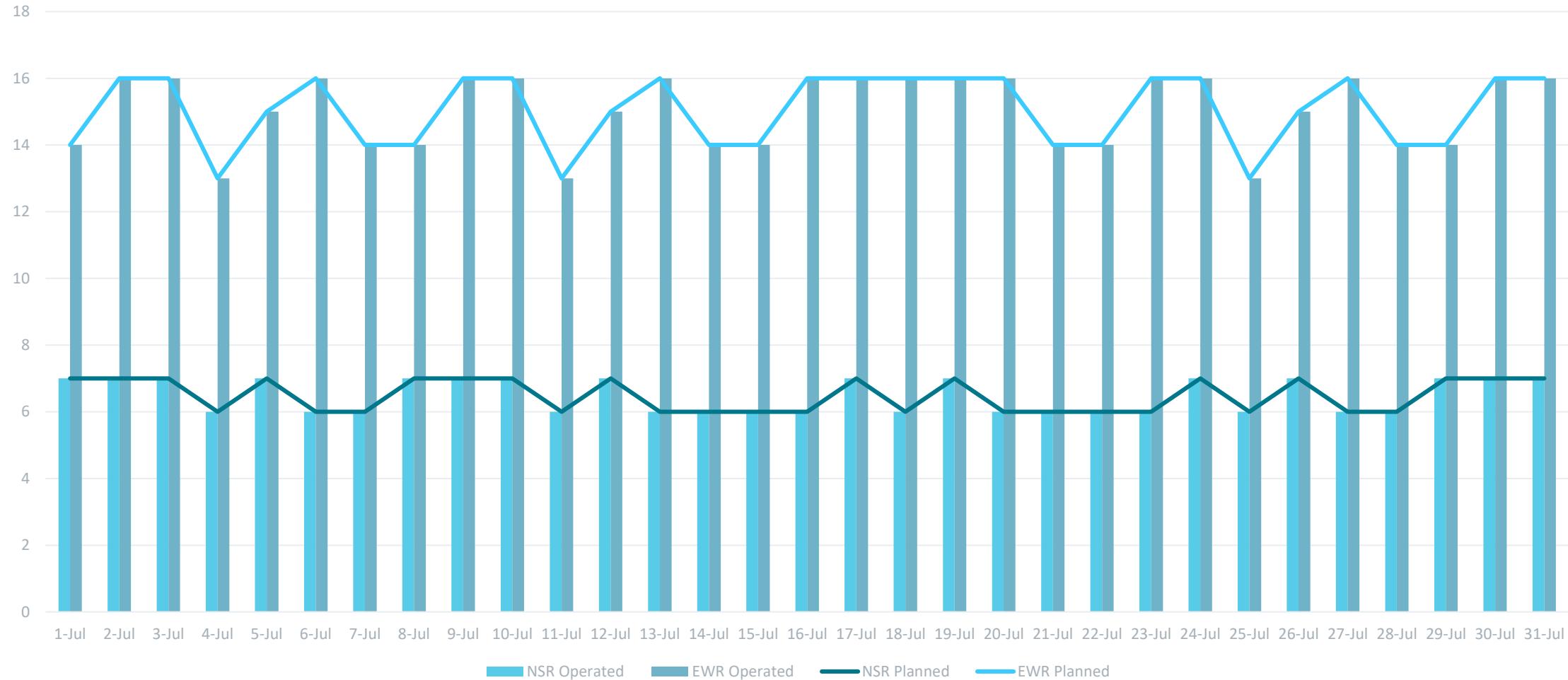
53,413 Cars off Road with
4,803,806 Kg of Emissions

KMs

PAX Trains	268,750
ECS/SBY	760

SAR Planning and Performance

Services Planned VS Services Operated – July 2025



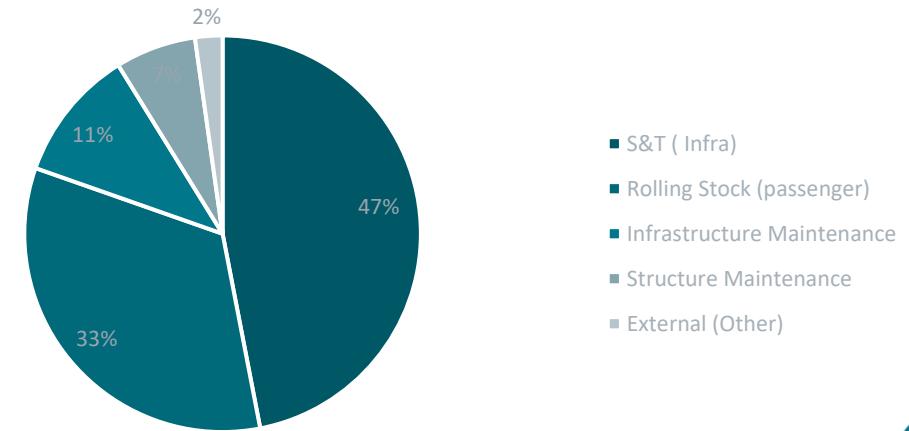


*483 minutes delay

Delay by Business units	
S&T (Infra)	227
Rolling Stock (passenger)	161
Infrastructure Maintenance	52
Structure Maintenance	32
External (Other)	11
Total	483

Top 3 Delays by code		
Delay Code	Delay mins	%
Points Failure (S&T)	104	21%
Track Disturbance (S&T)	92	19%
Passenger Coach Failure RSM	79	16%

Delays Attribution by Business unit



*483 minutes delays at final destination.

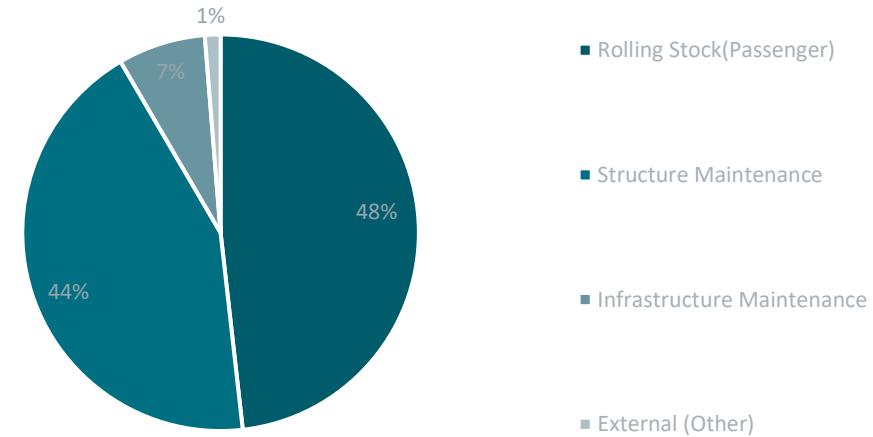


*2922 minutes delay

Delay by Business units	
Rolling Stock(Passenger)	1409
Structure Maintenance	1267
Infrastructure Maintenance	209
External (Other)	37
Total	2922

Top 3 Delays by code		
Delay Code	Delay mins	%
Structure Speeds	1261	43%
Defective Train CAF	635	22%
Defective Train CAF (Indirect)	479	16%

Delays Attribution by Business unit



*2922 minutes delays at final destination & intermediate stations.

Item	29 Jun 25 to 5 Jul 25	6 Jul 25 to 12 Jul 25	13 Jul 25 to 19 Jul 25	20 Jul 25 to 26 Jul 25	27 Jul 25 to 22 Aug 25
Cancellations	0	0	0	0	0
0 to 15 minutes PPM	100%	100%	93.2%	100%	91,3%
Services Planned	46	46	44	44	46
Services Operated	46	46	44	44	46
Riyadh Depot Presentation%	100%	100%	100%	100%	100%

- 0% cancellations reported against a target of 1.9%.
- 96.5% 0 to 15 minutes PPM against a target of 90%.
- 100% Riyadh depot presentation.

* Percentages for the whole month.

Item	29 Jun 25 to 5 Jul 25	6 Jul 25 to 12 Jul 25	13 Jul 25 to 19 Jul 25	20 Jul 25 to 26 Jul 25	27 Jul 25 to 22 Aug 25
Cancellations	0	0	0	0	0
0 to 15 minutes PPM	93.3%	95.2%	96.3%	98.1%	100%
Services Planned	104	104	108	104	104
Services Operated	104	104	108	104	104
Riyadh Depot Presentation%	100%	100%	100%	100%	100%

- 0% cancellations reported against a target of 1.9%.
- 93.8% 0 to 15 minutes PPM against a target of 90%.
- 100% Riyadh depot presentation.

* Percentages for the whole month.



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.

Emergency Exercise – Purpose

SAR carries out EEs 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

The purpose of EE Nia 3 is to test the compatibility of GPL38s locomotives for future use in assisting a CAF passenger train. The idea, if successful, will lead to the GPL38s replacing the current GT46 locomotives, which will be returned to the FBU. The plan is to test the coupling, brake release GPL38s, and a Rotation test with the CAF set, moved by the GPL38s for a short distance.

The pass criteria for the EE are:

That the EE is held.

- That Test 1 and Test 2 are completed.
- The locomotives can couple to the CAF train and pass the pull-away test.
- The air pipes couple to the CAF train.
- That the correct air supply can be maintained by the locomotives to the CAF train.
- The locomotives can release and apply brakes on the CAF train.
- A successful rotation test is carried out to prove the above.
- That the coupler check is made on both cabs of the CAF train and GPL38s.
- That the EE leader is satisfied with the overall outcome of the EE.



Conclusions & Recommendations

Conclusions:

In accordance with the pass/fail criteria set out, the EE Nia 3 is considered a success.

- The coupler of the GPL38s & CAF were aligned.
- The brake pipes were able to be coupled with no issues.
- The brakes were released on the CAF train.
- The SD70 instructions were acceptable as an interim instruction for the GPL38s, with the brakes releasing on 5.5.
- The mainline degraded mode test succeeded with minor brake issues during the return.

Recommendations:

- The set-up of the Fire Screen is to be made from the lead loco, NOT the coupled loco.
- There is no active speedometer when the train is running in a degraded mode (RSM should consider).
- Nia 4 is to be held on the mainline in the vicinity of Qurriyat as a full assistance exercise, CAF engines on.

Stations Operations

July 2025

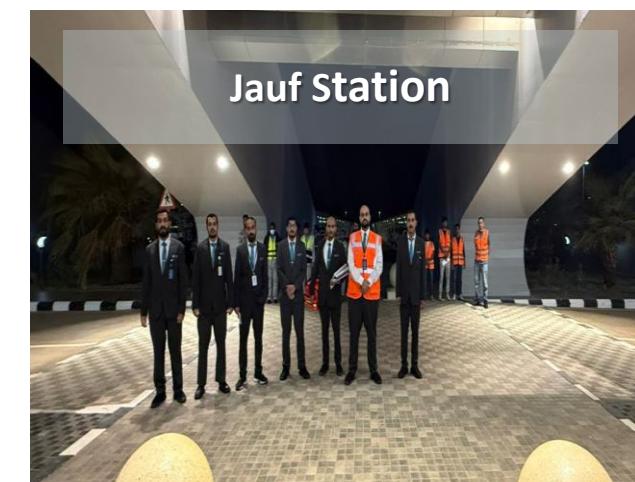
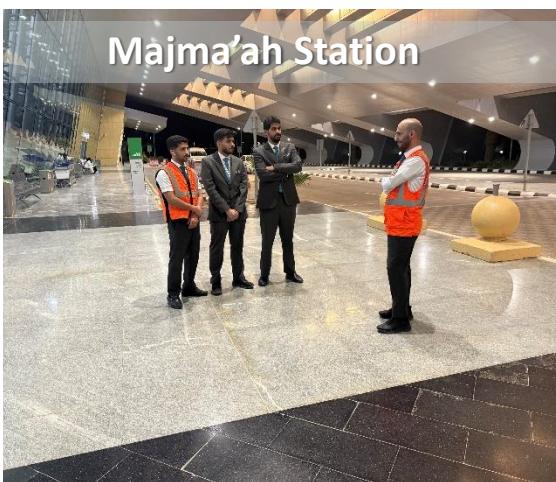


Ali Al-Olyani
Station Operations Director

Stations Performance Review & MBR



Monthly Evacuation Exercise





East/West Stations Monthly Evacuation Exercise



Well Done Team

Riyadh Teams Boarded

09 Jul	268 passengers	21 minutes
12 Jul	281 passengers	21 minutes
14 Jul	236 passengers	19 minutes
17 Jul	284 passengers	21 minutes
26 Jul	285 passengers	24 minutes

Dammam Teams Boarded

13 Jul	222 passengers	22 minutes
28 Jul	257 passengers	22 minutes

Due to train's late arrival to the platform our teams at Riyadh and Dammam 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.





Congratulations to our colleague Fayez Al-Shahri for obtaining his qualifications in training and assessment.



SAR

Opening of New Retail Kiosks at EWR Stations



SAR
National Center for Environmental
Compliance Visit to Riyadh AlMalaz
Station

Assurance Team Visit – Riyadh AlMalaz Station

SAR



Customer experience & Customer feedback through social media about the stations

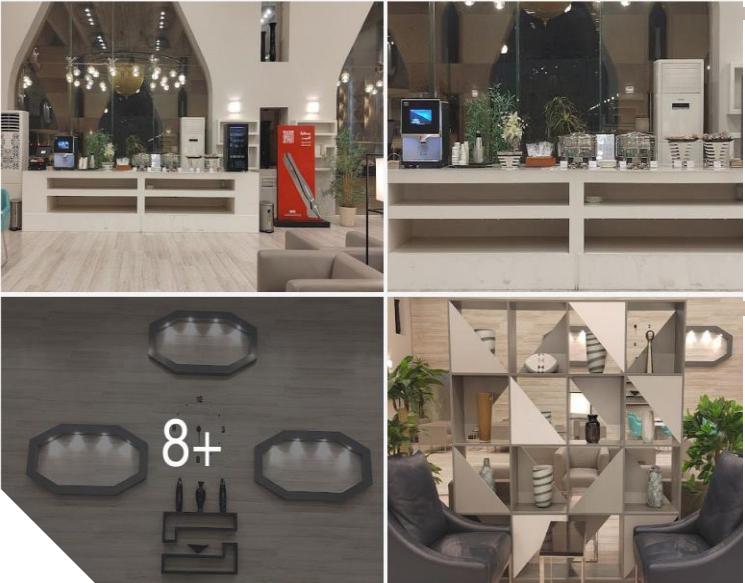
Francis DSLR Photography

مراجعة (2) · 11 صورة

قبل 4 أسابيع ★★★★★

First time utilizing the train and I really had a great experience. I love the self-service and the ambience of the first class lounge, the train is clean, well maintained. I like the warmth welcome, the politeness of the crew and staffs inside the train and inside the Saudi Railway Station as well.

