



Monthly Business Review

Passenger Business Unit

March 2025



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



Planning & Technical

March 2025



Ashrf Al Jabri
Planning & Technical Director



0 to 15 minute PPM	96.5%
Change From Last Month By	1.7%
Cancellations	0%
Right Time Arrivals	72.6%
Services Planned	482
Delay	68.1 Hrs



0 to 15 minute PPM	97.5%
Increased From Last Month By	3.6%
Cancellations	0%
Right Time Arrivals	81.0%
Services Planned	121
Delay	3.0 Hrs



0 to 15 minute PPM	96.1%
Increased From Last Month By	8.8%
Cancellations	0%
Right Time Arrivals	69.8%
Services Planned	361
Delay	65.3 Hrs

KPIs

0 to 15 minute PPM	90%	
Cancellations	≤1.9%	

Environmental Impact

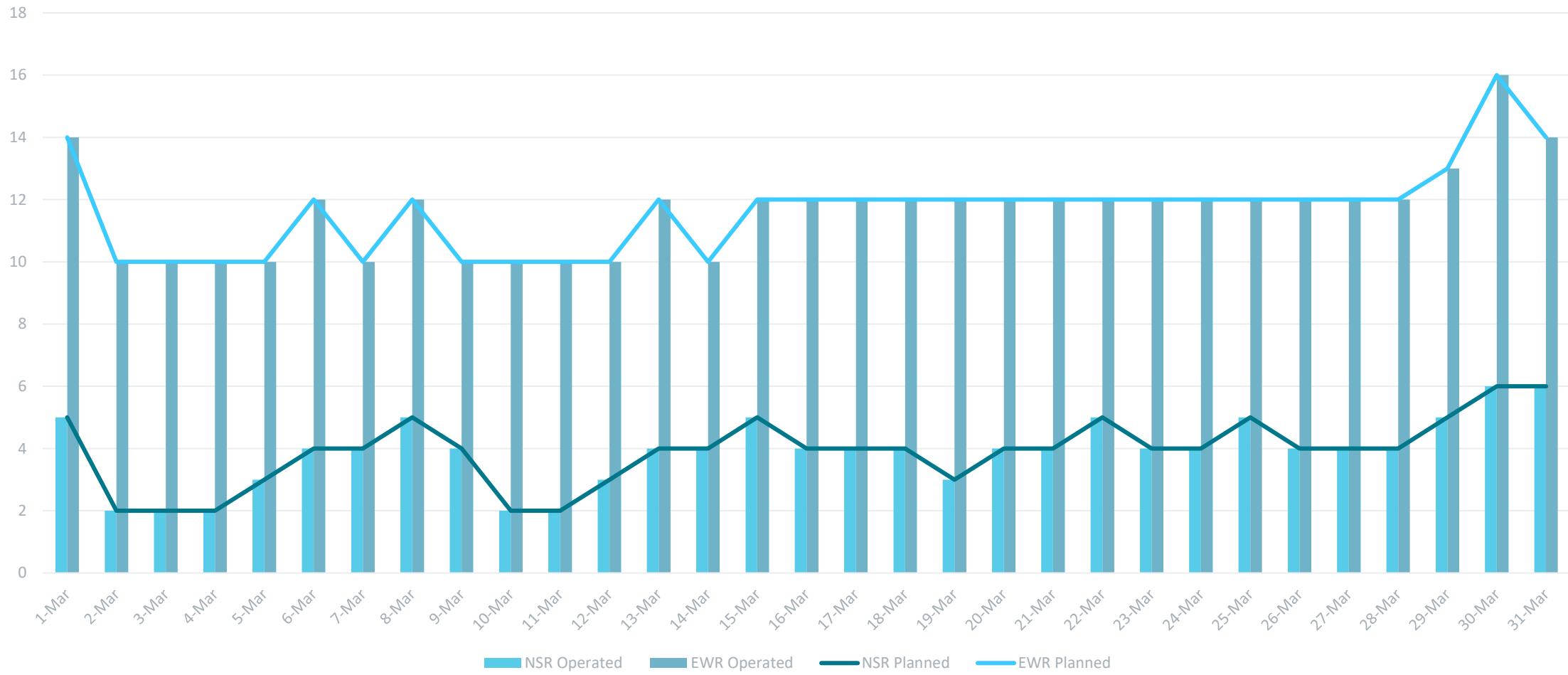
37,975 Cars off Road with
3,456,918 Kg of Emissions

KMs

PAX Trains	229,463
ECS/SBY	380

SAR Planning and Performance

Services Planned VS Services Operated – March 2025



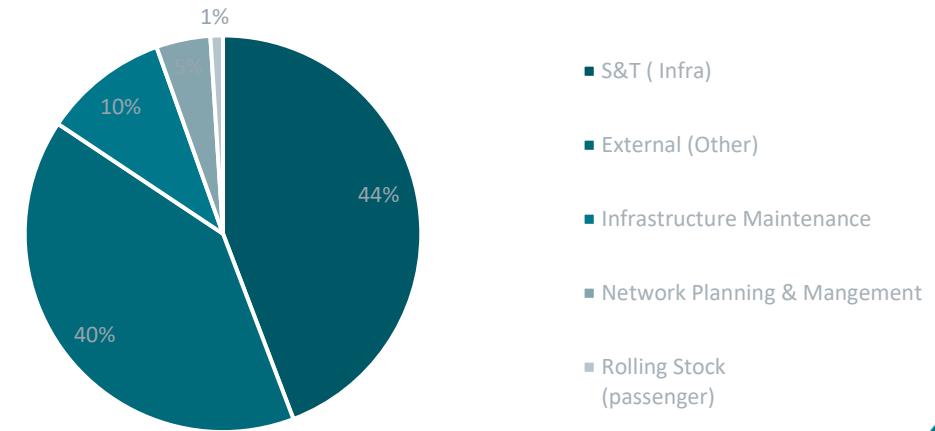


*176 minutes delay

Delay by Business units	
External (Other)	78
Rolling Stock (Passenger)	71
Infrastructure Maintenance	18
Structure Maintenance	8
Passenger Operations	2
Total	176

Top 3 Delays by code		
Delay Code	Delay mins	%
Track Disturbance (S&T)	78	44%
Ext Weather Speeds	56	32%
Ext Weather	15	9%

Delays Attribution by Business unit



*176 minutes delays at final destination.

SAR Planning and Performance (EWR)

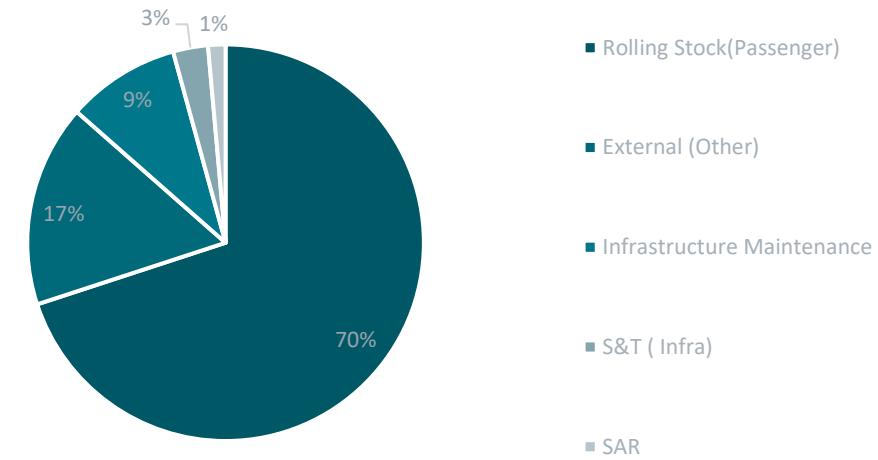


*3918 minutes delay

Delay by Business units	
Rolling Stock(Passenger)	2725
External (Other)	643
Infrastructure Maintenance	360
S&T (Infra)	111
SAR	55
Other	24
Total	3918

Top 3 Delays by code		
Delay Code	Delay mins	%
RSM Passenger Request	2146	55%
Ext Obstructions	418	11%
Track Defect	301	8%

Delays Attribution by Business unit



*3918 minutes delays at final destination & intermediate stations.

Item	2 Mar 25 to 8 Mar 25	9 Mar 25 to 15 Mar 25	16 Mar 25 to 22 Mar 25	23 Mar 25 to 29 Mar 25	30 Mar 25 to 5 Apr 25
Cancellations	0	0	0	0	0
0 to 15 minutes PPM	100%	100%	92.9%	100%	97.8%
Services Planned	22	24	28	30	46
Services Operated	22	24	28	30	46
Riyadh Depot Presentation%	100%	100%	100%	100%	100%

- 0% cancellations reported against a target of 1.9%.
- 97.5% 0 to 15 minutes PPM against a target of 90%.
- 100% Riyadh depot presentation.

* Percentages for the whole month.

Item	2 Mar 25 to 8 Mar 25	9 Mar 25 to 15 Mar 25	16 Mar 25 to 22 Mar 25	23 Mar 25 to 29 Mar 25	30 Mar 25 to 5 Apr 25
Cancellations	0	0	0	0	0
0 to 15 minutes PPM	96.0%	100%	90.5%	97.7%	92.3%
Services Planned	74	74	84	85	104
Services Operated	74	74	84	85	104
Riyadh Depot Presentation%	100%	100%	100%	100%	100%

- 0% cancellations reported against a target of 1.9%.
- 96.1% 0 to 15 minutes PPM against a target of 90%.
- 100% Riyadh depot presentation.

* Percentages for the whole month.

Stations Operations

March 2025



Ali Al-Olyani
Station Operations Director

Station Performance Review & MBR



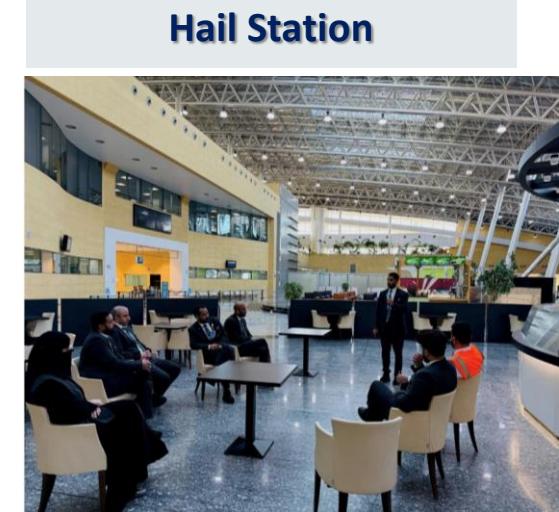
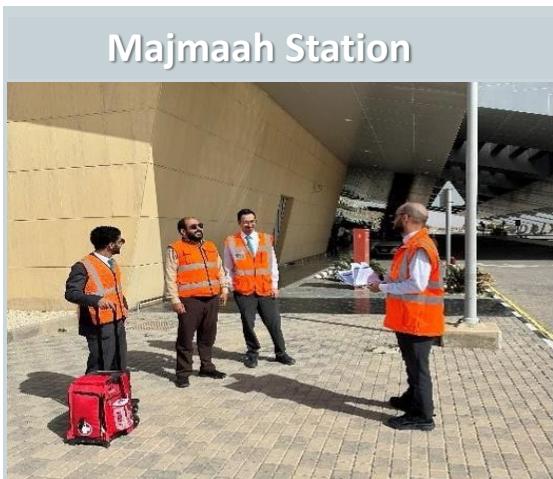
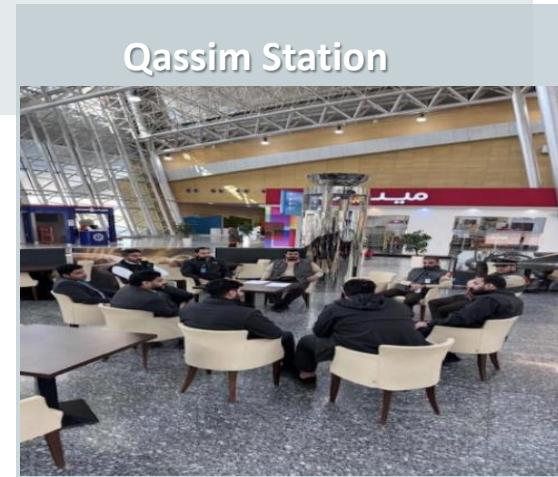


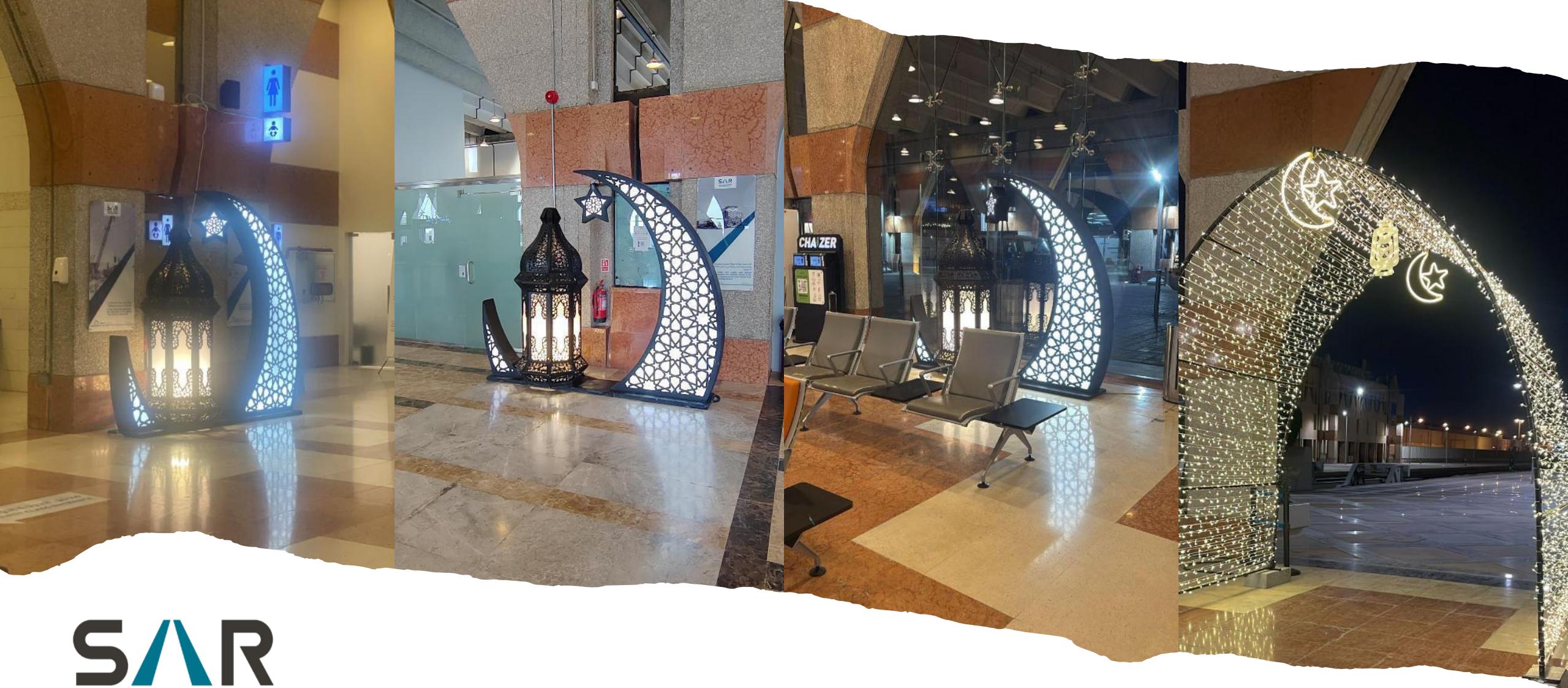
**Station
Performance
Review &
MBR**

East/West Stations Monthly Evacuation Exercise



Monthly Evacuation Exercise





SAR

East West stations welcome the holy month of Ramadan

Iftar Ramadan East Stations Employees





Gargee'an 2025

Riyadh



Majmaah



Qassim



Hail



Juaf



Qurayyat



عيد
مبارك

Eid Mubarak

► Riyadh
► Hofuf

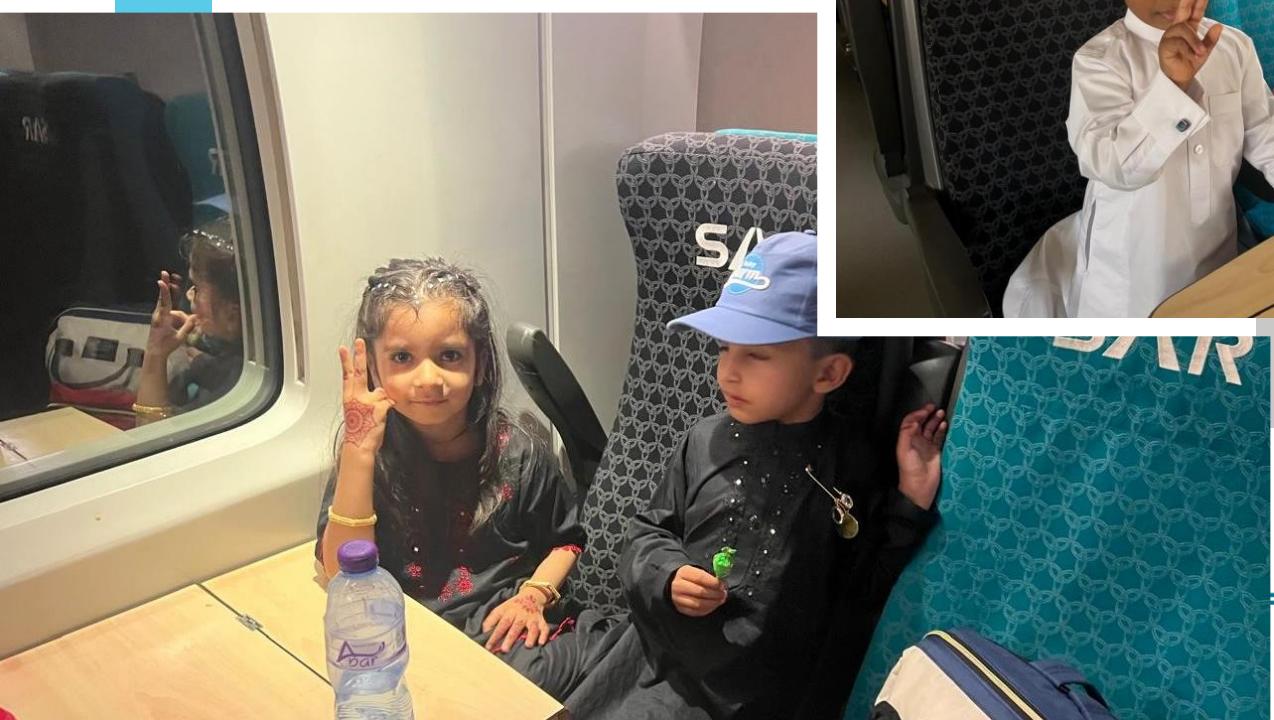


عيد
مبارك

Eid Mubarak

- Dammam
- Abqaiq





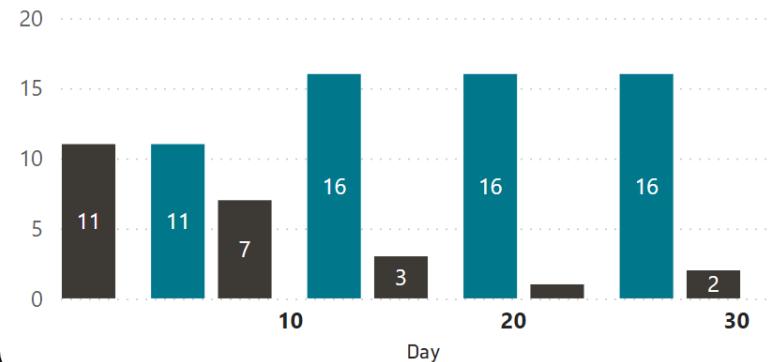
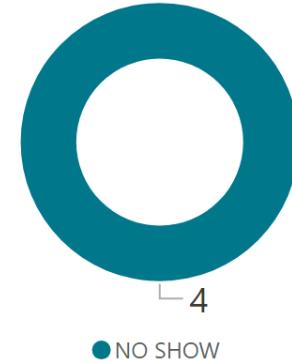
Eid Al-Fitr



Car Cargo Performance Report

Total Cars Booked
83
Total Cars Transported
79
Rejected Cars
4
Damaged Cars
0
Avr. Loading Time
1
Avr. Unloading Time
11
Car Booked