عرض الترجمة (العربية)



Parvez Bin Yousuf

مرشد محلي · 11 مراجعة · 13 صورة

قبل شهر ★★★★★

Dammam Railway Station

عرض الترجمة (العربية)

اضغط مع الاستمرار للتفاعل

MOHAMMED Mm

مرشد محلي · 31 مراجعة · صورتان (2)

قبل شهرين ★★★★★



اضغط مع الاستمرار للتفاعل

Suhail Km

مراجعة · 13

قبل شهرين ★★★★★

.Very good railway

عرض الترجمة (العربية)

اضغط مع الاستمرار للتفاعل

Hamdan Azeem

مراجعة (2)

قبل أسبوع ★★★★★

It's a great experience, thank SAR

عرض الترجمة (العربية)

اضغط مع الاستمرار للتفاعل

Ibrahim Naeim

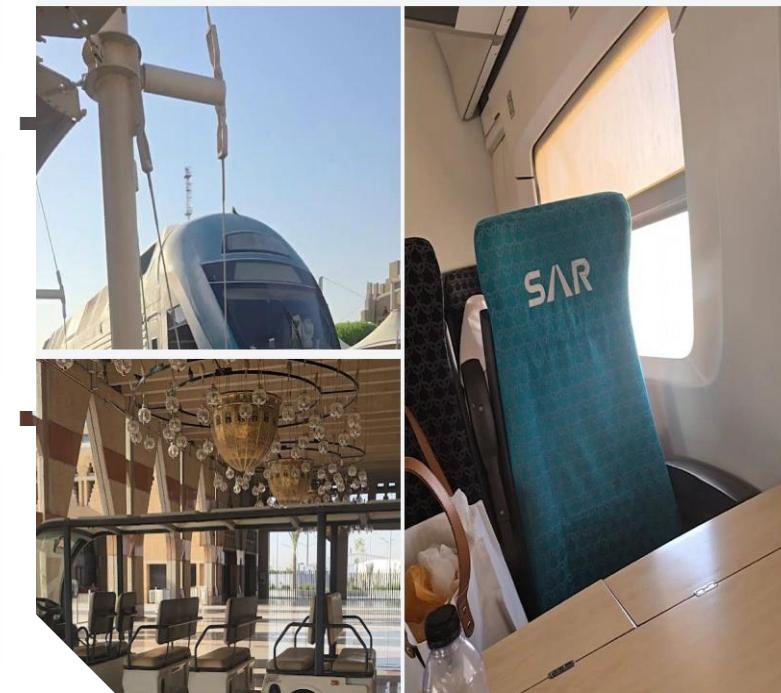
مرشد محلي · 20 مراجعة · 39 صورة

قبل أسبوعين جديدة ★★★★★

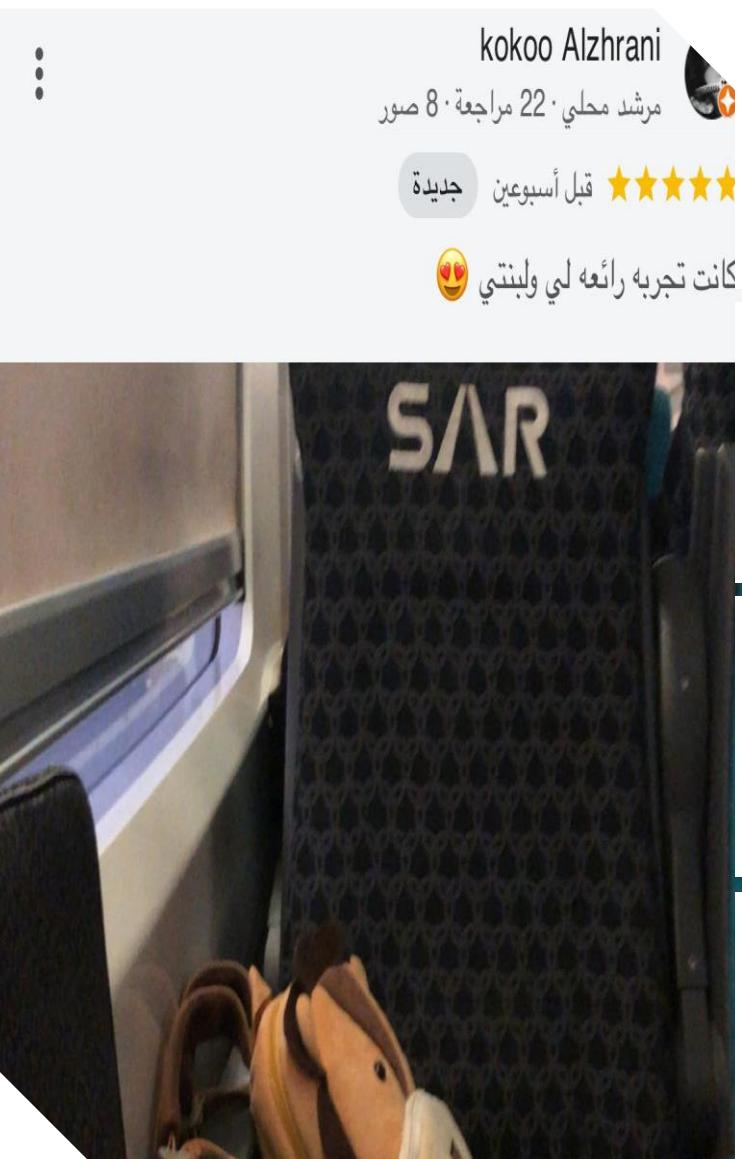
Still the best ride from Dammam to Riyadh

👉 Clean and safe

عرض الترجمة (العربية)



Customer experience & Customer feedback through social media about the stations



kokoo Alzhrani
مرشد محلي · 22 مراجعة · 8 صور
قبل أسبوعين ★★★★★ جدية
كانت تجربة رائعة لي ولبناتي 😍

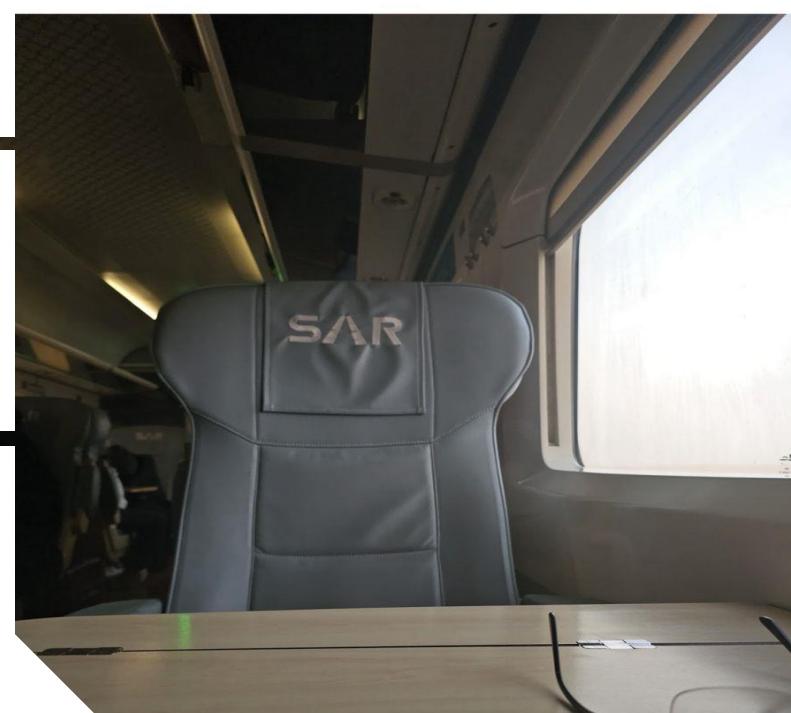
Noor Mohammad
مرشد محلي · 54 مراجعة · 56 صورة
قبل أسبوع جديدا ★★★★★
من أفضل المحطات بالملكة والله .. ذوق بالتعامل .. المرفقات متواجدة دائم
بكمال النظافة
اضغط مع الاستمرار للتفاعل

Waleed Derhem
مرشد محلي · 26 مراجعة
قبل 4 أسابيع ★★★★★
ماشاء الله كل شيء منظم ومرتب وسهولة التعامل من البداية في الحجز الى
نقطة الوصول.
اضغط مع الاستمرار للتفاعل

miss samar
مرشد محلي · 16 مراجعة
قبل 3 أسابيع جدية ★★★★★
إجراءات سهلة وميسرة ورحلة ممتعة
اضغط مع الاستمرار للتفاعل

Mukhtar Idris
مرشد محلي · 14 مراجعة · 3 صور
قبل 3 أسابيع جديدا ★★★★★
محطة راقية وخدمة راقية حاجة تحفة
اضغط مع الاستمرار للتفاعل

بن سرور
مرشد محلي · 56 مراجعة · 14 صورة
قبل أسبوعين جدية ★★★★★
آخر مرة حجزت على القطار كان قبل تقريريا ٢٧ سنة
تطور ونقطة نوعية في الكباين و المحطة بشكل جميل جدا
خدمة رائعة و أخلاق الموظفين عالية و خدمتهم ممتازة
وشكر الأخ أبو عبدالله اظن اسمه سعد على أخلاقه و خدمته و كذلك
الأخت وفاء على جهودها و أخلاقها
شكرا لكم و لجميع موظفي سار



Car Cargo Performance Report

Total Cars Booked

144

Total Cars Transported

138

Rejected Cars

6

Damaged Cars

(Blank)

Avr. Loading Time

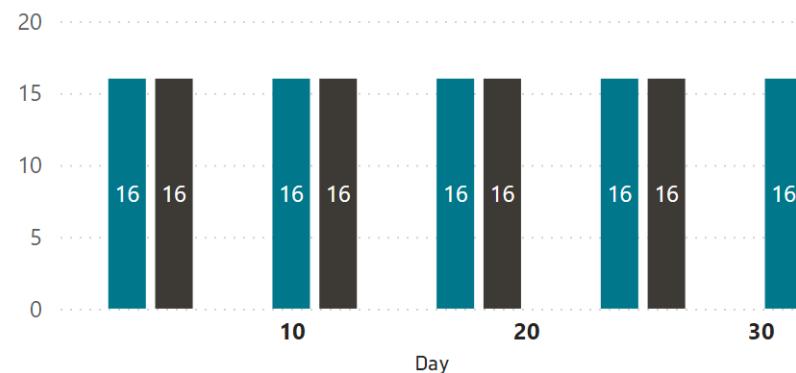
17

Avr. Unloading Time

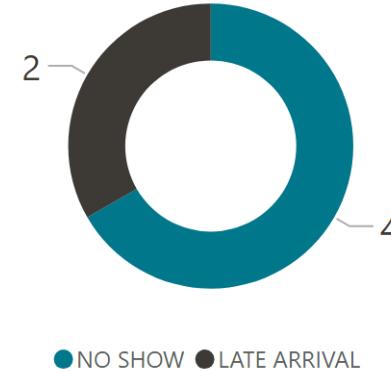
21

Car Booked

Train No. ● 76 ● 79

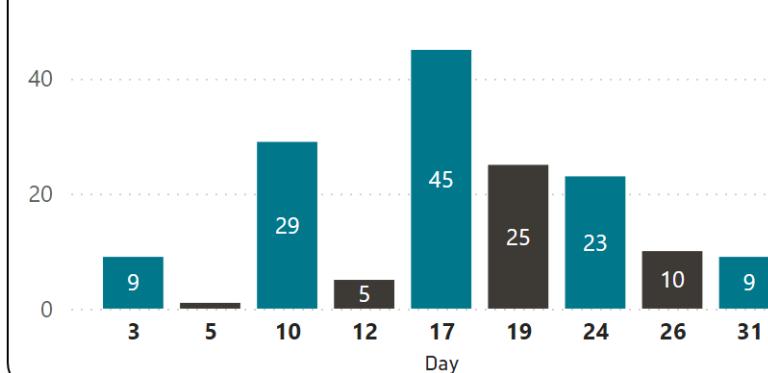


Rejection Breakdown



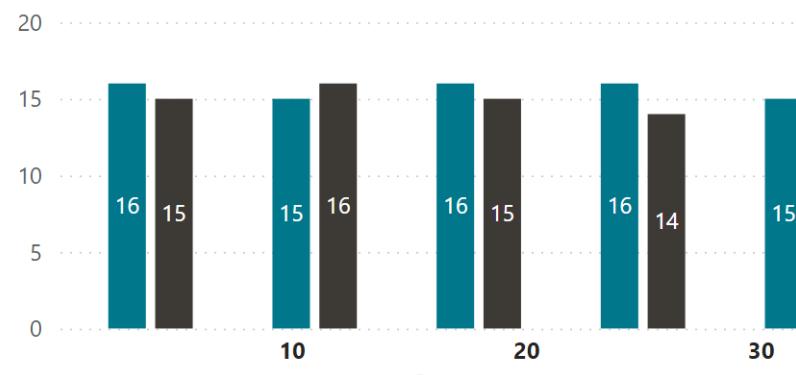
Loading Time After Cut-off Time

Train No. ● 76 ● 79



Car Transported

Train No. ● 76 ● 79



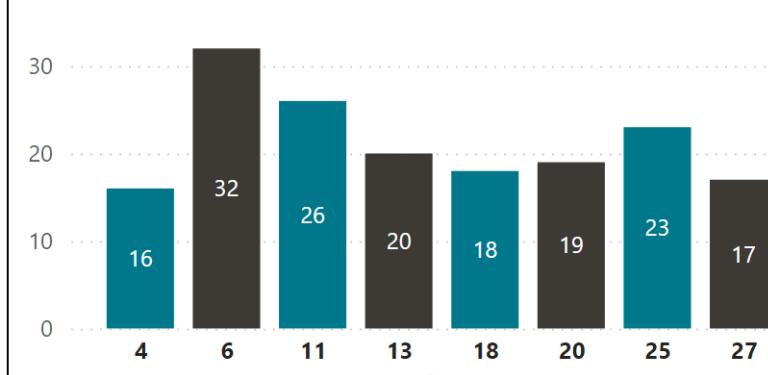
False Suspicions

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



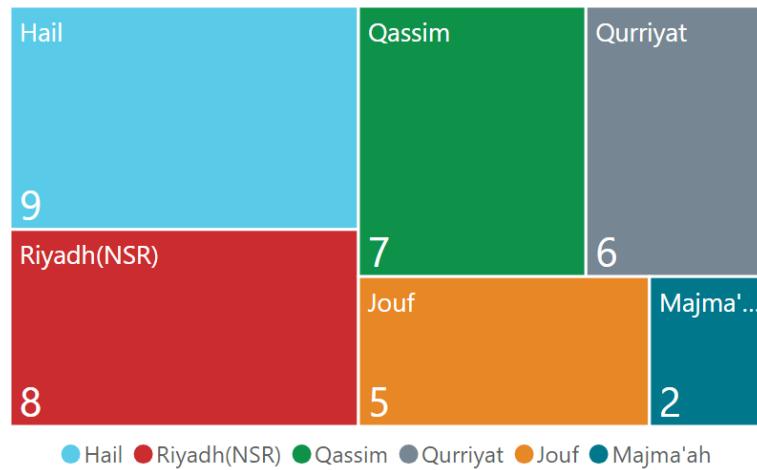
Unloading Time

Train No. ● 76 ● 79

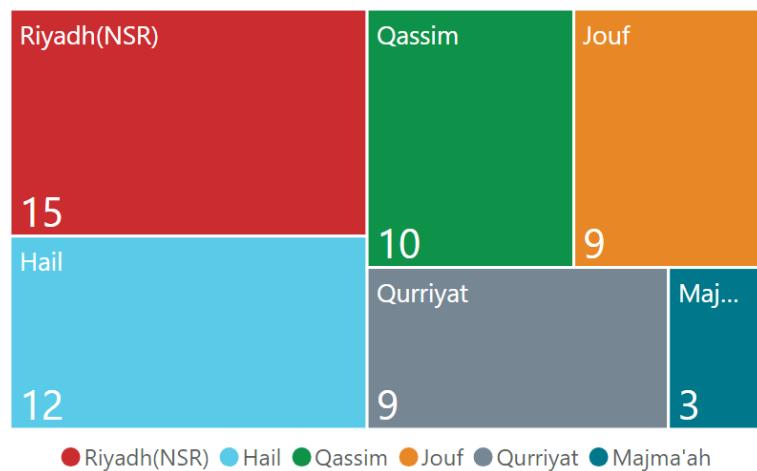


NSR Baggage Monthly Performance Report

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



Average Baggage Unloading Time (ABUT) in mins



Total Baggage

20K

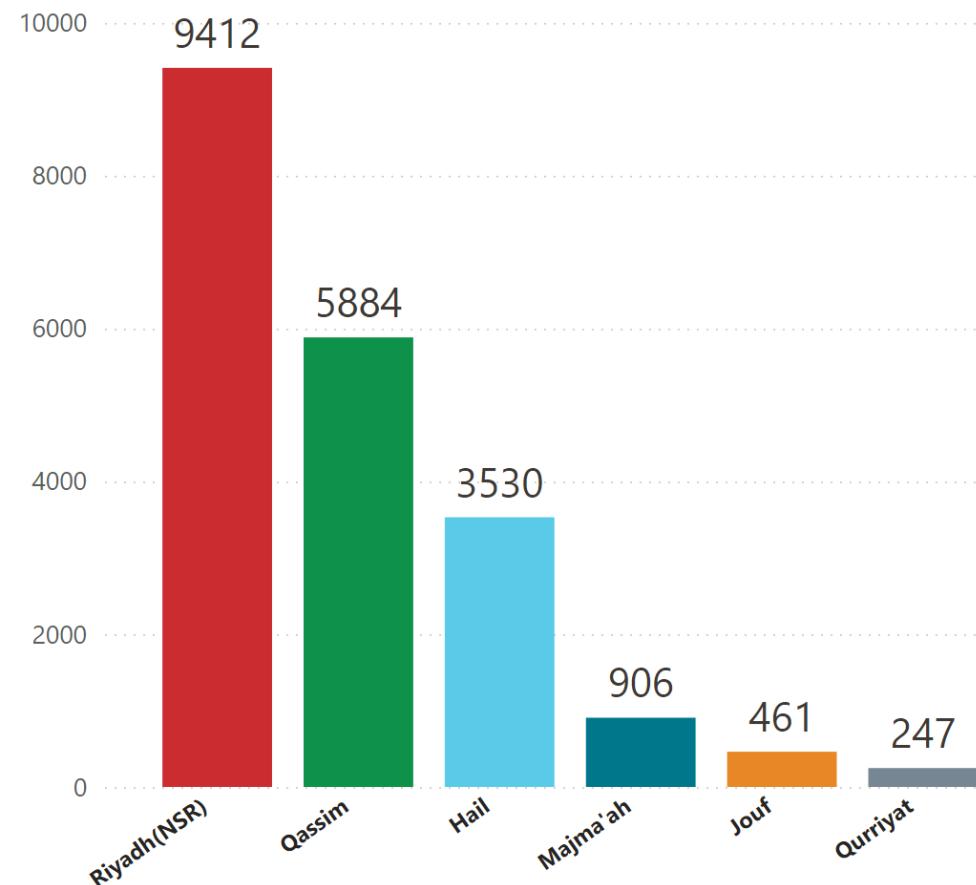
Total AFBUT

6

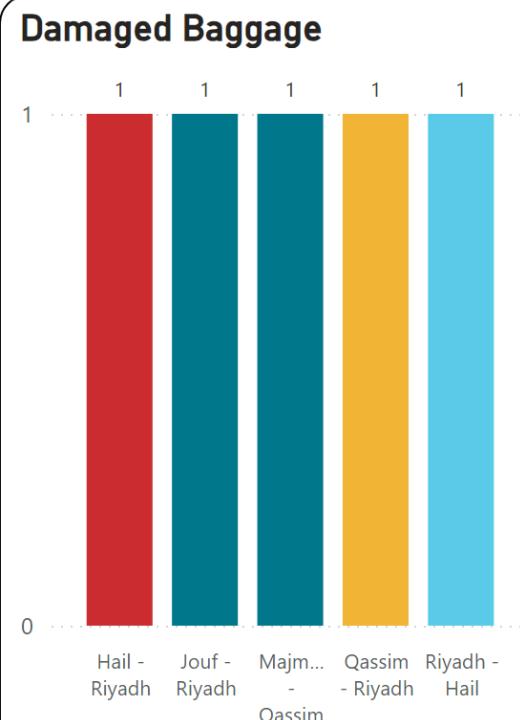
Total ABUT

10

Total Arrival Baggage



Trips Exceeded 30 mins to Unload



Stations Operations Incidents Report

Total Incidents

11

Total EWR Incidents

5

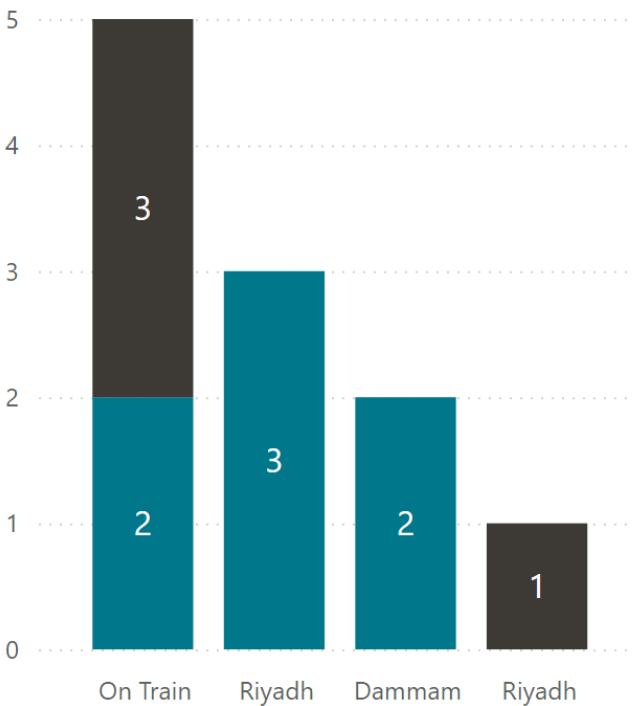
Total NSR Incidents

1

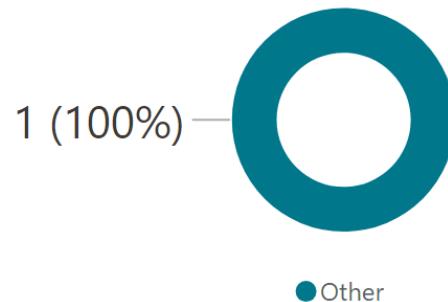
Total On Board Incidents

5

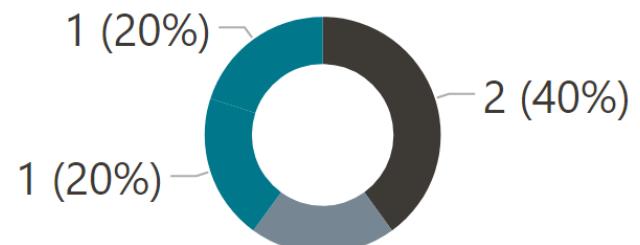
Incidents per Location



NSR Stations Incidents Breakdown

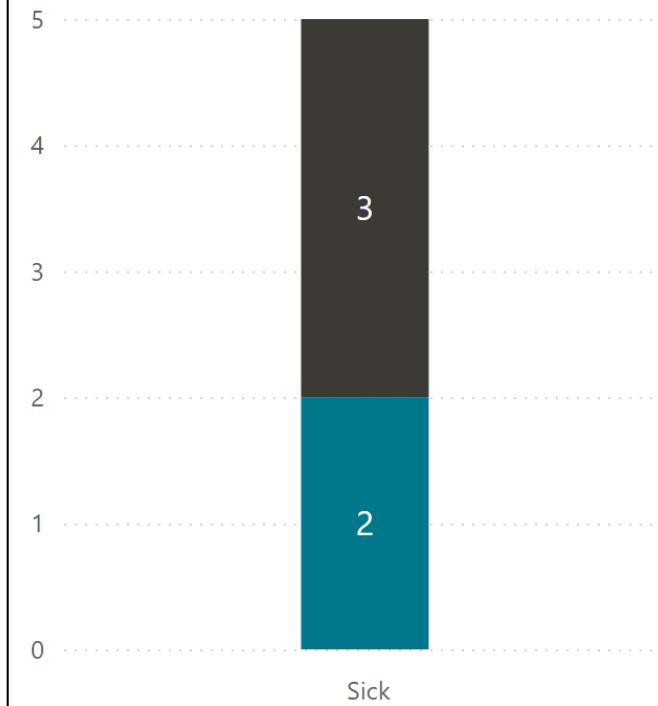


EWR Stations Incidents Breakdown



● Sick Passenger ● Electricity Cut in the Station ● Fire Alarm (False Alarm) ● Other

On Board Incidents Breakdown



Train Operations

July 2025



Internal



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)

SAR Well done and the new SAR Operating Rules are coming.....

July 2025 saw PBU deliver really good performance for its travelling customers. This was another great month performance wise and goes a long way to showing we can and do deliver. This helps our customer satisfaction greatly.

As many of you know we have been working on the new SAR Operating Rules. These are now agreed for implementation on the 30th November 2025. The briefing detail and plans for staff briefings are now being worked through in detail and we are currently planning to start staff briefings in early to mid-September. We will confirm more detail in the coming weeks and next MBR.

Watch this space.....

أداء ممتاز وقوانين سار التشغيلية الجديدة في الطريق لتطبيقها ...

حقق قسم وحدة اعمال الركاب في يوليو 2025 أداءً ممتازاً قدّم تجربة مميزة لعملائنا المسافرين. كان الشهر مليئاً بالإنجازات وتحقيق الأداء، مما يثبت قدرتنا على تقديم خدمات عالية الجودة باستمرار، وهو ما ينعكس إيجاباً على رضا العملاء.

كما تعلمون، نعمل منذ فترة على تطوير قوانين التشغيل الجديدة لشركة سار، وقد تم اعتمادها رسمياً للتطبيق بتاريخ 30 نوفمبر 2025. نعمل حالياً على وضع التفاصيل النهائية وخطة تدريب الموظفين، ومن المقرر أن نبدأ جلسات التدريب في الفترة ما بين بداية و منتصف شهر سبتمبر. وسنشارككم بمزيد من التفاصيل خلال الأسابيع القادمة وفي تقرير النشرة الشهرية للأشهر القادمة.

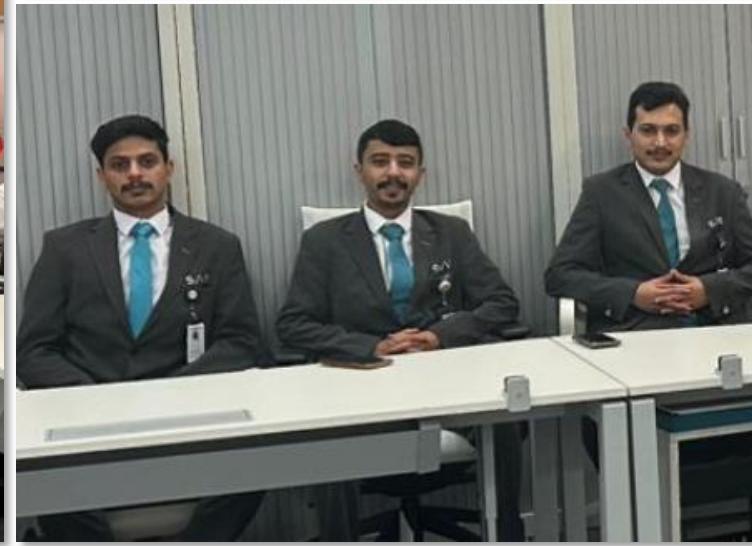
ترقبوا التحديثات القادمة...

Yazeed Y. Gaari and Terry Oliver

Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشرية

Qurriyat Visit
زيارة القرىات



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



Dammam Visit

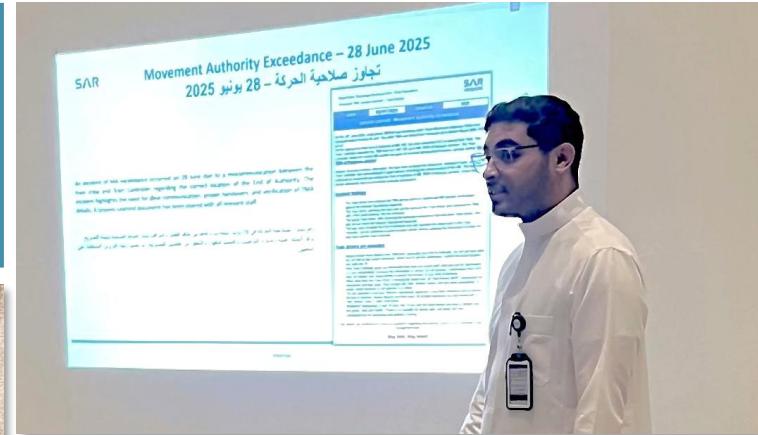
زيارة الدمام



Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشرية

Riyadh Malaz Visit زيارة الرياض الملز



PBU Train Operations 2025 investigations

SAR

Total Incidents and Accidents

8

NSR

Open Investigation

0

Closed Investigation

3

Total Investigation

3

EWR

Total Investigation

5

Closed Investigation

4

Open Investigation

1

All Incidents and Accidents

Which Railway ● EWR ● NSR



Open Investigations

Which Railway ● EWR



Incident by Location

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

Internal

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.
46	EWR	Operational Irregularity	03052025-18 Light spark from the wheel	03 May 2025	178	Emergency and degraded situations brief IS and TCA office.
46	EWR	Operational Irregularity	03052025-18 Light spark from the wheel	03 May 2025	177	Produce and agree a brief that outlines reporting protocols during degraded situations – to be undertaken with IS, OCC and TCA.
45	NSR	Near Misses	Near Miss at Riyadh Depot on 29th June 2025	29 June 2025	176	Review Section 6.5.6 of SAR-004-100-3-068 (Local Working Arrangements) to explicitly state that the Designated Person (DP) must be present at the control panel with the TO. A joint instruction is to be drafted and agreed upon between PBU RSM and PBU Train Operations to support this update.

NSR

شبكة الشمال



Internal

NSR Performance

أداء شبكة الشمال

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	100	100	100	100	100	100	100	100	100	100	100	83.3	100	83.3	66.7	100	100	100	100	100	100	100	100	100	100	100	57.1	100	85.7	
Trains Operated	7	7	7	6	7	6	6	7	7	7	6	7	6	6	6	6	7	6	7	6	6	6	6	7	6	6	7	7	7	7	
% RT	85.7	85.7	100	83.3	100	93.8	66.6	100	71.4	100	100	71.4	66.7	100	83.3	66.7	100	100	85.7	83.3	100	100	87.5	92.3	86.7	100	66.7	42.9	100	85.7	
Trains failed PPM	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	3	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	
All Trains	7	7	7	6	7	6	6	7	7	7	6	7	6	6	6	6	7	6	7	6	6	6	6	7	6	6	7	7	7	7	

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

During July, NSR achieved the required PPM for 26 days of the month, with only 5 days where PPM was not achieved. There were no cancellations, and it was a good month overall.

(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).

خلال شهر يوليو، حققت شبكة الشمال مؤشر الأداء المطلوب في 26 يوماً من الشهر، مع وجود 5 أيام فقط لم يتم فيها تحقيق مؤشر الأداء. لم تُسجل أي حالات إلغاء للرحلات، وكان الشهر بشكل عام ناجحاً وإيجابياً.

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

New Joiner

منضمون جدد

We are pleased to welcome Abdulaziz Al Shammari, who has joined the NSR team as a Train Driver. His joining supports our continued efforts to ensure safe and efficient handling of daily tasks. We wish him all the best in his new role and look forward to his contributions to the team.

يسرّنا أن نرحب بالزميل عبدالعزيز الشمري، الذي انضم إلى فريق شبكة الشمال كقائد قطار. يمثل انضمامه إضافة قيمة ضمن جهودنا المستمرة لتعزيز الكفاءة وضمان تنفيذ المهام اليومية بأعلى مستويات السلامة والكفاءة. نتمنى له التوفيق في مهامه الجديدة ونطلع إلى مساهماته ضمن الفريق.



EWR

شبكة الشرق



Internal

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	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	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	
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).

Whilst July was not quite as successful as June, we still saw a superb period for train service performance, which saw only three days of PPM failure. We managed to achieve 100% performance on 26 of 31 days, with only 11 of 434 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).

في حين أن شهر يوليو لم يكن ناجحاً تماماً مثل شهر يونيو، إلا أننا شهدنا فترة ممتازة في أداء خدمات القطارات، حيث سجلنا إخفاقاً في مؤشر الأداء في ثلاثة أيام فقط. وتمكننا من تحقيق أداء بنسبة 100% في 26 يوماً من أصل 31 يوماً، مع فشل 11 قطاراً فقط من أصل 434 قطاراً في الوصول ضمن الهدف المحدد البالغ 15 دقيقة.

نقدم بالشكر الجليل 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 دقيقة من الوقت المعلن عنه)

Mobile Devices Usage

استخدام الاجهزه 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

July 2025



Gerard McFadden
Rolling Stock Maintenance Director

Executive Summary**Achievements** 

100% Service delivery in NSR & EWR.

Successfully completed the UT12 and PC07 G-Exams.

Released the third UT with an upgraded ETCS Level 2.

Achieved an impressive July performance score of 95.63% at EWR.

Fume extraction system enhancement has been done by the OEM by installing six eFume on RRS.

Multiple training sessions have been carried out throughout the month of July by RSM.

Issues 

The engine failure on PC05 on the EWR was attributed to the collapse of the high-pressure pipe, marking the first recorded failure of these hoses. The specific batches that needs replacement have been identified and aligned with the 12K engine maintenance schedule.
Additionally, an investigation is underway to develop a more robust work process to prevent future occurrences.