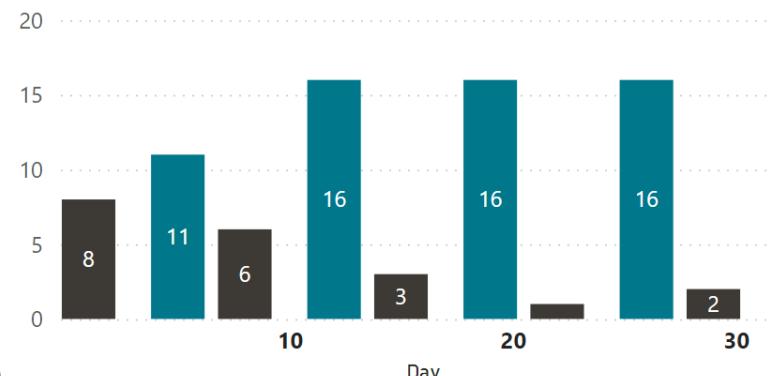
Train No. ● 76 ● 79


Rejection Breakdown

Loading Time After Cut-off Time

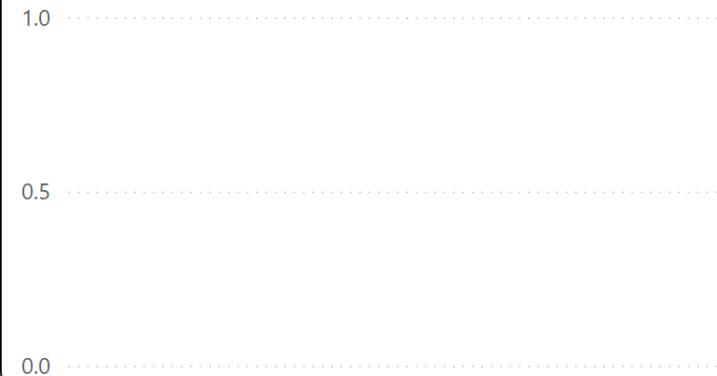
Train No. ● 76 ● 79


Car Transported

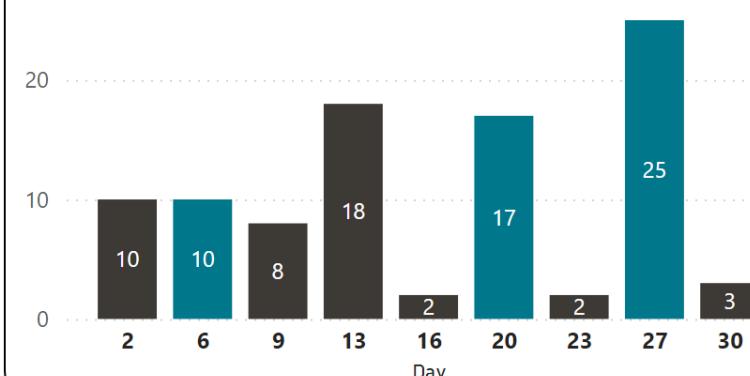
Train No. ● 76 ● 79


False Suspicions

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

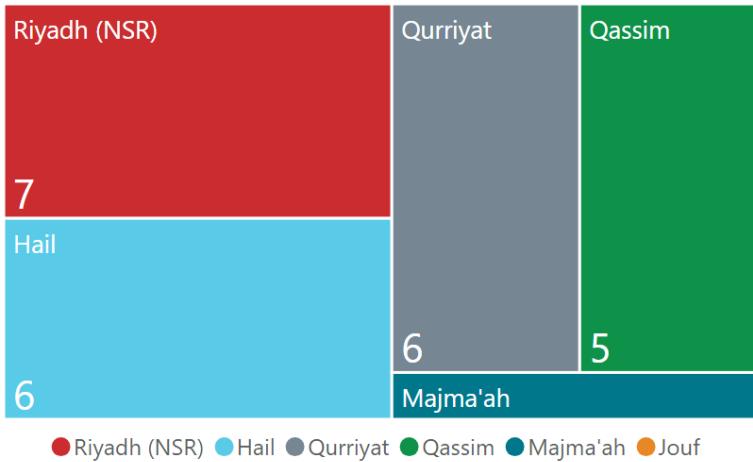

Unloading Time

Train No. ● 76 ● 79



NSR Baggage Monthly Performance Report

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



Total Baggage

13K

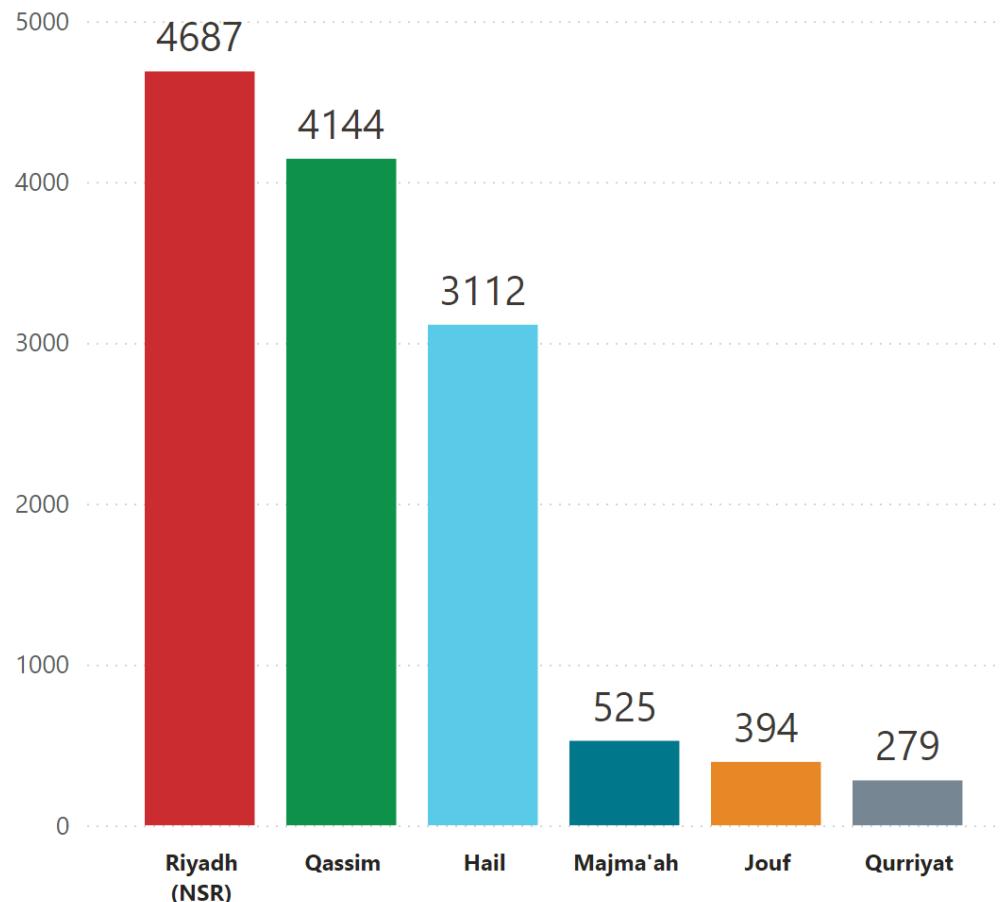
Total AFBUT

4

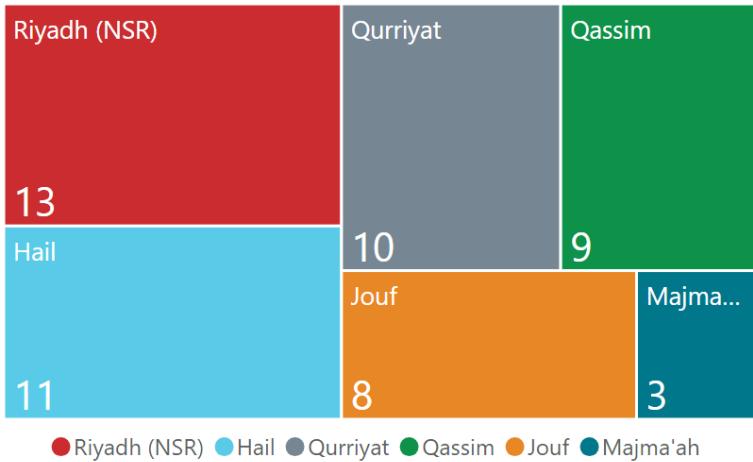
Total ABUT

8

Total Arrival Baggage



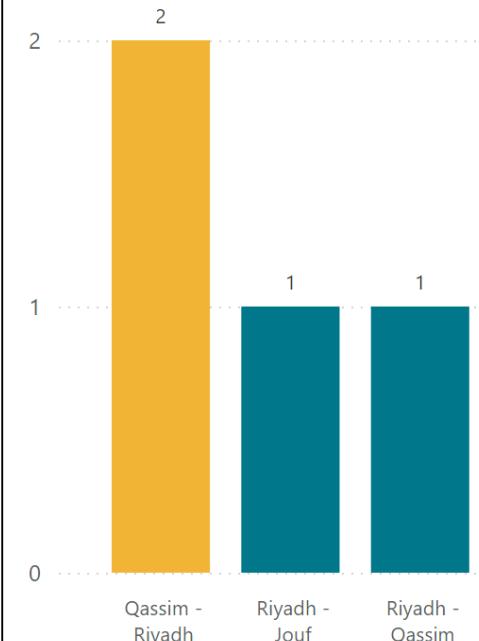
Average Baggage Unloading Time (ABUT) in mins



Trips Exceeded 30 mins to Unload

All baggage unloaded on time

Damaged Baggage



Stations Operations Incidents Report

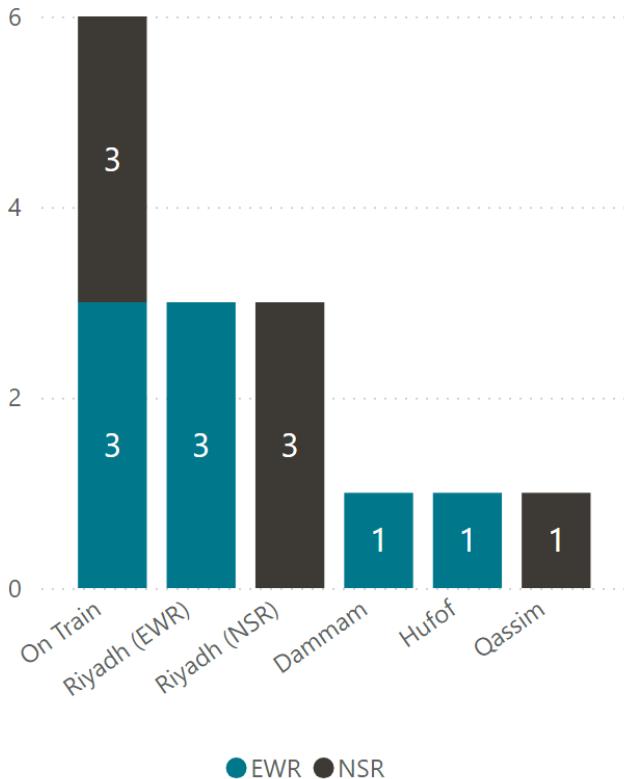
Total Incidents
15

Total EWR Incidents
5

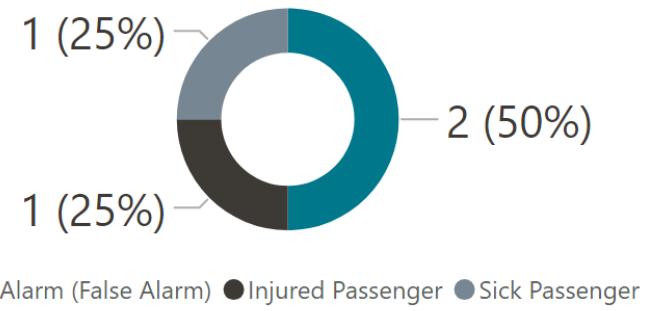
Total NSR Incidents
4

Total On Board Incidents
6

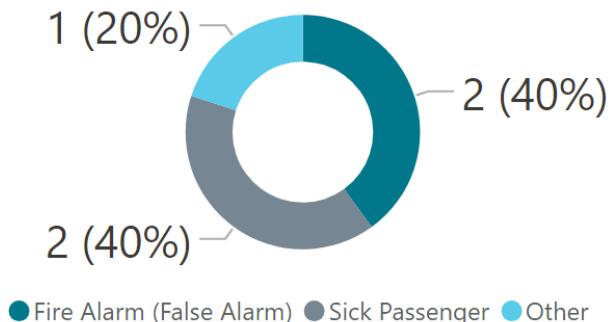
Incidents per Location



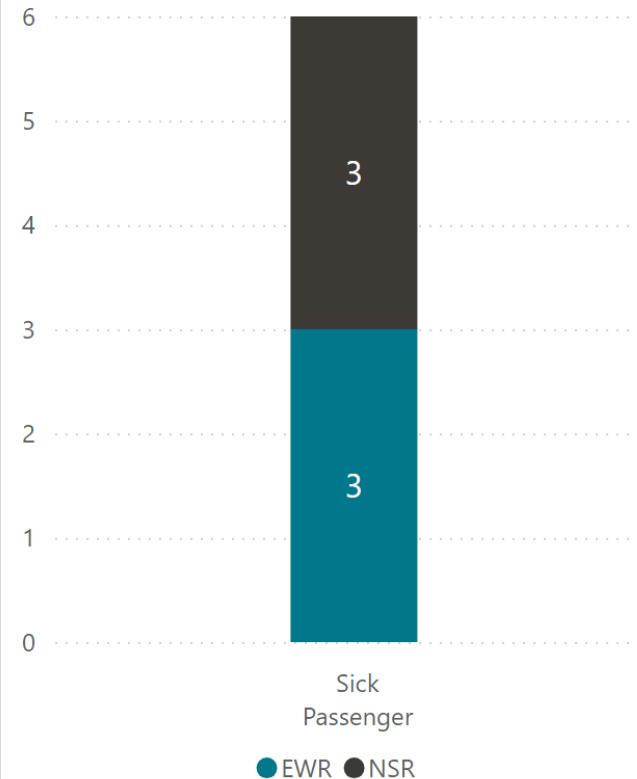
NSR Stations Incidents Breakdown



EWR Stations Incidents Breakdown



On Board Incidents Breakdown



Train Operations

March 2025



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)

PBU saw very good performance on the NSR and EWR routes in March, with both routes only having 2 days each where we failed to meet the 90% PPM target. We also had no cancellations of trains.

Furthermore, we had the holy month of Ramadan during March and the start of Eid Al Fitr. Yet again, due to everyone's efforts we delivered our train services safely.

It is only through those efforts and teamwork that we do this. You should all be very proud of the part that you have all played!

WELL DONE and THANK YOU!

Stay safe out there.

شهدنا أداء ممتاز على شبكتي الشرق الغرب والشمال الجنوب في شهر مارس ، حيث لم نحقق فقط هدف معدل مقياس الاداء بنسبة 90٪ في يومين لكل من الشبكتين ولم يكن لدينا أي إلغاء للقطارات.

أيضا ، خلال شهر رمضان المبارك وبداية عيد الفطر (شهر مارس) ، وبفضل الله ثم جهود الجميع ، قمنا بتقديم رحلات آمنة لعملائنا.

حيث تم تحقيق ذلك بجهود عمل الجميع ويجب أن تكونوا جميعا فخورين جدا بالدور الذي بذلتموه!

أحسنتم وشكرا لكم!

ابقو آمنين اينما كنتم.

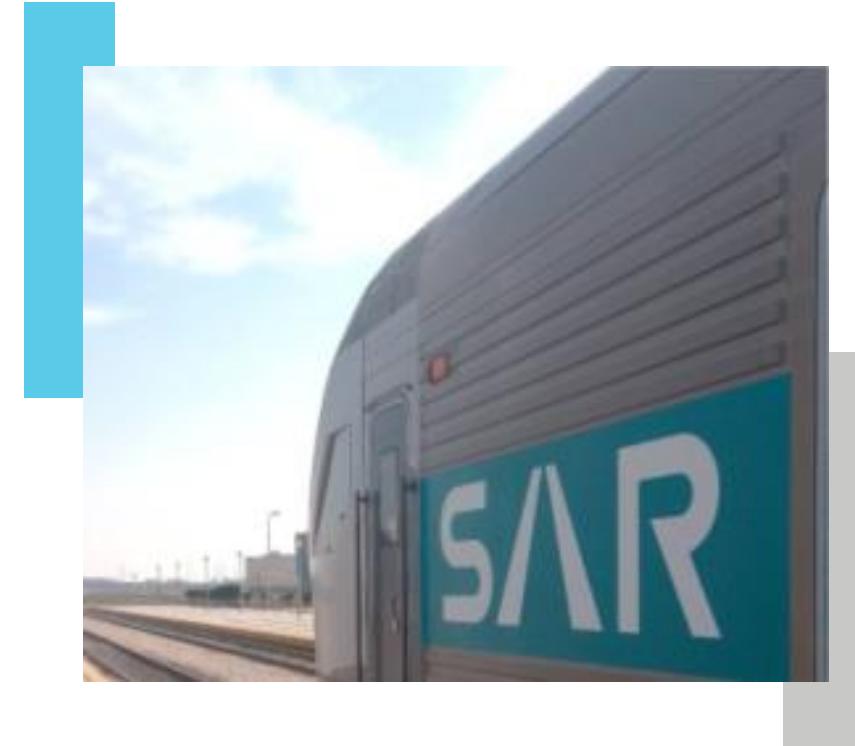
Yazeed Y. Gaari and Terry Oliver

Ramadan & Eid Al Fitr

شهر رمضان وعيد الفطر

We would like to extend appreciation to all staff for their dedication and hard work during the holy month of Ramadan and the Eid Al-Fitr period. Despite the unique challenges that this time of the year presents, your continued professionalism, commitment to duty, and focus on safety and operational excellence have been exemplary. Thank you everyone and well done.

نود أن نعرب عن تقديرنا لجميع الموظفين على تفانيهم وجهودهم الكبيرة خلال شهر رمضان المبارك وفترة عيد الفطر. وعلى الرغم من التحديات الخاصة التي قد تصاحب هذه الفترة من العام، فإن احترافيتك المستمرة، والتزامكم بأداء الواجب، وتركيزكم على السلامة والتميز التشغيلي كانت مثالية، شكرًا لكم وكل عام وانتم بخير.



SAR PBU Breakfast Conference

PBU now holds a breakfast conference that reviews all incidents and issues that affect PBU on the North South and East West Railways. This conference is attended by senior PBU personnel to ensure it receives the correct level of attention. It also looks at previous day events as well as looking forward at events or issues that may affect our operation.

يعقد قطاع أعمال الركاب اجتماعاً يومياً لمناقشة جميع الأحداث والحوادث والقضايا التي تؤثر على سكة قطاع الشمال الجنوب والشرق الغرب. حيث يحضر هذا الاجتماع مدراء عموم القطاع وذلك لضمان أهمية الاجتماع والقضايا المطروحة. حيث يتم مراجعة أحداث اليوم السابق والنظر إلى الأحداث أو المشاكل التي قد تؤثر على عملياتنا.

NSR – Qassim station – person unconscious in prayer room on station. Ambulance called. Ambulance attended and was found to a retail worker from station retail unit (Dunkin Donuts). No issue found. **CLOSED**

EWR – TSR imposed TK15.500 to TK20 following a track request – the S&T imposed TSR from TK15.500 to TK20. Some confusion over speeds and location. Yazeed has followed up with CTC and new notice to be issued clarifying exact detail. Multiple trains affected. 28/06/21. TSR is still not in system and OIF's continue to be issued advising drivers. CTC Manager (Saif Ali. Al Zahran) has been requested to expedite TSR being on driver daily orders. **[Terry Brian. Oliver]** See Monday 28th June 2021. **CLOSED**

EWR – Service 1 reported distant signal (19U1) at TK73 reduced speed to 20 km/h. Signalling / RSM advised. S&T attended and no fault found with the signal.

EWR – Power reduction on PC 5013 at station 39 and also at Station 31 to station 33 (8th and 9th incident – previous 14/06/21, 15/06/21, 16/06/21, 18/06/21, 19/06/21, 24/06/21 and 25/06/21). These faults are generally engine room temperatures high or power control initiated by the traction control unit to protect train. RSM investigating.

Looking Forward - Weather

NSR

Today (Tuesday) – An unsettled day is forecast, with some high winds forecast in the afternoon and evening at Riyadh and Al Jouf. No significant risks are forecast.

Wednesday – An unsettled day is forecast, with some high winds forecast in the afternoon and evening at Riyadh and Hail. No significant risks are forecast.

EWR

Today (Tuesday) – An unsettled day is forecast, with some high winds forecast across most of the EWR route. No significant risks are forecast.*

Wednesday - An unsettled day is forecast, with some high winds forecast at the Riyadh end of the EWR route. No significant risks are forecast.*

NOTE: *EWR does not have same processes as NSR for extreme weather. Additional resources are arranged across the route when bad conditions are forecast.

Timetable

NSR - Normal TT in operation this week (Week 26 – 27/06-03/07/21). No additional services planned to operate. Issued station working plan attached.

Test train operating Riyadh – R1 – Riyadh on Tuesday 29th June. Test train operated successfully. **CLOSED**

Tuesday 29th June 2021 – Emergency Exercise: "Skyfall" (tabletop exercise) – taking place at Majmaah – HCIS involved. Exercise successfully undertaken. Report to be issued in due course. **CLOSED**

NSR - Normal TT in operation next week (Week 27 – 04-10/07/21). No additional services planned to operate. Issued station working plan attached.

EWR – TT115 applies (until 13/06/21 until 06/09/21). TT115 plan attached.

Training Database

قاعدة بيانات التدريب

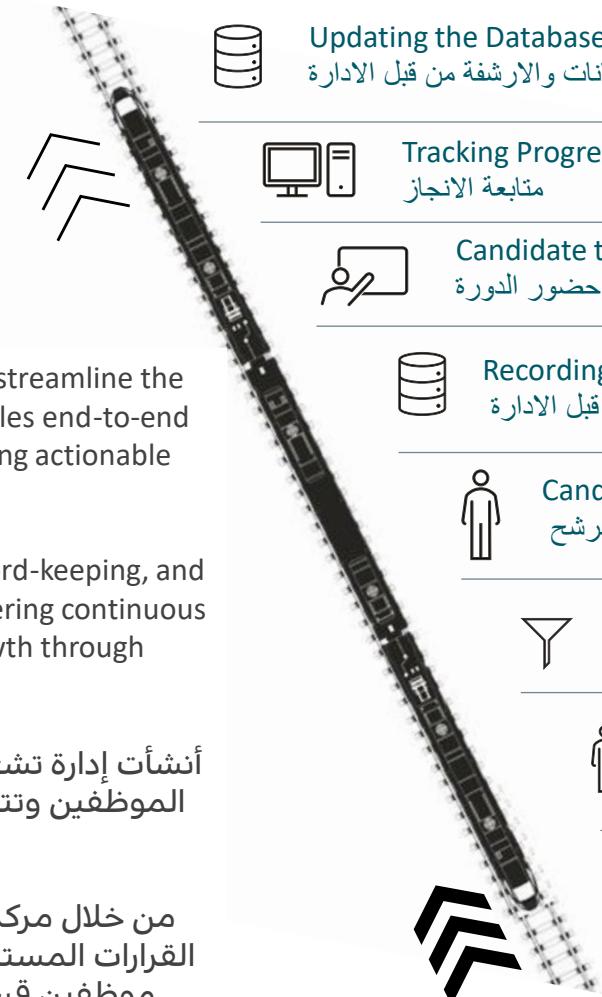
The screenshot shows a user interface for managing employee training. The top section, 'Employee Details', contains fields for Employee ID, Employee Name, Position, Workplace, Responsible, Birth Date, and a dropdown for 'Railway'. It includes buttons for Refresh Data, Save, Undo Record, Add Record, Delete Record, and Open Report, along with a 'Home Page' button. Below this is a 'Training' tab in a navigation bar, followed by a table with columns for Course Title, Start Date, End Date, Location, Status, and Expirat. The table has a single row with a red asterisk.

The Train Operations Department has created a comprehensive training database to streamline the collection, tracking, and management of employee training records. This system enables end-to-end oversight, from nominee identification to real-time dashboard analytics with providing actionable insights into workforce development.

By centralizing training data, we enhance management efficiency, ensure accurate record-keeping, and facilitate data-driven decision-making. This initiative supports our commitment to fostering continuous learning, improving competency across the department, and driving strategic growth through measurable training outcomes.

أنشأت إدارة تشغيل قطارات الركاب قاعدة بيانات شاملة بما يخص التدريب وذلك لجمع سجلات تدريب الموظفين وتتبعها وإدارتها. حيث يتيح هذا النظام الإشراف الشامل وترشيح الموظفين المستحقين للدورات.

من خلال مركبة بيانات التدريب ، نعزز الكفاءة الادارية، ونضمن حفظ السجلات بدقة ، ونسهل اتخاذ القرارات المستندة من البيانات. تدعم هذه المبادرة التزامنا بتعزيز التعلم المستمر ، وتحسين الكفاءة موظفين قسم تشغيل قطارات الركاب ، وتحفيز النمو الاستراتيجي من خلال نتائج تدريبية قابلة للقياس.



Updating the Database & archiving by the management team
تحديث قاعدة البيانات والارشيف من قبل الادارة

Tracking Progress
متابعة الانجاز

Candidate to attend the Course
على المرشح حضور الدورة

Recording in a Database by the management team
التسجيل في قاعدة البيانات من قبل الادارة

Candidate
المرشح

Filtering the candidate according to the business needs
تصفية المرشحين على حسب احتياجات العمل

Nomination
الترشيحات

Courses
الدورات

NSR Performance

أداء شبكة الشمال الجنوبي

March 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	75	100	100	100	100	100	100	100	100	100	50	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
Trains Operated	5	2	2	2	3	4	4	5	4	2	2	3	4	4	5	4	4	4	3	4	4	5	4	4	5	4	4	5	6	6	
% RT	80	100	100	100	40	50	75	80	75	100	100	92.3	75	75	80	75	25	75	100	75	75	80	75	75	80	75	75	80	100	83.3	
Trains failed PPM	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	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	5	2	2	2	3	4	4	5	4	2	2	3	4	4	5	4	4	4	3	4	4	5	4	4	5	4	4	5	6	6	

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

During March, NSR achieved the required PPM for most of the month, with only 2 days where PPM was not achieved. There were no cancellations during this month.

(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 مارس ، حققت شبكة الشمال الجنوبي معدل مقياس الأداء المطلوب في معظم الشهر، بينما لم يتم تحقيق معدل مقياس الأداء في يومين فقط، ولحسن الحظ، لم نشهد أي الغاء للرحلات.

(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)

NSR - Q1 Safety Briefs

موجز التعريف بالسلامة للربع الأول

At NSR, the Safety Briefing sessions for the first quarter of 2025 have been successfully delivered to all NSR staff. This achievement reflects our continued dedication to fostering a strong safety culture. By ensuring that every team member is well-informed on the latest safety procedures, operational guidelines, and risk mitigation strategies, we reaffirm our commitment to maintaining a safe and compliant working environment..

في شبكة الشمال الجنوب أكملنا جلسات تعريفية بموجز السلامة للربع الأول من عام 2025 لجميع الموظفين. ويعكس هذا الإنجاز التزامنا المستمر بترسيخ ثقافة السلامة. ومن خلال ضمان إطلاع جميع الموظفين على أحدث إجراءات السلامة، والإرشادات التشغيلية، واستراتيجيات الحد من المخاطر، نؤكد من جديد التزامنا بالحفاظ على بيئة عمل آمنة ومتغيرة مع أعلى المعايير التنظيمية.



EWR Performance

أداء سكة الشرق الغرب

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	90	100	100	90	100	100	91.7	100	100	100	100	100	100	100	100	91.7	91.7	100	91.7	58.3	100	100	100	100	100	100	84.7	100	92.9	
Trains Operated	14	10	10	10	10	12	10	12	10	10	10	10	12	10	12	12	12	12	12	12	12	12	12	12	12	12	12	13	16	14	
% RT	87.5	70	70	60	40	83.3	100	66.7	60	50	90	90	83.3	100	83.3	66.7	91.3	91.7	66.7	58.3	66.7	41.7	41.7	33.3	41.7	91.7	75	75	23.1	93.8	78.6
Trains failed PPM	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	1	0	1	5	0	0	0	0	0	0	2	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	14	10	10	10	10	12	10	12	10	10	10	12	10	12	12	12	12	12	12	12	12	12	12	12	12	12	12	13	16	14	

March was an excellent performance period, and EWR achieved 100% performance on 22 of 31 days, only failing to meet PPM twice, on the 22nd of March - mainly due to weather related impacts and on 29th of March - mainly due to train failure related issues.

Given that this performance period was during Ramadan, with a few days of Eid, this is a fantastic result, and we thank everyone for the part they played in delivering the continued service to our customers during the Holy Month.

(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 مارس فترة أداء ممتازة ، وحقق فريق شبكة الشرق الغرب الأداء بنسبة 100٪ في 22 يوماً من أصل 31 يوماً ، بينما لم يتم تحقيق معدل مقياس الأداء في يومين فقط ، ذلك بسبب التأثيرات المتعلقة بالطقس في يوم 22 والمشكلات المتعلقة بفشل القطار في يوم 29.

بالنظر إلى نتيجة مقياس الأداء خلال فترة شهر رمضان ، مع أيام قليلة من العيد ، فهذه نتيجة رائعة ونشكر الجميع على التزامهم في تقديم الخدمة المتواصلة لعملائنا خلال الشهر القضيل.

(يسجل مقياس الأداء العام النسبة المئوية لقطاراتنا التي أدىت إلى رحلتها المخطط لها بالكامل ، والتي تم استدعاؤها في جميع المحطات ووصلت في غضون 15 دقيقة من الوقت المعلن عنه).

Congratulations

تهانينا

Congratulations to our EWR Train Drivers
Faisal Al Saad and Dammam Train Drivers Ali Al Farhan, Naif Al Sahli and
Mohamad Al Noowaiser who were recognised for their professionalism
and dedication during the course of their duties.

Thank you and well-done guys.

تهانينا لقائدي قطارات شبكة الشرق الغرب
محمد النويصري ونایف السهلي وفيصل السعد وعلى الفرحان الذين تم
تكريمهم لاحترافيتهم وتفانيهم اثناء آداء مهامهم.

شكرا لكم وأحسنتم أيها الزملاء



EWR Issued Instruction – 1

إصدار تعليمات - 1

PBU – STAFF BRIEFING
Train Driver / Train Captains / Station Staff



TRAIN PLATFORM DOOR OPERATION

Date: 17TH March 2025

Location: EWR ROUTE

TRAIN DOOR OPERATION

It has been noted during ERTMS faults that require for the ERTMS system to be restarted, that, when the system is switched off ALL automatic passenger doors (platform sides) will close and the open / close buttons will be disabled and the driver has no visual indication that the doors have closed, for approximately 25 seconds, until the ERTMS is reenergised.

To remove any impact during this operation the following instructions should apply:

Ideally any ERTMS system reboot should take place AFTER passenger boarding is complete, however:

Train Driver

- A) If passenger boarding has commenced and ERTMS reboot is required then the Train Driver must alert the Train Captain, to ensure that passenger boarding can be suspended.
- B) The Train driver must note that the door release / close buttons on the driver's desk do not indicate that the doors have closed, and during the restart of the system do not change indications – As a result the driver has no in cab indication that the doors have closed.

Train Captain

- C) The Train Captain must alert Station Staff and between you, you must prevent passengers from boarding, in case a passenger or belongings get trapped within the closing doors.
- D) When the doors are closed the open / close buttons remain inactive for approximately 25 seconds, the Train Captain MUST remain on-board just in case an emergency arises, and it becomes necessary to release the doors using the emergency egress.

Following a concern with regards to EWR train door operation when the ERTMS system is restarted, the following briefing instructions were issued to PBU Train Drivers, PBU RSM and PBU station team colleagues.

تم إصدار تعليمات بخصوص تشغيل أبواب القطارات على شبكة الشرق الغرب وذلك عندما يتم اعادة تشغيل النظام الوربي. حيث تم توزيع هذه التعليمات على قائد قطارات الركاب وموظفي صيانة قطارات الركاب

OBT

E) The OBT must not start the ERTMS shut down process until the Train Captain has confirmed that passenger boarding has been suspended.

Station Staff

F) If you are informed by the Train Captain that the ERTMS system is to be restarted, then you MUST suspend the passenger boarding process until the restart operation is complete.

Once the ERTMS system has been restarted all door functions return to normal operations.

Please also note that the doors DO NOT open if they are already closed.

Any issues please contact your line manager to discuss further

Created by: Simon Moran. Train Operations Section Head, EWR.



ادارة تشغيل الركاب – قطاع الشرق

الموقع : قطاع الشرق

التاريخ : 17 مارس 2025

تشغيل أبواب القطار

للحظ خلل الأعطل المتعلقة بنظام ERTMS التي تتطلب اعادة تشغيل النظام ، انه عند ايقاف تشغيل النظام ستعلق جميع أبواب الركاب الاورباتيكية (الجانبين المواجهين للرصيف) وستنطلي ازرار الفتح/الغلق لمدة تقارب 25 ثانية ERTMS .

لتجنب اي تأثير اثناء هذه العملية يجب اتباع التعليمات التالية:

قائد القطار

(ا) اذا كان الركاب قد داوا بالصعود الى القطار وتنطلي الامر اعادة تشغيل نظام ERTMS فيجب على قائد القطار ابلاغ مشرف القطار لضمان ايقاف عملية صعود الركاب .

(ب) يجب ان يلاحظ قائد القطار ان ازرار فتح/الغلق الابواب على لوحةقيادة لا تشير الى ان الابواب قد اغلقت . وعنى اثناء اعادة تشغيل النظام لا تغير الموارد . ذلك لا توجد اشارة في كابينة القائد تفيد بان الابواب قد اغلقت .

مشرف القطار

(ج) يجب على مشرف القطار ابلاغ موظفي المحطة ، ويجب عليهم معا منع الركاب من الصعود تحسبا لاحتمال ان يتم اغلاق احد الابواب على الركاب او على امتهنهم عن اغلاقها .

(د) عندما تغلق الابواب وتنطلي ازرار الفتح/الغلق غير شرطية لمدة تقارب 25 ثانية ، يجب على مشرف القطار البقاء على متن القطار تحسبا لاي حالة طوارئ قد تتطلب فتح الابواب باستخدام نظام الطوارئ .

قائد القطار

(ه) يمنع بهذه عملية ايقاف نظام ERTMS حتى يؤكد مشرف القطار ان عملية صعود الركاب قد توقفت .

موظفي المحطة
(و) اذا ابلغك مشرف القطار بان نظام ERTMS سينت اعادة تشغيله فيجب عليك ايقاف عملية صعود الركاب حتى تكتمل عملية اعادة التشغيل .

بعد اعادة تشغيل نظام ERTMS ستعود جميع وظائف الابواب الى العمل بشكل طبيعي .

يرجى ملاحظة ان الابواب لن تفتح اذا كانت مغلقة بالفعل .

في حال وجود اي استفسارات يرجى التواصل مع أحد موظفي الادارة

تم الإعداد بواسطة سايمون موران – رئيس تشغيل قطارات الركاب ، قطاع الشرق

[I] Internal

EWR Issued Instruction – 2

إصدار تعليمات - 2

During a recent incident at Riyadh RRS, a train, being pushed by a Loco Pusher (operated by PBU RSM colleagues) ran over and damaged a fuel pipe. The fuel pipe had not been removed following train fueling on road 6. The attached notice has been issued to Train Operations and PBU RSM staff to clarify the arrangements around the fueling process and to reduce the risk of this type of incident re-occurring.

بعد وقوع حادث في ورشة الرياض بشبكة الشرق الغرب ، حيث اصطدم قطار الركاب فارغ بواسطة قاطرة دفع (يديره زملاء قسم صيانة قطارات الركاب) اصطدم وأتلف هوز الوقود وذلك لعدم إزالته بعد تزويد القطار بالوقود على خط 6 ، تم إصدار هذه تعليمات لموظفي تشغيل قطارات الركاب وموظفي صيانة قطارات الركاب وذلك لتوضيح الترتيبات المتعلقة بعملية التزويد بالوقود وتقليل مخاطر تكرار هذا النوع من الحوادث.

Date: 24th March 2025 Location: Riyadh RRS

ALL STAFF - Briefing

Following an incident in which a train, being moved by a loco pusher on the wheel lathe road, ran over and severed a fuelling hose (see pictures 1 & 2) **the following instructions will apply with immediate effect.**

Pic 1 **Pic 2**

Under normal operations fuelling **MUST ONLY** take place on Roads 1, 2 and 3 at RRS. This applies to the current (temporary) fuelling point and will also apply when the new permanent fuelling point is introduced.

Fuelling will normally take place once train washing is completed and is designed to prevent the fuel pipe being extended over adjacent roads.

It is the intention that trains should not be stabled without having already been fuelled, this will remove the need to fuel after the train has been left in the depot, which would increase the risk of fuelling activity taking place on roads 6, 7 or 8.

If for any reason there is a need to fuel on roads 6, 7 or 8 then the following instructions **MUST be applied:**

1. The fuel pump operator must communicate with the team leader before starting any fuelling activity, to ensure no train movements are undertaken on the lathe line, this communication should be repeated to confirm when fuelling is complete.

2. If available the Terminal Operator must support the initial movement to ensure that no fuel lines, or other obstructions or people could be harmed by the movement being undertaken.

3. If the Terminal Operator is NOT available then RSM teams must ensure there is someone stationed at the eastern end of the train on the lathe line, to ensure that no fuel lines, or other obstructions or people could be harmed by the movement.

4. RSM teams are to ensure all communications between the Loco Pusher operator and the person at the other end of the moving train, are made using two radios, to ensure controlled, consistent communications are undertaken during any movement.

If you have any issues please contact one of the PBU Train Operations or PBU RSM management teams to discuss further.

Created by: Simon Moran – Section Head, Train Operations, EWR.

موجز - جميع الموظفين

بعد حادثة تم فيها تحريك قطار بواسطة خط مخرطة المجالات التي أدى إلى مرور القطار فوق خط طرöm التزويد بالوقود ، وأسلمة (انظر الصور 1 و 2) **سيتم تطبيق تعليمات الموجز فوراً**

صورة 1 **صورة 2**

في التشغيل العادي ، **يجب** أن يتم عملية التزويد بالوقود **فقط** على المطمر 1 ، 2 و 3 في RRS. ينطبق هذا على مسخنة التزويد بالوقود الحالية (الموقتة) وسيتم تطبيقه (أيضاً) عند تشغيل مسخنة التزويد بالوقود الجديدة والدائمة.

عندما يتم تزويد المطمر بالوقود ، يجب الانتهاء من عمل القطار ، وذلك للتجنب تهديد طرöm التزويد بالوقود المطمر.

الموجز هي أن لا يتم إيقاف القطار داخل الورشة دون أن يتم تزويد بالوقود مسبقاً ، وهذا سيؤدي إلى تزويد القطار بالوقود بعد إيقافه في الورشة ، مما سيزيد من خطر التزويد بالوقود على المطمر 6 ، 7 أو 8.

6) كانت هناك حاجة للتزويد بالوقود على المطمر 6 ، 7 أو 8 في سبب ، يجب اتباع التعليمات التالية :

1. يجب على مسخنة الوقود التواصل مع قائد القطار (الماء) قبل بدء أي عملية التزويد بالوقود ، وذلك من عدم إجزاء أي تحركات للقطارات على خط المخرطة ، ويجب تكرار هذا التوصي للتأكد على انتهاء عملية التزويد بالوقود .

2. إذا كان هناك حاجة ملحة يجب على قائد القطار (الماء) تزويد شاشة مترacker في المخرطة للتأكد من عدم تعرض أي طرöm تشغيل قطار أو عرائق أو أشخاص للخطر بسبب المخرطة .

3. إذا لم يكن هناك حاجة ملحة يجب على قائد القطار من عدم تزويه أي طرöm تشغيل قطار أو عرائق أو أشخاص للخطر بسبب المخرطة .

4. يجب على قائد RSM (الذين تم تزويدهم بالاتصالات بين مسخنة Loco Pusher و الشخص المسؤول عن المخرطة) التأكد من أن جميع الاتصالات بين مسخنة Loco Pusher و الشخص المسؤول عن المخرطة.

5) كان لديك أي استفسارات يرجى التواصل مع أحد فرق إدارة تشغيل القطارات PBU أو فرق إدارة RSM.

تم الإعداد بواسطة : ساميون موران - رئيس تشغيل قطارات الركاب

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

March 2025



Gerard McFadden
Rolling Stock Maintenance Director

Executive Summary**Achievements** 

100% Service delivery in EWR and NSR.

Ramadhan & Eid Time Tables delivered successfully for both fleets.

Commencement of the Prayer Area Enhancement Project in RRS.

No delays per failures in NSR.

Wheel Replacement completed for 9 Units in EWR, with completion of the entire fleet by May 2025 (Remaining two units).

Delivery of more than 50% of the Visualization boards.