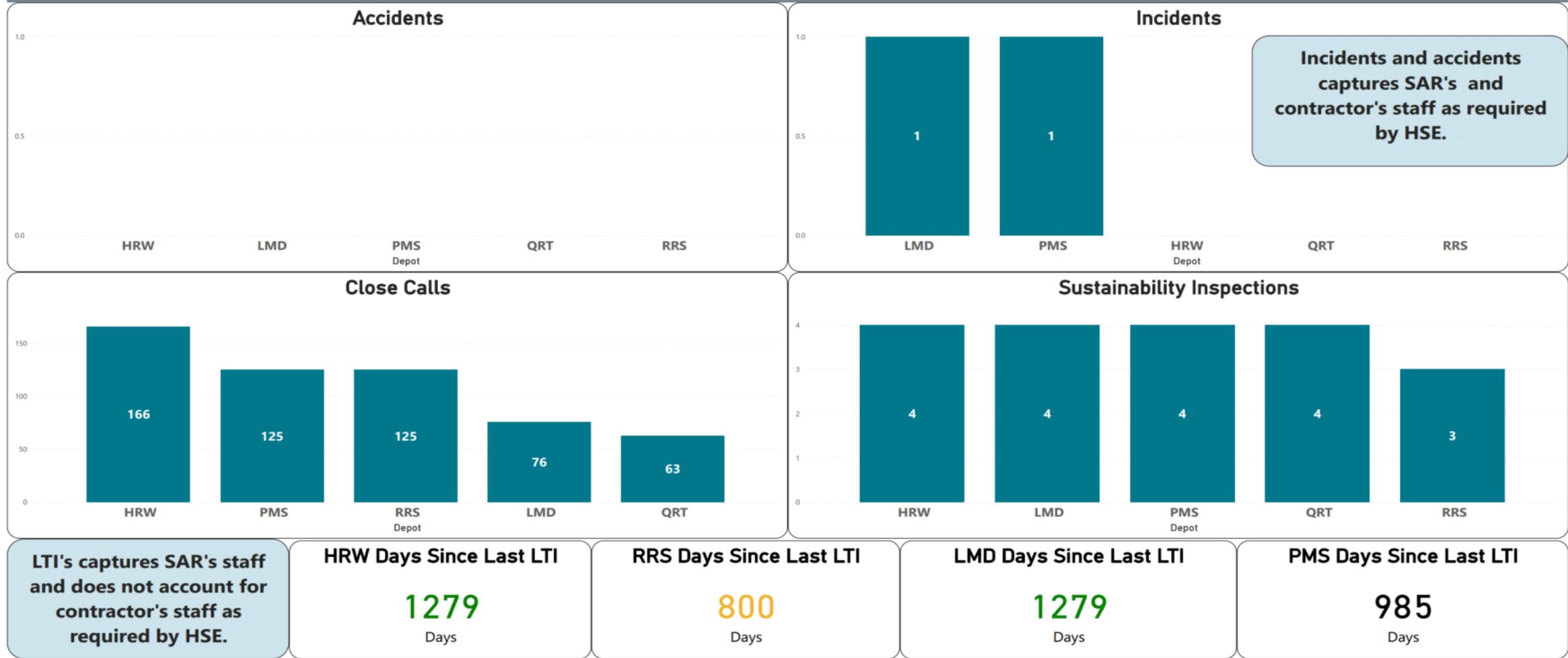
Engine room High temperature issue due to weather and sensor sensitivity.

Dammam LMD - 11th July - A technician sustained a cut to his forehead.

1. RSM Safety Performance

SAR 1.1 EWR & NSR Safety KPIs

Safety & Environment



SAR 1.2 EWR & NSR Safety Update

Safety & Environment Improvements

Safe365 App -

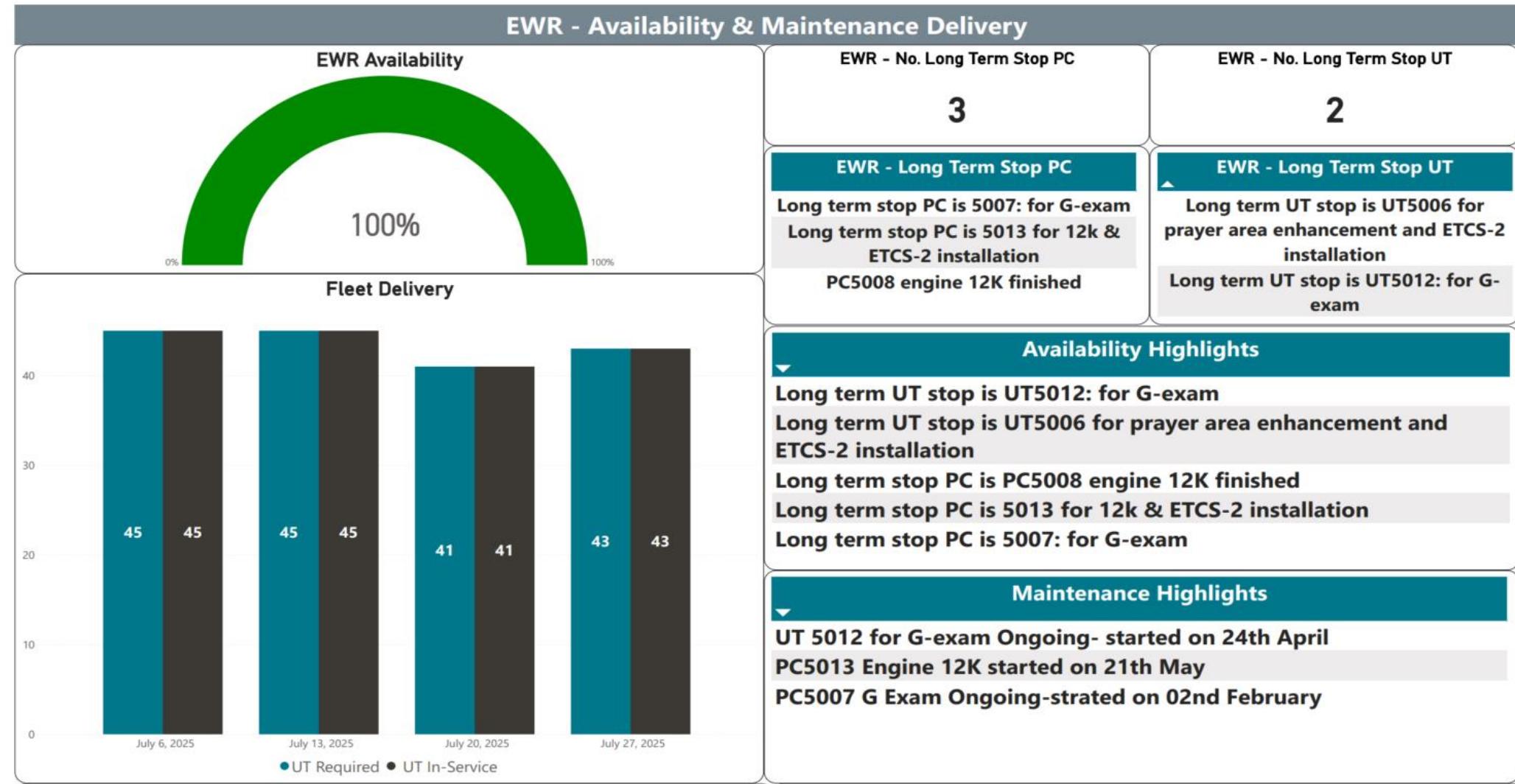
RSM's total registered users is 403, an increase of 132 since the start of the year. 2304 reports have already been registered to date, resulting in a recorded figure of 572% against the registered users.

RSM Safety Improvement Plan Objectives (SIP)

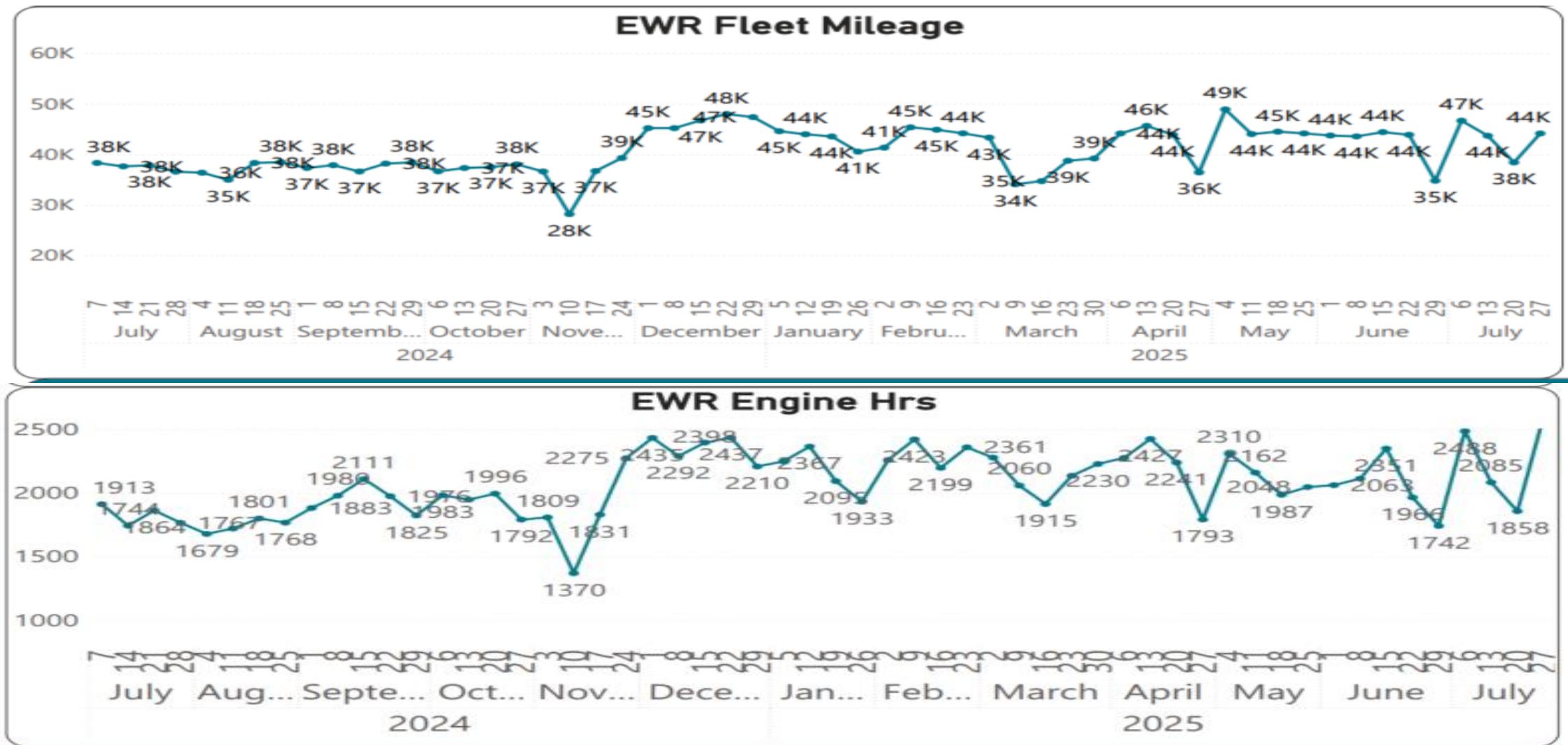
Action	Update
Lost Time Injury Frequency Rate (LTIFR) - The LTIFR is 5% of the number of lost days due to work-related injuries per million hours worked for 2025. A lost day is any day or shift that an employee is unable to work due to a work-related injury.	0% lost days to date.
Fire Mitigation Plan — Based on significant findings from recent TGA audits at Dammam LMD, addressing RSM's protection in the absence of fixed firefighting appliances. a) Weekly Safety Inspections by end users, recorded in SAFE 365. b) Awareness briefings by end users on the lack of emergency exits in the depot.	a) Evidence in Safe 365 shows findings/concerns with firefighting media sent to HSE. Response sent to HSE highlighting current issues, also viewed in person at Dammam with the Standards & Compliance Expert. HSE will raise RSM's concerns with the Fire Department, as Dammam LMD's fire extinguishers are non-compliant. b) A brief is being developed and will be shared with all staff, with signed acknowledgment of understanding. It will be translated into relevant languages due to issue severity and cultural differences. Contractors will be briefed during depot induction. This is now completed and displayed.
Improving RSM's Fire evacuation processes across its Depots - This will encompass people and process issues. Hard FM is not covered in this item.	RRS carried out a planned evacuation on the 10th July. The staff responded well, considering the site still has no fixed fire fighting media/alert system.
Safety Culture - Improve the safety culture by 4% in accordance with Safe365 safety culture improvement plan	RSM aimed to improve its safety culture score by 4% under SAR's Annual Safety Improvement Plan. Using the Safe365 safety maturity dashboard, RSM gained a clearer view of health and safety performance. Over the past quarter, significant progress in developing and implementing safety procedures, along with increased manager awareness supported by IOSH and NEBOSH qualifications, boosted the score to 70%.
Mitigating the Risk of Working at Height — Engineering controls, as per the hierarchy of risk controls, are key to preventing falls by eliminating or reducing their likelihood and minimizing consequences. These physical systems provide a more reliable solution than relying solely on administrative controls or personal protective equipment.	The contractor is in KSA and currently completing all the remaining issues.

2. EWR Fleet Performance

SAR 2.1 EWR Availability



SAR 2.2 EWR Overview Maintenance



Top Issues

The engine failure on PC05 on the EWR was attributed to the collapse of the high-pressure pipe, marking the first recorded failure of these hoses. The specific batches that need replacement have been identified and aligned with the 12K engine maintenance schedule. Additionally, an investigation is underway to develop a more robust work process to prevent future occurrences.

Top Achievements

Successfully completed the UT12 and PC07 G-Exams.

Released the third UT with an upgraded ETCS Level 2, with the fourth unit scheduled for release next week.

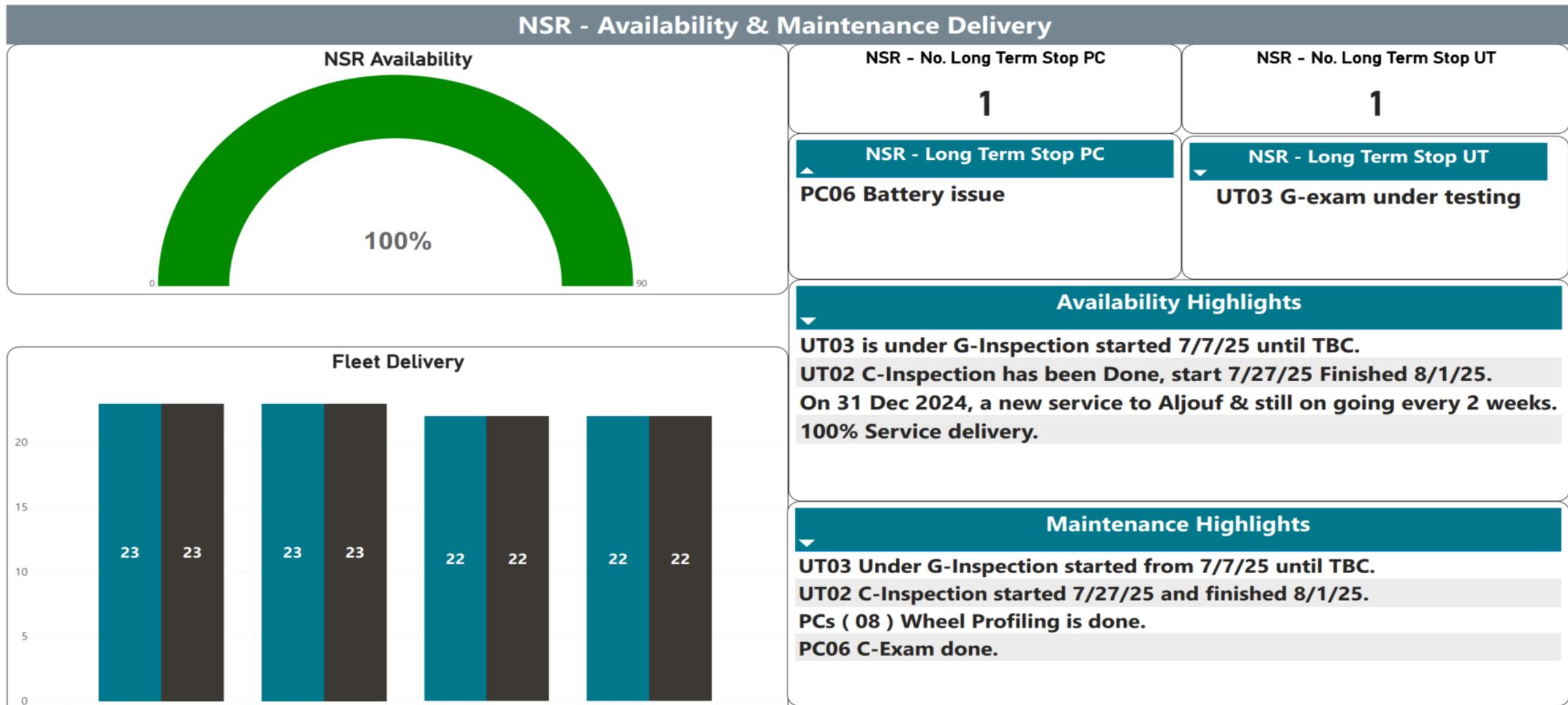
Maintained 100% service delivery throughout the month.