Issues 

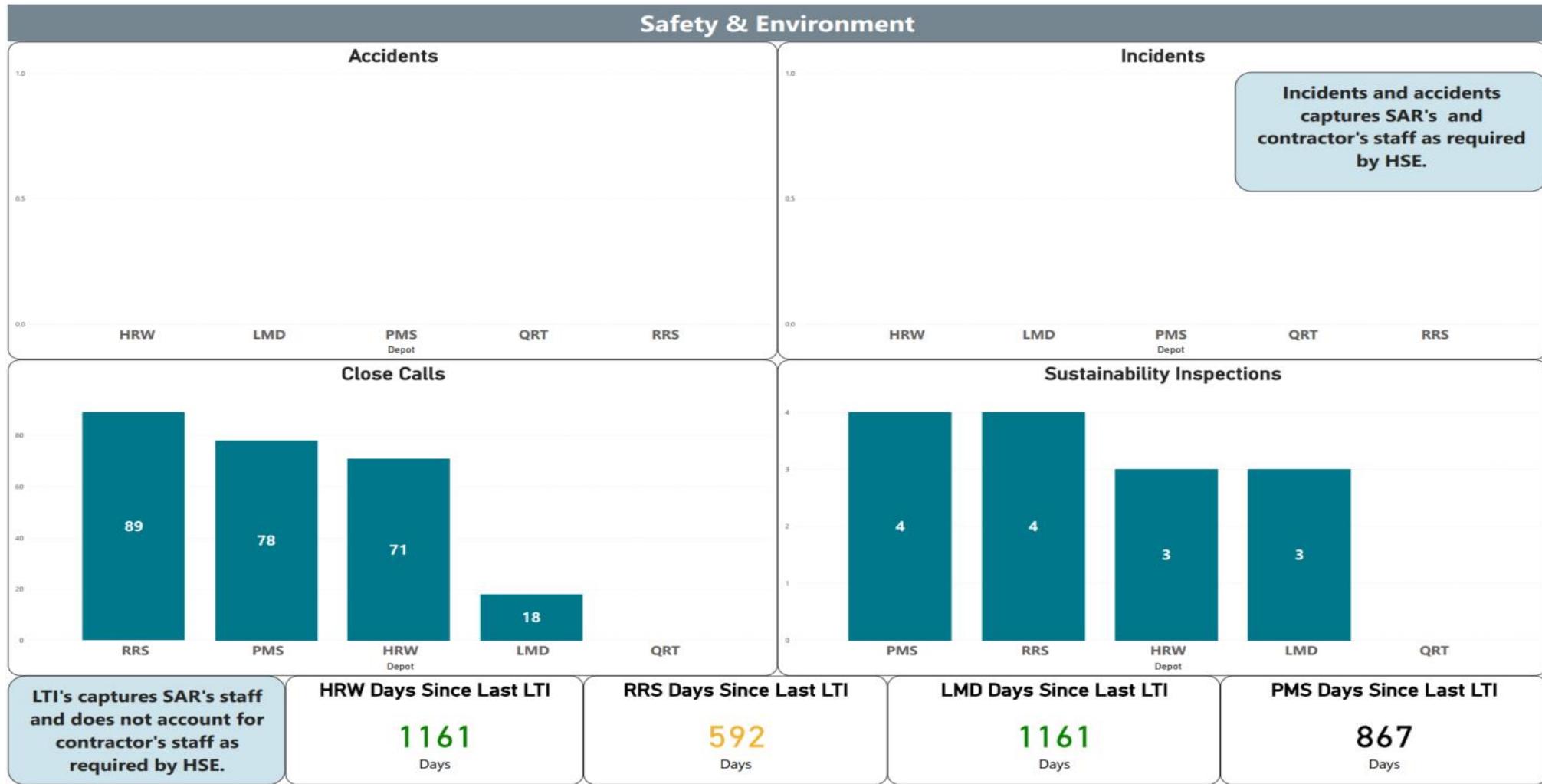
Total of 163 min failure delay in EWR.

Delays in starting the assembly work in the prayer area enhancement project due to logistic issues.

Line 04 in NSR is partially out of service.

1. RSM Safety Performance

SAR 1.1 EWR & NSR Safety KPIs



SAR 1.2 EWR & NSR Safety Update

Safety & Environment Concerns

Environmental (Waste) Management

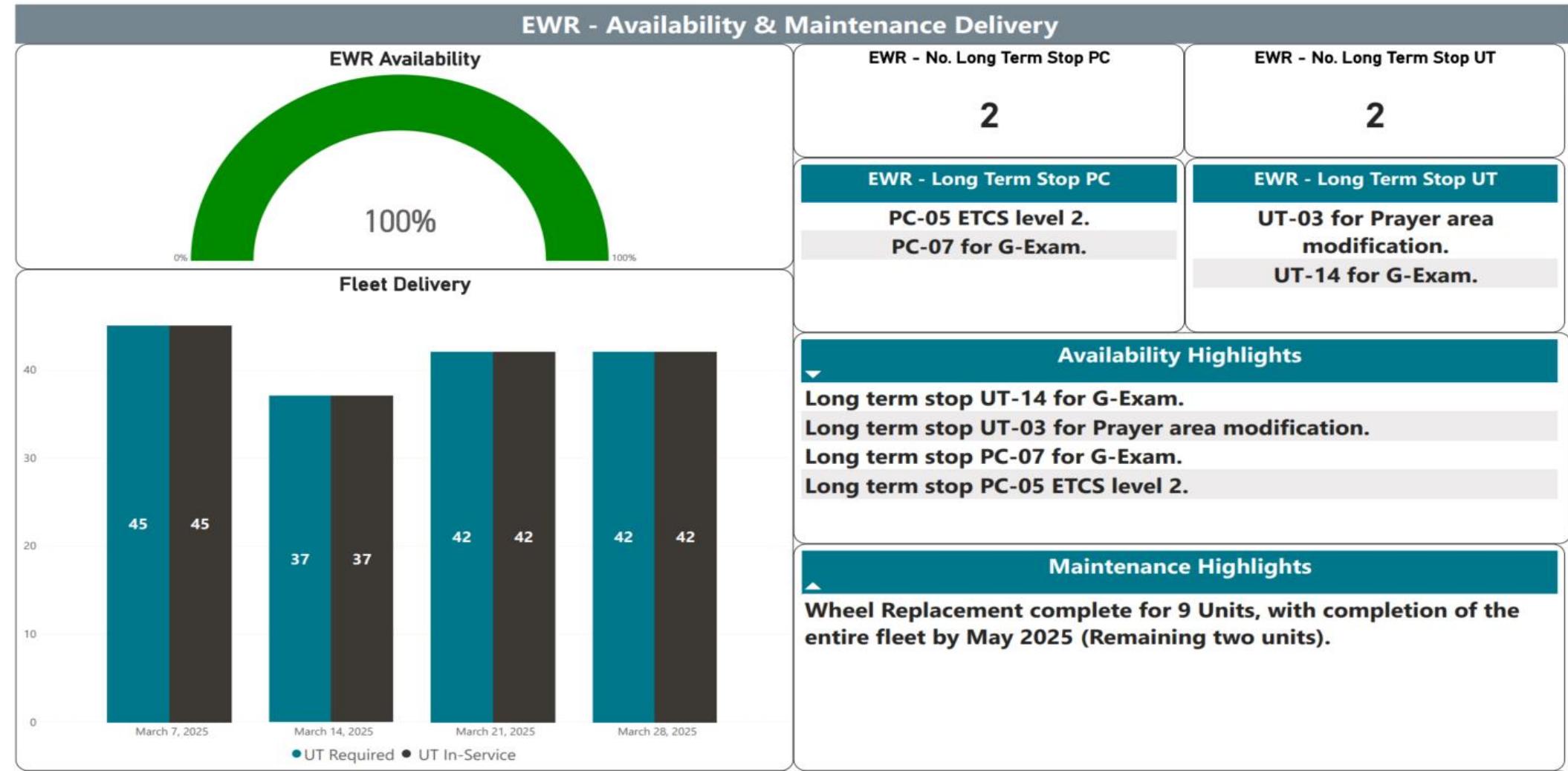
Safety & Environment Updates

The HSE Department has released a new Waste Management Procedure (SAR-012-300-2-001), which became effective on January 1, 2025.

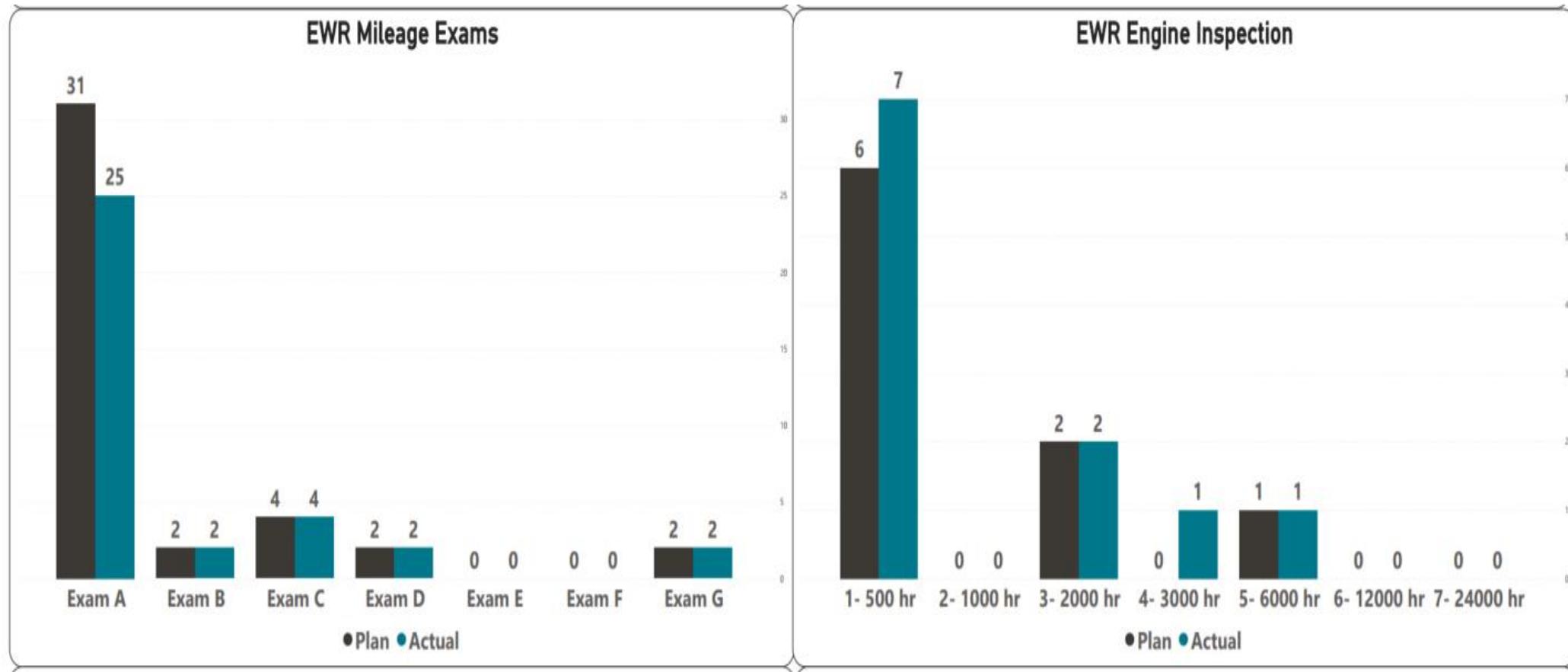
Currently, an analysis is underway to identify key gaps across RSM where significant risks may restrict both the initial implementation of the procedure's requirements and the ongoing management of waste.

2. EWR Fleet Performance

SAR 2.1 EWR Availability



SAR 2.2 EWR Overview Maintenance



SAR 2.3 EWR Overview Maintenance

Top Issues

No major issues.

Top Achievements

100% Service delivery.

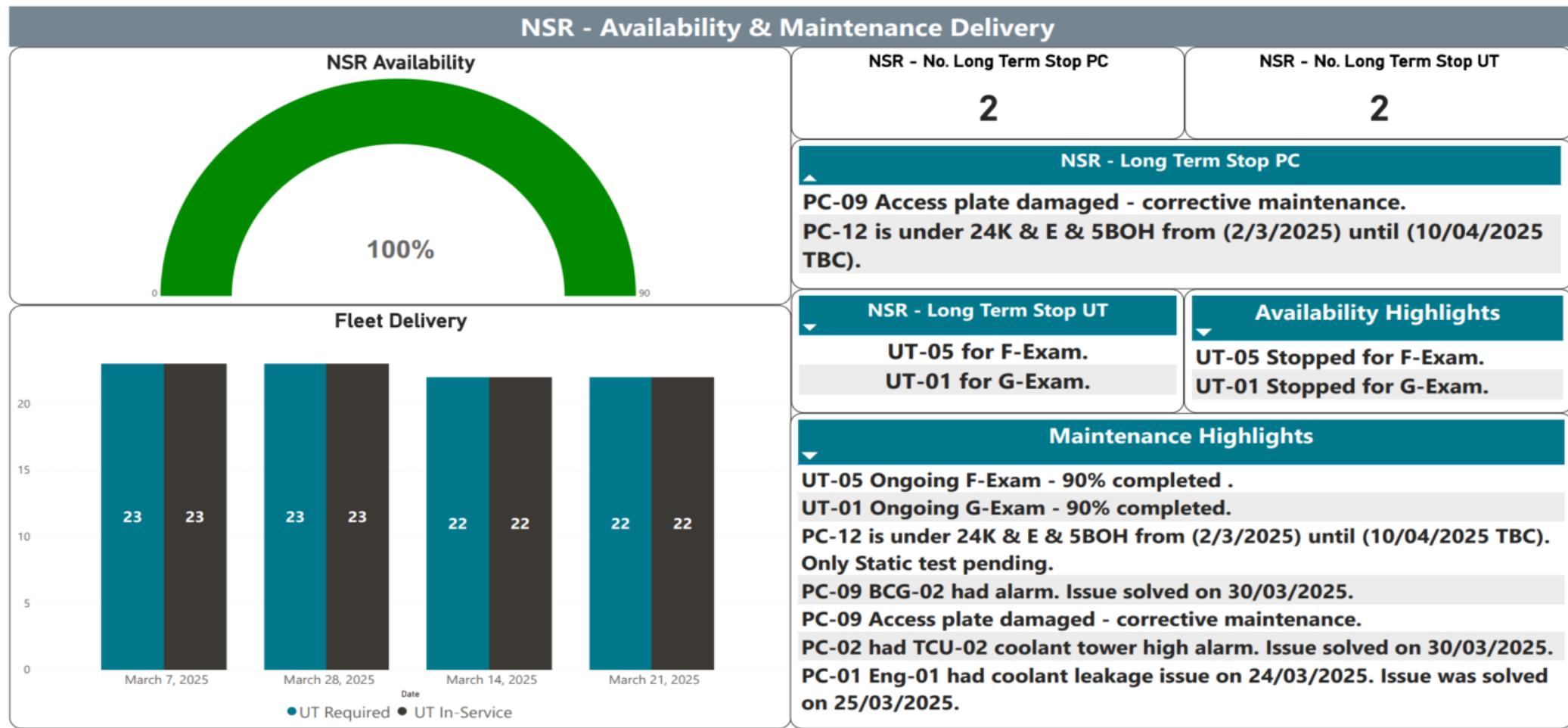
ETCS for the 2nd UT (UT-14) is in final stages for testing.

Ramadhan & Eid Time Tables delivered successfully.

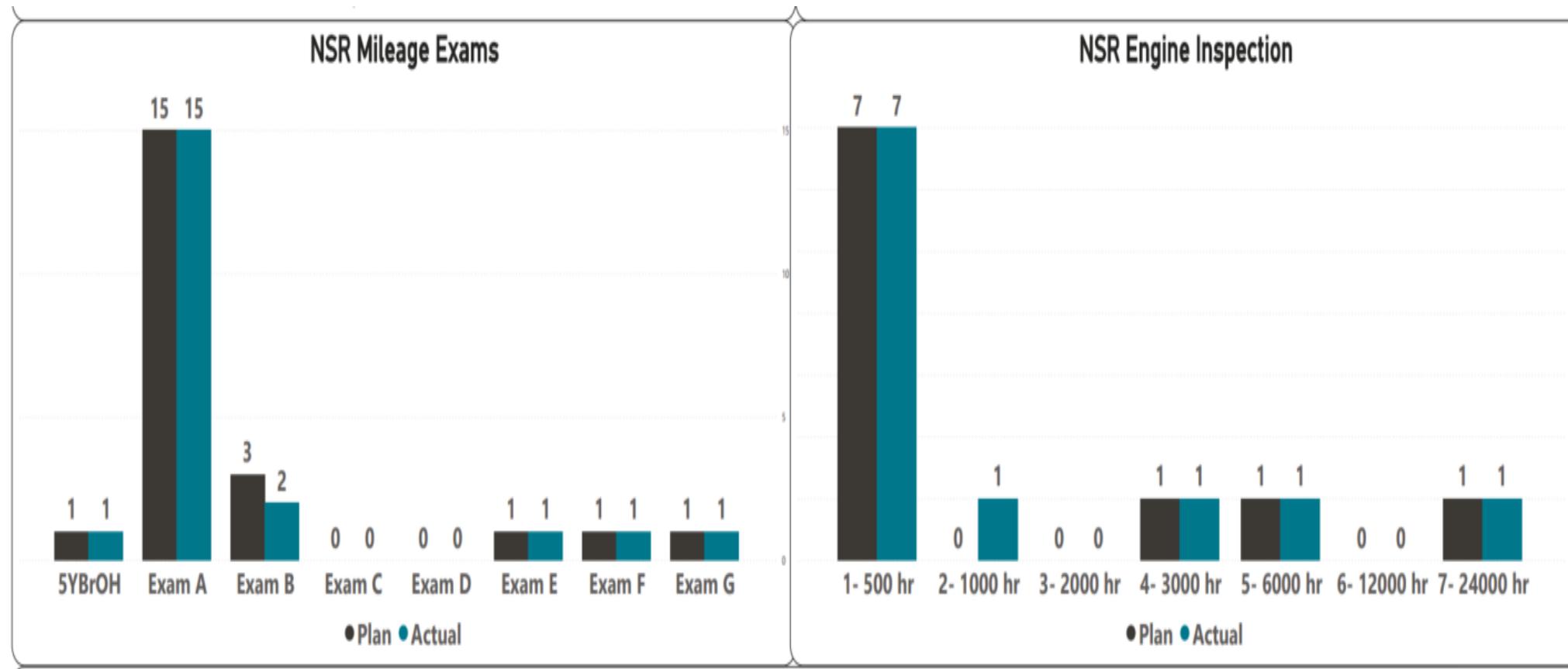
Wheel Replacement complete for 9 Units, with completion of the entire fleet by May 2025 (Remaining two units).

3. NSR Fleet Performance

SAR 3.1 NSR Availability



SAR 3.2 NSR Overview Maintenance



SAR 3.3 NSR Overview Maintenance

Top Issues

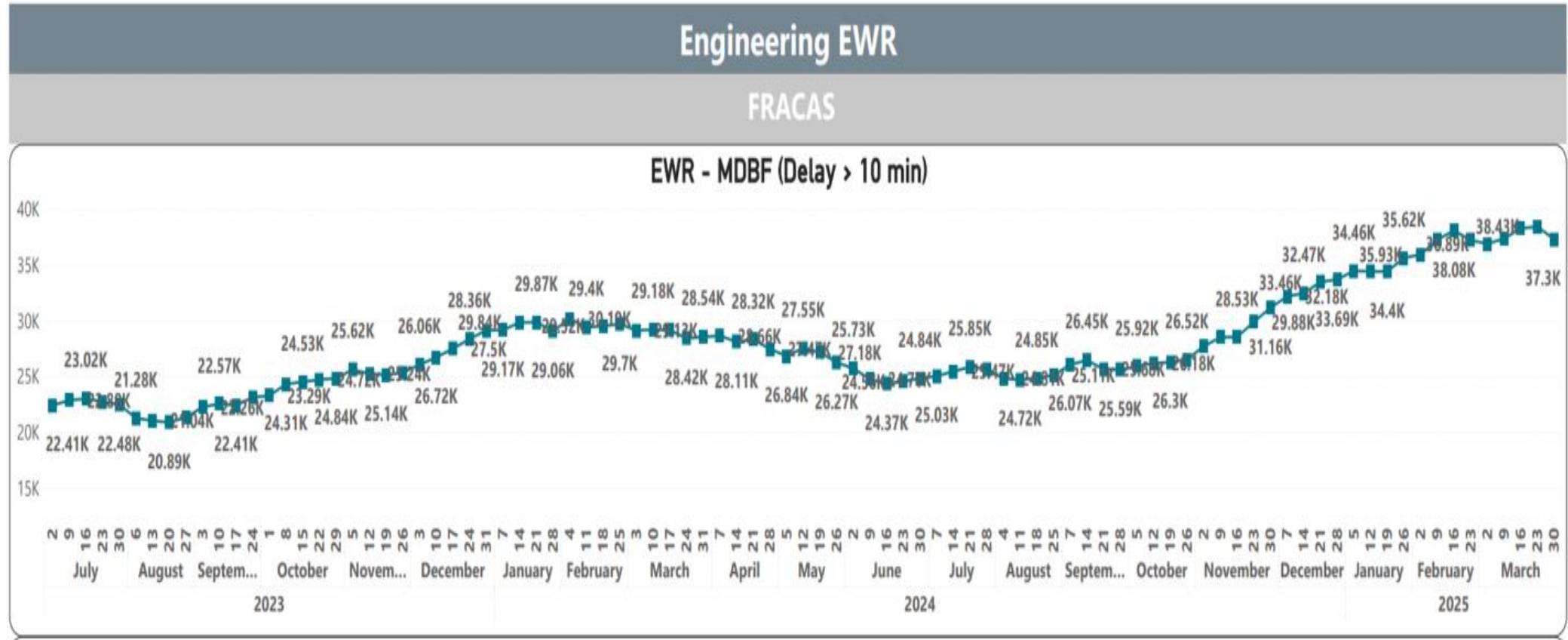
- Side skirt issues (Mitigation ongoing).
- Lower train availability due to Major exams& overhaul.
- Line 04 partially out of use.

Top Achievements

- 100% Service delivery.
- E-Exam transition plan (final phase) - The team is shadowing PC-12 E-Exam.
- G-Exam ongoing for UT-01 (90% completion).