Achieved an impressive July performance score of 95.63%.

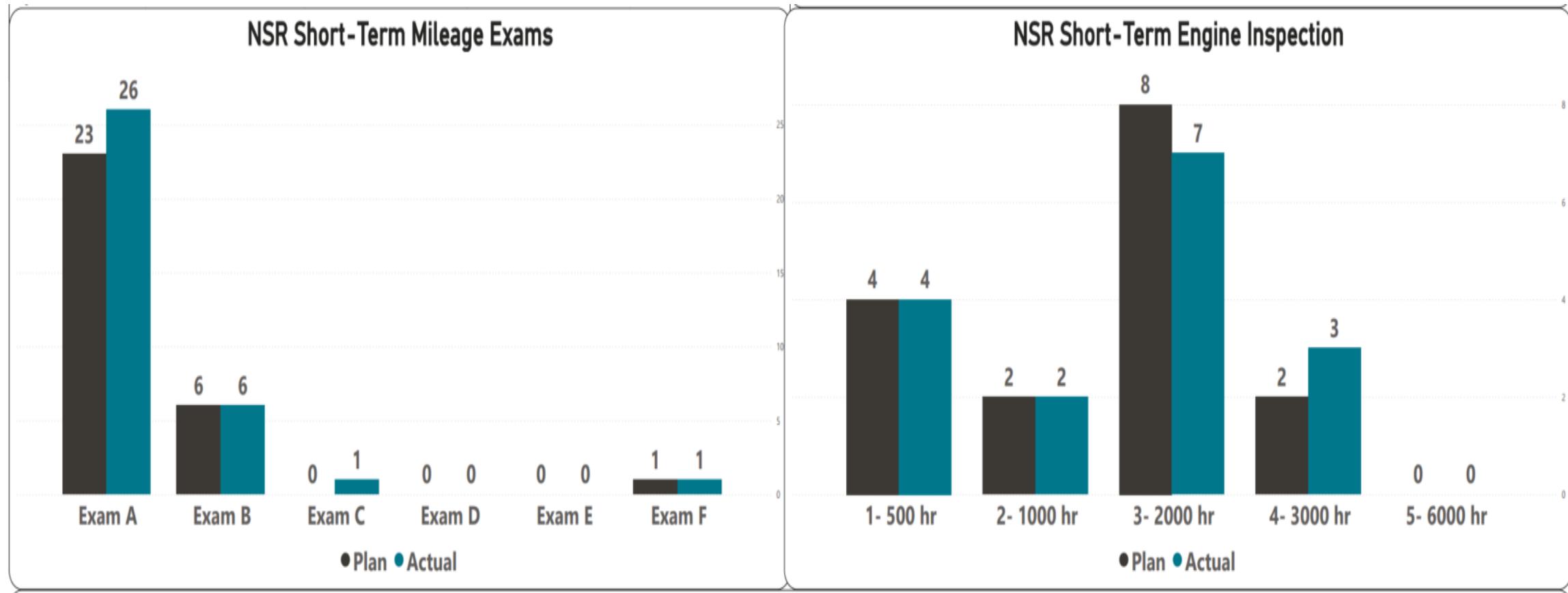
Accomplished Wheel Replacement for UT08.

3. NSR Fleet Performance

SAR 3.1 NSR Availability



SAR 3.2 NSR Overview Maintenance



SAR 3.3 NSR Overview Maintenance

Top Issues

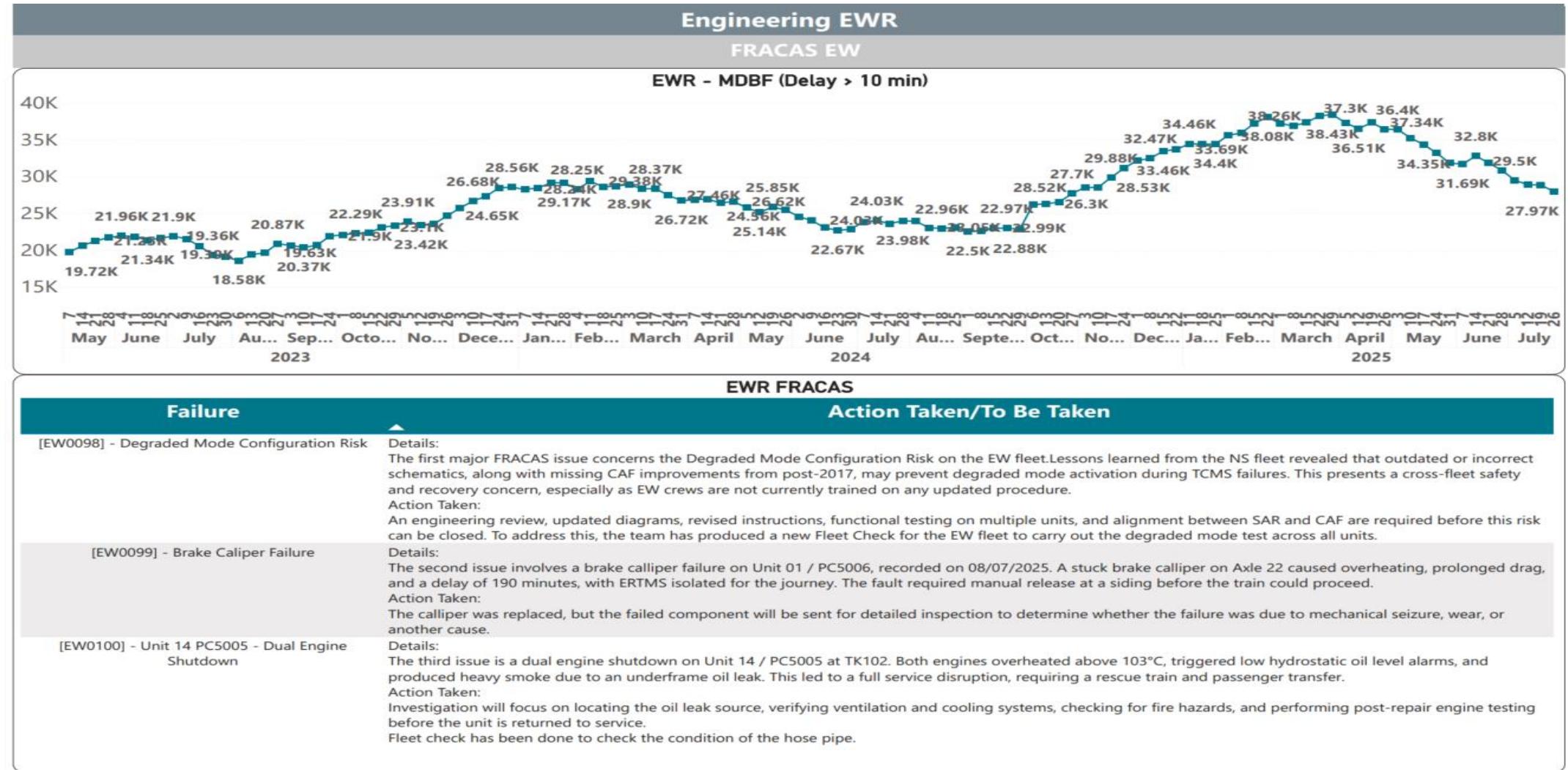
▼
Engine room High temperature issue due to weather and sensor sensitivity.

Top Achievements

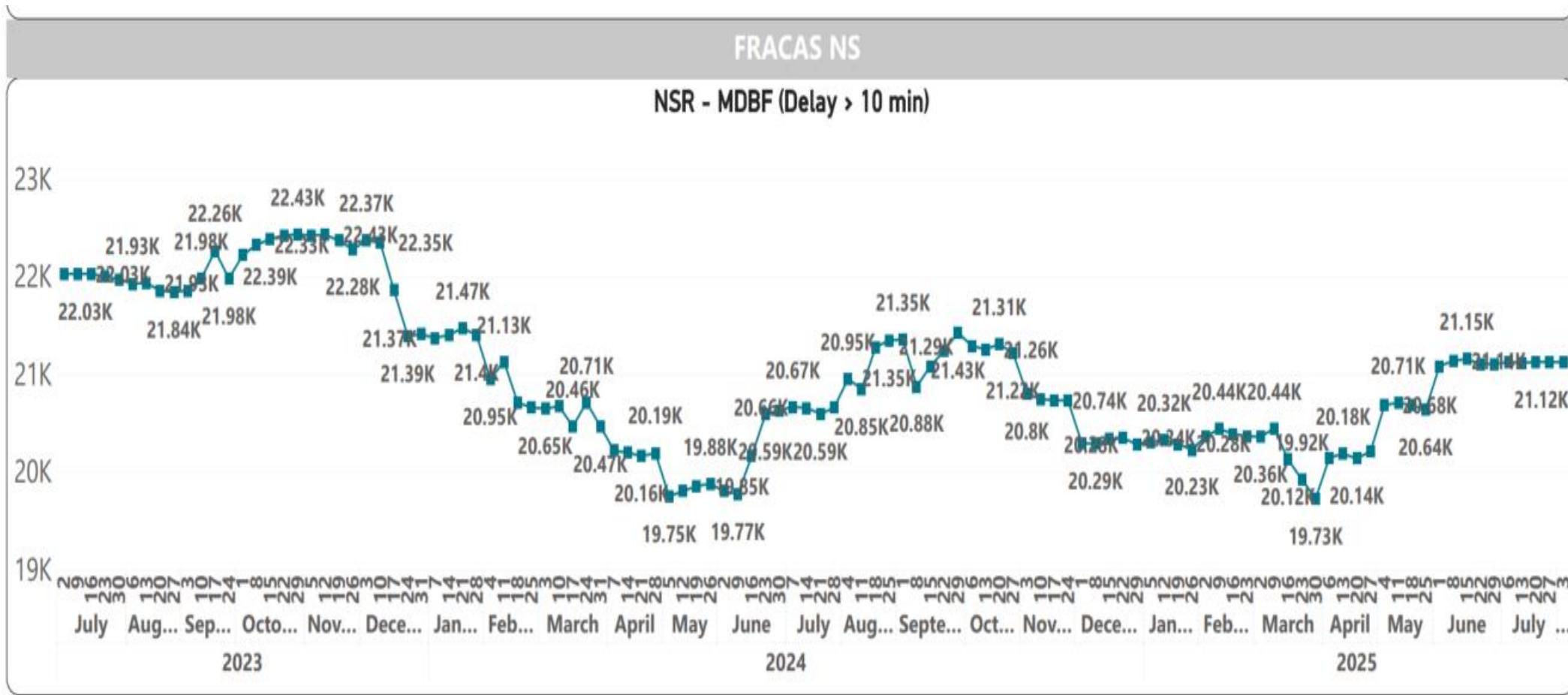
▲
100% Service delivery.
Chillers installation has been done already.
Continues Service to Al Jouf.
No significant train-service issues.

4. RSM Engineering

SAR 4.1 EWR FRACAS



4.2 NSR FRACAS

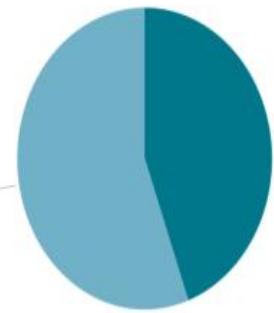
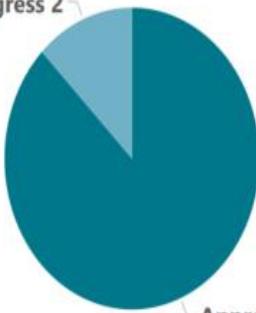


SAR 4.2 NSR FRACAS

NSR FRACAS	
Failure	Action Taken/To Be Taken
NS0115 - UT03 PC10 TCMS Short Ckt.	<p>Details: A train was delayed for 6 hours 50 minutes due to degraded mode failing to activate. Relays 06K11 and 06K21, essential for degraded mode, were not energized because of a return path issue through the auxiliary converters, causing the train to stop.</p> <p>Action Taken: A fleet check identified similar potential wiring defects in other Power Cars. As an interim fix, foam was installed in the cab header panel. Campaigns were launched to inspect wiring, check switches, and test degraded mode across the fleet. An ECR was raised to enhance wiring protection in the cab header panel. Degraded mode functionality will be tested during B Exams. Additional tests are planned between Riyadh and R1 to check single-engine operation, speed display, and rear locomotive battery charging.</p>
NSF8620 - PC03 HVAC not cooling	<p>Details: On UT02, coupled with PC03, the rear HVAC unit (PC03) at Riyadh Station showed ineffective cooling (Impulse Temp: 34°C, Return Temp: 33°C). UT02 was swapped with UT01, causing a 39-minute departure delay.</p> <p>Action Taken: Troubleshooting found a freon leak on the compressor's low-pressure line, with hissing and oily residue. The leak dropped LP pressure to 1 bar, preventing compressor operation and cooling. The faulty HVAC unit (SN:104) was replaced with a functional unit (SN:115), tested, and confirmed operational. The failed unit was sent for repair, and a new procedure will ensure all systems are fully checked before units are cleared for service</p>
NSF8731 - PC01 WHEEL SENSOR AXLE 4 CHANNEL 1 AND 2 DEFECT, EVC communication loss	<p>Details: A 48-minute delay to Service Train S32 (PC001) on the UT01 mainline occurred due to a wheel sensor defect on Axle 4, Channels 1 and 2. The defect caused an EVC communication loss, which in turn triggered an emergency brake application.</p> <p>Action Taken: Two ground-touching wires (21246p.02/05 and 212343.02/02) were isolated, clearing the alarm. A damaged wire (W660.02) for the axle 4 speed sensor was cut and rewired via a terminal box. The train passed an ERTMS system check, and is currently operating without failure.</p> <p>Investigation Ongoing The roof antenna's condition still needs to be inspected once the train is in an accessible location..</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

Engineering Assurance		
Trials	ECRs	
 Approved 4	 In Progress 2	

SAR 4.4 Engineering Assurance

Trials/Description
2501 - EW - NS to EW wheel set Trial (In Progress)
<p>Objective: The trial aims to evaluate the feasibility of using North-South (NS) trailer wheelsets on East-West (EW) trailer cars by assessing mechanical compatibility, dimensional compliance, and operational performance. Success will be determined by adherence to EW tolerances, safe operation, and no negative effects on ride quality or infrastructure. The trial also explores the potential for fleet-wide component standardisation amid wheelset shortages.</p>
2505 - NS- Cooling Duct for Brake & Pneumatic panel in PC (In Progress)
<p>Objective: This experiment tests a cover's ability to cool a pneumatic panel, with the goal of preventing rubber parts from breaking down early. Following a previous unsuccessful trial (TR2314), this new test will use a panel with brand-new components to see if the cover works better under these conditions. The aim is to improve the panel's overall performance and lifespan. The new trial is on the same panel (PC04) as the last one.</p>
2508 - EW- WSP Valve Cover Modification to allow sand dispersion (In Progress)
<p>Objective: This trial aims to resolve WSP valve malfunctions caused by sand accumulation in the protective cover. The current cover holes are insufficient for proper sand evacuation, so additional holes will be added. This solution has been successfully applied in the NS fleet and is now being trialed in EW. Success will be determined by the absence of sand buildup and proper WSP valve function during the trial.</p>
2510- NS- HVAC Cover Modification - Faring Support (In Progress)
<p>Objective: This trial addresses an issue found during HVAC cover modification (TR1806) on NS locomotives, where roof fairing support bars obstruct access to HVAC locks. The proposed solution involves repositioning and modifying specific support bars to ensure full access to the locks. Success will be measured by the ability to operate HVAC locks smoothly during both opening and closing. If the locks are fully accessible and functional post-modification, the trial will be considered successful.</p>
2511- EW/NS- NRF Engine Radiator for replacement of Voith Radiator (In Progress)
<p>Objective: This trial aims to validate NRF radiators as a replacement for Voith radiators in the Power Generation cooling system. The goal is to secure an alternative supplier for fleet maintenance, as Voith is exiting the rail business.</p>
<p>The trial's success will be determined by two criteria:</p>
<p>The ease of installation of the new radiators.</p>
<p>The performance of the radiators, measured by the airflow behind them. The specified airflow rate is 19.5m³/s with a tolerance of ±10%</p>

SAR 4.4 Engineering Assurance

ECR/Description

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.