4. RSM Engineering

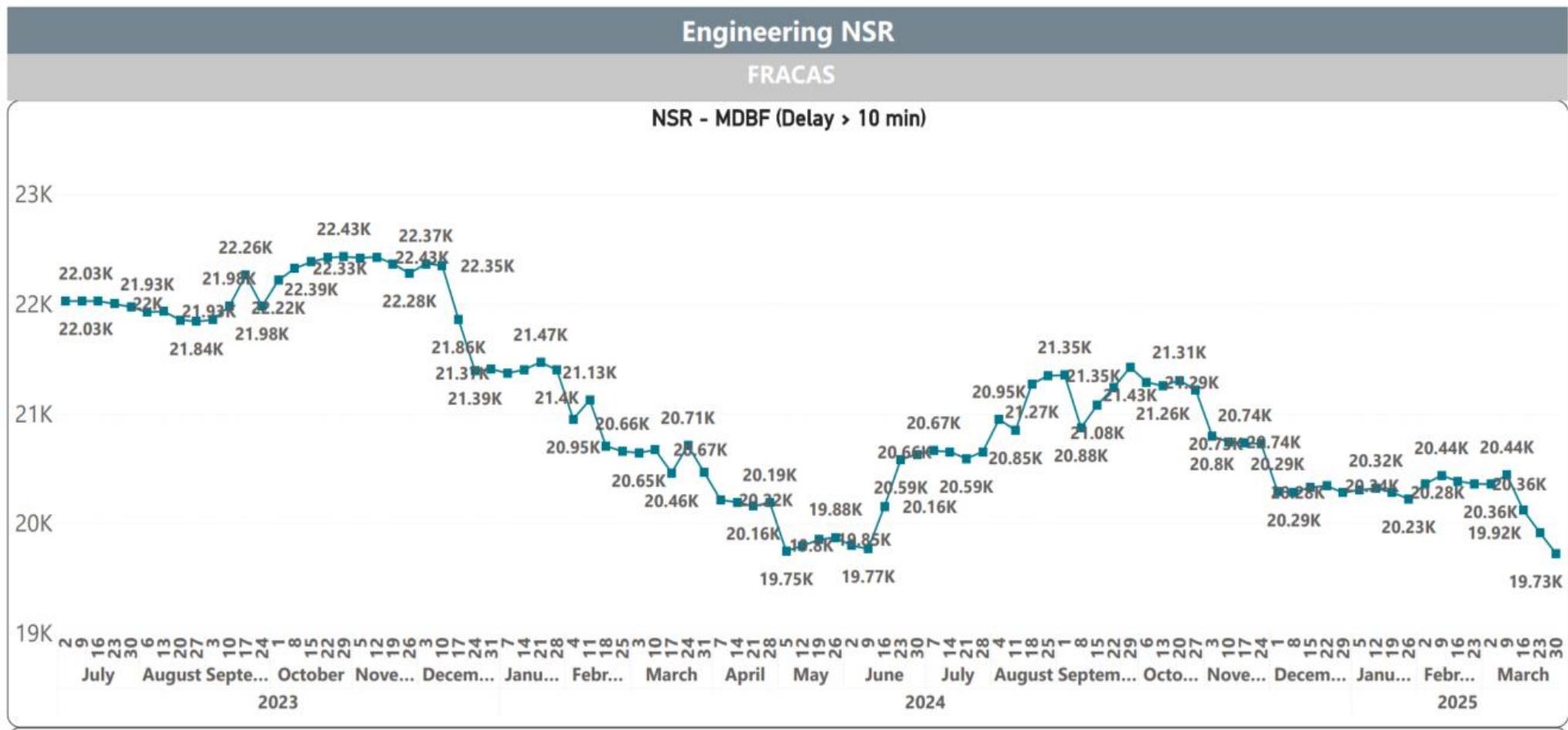
SAR 4.1 EWR FRACAS



SAR 4.1 EWR FRACAS

EWR FRACAS	
Failure	Action Taken/To Be Taken
[EW0089] - Emergency Door Loop Issue	We discussed this at the FRACAS and have learned of instances where train doors suddenly close during passenger boarding. This issue appears to occur when certain maintenance activities are being undertaken on the train. Specifically, the doors are closing when the ETCS cycles on or off. This issue has been reported on Unit 05.
[EW0086] - EW PC fan motor mounting brackets	This is a weak spot which tends to fail more often. This is a design fault which requires a process for repair. The failure is caused due to the vibration. The G-exam looks at these brackets
Use of non-compliant conduits	Request to undertake a fleet wide check on the conduit has been issued. The conduit and cables will be inspected.
Brake Caliper Failure	Regular updates have been received regarding the brake calipers. The design for EW and NS is the same but the issues faced on the fleets are different. The supplier is the same as well. On NS the parking brakes are the main issue. The EW has majority of its issues with the power car.
High Voltage Cable Damage	PC04 will undergo HV cable replacement. Inspection of other cables will also be undertaken. RSM Director has requested a visit of the locomotive once it's cleaned.
EW0071 - TCU Thermal Management Strategy	Managing alerts and TCU temperatures will be a priority this year.
On 15th Feb 2024 unit 13/PC5010 lost both engine at KM 303. The unit was operating as Service 7.	Final cleaning will be needed before the normalization. Will get new updates of the required cables (4mm and 6mm) and we are closely monitoring the status of shipping of these cables. (already escalated). Installation of the cables mentioned. Normalization and Test. Production Team already reviewed all the cabling requirement and proceeded for the requisition. Other actions to be agreed within Engineering.
[EW0087] - Axial Runout Measurements (EW & NS)	EW and NS follow the same method. The issue was identified on Axle 8 of Unit 02 in the NS fleet. The wheels were fitted in October, and axial runout values were found to be out of tolerance. The axle was removed and replaced. Moving forward, CAF will revise their process to check axial runout values for every wheel during wheel assembly.
Emergency Push Button aka Mushroom are going unnecessary contact close causing the engine to be shutdown. These are located outside the engine room.	Engine Filter cleaning procedure to be checked and lessons learnt from NS to be adapted.
[EW0088] - EB Curve for NS & EW Fleets	Concern - Extended stopping distance is an issue. We need to monitor the stopping distances - This is not a major issue on our fleet. The tolerances on international standards are very tight. We need to calculate the deceleration using Leadmind - We need to request a dashboard.
Compressor	BCU panels in all cars found with leaking test fittings and found B19.05 in PC BCU (pressure governor) leaking, replaced the pressure governor and all leakages repaired
TUC 2 high TEMP	Train was changed (UT14/5005).

SAR 4.2 NSR FRACAS



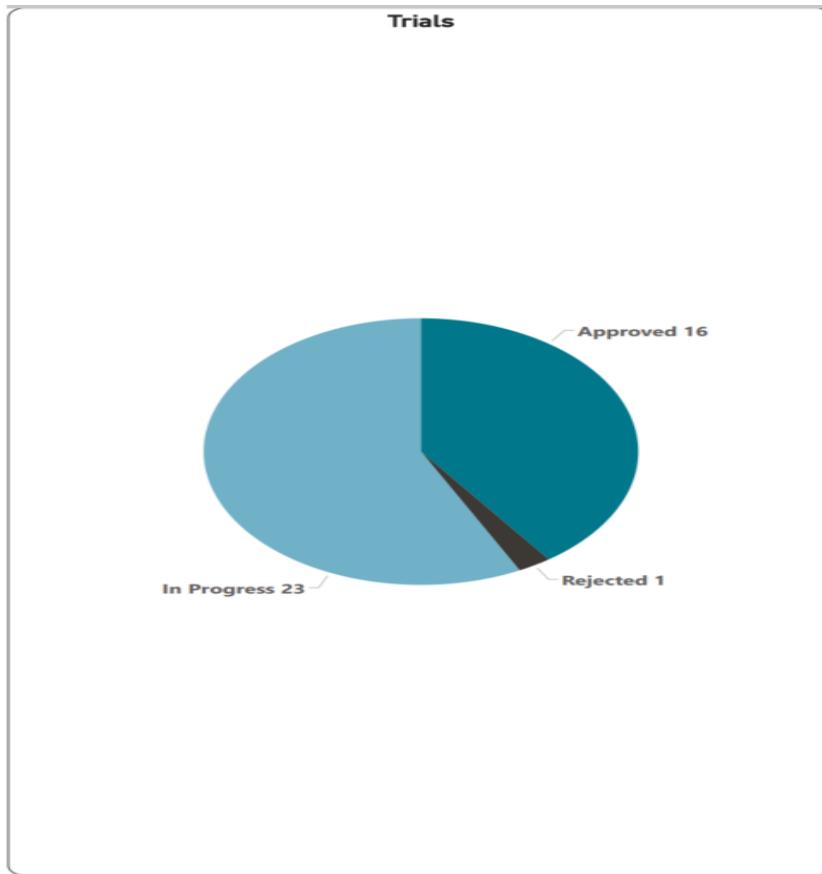
SAR 4.2 NSR FRACAS

NSR FRACAS	
Failure	Action Taken/To Be Taken
NS0100 - Power Car Parking Brake	<p>CAF to escalate issue to KB for full overhauls</p> <p>Requested capital spare stock to be available as mitigation</p> <p>Total Calipers Replaced Since 05/12/2024: 4</p>
NS0103 - PC006 Compressor oil leakage	<p>Draft report shared on 16th February. Main observation is that brittle /hard "O rings were the likely cause of the oil leakages</p> <p>the process of OH is still on progress and report will be shared once the OH completed.</p>
NS0102 - Floor Damage	<p>Root cause of the floor damage to be understood.</p> <p>All UTs has been reviewed, pending UT04.</p> <p>CAF Spain release a reparation procedure for bulge related to air. Material has been requested, pending ETA.</p> <p>Pictures for the Bubbly floors on UT03 along with other units are uploaded</p>
NS0096 - PC011 Engine and filter types	<p>Supplier now confirmed to be on the CAF approved supplier list. Coolant expected to be available within 5 weeks.</p> <p>Coolant supplier still not on the approved supplier list from CAF side. This issue to be escalated internally within CAF.</p> <p>Flushing procedure has been shared.</p>
NS0080 - 5 Year Brake Overhaul	<p>This component is confirmed a 100% replacement. This will be updated in the VOI.</p> <p>Need to understand the Procedure. From 24-Dec-24 still waiting for the answer from CAF.</p> <p>5YBrOH in PC04 installation done. Brake protocol ongoing.</p> <p>Procedure for PC 5YBrOH already generated, pending to submit the other ones.</p>
NS0095 - Brake Pads	<p>Trial for new brake pads</p> <p>Report has been shared with the ICP. Awaiting feedback on any required testing to be performed prior to passenger trials.</p> <p>We are still awaiting the information that was requested from Ricardo.</p> <p>CAF Shared the final report for new hexagonal brake pad elements with SAR for review</p> <p>TB issued from Engineering and sent to Production for Briefing.</p>

SAR 4.3 Modification Budget Change

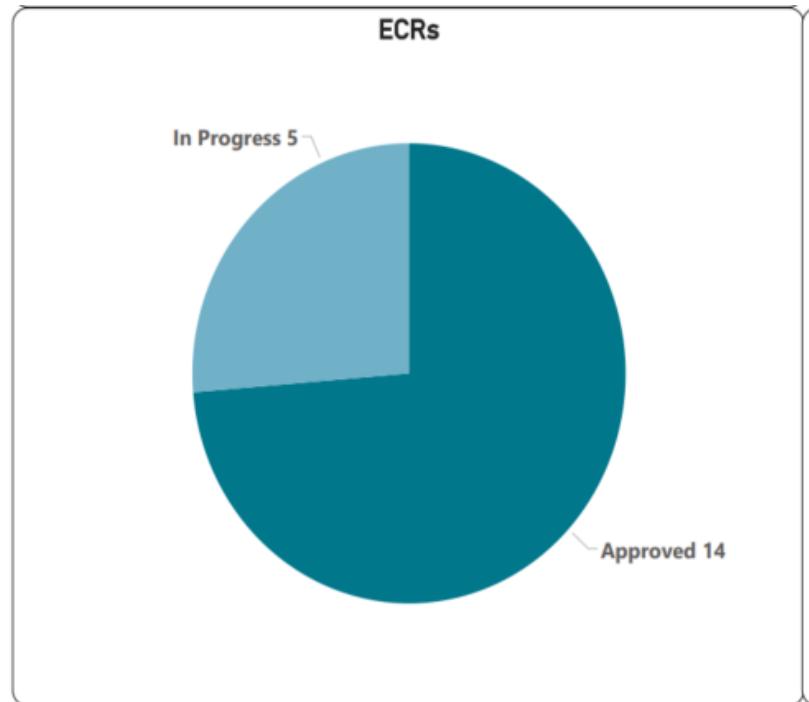
Engineering		
Modification Changes		
Projects	Description/Update	Status
Onboard Bearing monitoring SKF	Bearing monitoring due to repeated hot axle incidents. Design review 31/May. Sensors were installed successfully for the fleet.	Project completed (100% Payment in Process)
Prototype EW TCU Cooling Equipment	Prototype completed, but the modification was rejected due to performance not met expectation.	Project completed (100% Payment in Process)
Prototype Frontal Headlights	Upgrade East/West headlight due to poor visibility. Design has been approved. Purchasing of material in progress. Installed the project along the fleet.	Project completed (100% Payment in Process)
Prototype EW Gearbox	All attempts for the prototype have failed. Modification on hold.	Initiating (10% Payment)
Prototype EW Pulse Filter	Adapt N/S pulse filtration to E/W. Final Design Review meeting took place first week of September.	Initiating (10% Payment)
Prototype EW Sand deflector	Sand deflector installed on Two units.	Initiating (10% Payment)

SAR 4.4 Engineering Assurance

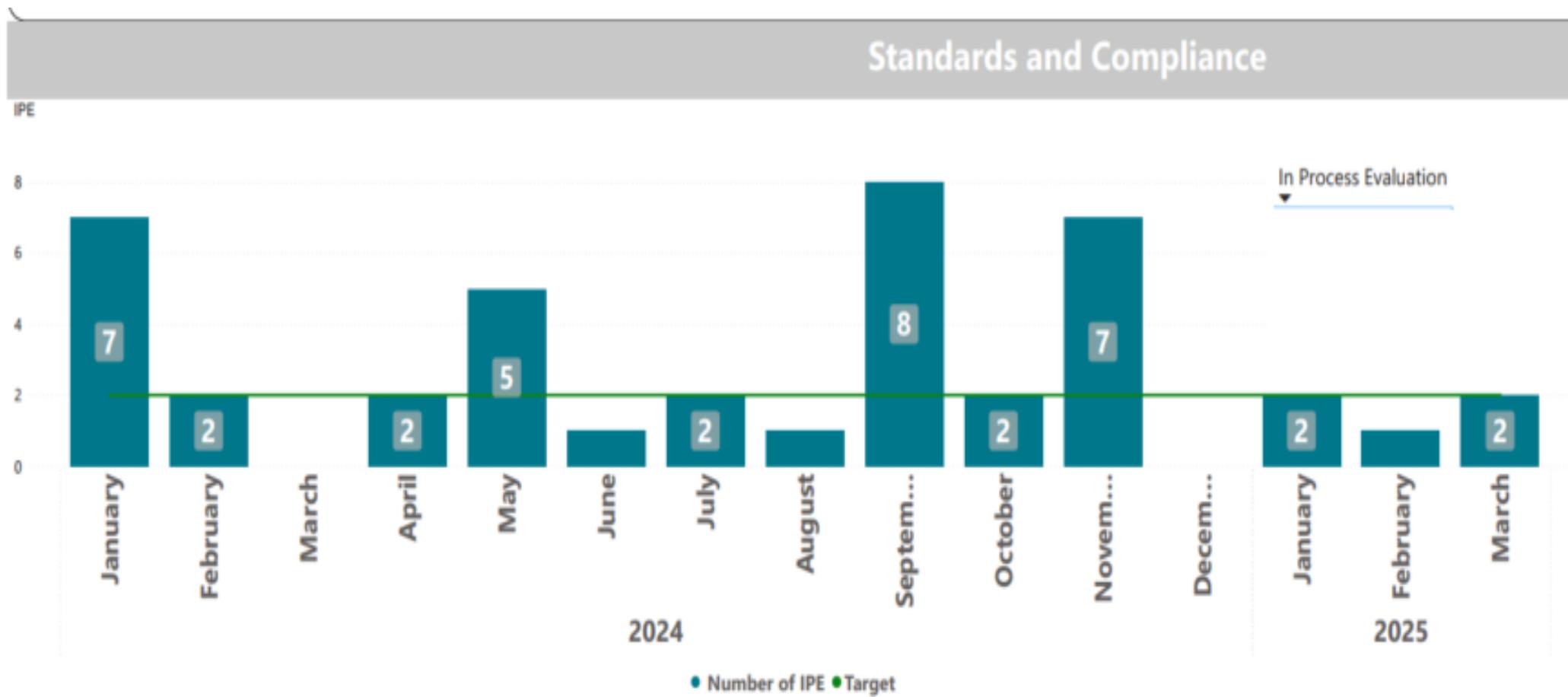


Trials/Description
2314 NS - Cover for pneumatic Panel PC (In Progress)
2322 EW - Train Side ERTMS System Upgrade(In Progress)
2329 NS - TR2329 MTC Improved Air Spring Assembly(Pass)
2401 NS - Use the engine from EW in NS fleet(Pass)
2402 NS - Dynamic Brake Test Commissioning using alternative brake pads(Pass)
2403 NS - INSTALLATION PT100 IN ALTERNATOR(Pass)
2404 EW - INSTALLATION PT100 IN ALTERNATOR(Pass)
2405 NS - NS New cover design for cabin HVAC(Pass)
2406 EW - Cover for grounding system(Pass)
2407 EW - Install chain in pneumatic panels located in coaches(Pass)
2408 EW - PC Side skirt fabrication by local supplier(Fail)
2409 NS - Trial Record for Vibration Measurement in The Train(In Progress)
2410 EW - Engine Shutdown Recovery(In Progress)
2411 NS - Passenger Trial with new Friction Material (Loco) (In Progress)
2413 NS - Train Switch Simulation failure (Pass)
2414 NS - NS New SW embedded in T switches(Pass)
2415 NS - Simulation of Train switch failure using software(Pass)
2416 EW - class C sand wheels (In Progress)
2417 NS - NS_CAF Type C Sand Wheels(In Progress)
2420 NS - NS New Primary suspension(In Progress)
2421 NS - ABB Alternator(In Progress)
2422 EW - TCU Software improvement(In Progress)
2423 NS - Event Recorder (EVR) timing Modification(Pass)
2425 EW - Fleet Fire Suppression System _FSS_ Installation(Pass)
2426 EW - Modified Venair Hose for Engine (In Progress)
2427 NS-EW - Sand Deflector (In progress)
2429 EW - CCTV System Modification (Pass)
2430 EW - Prayer area design(In Progress)
2431 EW - Pulse Filter Modification(Pass)
2432 EW - Gear box modification (In Progress)
2433 NS - CCU software for speed restriction when boogie isolated (In Progress)
2434 NS - NS Pulse Filter Brackets Modification (Pass)
2435 EW - New battery charger for PC (In Progress)
2439 EW - Wireless switch for CCTV (In Progress)
2440 EW - New coffee Machine for the EW Restaurant Car (In Progress)
2441 - EW - Fuel Tank Protection (In Progress)
2501 - EW - NS to EW wheel set Trial (In Progress)
2503 - EW - New Transformer proposal for EW Fleet (In Progress)
2504 - EW - Software Update for BOXPC firmware to support ETCS Level 2 (In Progress)
2508 - EW - WSP Valve Cover Modification to allow sand dispersion (In Progress)