Details of Change: To reduce effort and improve passenger experience, the door open time will be increased to 15 minutes through a software update in the control systems. Type: Modification

2503 - EW - EW Fleet CCTV Upgrade (In Progress)

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).

Details of Change: The CCTV system consists of multiple cameras strategically placed to cover key areas. These cameras are connected to Digital Video Recorders (DVRs) via network switches. The DVRs will store recorded footage on Hard Disk Drives (HDDs). Any system failures will be reported to the Train Control and Monitoring System (TCMS) for necessary action. Type: Modification

2504 - NS - New Pulse Filter Cartridge and brackets (In Progress)

Introduction: This modification aims to replace the current pulse filter cartridge with the new ASC DuraPak model, as the existing one is becoming obsolete.

Details of Change: The ASC DuraPak, Plan is also used in the EW project, meets the same F9 standard and weighs slightly less (24.5 kg vs. 25 kg), so it won't affect the system load. Due to different fixing points, the current brackets will also be replaced with new compatible ones.

Type: Modification

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.

Details of Change: Each HVAC temperature setting has been increased by 1°C to meet the new operational requirement. The revised settings are: High – 24.5°C, Medium – 22.5°C, and Low – 20.5°C, ensuring accurate and reliable temperature control. Type: Modification

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.

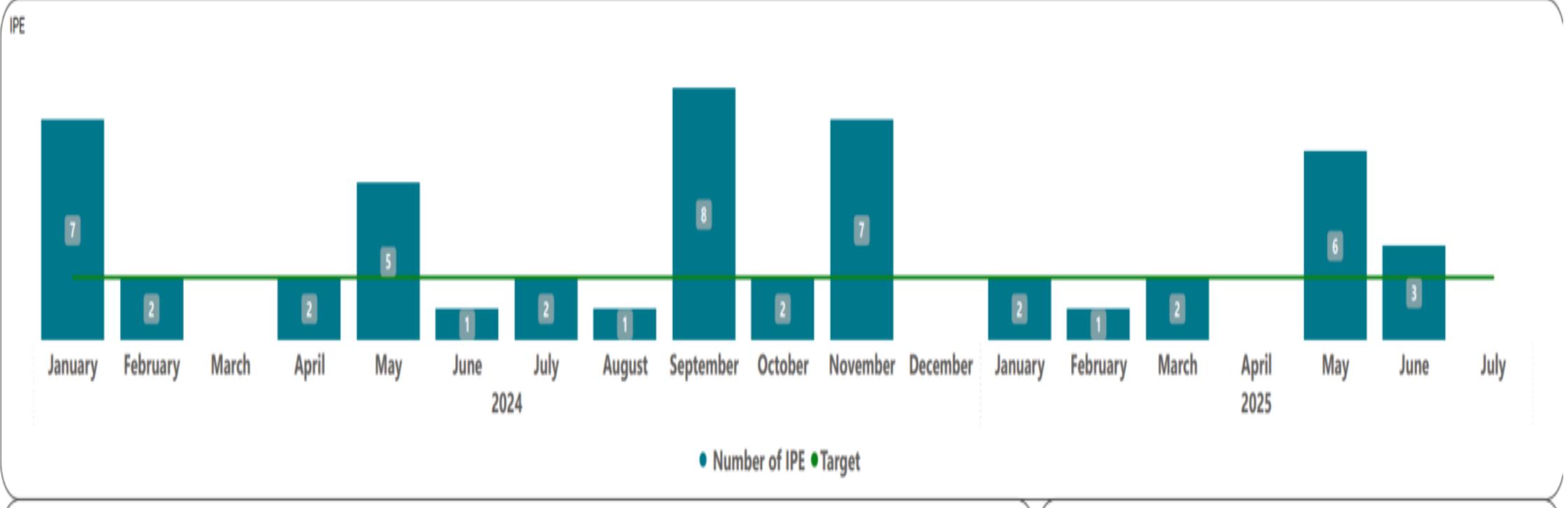
Details of Change: The implementation will be carried out on a condition-based approach during the 12,000-hour engine inspections. The new hose design was trialed on EW (PC5005) and NS (PC5010) locomotives and demonstrated excellent durability, significantly reducing the risk of hose distortion and coolant leakage. Type: Modification

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.

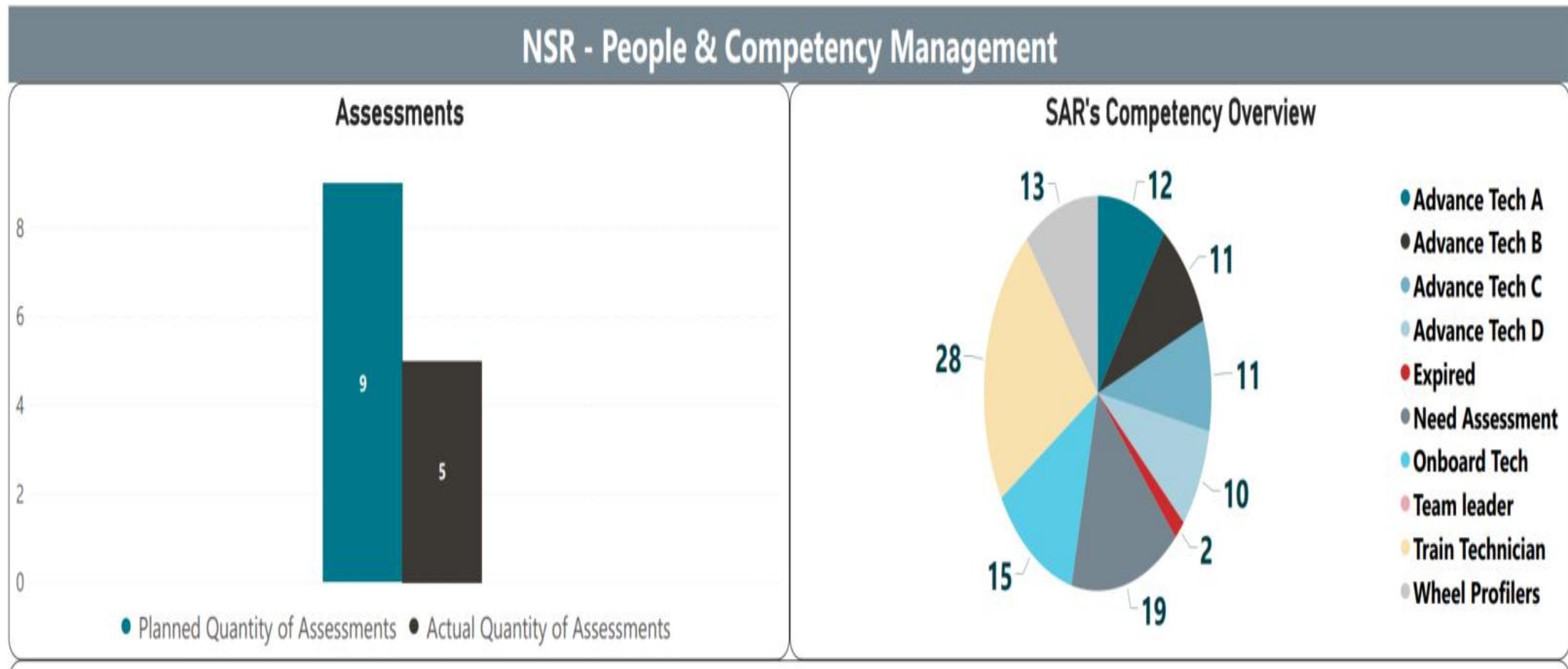
Details of Change: The upgrade, successfully trialed on Power Cars Unit 01 / PC5006 and Unit 14 / PC5005, involves a complete replacement of the legacy ERTMS OBU. The new system includes the latest Auriga OBU, new interface boards, and updated cabling. This change addresses the old system's limitations and has been validated through over 112,000 km of mainline operation, demonstrating stable performance with no failures related to rolling stock. Type: Modification

Standards & Compliance



5. NSR Competency

SAR 5.1 NSR Competency



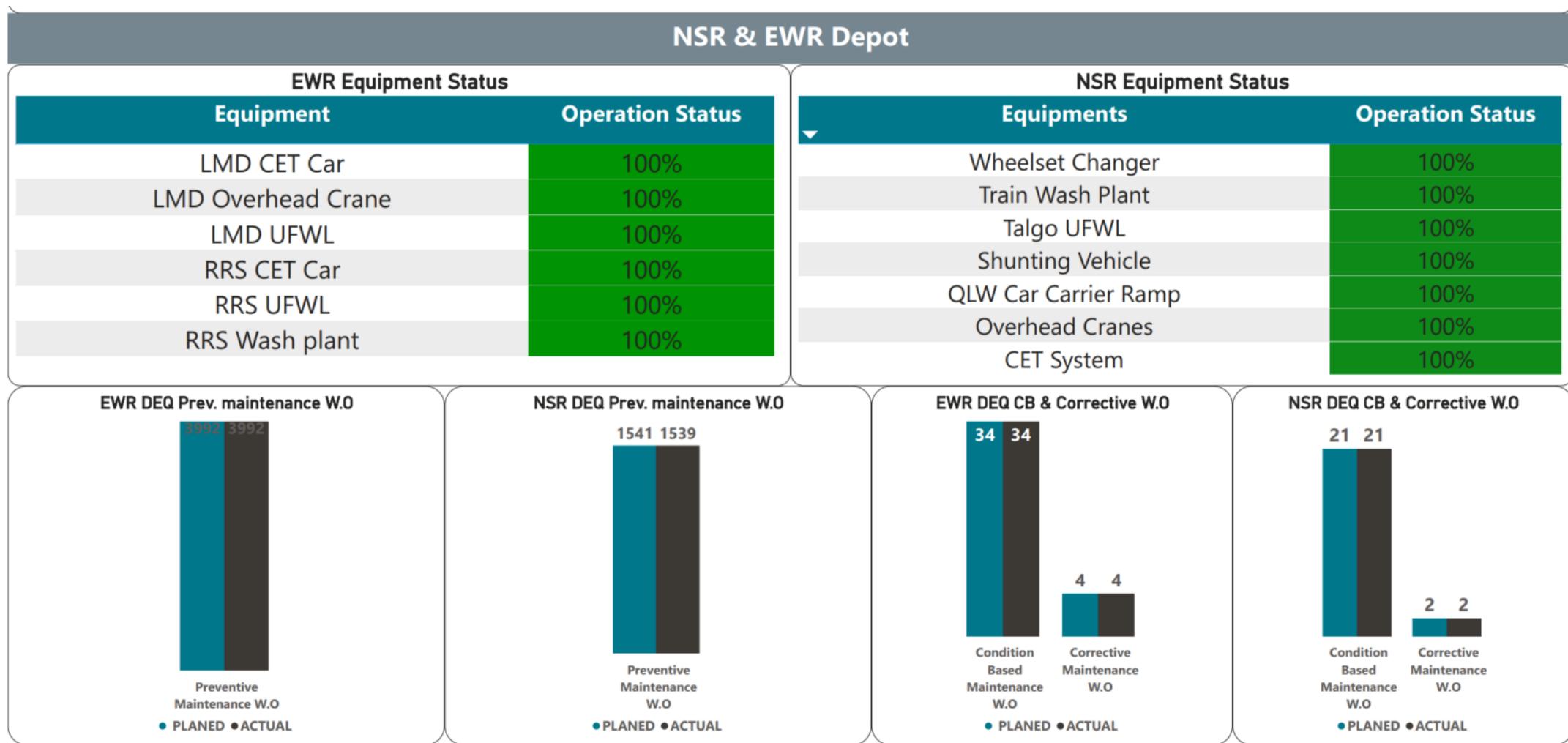
SAR 5.1 NSR Competency

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



Depot Highlights

All Equipments are working normal and operational

HRW - Eurogamma Lifting Jacks calibration completed successfully

HRW Hegenscheidt UFWL - Tested profiling with train

LMD DMM - Installation completed for AC units Sculfort UFWL to reduce the temperature and improve the surrounding work environment

No effects reported on Services

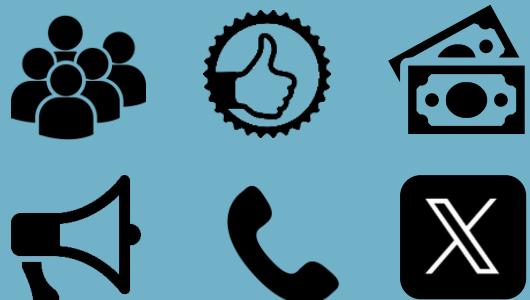
PMS - Installed AC units for Talgo UFWL to reduce the temperature, waiting for Testing and commissioning

PMS & RRS - Supported team to close all diesel spillage issues at Depot premises

RRS - Fume Extraction System enhancement done by OEM by installing 6 eFume

Commercial

July 2025



Abdulmajeed Khathlan
Commercial Director



COMMERCIAL ANALYSIS (NORTH)

July 2025	Economy Class	Business Class	Private Sleeper Cabin	Total	Load Factor				TSFT Target achieved	
					EC	BC	PSC	Total	July 2025	2025
	72,689	21,704	1132	95,525	118%	98%	94%	112%		
Tickets sold for travel										
	68,775	21,277	1000	91,052	111%	96%	83%	107%		
Boarded passengers										

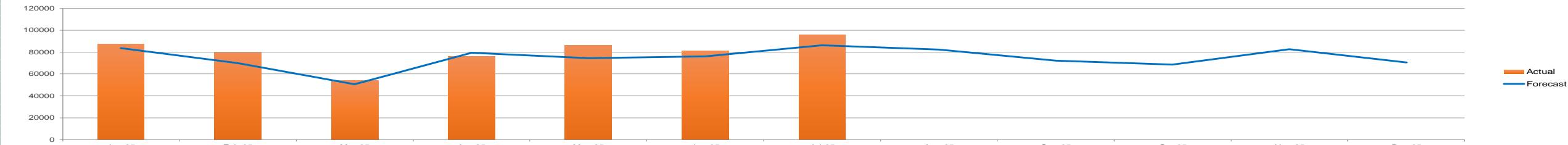
2025 Forecast
2025 Actual
% of forecast achieved
Target % achieved of forecast

895942
559377
62%
58%

Monthly Forecast
Monthly Actual
% of forecast achieved

86186
95525
111%

Tickets sold for travel - actual vs forecast



Tickets sold for travel	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	83496	70004	50465	79224	74487	76021	86186	82317	72122	68544	82672	70404
Actual	87213	79316	54036	75846	86167	81274	95525	0	0	0	0	0



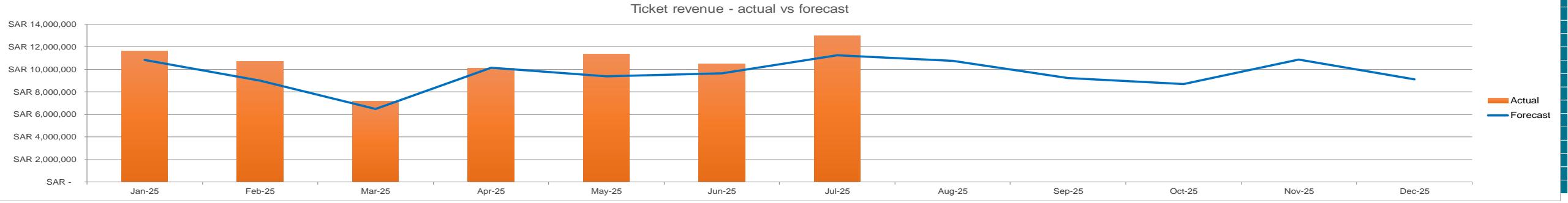
COMMERCIAL ANALYSIS (NORTH)

July 2025	Economy Class	Business Class	Private Sleeper Cabin	Total	Ticket yield				Ticket Revenue achieved	
					EC	BC	PC	Total	July 2025	2025
 Ticket revenue	SAR 7,568,799	SAR 5,087,074	SAR 341,704	SAR 12,997,578	104 SR	234 SR	302 SR	136 SR		
	SAR 6,581,564 (ex. VAT)	SAR 4,423,543 (ex. VAT)	SAR 297,134 (ex. VAT)	SAR 11,302,241 (ex. VAT)	91 SR (ex. VAT)	204 SR (ex. VAT)	262 SR (ex. VAT)	118 SR (ex. VAT)		

Ticket revenue

2025 Forecast SAR 115,340,112
2025 Actual SAR 74,364,603
% of forecast achieved 64%
Target % achieved of forecast 58%

Monthly Forecast SAR 11,244,516
Monthly Actual SAR 12,997,578
% of forecast achieved 116%



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 -	SAR -	SAR -	SAR -	SAR -

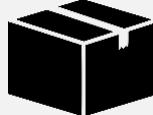
COMMERCIAL ANALYSIS (NORTH)



July 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Extra Baggage	4,138	SAR 318,215	SAR 77
		SAR 276,709 (ex. VAT)	SAR 67 (ex. VAT)
 Lounge Access	961	SAR 30,650	SAR 32
		SAR 26,652 (ex. VAT)	SAR 28 (ex. VAT)
 Onboard Meals	717	SAR 24,170	SAR 34
		SAR 21,017 (ex. VAT)	SAR 29 (ex. VAT)
 Seat Selection	14,500	SAR 217,580	SAR 15
		SAR 189,200 (ex. VAT)	SAR 13 (ex. VAT)

COMMERCIAL ANALYSIS (NORTH)

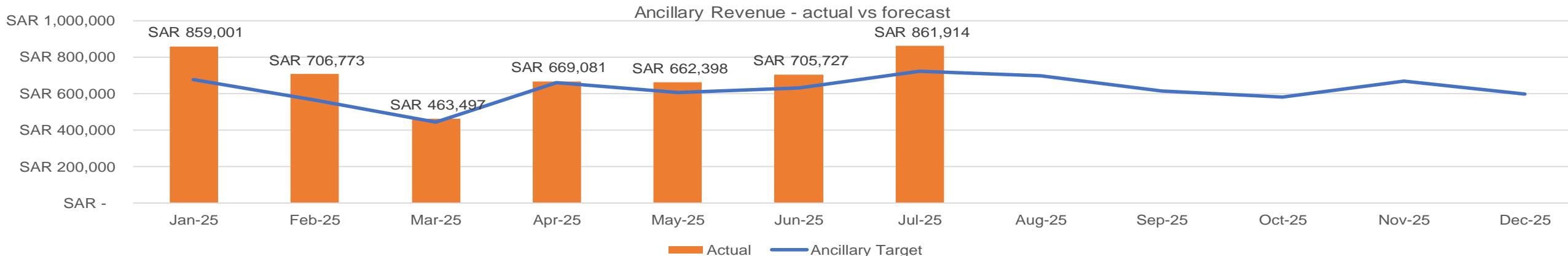


July 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Parcel Shipments	439	SAR 56,074	SAR 128
		SAR 48,760 (ex. VAT)	SAR 111 (ex. VAT)
 Car Cargo	144	SAR 122,750	SAR 852
		SAR 106,739 (ex. VAT)	SAR 741 (ex. VAT)
 On Train Sales	182	SAR 24,965	SAR 137
		SAR 21,709 (ex. VAT)	SAR 119 (ex. VAT)
 Waiting List Tickets	655	SAR 67,510	SAR 103
		SAR 58,704 (ex. VAT)	SAR 90 (ex. VAT)



COMMERCIAL ANALYSIS (NORTH)

July 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield	Ancillary Revenue achieved	
				July 2025	2025
	21,736	SAR 861,914	SAR 40		
TOTAL ANCILLARY REVENUE		SAR 749,490 (ex. VAT)	SAR 34 (ex. VAT)		
Ancillary Revenue					
2025 Forecast	 SAR 7,472,448		Monthly Forecast	SAR 724,706	
2025 Actual	 SAR 4,928,390		Monthly Actual	SAR 861,914	
% of forecast achieved	 66%		% of forecast achieved	119%	
Target % achieved of forecast	 58%				



Passenger Commercial Performance YTD (July 2025) | North Trains



North	Result	Jan - July 2024	Jan - July 2025 (Forecast)	Jan - July 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
 North Train	Number of Services Operated	1,283	1,261	1,280	-0.2%	1.5%
	Tickets Sold for Travel	539,319	519,883	559,377	4%	8%
	Load Factor (Ticket Sold for Travel)	97%	94%	103%	6% Points	9% Points
	Boarded Passengers	509,731	488,690	528,897	4%	8%
	Load Factor (Boarded Passengers)	92%	88%	98%	6% Points	10% Points
	Ticket Revenue (inc. VAT)	SAR 67,491,333	SAR 66,726,167	SAR 74,364,603	10%	11%
	Ticket Yield (inc. VAT)	SAR 125	SAR 128	SAR 133	6%	4%
	Ticket Yield per KM (inc. VAT)	SAR 0.32	SAR 0.32	SAR 0.34	8%	6%
	Ancillary Revenue (inc. VAT)	SAR 5,247,744	SAR 4,309,486	SAR 4,928,390	-6%	14%
	Ancillary Yield (inc. VAT)	SAR 10	SAR 8	SAR 9	-9%	6%
	Total Revenue (inc. VAT)	SAR 72,739,077	SAR 71,035,654	SAR 79,292,993	9%	12%
	Total Yield (inc. VAT)	SAR 135	SAR 137	SAR 142	5%	4%



COMMERCIAL ANALYSIS (EAST)

July 2025	Economy Class	Business Class	Aramco	Total	Load Factor			TSFT Target achieved	
					EC	BC	Total	July 2025	2025
	96,003	33,689	12,972	142,664	122%	79%	109%		
Tickets sold for travel									
	89,731	32,868	7,028	129,627	109%	78%	99%		
Boarded passengers									

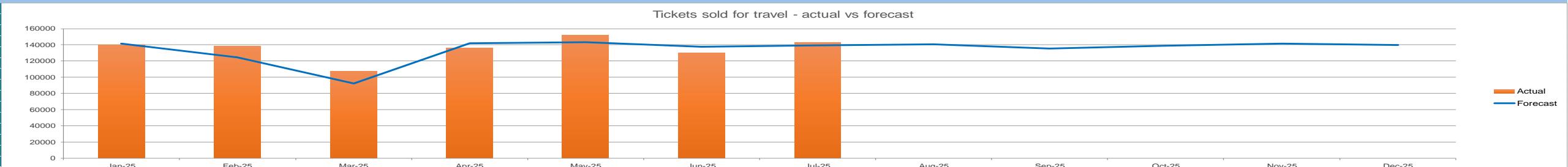
Tickets sold for travel

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

1616605
946704
59%
57%

Monthly Forecast
Monthly Actual
% of forecast achieved

139552
142664
102%





COMMERCIAL ANALYSIS (EAST)

July 2025	Economy Class	Business Class	Aramco	Total	Ticket yield			Ticket Revenue achieved	
 Ticket revenue	SAR 8,727,242	SAR 6,830,125	SAR 522,123	SAR 16,079,489	EC	BC	Total	July 2025	2025
	SAR 7,588,906 (ex. VAT)	SAR 5,939,239 (ex. VAT)	SAR 454,020 (ex. VAT)	SAR 13,982,165 (ex. VAT)	91 SR (ex. VAT)	203 SR (ex. VAT)	113 SR (ex. VAT)		

Ticket revenue

2025 Forecast SAR 171,651,799
 2025 Actual SAR 102,528,071
 % of forecast achieved 60%
 Target % achieved of forecast 57%

Monthly Forecast SAR 14,754,025
 Monthly Actual SAR 16,079,489
 % of forecast achieved 109%



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 16,151,198	SAR 14,268,115	SAR 16,079,489	SAR -				

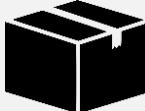
COMMERCIAL ANALYSIS (EAST)



July 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Extra Baggage	2,336	SAR 189,865	SAR 81
		SAR 165,100 (ex. VAT)	SAR 71 (ex. VAT)
 Lounge Access	1,409	SAR 45,530	SAR 32
		SAR 39,591 (ex. VAT)	SAR 28 (ex. VAT)
 Onboard Meals	920	SAR 23,010	SAR 25
		SAR 20,009 (ex. VAT)	SAR 22 (ex. VAT)
 Seat Selection	14,524	SAR 217,960	SAR 15
		SAR 189,530 (ex. VAT)	SAR 13 (ex. VAT)

COMMERCIAL ANALYSIS (EAST)



July 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Parcel Shipments	2,494	SAR 198,002	SAR 79
		SAR 172,176 (ex. VAT)	SAR 69 (ex. VAT)
 On Train Sales	58	SAR 5,231	SAR 90
		SAR 4,549 (ex. VAT)	SAR 78 (ex. VAT)
 Waiting List Tickets	552	SAR 59,885	SAR 108
		SAR 52,074 (ex. VAT)	SAR 94 (ex. VAT)
 Aramco parking	317	SAR 12,478	SAR 39
		SAR 10,850 (ex. VAT)	SAR 34 (ex. VAT)

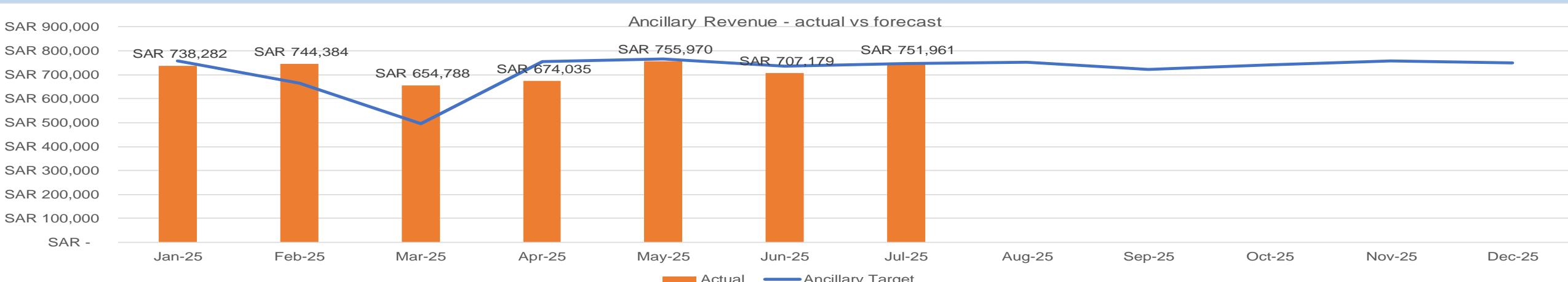


COMMERCIAL ANALYSIS (EAST)

July 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield	Ancillary Revenue achieved	
				July 2025	2025
	22,610	SAR 751,961	SAR 33		
TOTAL ANCILLARY REVENUE		SAR 653,879 (ex. VAT)	SAR 29 (ex. VAT)		

Ancillary Revenue

2025 Forecast	SAR 8,650,911	Monthly Forecast	SAR 748,040
2025 Actual	SAR 5,026,597	Monthly Actual	SAR 751,961
% of forecast achieved	58%	% of forecast achieved	101%
Target % achieved of forecast	57%		



Passenger Commercial Performance YTD (July 2025) | East Trains



East	Result	Jan – July 2024	Jan – July 2025 (Forecast)	Jan – July 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
 East Train	Number of Services Operated	2,898	3,026	3,034	5%	0.3%
	Tickets Sold for Travel	935,973	920,556	946,704	1%	3%
	Load Factor (Ticket Sold for Travel)	115%	105%	109%	-6% Points	4% Points
	Boarded Passengers	848,876	828,500	862,053	2%	4%
	Load Factor (Boarded Passengers)	104%	95%	97%	-7% Points	2% Points
	Ticket Revenue (inc. VAT)	SAR 89,971,824	SAR 97,626,224	SAR 102,528,071	14%	5%
	Ticket Yield (inc. VAT)	SAR 96	SAR 106	SAR 108	13%	2%
	Ticket Yield per KM (inc. VAT)	SAR 0.32	SAR 0.32	SAR 0.35	7%	9%
	Ancillary Revenue (inc. VAT)	SAR 5,009,926	SAR 4,926,788	SAR 5,026,597	0%	2%
	Ancillary Yield (inc. VAT)	SAR 5.4	SAR 5.4	SAR 5.3	-1%	-1%
	Total Revenue (inc. VAT)	SAR 94,981,750	SAR 102,553,012	SAR 107,554,668	13%	5%
	Total Yield (inc. VAT)	SAR 101	SAR 111	SAR 114	12%	2%

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



North & East	Result	Jan – July 2024	Jan – July 2025 (Forecast)	Jan – July 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
 North Train	Number of Services Operated	4,181	4,287	4,314	3%	1%
	Tickets Sold for Travel	1,475,292	1,440,439	1,506,081	2%	5%
	Boarded Passengers	1,358,607	1,317,190	1,390,950	2%	6%
	Ticket Revenue (inc. VAT)	SAR 157,463,157	SAR 164,352,392	SAR 176,892,675	12%	8%
	Ticket Yield (inc. VAT)	SAR 107	SAR 114	SAR 117	10%	3%
	Ticket Yield per KM (inc. VAT)	SAR 0.32	SAR 0.32	SAR 0.34	7%	8%
	Ancillary Revenue (inc. VAT)	SAR 10,257,670	SAR 9,236,274	SAR 9,954,986	-3%	8%
	Ancillary Yield (inc. VAT)	SAR 7.0	SAR 6.4	SAR 6.6	-5%	3%
	Total Revenue (inc. VAT)	SAR 167,720,827	SAR 173,588,666	SAR 186,847,661	11%	8%
	Total Yield (inc. VAT)	SAR 114	SAR 121	SAR 124	9%	3%
	Customer Satisfaction	82%	85%	87%	5% Points	2% Points
	Net Promoter Score	30%	20%	35%	5% Points	15% Points

PURPLE SATURDAY

السبت البنفسجي
Purple Saturday



Social Media Posts

PBU MBR

D | Business Seats
مقاعد درجة الأعمال





Marketing

السبت البنفسجي
Purple Saturday

50% OFF
Economy Class Tickets

For people with disabilities
and their carers



PURPLE SARURDAY OFFER

On Purple Saturday on Saturday 26th July, we launched a special initiative offering a full refund on tickets for persons with disabilities. This initiative came as part of our commitment to promoting inclusivity, supporting accessibility, and ensuring that all members of the community can enjoy our services without barriers.