SAR 4.4 Engineering Assurance

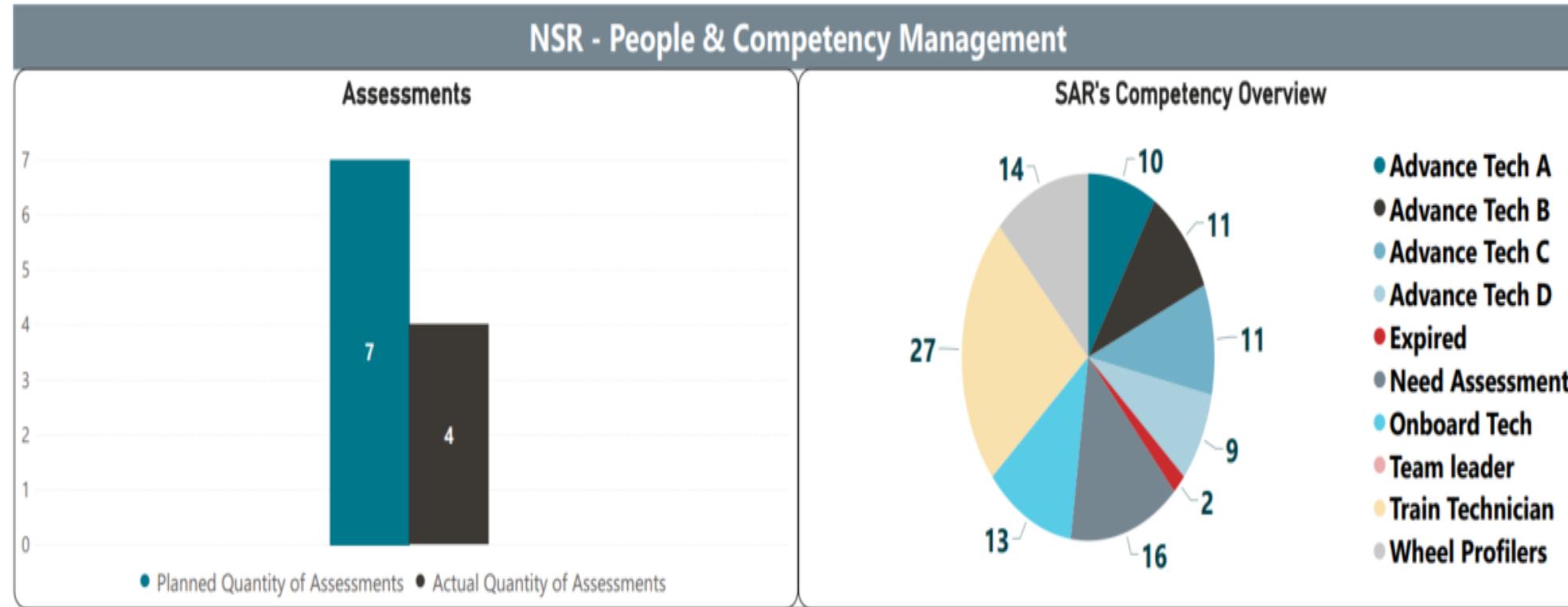


ECR/Description
2507 - NS - Alternative Vertical Dampers for the NS Fleet (In Progress)
2506 - NS - NS Fleet HVAC Software Update to increase set Point (In Progress)
2505 - NS - Cooling Duct for Brake & Pneumatic panel in PC (In Progress)
2504 NS - New Pulse Filter Cartridge and brackets (Approved)
2503 EW - EW Fleet CCTV Upgrade (In progress)
2502 EW - Install chain on pneumatic panel (Approved)
2415 NS-Supplementary end coach car body panel (Approved)
2413 NS-EVR Timing Change Modification (Approved)
2412 NS-New T-Switch Failure using new software (Approved)
2411 NS-Install angle in the electrical box of the Car Carriers (Approved)
2410 NS - NEW HVAC cover lock (Approved)
2408 EW - Water sensor in prefilter (In Progress)
2407 EW - Fire Suppression system Modification(Accredited)
2406 NS - MP 14 revision (Approved)
2405 EW - Mp 10 revision (Approved)
2404 NS - Change of Air spring (Approved)
2403 EW - EW frontal lights modification(Accredited)
2402 NS - Embedded TCMS Software change(Accredited)
2401 EW - T4 transformer Maintenance Periodicity Change (Approved)



5. NSR Competency

SAR 5.1 NSR Competency



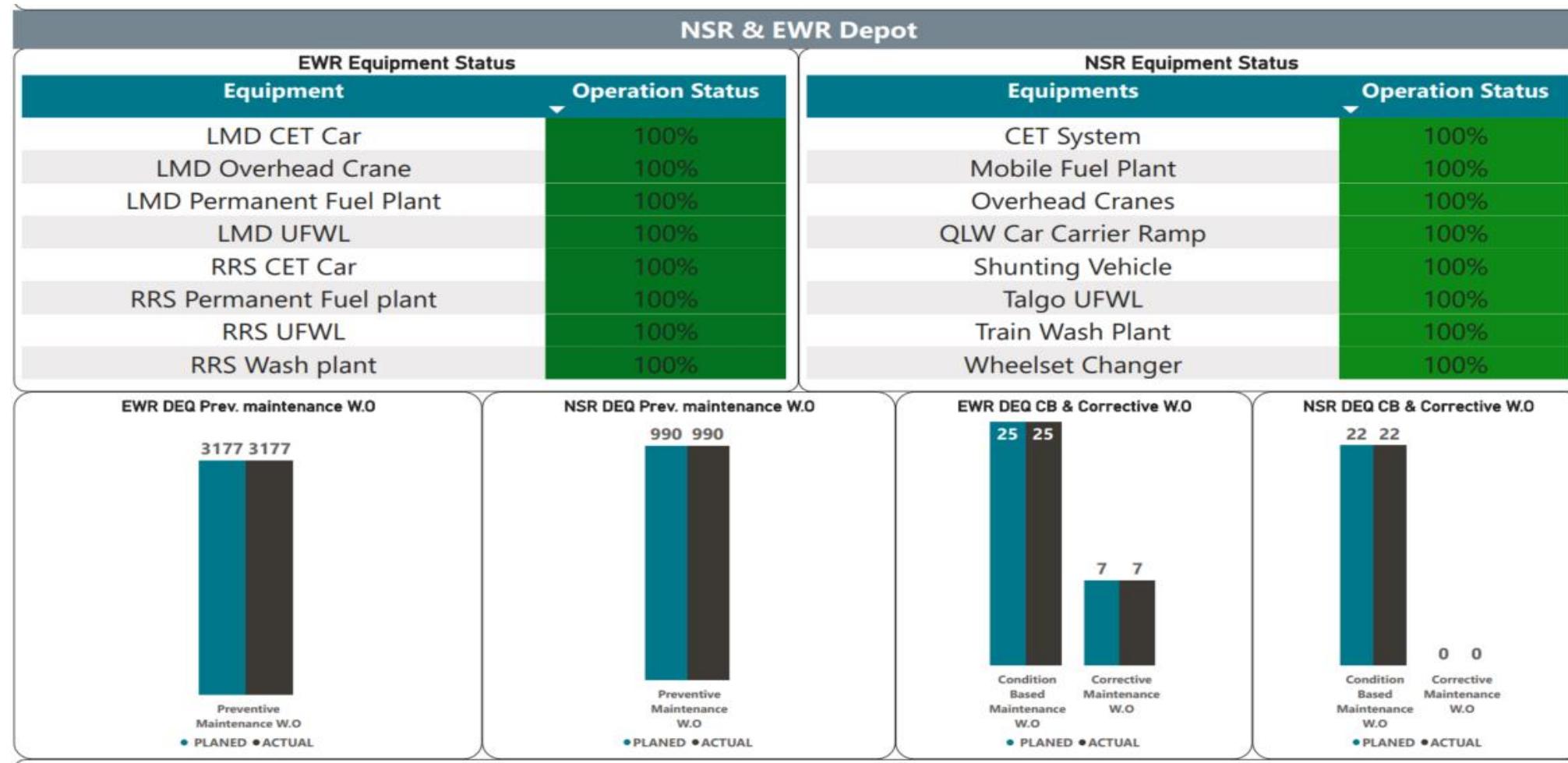
SAR 5.1 NSR Competency

Competence Highlights

- 01- Wheel Lathe Competence up to 93%. An additional Wheel Profiling training session is being planned.
- 02- Fifteen technicians currently working towards Train Technician competence.
- 03- There are currently 2 staff with expired competence, reassessments are due imminently.
- 04- SRP Cohort 18 completed their familiarization visit, they will return on 6th April for OJT.
- 05- Car Carrier training sessions will be held on a weekly basis, as required. No session has been requested for this week. Training being updated.
- 06- Qurayyat depot staff safety and depot equipment training is continuing at Riyadh.
- 07- Train the Trainer (TOT) is confirmed for 8-10 & 27-29 April.
- 08- Doors training is confirmed for 10th April.
- 09- Awaiting a date for Communications training.
- 10- Fist Aid is confirmed for 13th, 14th & 15th April (3 sessions).
- 11- Overhead Crane is confirmed for 14th April.
- 12- Fire Awareness Training is confirmed for 15 & 16 April.
- 13- FLT is confirmed for 21st April.
- 14- Scissor Lift training is confirmed for 28th April.
- 15- Wheel-Rail Interface and Re-Railing training will commence soon.

6. Depot

SAR 6.1 Depot Overview



Depot Highlights

All equipment are functioning normally and fully operational.

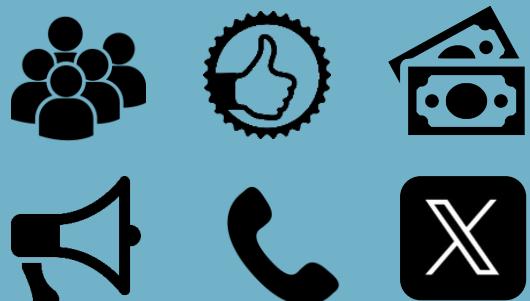
No effect on services.

PMS - Talgo UFWL annual maintenance ongoing by OEM.

PMS, RRS and LMD - Wheel Profile Monitoring System annual maintenance and calibration completed by OEM.

Commercial

March 2025



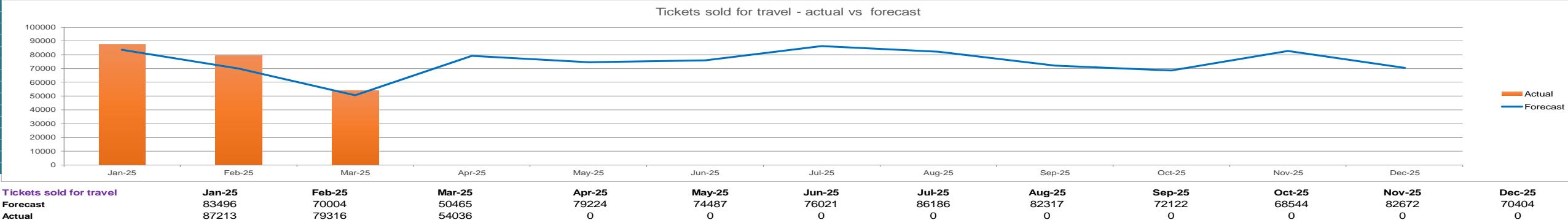
Abdulmajeed Khathlan
Commercial Director



COMMERCIAL ANALYSIS (NORTH)

March 2025	Economy Class	Business Class	Private Sleeper Cabin	Total	Load Factor				TSFT Target achieved	
					EC	BC	PSC	Total	March 2025	2025
	42,708	10,708	620	54,036	115%	81%	70%	105%		
Tickets sold for travel										
	40,209	10,431	548	51,188	109%	78%	62%	100%		
Boarded passengers										

Tickets sold for travel			
2025 Forecast	2025 Actual	Monthly Forecast	Monthly Actual
895942	8220565	50465	54036
25%	23%	107%	107%



COMMERCIAL ANALYSIS (NORTH)

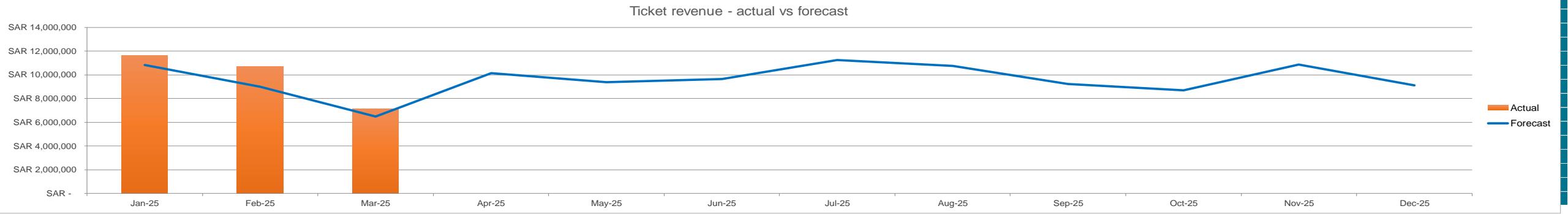


March 2025	Economy Class	Business Class	Private Sleeper Cabin	Total	Ticket yield				Ticket Revenue achieved	
Ticket revenue	SAR 4,592,131	SAR 2,359,143	SAR 193,381	SAR 7,144,654	108 SR	220 SR	312 SR	132 SR	March 2025	2025
	SAR 3,993,157 (ex. VAT)	SAR 2,051,429 (ex. VAT)	SAR 168,157 (ex. VAT)	SAR 6,212,743 (ex. VAT)	93 SR (ex. VAT)	192 SR (ex. VAT)	271 SR (ex. VAT)	115 SR (ex. VAT)		

Ticket revenue

2025 Forecast	SAR	115,340,112
2025 Actual	SAR	29,474,457
% of forecast achieved		26%
Target % achieved of forecast		23%

Monthly Forecast	SAR	6,494,960
Monthly Actual	SAR	7,144,654
% of forecast achieved		110%



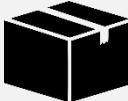
COMMERCIAL ANALYSIS (NORTH)



March 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Extra Baggage	2,713	SAR 211,210	SAR 78
		SAR 183,661 (ex. VAT)	SAR 68 (ex. VAT)
 Lounge Access	382	SAR 12,420	SAR 33
		SAR 10,800 (ex. VAT)	SAR 28 (ex. VAT)
 Onboard Meals	218	SAR 8,900	SAR 41
		SAR 7,739 (ex. VAT)	SAR 36 (ex. VAT)
 Seat Selection	6,937	SAR 104,090	SAR 15
		SAR 90,513 (ex. VAT)	SAR 13 (ex. VAT)

COMMERCIAL ANALYSIS (NORTH)

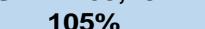


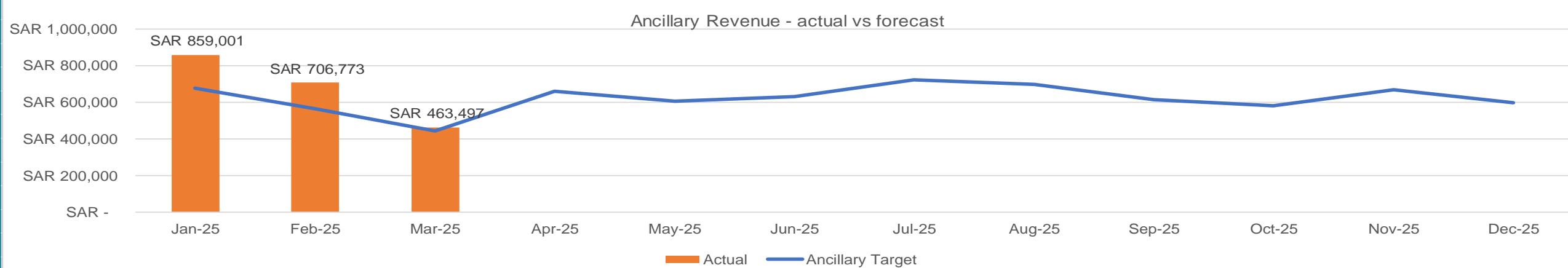
March 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Parcel Shipments	430	SAR 40,028	SAR 93
		SAR 34,807 (ex. VAT)	SAR 81 (ex. VAT)
 Car Cargo	83	SAR 58,450	SAR 704
		SAR 50,826 (ex. VAT)	SAR 612 (ex. VAT)
 On Train Sales	47	SAR 5,201	SAR 111
		SAR 4,523 (ex. VAT)	SAR 96 (ex. VAT)
 Waiting List Tickets	231	SAR 23,198	SAR 100
		SAR 20,172 (ex. VAT)	SAR 87 (ex. VAT)

COMMERCIAL ANALYSIS (NORTH)



March 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield	Ancillary Revenue achieved	
				March 2025	2025
 TOTAL ANCILLARY REVENUE	11,041	SAR 463,497	SAR 42		
		SAR 403,040 (ex. VAT)	SAR 37 (ex. VAT)		

Ancillary Revenue			
2024 Forecast 2024 Actual % of forecast achieved Target % achieved of forecast	 SAR 7,472,448  SAR 2,029,270  27%  23%	Monthly Forecast Monthly Actual % of forecast achieved	 SAR 443,460  SAR 463,497  105%



Passenger Commercial Performance YTD (March 2025) | North Trains



North	Result	Jan – March 2024	Jan – March 2025 (Forecast)	Jan – March 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
	Number of Services Operated	526	494	503	-4%	2%
	Tickets Sold for Travel	219,162	203,964	220,565	1%	8%
	Load Factor (Ticket Sold for Travel)	96%	94%	104%	8% Points	10% Points
	Boarded Passengers	206,769	191,726	208,055	1%	9%
	Load Factor (Boarded Passengers)	90%	88%	98%	8% Points	10% Points
	Ticket Revenue (inc. VAT)	SAR 26,167,473	SAR 26,331,006	SAR 29,474,457	13%	12%
	Ticket Yield (inc. VAT)	SAR 119	SAR 129	SAR 134	12%	4%
	Ancillary Revenue (inc. VAT)	SAR 2,271,041	SAR 1,686,548	SAR 2,029,270	-11%	20%
	Ancillary Yield (inc. VAT)	SAR 10	SAR 8	SAR 9	-11%	11%
	Total Revenue (inc. VAT)	SAR 28,438,513	SAR 28,017,554	SAR 31,503,727	11%	12%
	Total Yield (inc. VAT)	SAR 130	SAR 137	SAR 143	10%	4%

COMMERCIAL ANALYSIS (EAST)



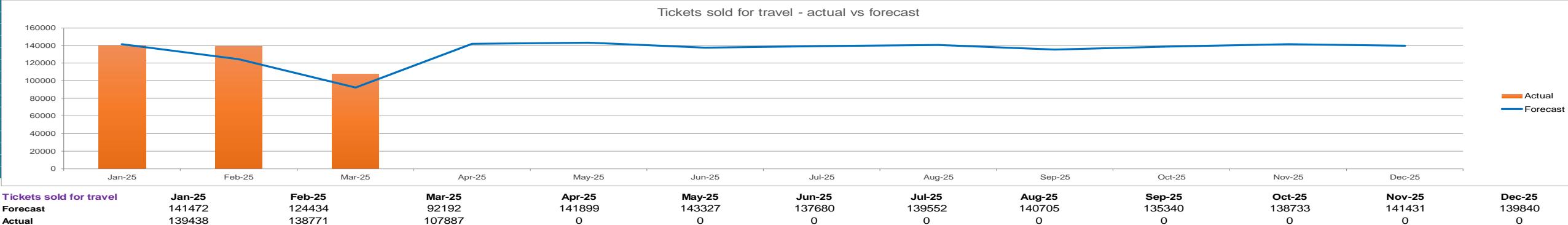
March 2025	Economy Class	Business Class	Aramco	Total	Load Factor			TSFT Target achieved	
					EC	BC	Total	March 2025	2025
	84,517	23,370	0	107,887	122%	71%	106%		
Tickets sold for travel									
	78,029	22,681	0	100,710	113%	69%	99%		
Boarded passengers									

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

1616605
386096
24%
22%

Monthly Forecast
Monthly Actual
% of forecast achieved

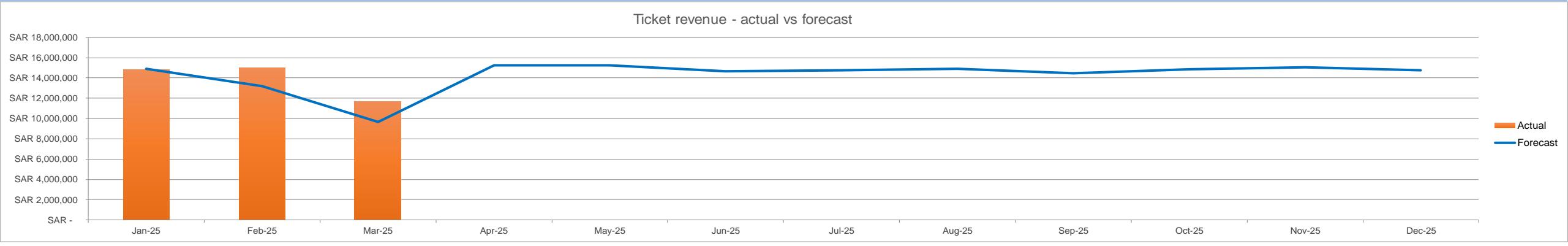
92192
107887
117%



COMMERCIAL ANALYSIS (EAST)



March 2025	Economy Class	Business Class	Aramco	Total	Ticket yield			Ticket Revenue achieved	
 Ticket revenue	SAR 7,423,967	SAR 4,268,396	SAR 0	SAR 11,692,363	EC	BC	Total	March 2025	2025
	SAR 6,455,624 (ex. VAT)	SAR 3,711,648 (ex. VAT)	SAR 0 (ex. VAT)	SAR 10,167,272 (ex. VAT)	88 SR	183 SR	108 SR		
Ticket revenue									
2025 Forecast SAR	171,651,799	Monthly Forecast SAR	9,657,187	2025 Actual SAR	41,555,098	Monthly Actual SAR	11,692,363	% of forecast achieved	Target % achieved of forecast
% of forecast achieved	24%	Monthly Actual SAR	121%	Target % achieved of forecast	22%				



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 14,766,023
Actual	SAR 14,825,291	SAR 15,037,445	SAR 11,692,363	-	SAR -	SAR -	SAR -	SAR -	-	SAR -	-	SAR -