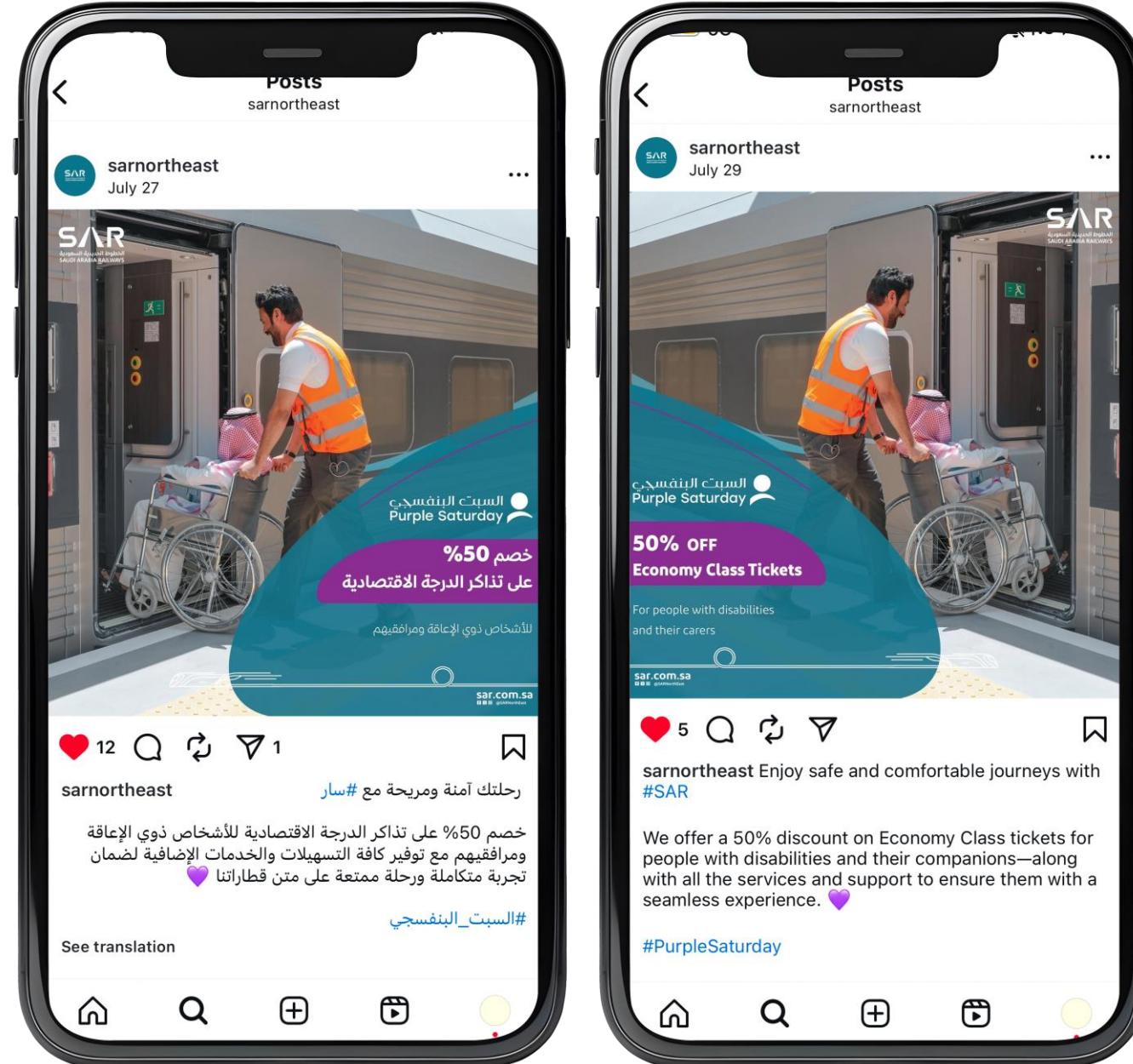
We also promoted our 50% off in Economy Class ticket offer and shared a video on social media highlighting the accessible features available in SAR stations and on board our trains as part of the Purple Saturday celebrations.

PBU MBR





SOCIAL MEDIA





SOCIAL MEDIA KPIS

July 2025	X	X	Instagram	Facebook	TOTAL
Followers	58,829		14,782	7,564	81,175
Posts	8		8	8	24
Impressions	39,248		20,303	6,610	66,161
Engagements	1,568		175	129	1,872
Engagement Rate	4.00%		0.90%	2.00%	2.80%

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.

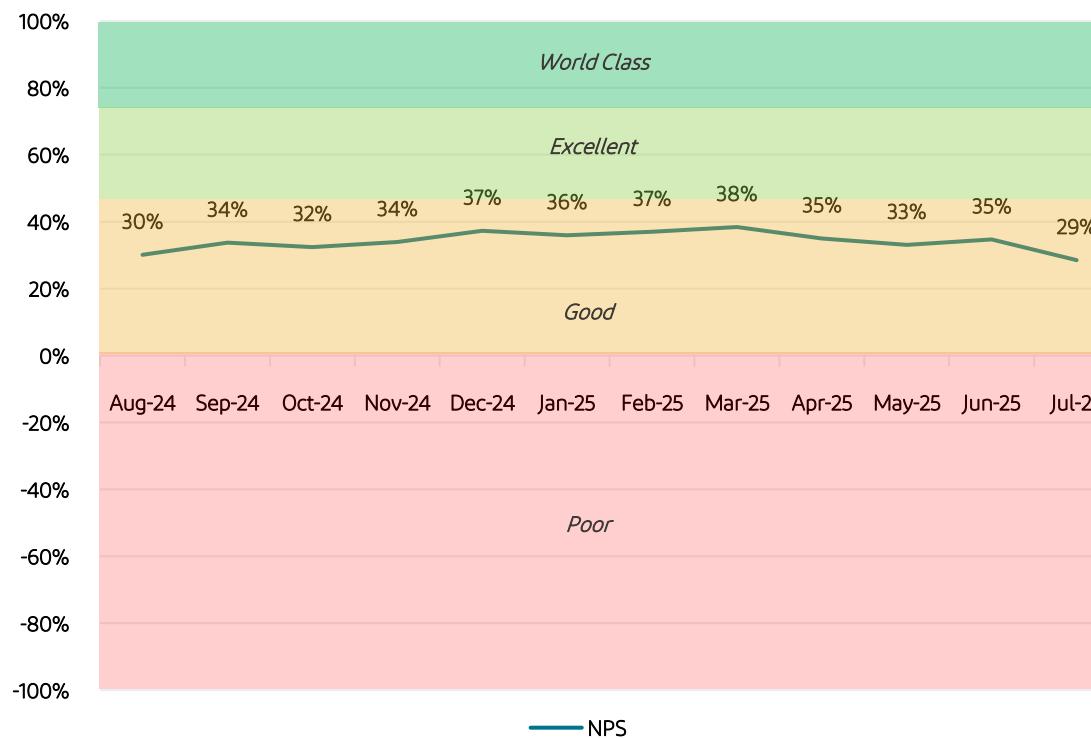
Engagements: The number of times users engaged (Reactions, Shares, Comments, Shares, Retweets, Replies, Clicks etc.) with the content.

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



CUSTOMER EXPERIENCE

Net Promoter Score (NPS)



Respondents are grouped as follows:





CUSTOMER EXPERIENCE

How was your overall experience today?



Overall	Excellent	Good	Fair	Poor	Overall Customer Satisfaction
July 2025	49%	37%	9%	6%	86%
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%
August 2024	51%	35%	9%	5%	86%



PBU MBR



Overall customer satisfaction
(July 2025)

86%



87%

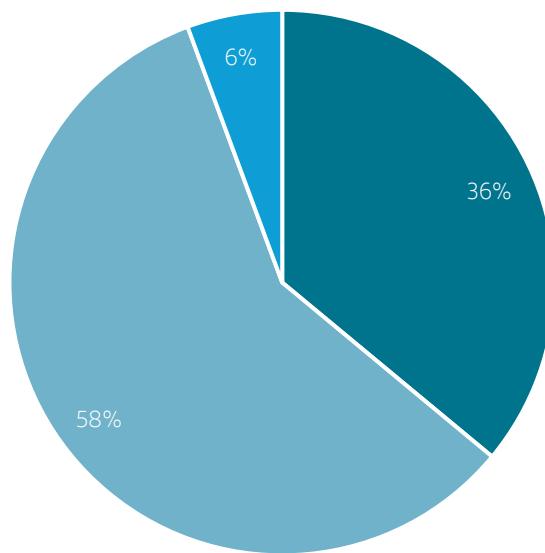


CUSTOMER ANALYSIS



June

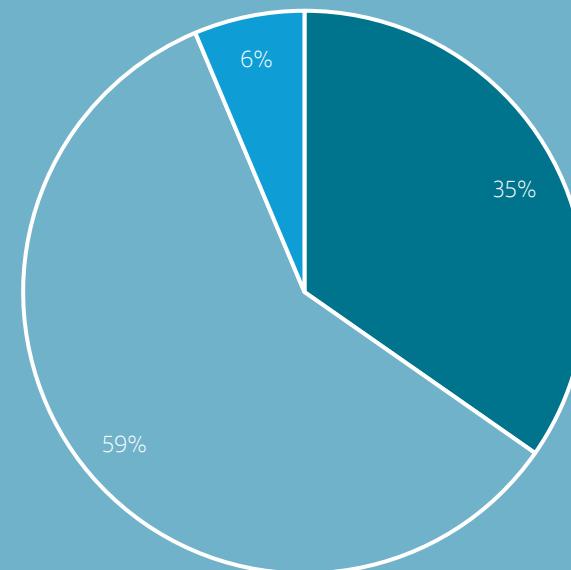
BOOKING CHANNEL



- Website
- Mobile
- Station

July

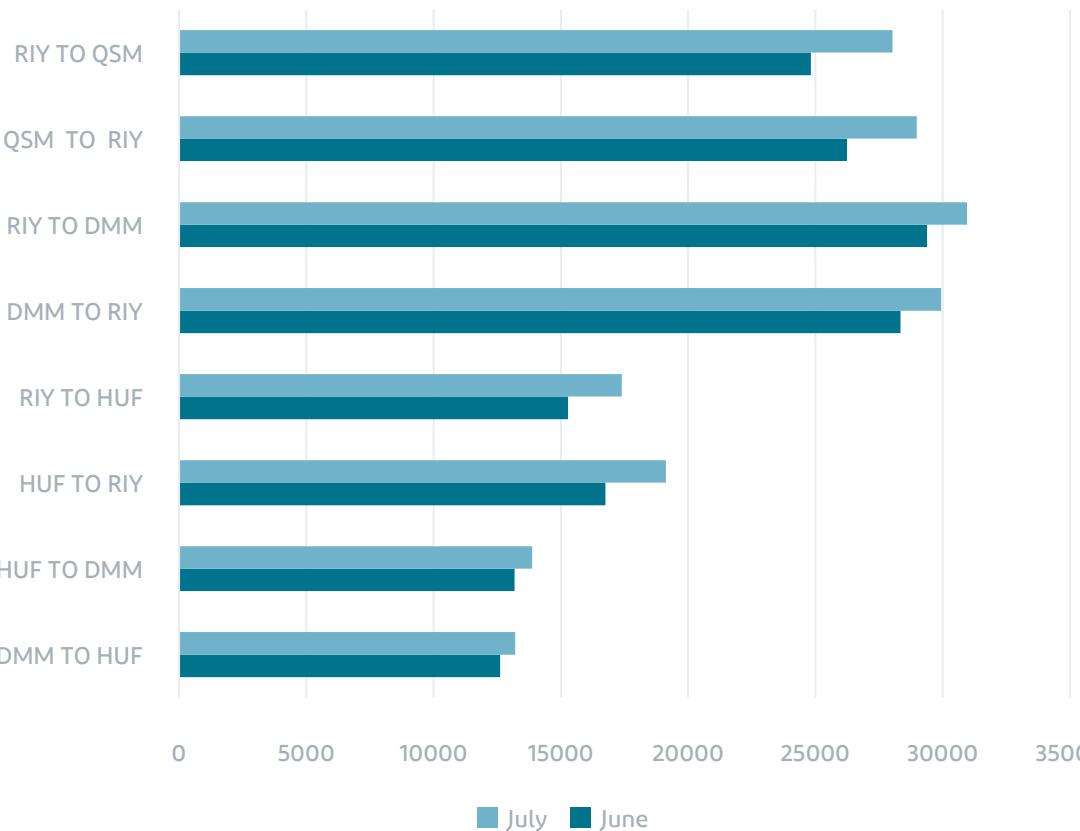
BOOKING CHANNEL



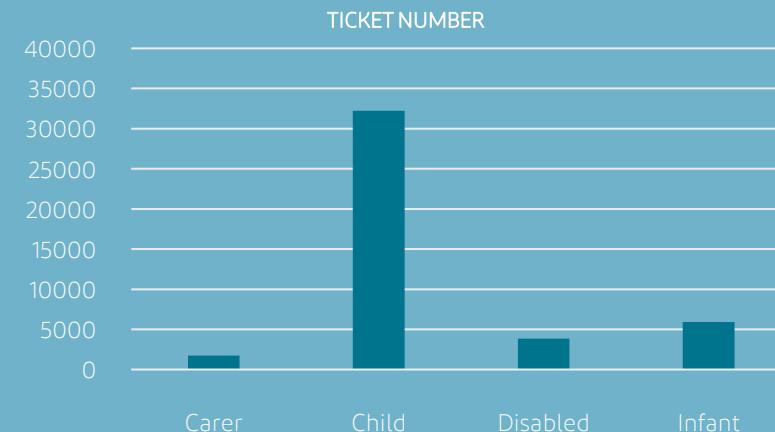
- Website
- Mobile
- Station

CUSTOMER ANALYSIS

The most demanded trips between June & July:



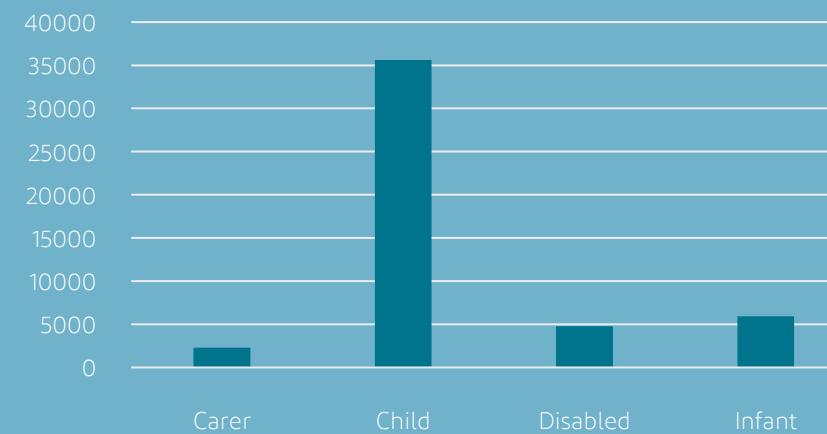
June Passenger Type



The number of passengers was 201,425 and 78.27% (157,655) were Adults.



July Passenger Type



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





CONTACT CENTER

The difference between the contact center June & July:



Calls



Customer Satisfaction



Average Time



Remarks:

June

Number of calls received was 18,327 and the percentage of answered calls was 95.62%.

The customer satisfaction rate after call completion was 92.00%

Average time to respond to customer calls was 00:07 and the average call duration was 02:59

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

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 customer calls was 0:04 and average call duration was 02:57





SOCIAL MEDIA



Remarks:

June

Total engagements were 2,228 and the average time to respond was 02:00

Number of total users served through Chatbot was 2,975

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

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





VOICE OF SAR CUSTOMERS

Customers feedback and suggestions
regarding their experience with SAR :



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

طلال بن عبدالرحمن السعيد
@t_7oha1

كانت رحلة جميلة وتجربة فريدة من نوعها
مع قطارات شركة سار | الخطوط الحديدية السعودية
نظيفة، راحة، دقة في المواعيد، ومستوى يرفع الرأس!
#سار
@SARSaudiRailway
@Almalikb

طلال بن عبدالرحمن السعيد · ٣٩ يوليو
من أول ما تدخل المحطة تحس بالفخامة والنظافة
وإذا ركبت القطار تبدأ المتعة :
مقاعد مريحة، هدوء، إنترنت، نظافة، والطاقم يمرون عليك يخدمونك بابتسامة!

الرحلة فعلاً تختلي الواحد يفكري بعندم القطار كخيار أساسى للتنقل

٦٦ إعجاب · ١ إعجاب · ٢ تعليق · ١ رد

طلال بن عبدالرحمن السعيد · ٣٩ يوليو
اليوم كانت أول تجربة لي مع قطارات سار
وانطلقت من القصيم إلى العاصمة الرياض
بكل أمانة .. الرحلة كانت ممتعة وسلسية،
وأقدر أقول بثقة : القطار خيار ممتاز للسفر بين المناطق، خصوصاً بهذه الجودة العالمية!

٩٨ إعجاب · ١ إعجاب · ٢ تعليق · ١ رد

طلال بن عبدالرحمن السعيد · ٣٩ يوليو
ـ.ـ
كل الشكر والتقدير لمعالي الرئيس التنفيذي
للخطوط الحديدية السعودية (سار | SAR)
أ. بشار بن خالد المالك
ولجميع الطاقم الميداني والإداري على هذا العمل المشرف والتنظيم الرائع

لخواصكم .. ونطلع للمرىء من التوسيع والتقدم بإذن الله
#سار
@Almalikb

شكراً لكم
Thank You



الخطوط الحديدية السعودية
SAUDI ARABIA RAILWAYS

SAR.COM.SA