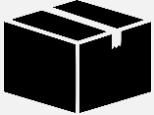
COMMERCIAL ANALYSIS (EAST)



March 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Extra Baggage	2,139	SAR 173,390	SAR 81
		SAR 150,774 (ex. VAT)	SAR 70 (ex. VAT)
 Lounge Access	588	SAR 19,040	SAR 32
		SAR 16,557 (ex. VAT)	SAR 28 (ex. VAT)
 Onboard Meals	547	SAR 13,685	SAR 25
		SAR 11,900 (ex. VAT)	SAR 22 (ex. VAT)
 Seat Selection	11,549	SAR 173,385	SAR 15
		SAR 150,770 (ex. VAT)	SAR 13 (ex. VAT)

COMMERCIAL ANALYSIS (EAST)



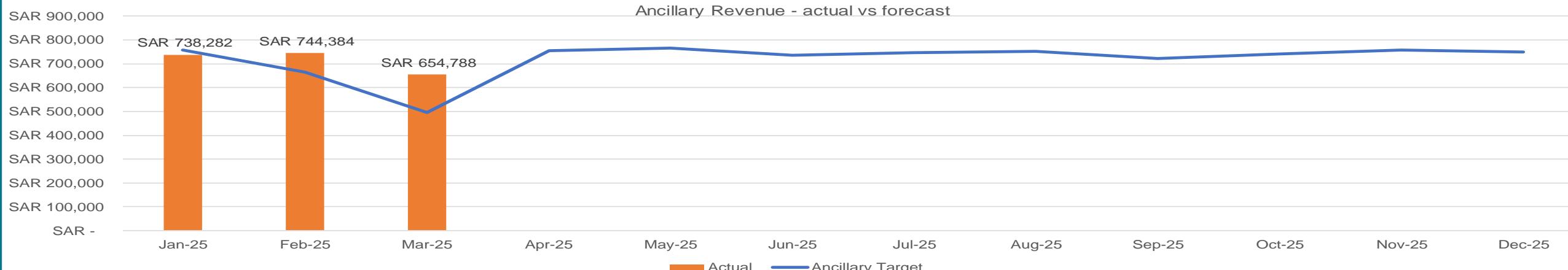
March 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Parcel Shipments	3,057	SAR 242,670	SAR 79
		SAR 211,017 (ex. VAT)	SAR 69 (ex. VAT)
 On Train Sales	54	SAR 4,748	SAR 8
		SAR 4,128 (ex. VAT)	SAR 76 (ex. VAT)
 Waiting List Tickets	324	SAR 27,870	SAR 86
		SAR 24,235 (ex. VAT)	SAR 75 (ex. VAT)
 Aramco parking	0	SAR 0	SAR 0
		SAR 0 (ex. VAT)	SAR 0 (ex. VAT)

COMMERCIAL ANALYSIS (EAST)



March 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield	Ancillary Revenue achieved	
				March 2025	2025
	18,258	SAR 654,788	SAR 36		
TOTAL ANCILLARY REVENUE		SAR 569,380 (ex. VAT)	SAR 31 (ex. VAT)		

Ancillary Revenue					
2024 Forecast	 SAR 8,650,911				
2024 Actual	 SAR 2,137,453				
% of forecast achieved	 25%				
Target % achieved of forecast	 22%				
		Monthly Forecast		SAR 495,178	
		Monthly Actual		SAR 654,788	
		% of forecast achieved		132%	





Passenger Commercial Performance YTD (March 2025) | East Trains

East	Result	Jan – March 2024	Jan – March 2025 (Forecast)	Jan – March 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
 East Train	Number of Services Operated	1,189	1,212	1,240	4%	2%
	Tickets Sold for Travel	385,623	358,098	386,096	0.1%	8%
	Load Factor (Ticket Sold for Travel)	115%	102%	110%	-5% Points	8% Points
	Boarded Passengers	345,524	322,288	351,453	2%	9%
	Load Factor (Boarded Passengers)	103%	92%	97%	-6% Points	5% Points
	Ticket Revenue (inc. VAT)	SAR 34,904,589	SAR 37,738,461	SAR 41,555,098	19%	10%
	Ticket Yield (inc. VAT)	SAR 91	SAR 105	SAR 108	19%	2%
	Ancillary Revenue (inc. VAT)	SAR 2,156,233	SAR 1,919,806	SAR 2,137,453	-1%	11%
	Ancillary Yield (inc. VAT)	SAR 6	SAR 5	SAR 6	-1%	3%
	Total Revenue (inc. VAT)	SAR 37,060,822	SAR 39,658,267	SAR 43,692,551	18%	10%
	Total Yield (inc. VAT)	SAR 96	SAR 111	SAR 113	18%	2%

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



North & East	Result	Jan - March 2024	Jan - March 2025 (Forecast)	Jan - March 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
 North Train	Number of Services Operated	1,715	1,706	1,743	2%	2%
	Tickets Sold for Travel	604,785	562,062	606,661	0.3%	8%
	Boarded Passengers	552,293	514,014	559,508	1%	9%
	Ticket Revenue (inc. VAT)	SAR 61,072,062	SAR 64,069,466	SAR 71,029,555	16%	11%
	Ticket Yield (inc. VAT)	SAR 101	SAR 114	SAR 117	16%	3%
	Ancillary Revenue (inc. VAT)	SAR 4,427,274	SAR 3,606,354	SAR 4,166,723	-6%	16%
	Ancillary Yield (inc. VAT)	SAR 7.3	SAR 6.4	SAR 6.9	-6%	7%
	Total Revenue (inc. VAT)	SAR 65,499,336	SAR 67,675,821	SAR 75,196,278	15%	11%
	Total Yield (inc. VAT)	SAR 108	SAR 120	SAR 124	14%	3%
	Customer Satisfaction	78%	85%	87%	9% Points	2% Points
	Net Promoter Score	29%	20%	37%	8% Points	17% Points

RAMADAN CAMPAIGN

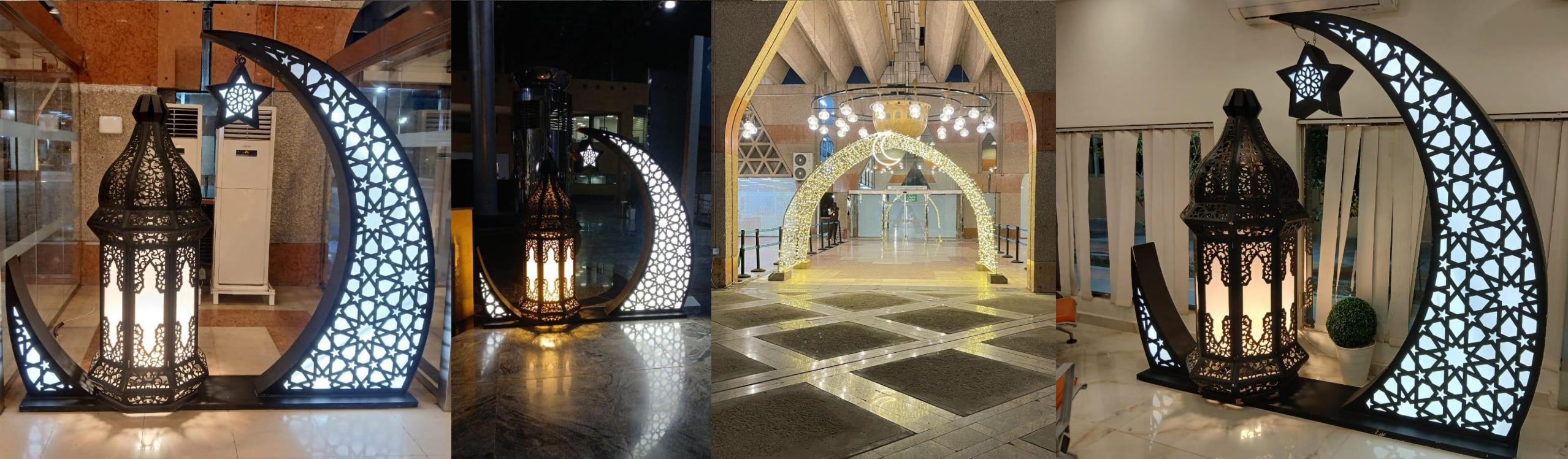
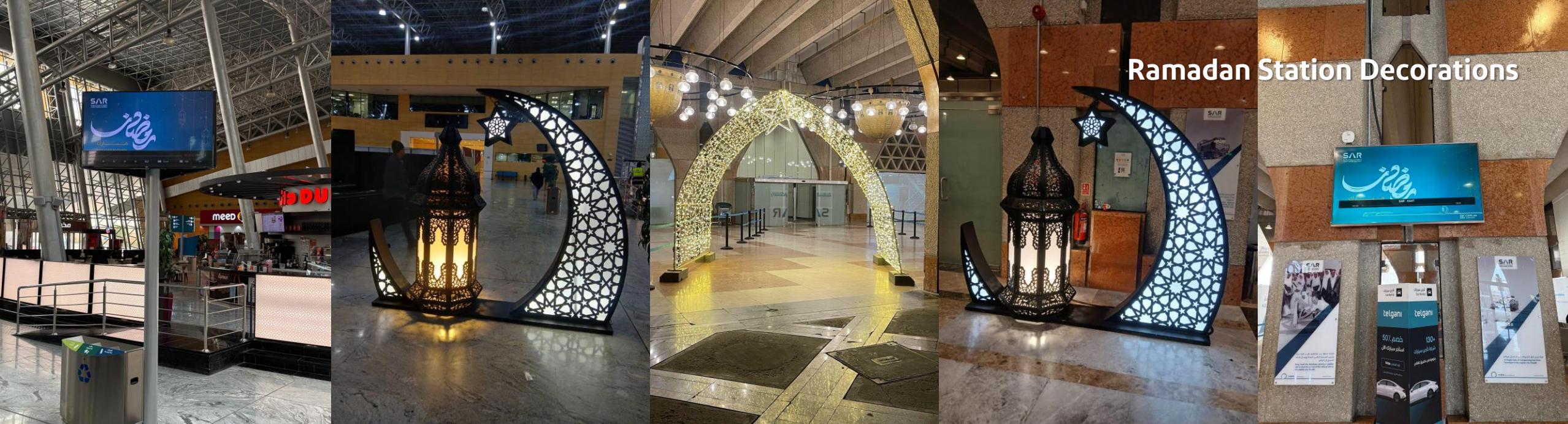


مبارك

RAMADAN MUBARAK

Promotional Offers
New Timetables
Social Media Posts
Landing Pages
Website Banners
Station Events

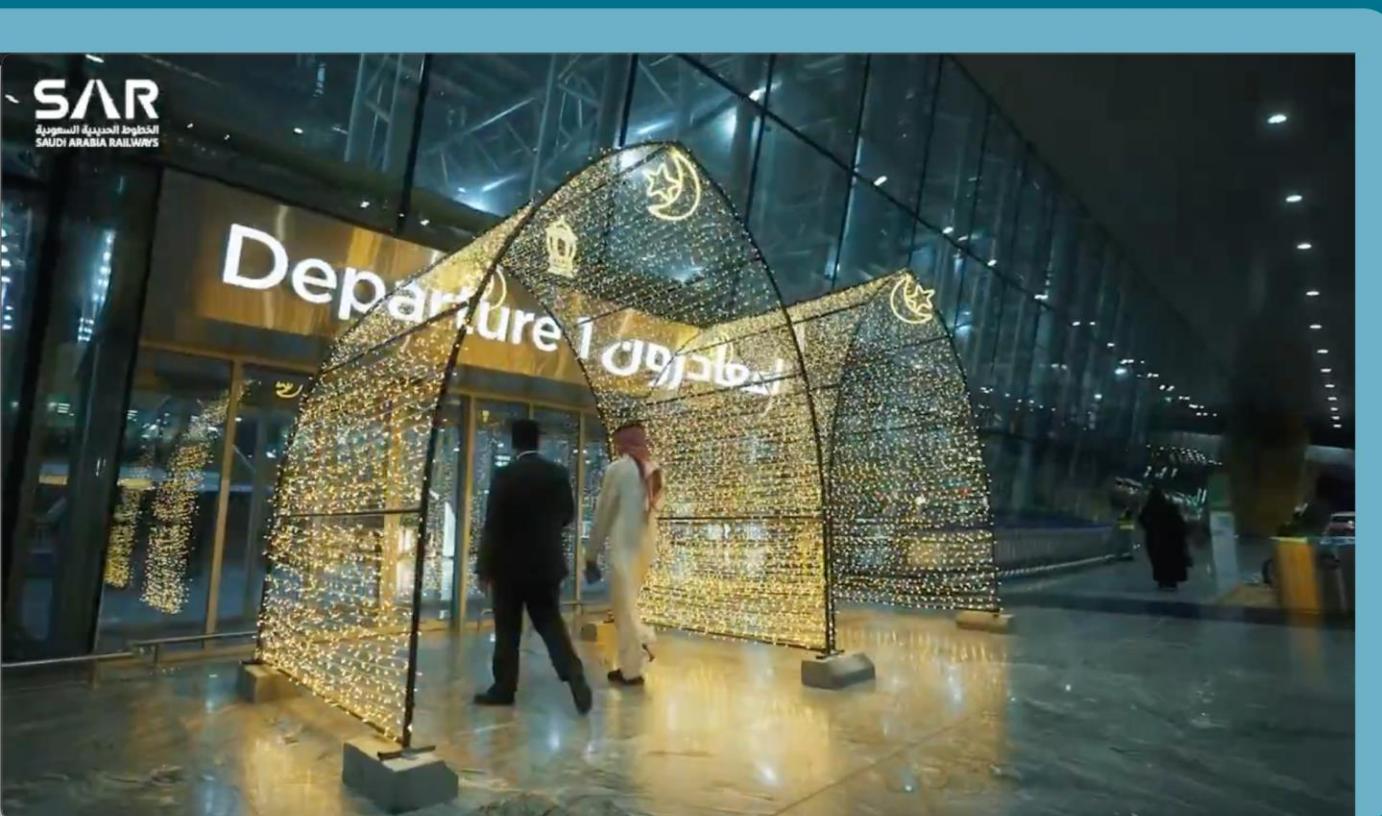
Ramadan Station Decorations





Station Events: Gargee'an Celebration

We joyfully celebrated Gargee'an in SAR stations from Friday 14th until Monday 17th March by distributing traditional sweets to our passengers — an age-old custom that reflects the spirit of generosity and community deeply rooted in Saudi culture.



Video coverage of the Gargee'an celebrations at stations

Gargee'an Celebrations



SAR

Marketing



DIGITAL CAMPAIGN FOR RAMADAN TIMETABLE AWARENESS

During Ramadan, SAR launched a digital campaign to inform passengers about the Ramadan-specific timetable. Through various digital channels, including social media, website, and the SAR app, passengers were made aware of any changes to the regular schedule, allowing them to plan their journeys efficiently during the holy month.

PBU MBR

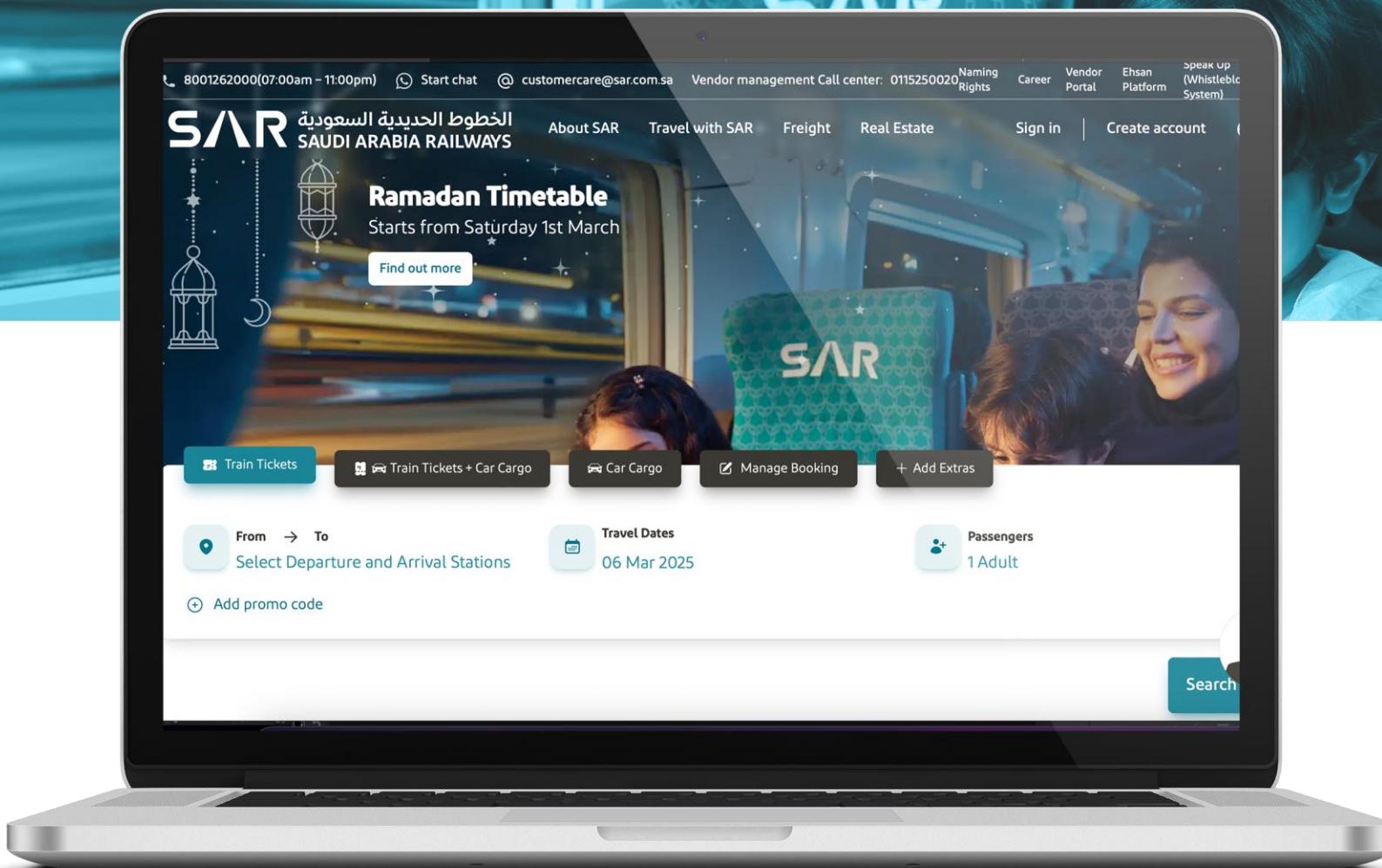


SAR

WEBSITE BANNER

Ramadan Campaign: Timetable

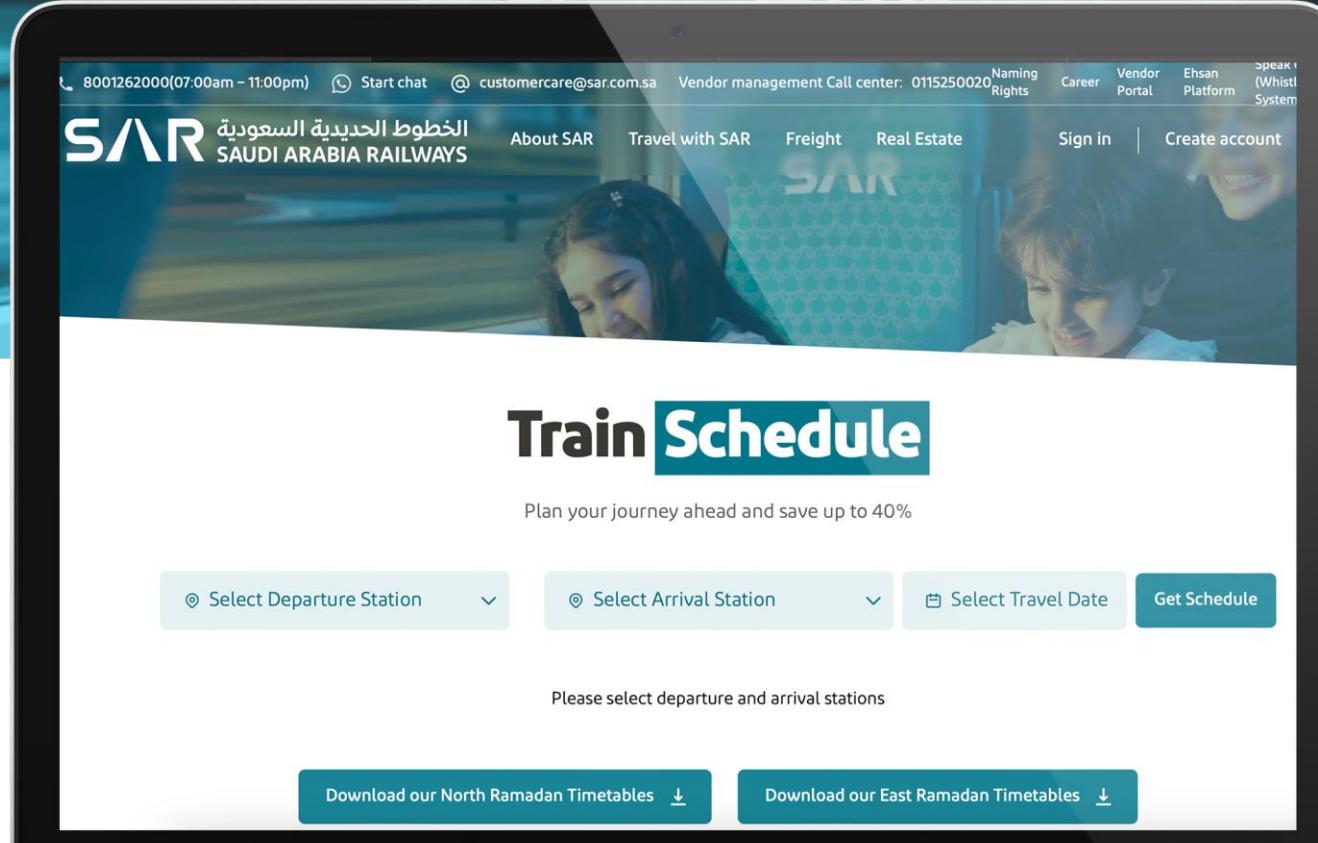
PBU MBR



SAR LANDING PAGE

Ramadan Campaign: Timetable

PBU MBR



8001262000(07:00am - 11:00pm) [Start chat](#) [@ customercare@sar.com.sa](#) Vendor management Call center: 0115250020 [Naming Rights](#) [Career](#) [Vendor Portal](#) [Ehsan Platform](#) [Speaker \(Whistle\) System](#)

الخطوط الحديدية السعودية SAR SAUDI ARABIA RAILWAYS [About SAR](#) [Travel with SAR](#) [Freight](#) [Real Estate](#) [Sign in](#) [Create account](#)

Train Schedule

Plan your journey ahead and save up to 40%

Select Departure Station [Select Arrival Station](#) [Select Travel Date](#) [Get Schedule](#)

Please select departure and arrival stations

[Download our North Ramadan Timetables](#) [Download our East Ramadan Timetables](#)



SOCIAL MEDIA



Sales & Marketing

رمضان
مبارک
RAMADAN MUBARAK

Ship one parcel &
send a second parcel FREE

Offer available: 27th February – 22nd March 2025

*Terms & conditions apply



RAMADAN OFFER: SHIP ONE PARCEL & SEND THE SECOND FREE

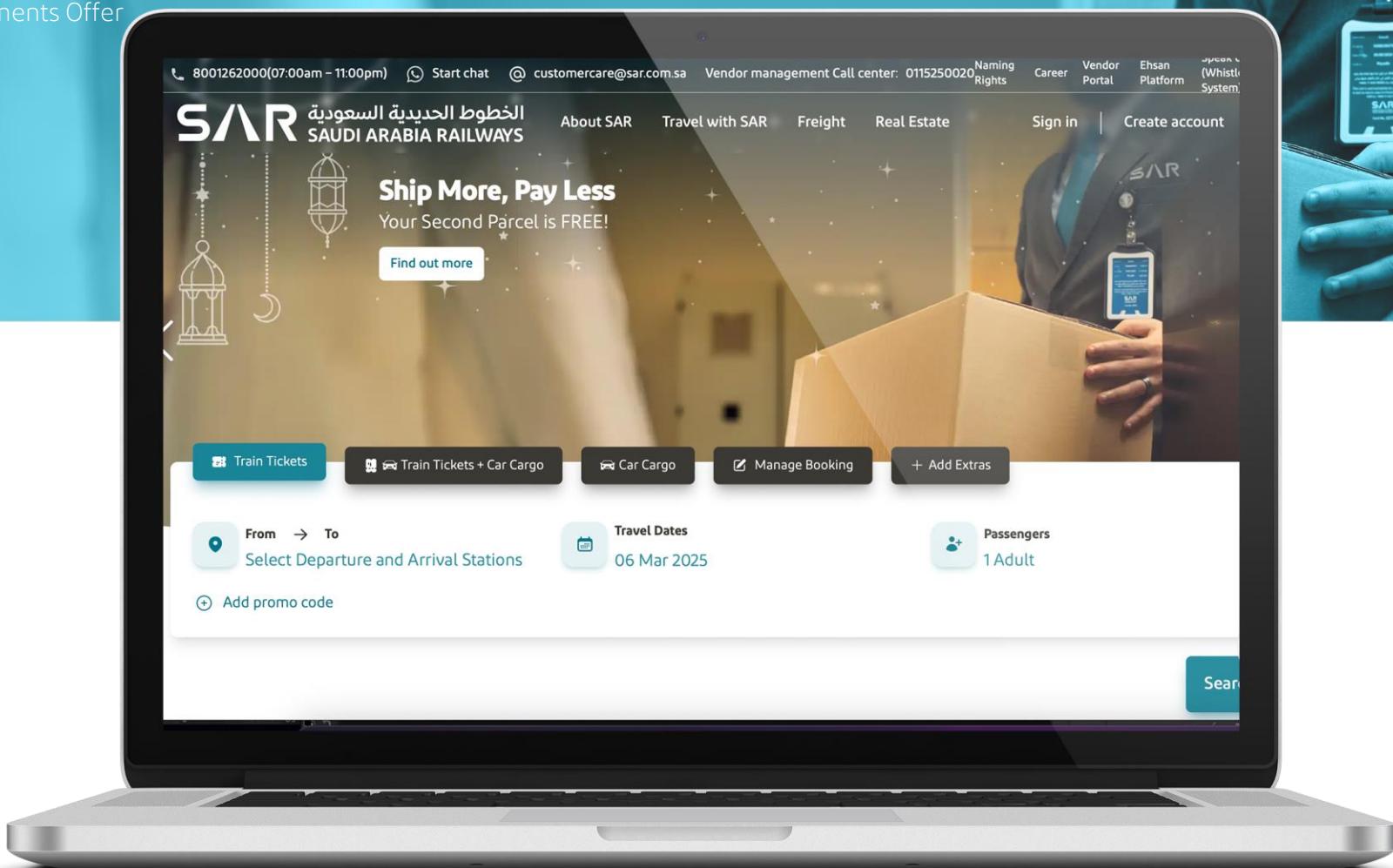
In line with the Ramadan spirit, SAR offered a “Ship One, Get the Second Free” promotion for parcel shipment services. This campaign encouraged customers to send gifts and parcels to family and friends, enhancing the season’s gifting experience while promoting SAR’s parcel services.

SAR

WEBSITE BANNER

Ramadan Campaign: Parcel Shipments Offer

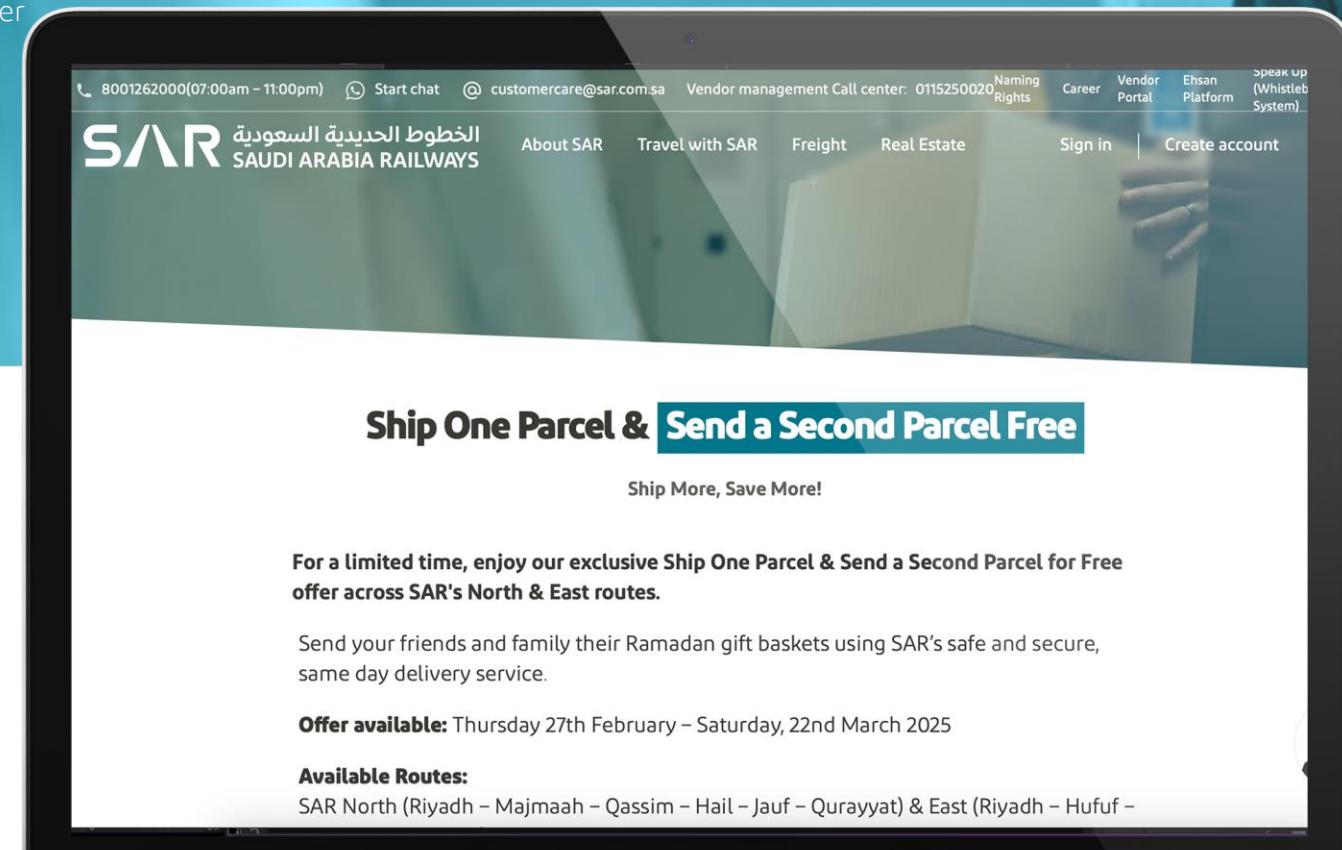
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SAR

LANDING PAGE

Ramadan Campaign: Parcel Shipments Offer



8001262000(07:00am - 11:00pm) [Start chat](#) [@ customercare@sar.com.sa](#) Vendor management Call center: 0115250020 [Naming Rights](#) [Career](#) [Vendor Portal](#) [Ehsan Platform](#) [Speak up \(Whistleblow System\)](#)

الخطوط الحديدية السعودية
SAUDI ARABIA RAILWAYS

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Ship One Parcel & Send a Second Parcel Free

Ship More, Save More!

For a limited time, enjoy our exclusive Ship One Parcel & Send a Second Parcel for Free offer across SAR's North & East routes.

Send your friends and family their Ramadan gift baskets using SAR's safe and secure, same day delivery service.

Offer available: Thursday 27th February – Saturday, 22nd March 2025

Available Routes:
SAR North (Riyadh – Majmaah – Qassim – Hail – Jauf – Qurayyat) & East (Riyadh – Hufuf –

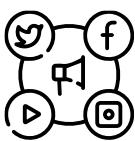
PBU MBR





SOCIAL MEDIA

PBU MBR



SAR

Sales & Marketing



Use promo code: **RMSAR** on our website or app

Travel period: 2nd – 15th March 2025

*Terms & conditions apply

RAMADAN OFFER: 20% OFF BUSINESS CLASS TICKETS

To celebrate Ramadan, SAR introduced a 20% discount on Business Class tickets, available through the SAR website and mobile app. This initiative allowed passengers to enjoy premium travel at a reduced cost, enhancing the customer experience during the holy month.

PBU MBR



SAR

WEBSITE BANNER

Ramadan Campaign: Business Class Offer

PBU MBR



SAR

LANDING PAGE:

Ramadan Campaign: Business Class Offer

8001262000(07:00am - 11:00pm) Start chat @ customercare@sar.com.sa Vendor management Call center: 0115250020 Naming Rights Career Vendor Portal Ehsan Platform Speak (Whistle System)

الخطوط الحديدية السعودية SAR SAUDI ARABIA RAILWAYS

About SAR Travel with SAR Freight Real Estate Sign in Create account

Exclusive Ramadan Business Class Offer **Save 20%!**

Experience a journey of comfort and luxury this Ramadan with SAR. Book your Business Class tickets now and enjoy 20% off when booking via the SAR Website & App.

- Valid on:** North & East routes
- Booking Class:** Business Class
- Ticket Types:** Business & Business Premium
- Passenger Types:** All
- Booking Dates:** Sunday, 2nd March – Saturday, 15th March 2025
- Travel Dates:** Sunday, 2nd March – Saturday, 15th March 2025
- Booking Channel:** SAR Website & App

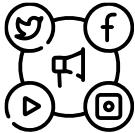
PBU MBR





SOCIAL MEDIA

PBU MBR





RAMADAN PROMOTIONAL OFFER RESULTS

	Ramadan Business Class Offer Forecast	Ramadan Business Class Offer Actual	Variance (Actual v Forecast)
Business Class Ticket Volumes using Promo Code	2,789	2,862	+73 (+3%)
Average Ticket Value (Before Discount)	150 SR	173 SR	+23 SR (+15%)
Ticket Revenue (Before Discount)	418,350 SR	495,610 SR	+77,260 SR (+18%)
Average Ticket Value (After Discount)	120 SR	139 SR	+19 SR (+16%)
Ticket Revenue (After Discount)	334,680 SR	396,488 SR	+61,808 SR (+18%)



SOCIAL MEDIA KPIS



March 2025	X	X	Instagram	Facebook	TOTAL
Followers	58,823		14,576	7,516	80,915
Posts	18		18	18	54
Impressions	65,517		3,244,307	8,876	3,318,700
Engagements	2,506		421	362	3,289
Engagement Rate	3.80%		0.00%	4.10%	0.10%

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.

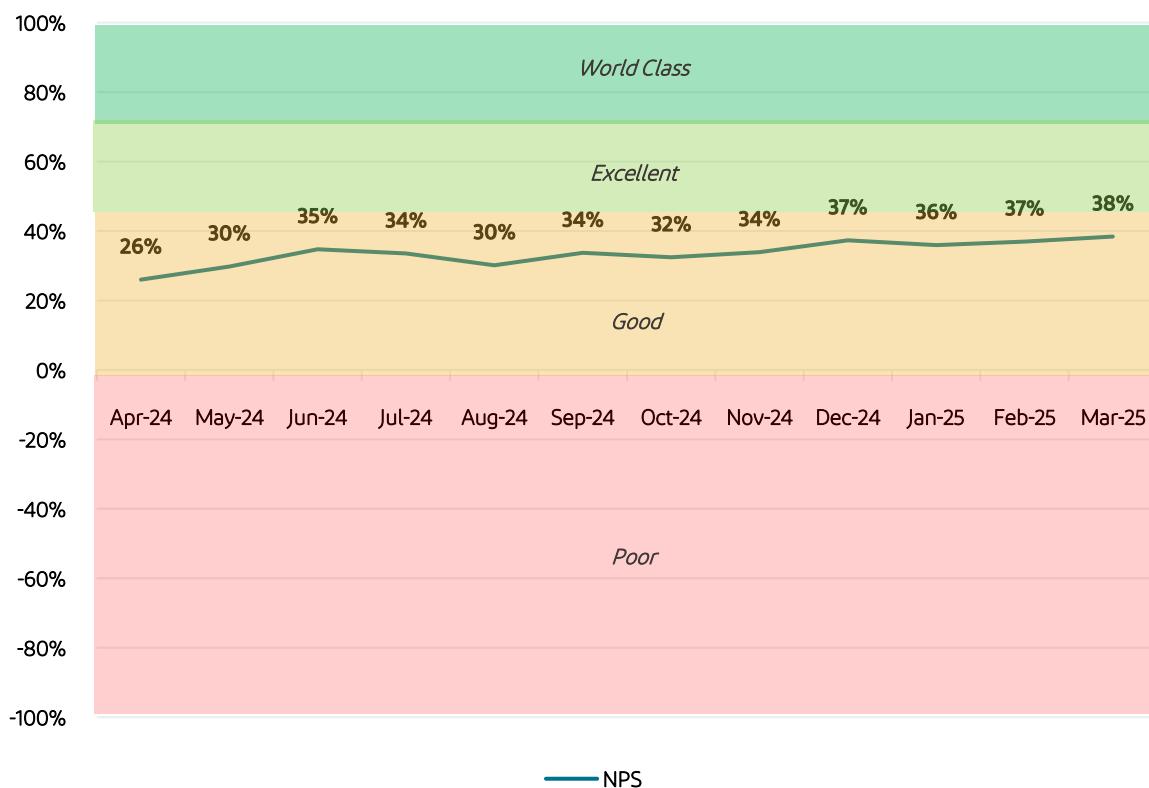
Engagements: The number of times users engaged (Reactions, Shares, Comments, Shares, Retweets, Replies, Clicks etc.) with the content.

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 March 2025 NPS Score was 38% measured as Good in the NPS Range.



CUSTOMER EXPERIENCE

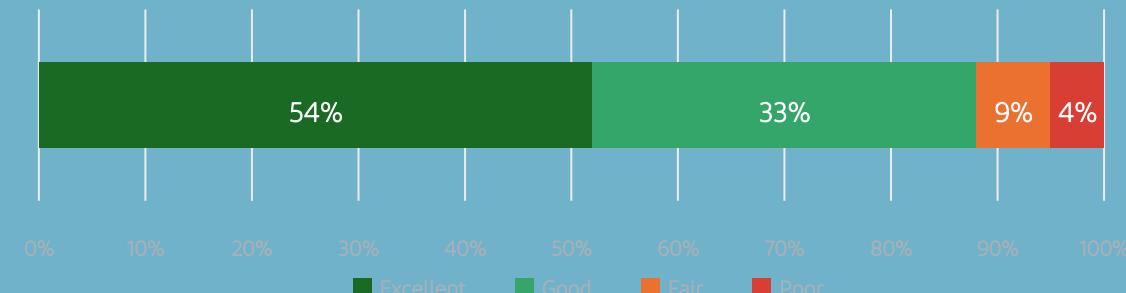
How was your
overall
experience
today?



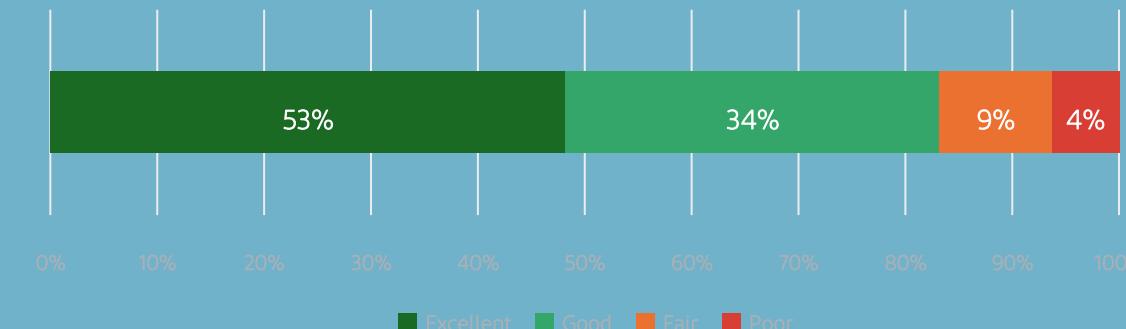
Overall	Excellent	Good	Fair	Poor
March 2025	54%	33%	9%	4%
February 2025	52%	34%	10%	4%
January 2025	54%	34%	8%	4%
December 2024	53%	36%	7%	4%
November 2024	51%	36%	8%	5%
October 2024	51%	37%	8%	4%
September 2024	52%	36%	7%	5%
August 2024	51%	35%	9%	5%
July 2024	51%	35%	9%	5%
June 2024	52%	36%	8%	4%
May 2024	50%	36%	9%	5%
April 2024	45%	36%	14%	5%



Overall customer satisfaction
(March 2025)



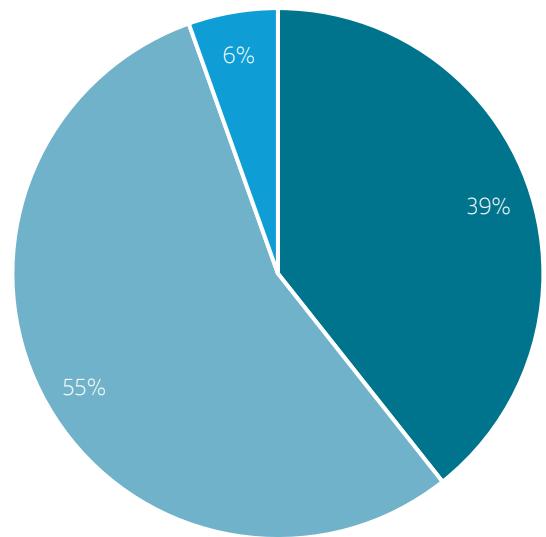
Overall customer satisfaction (2025)



CUSTOMER ANALYSIS

February

BOOKING CHANNEL

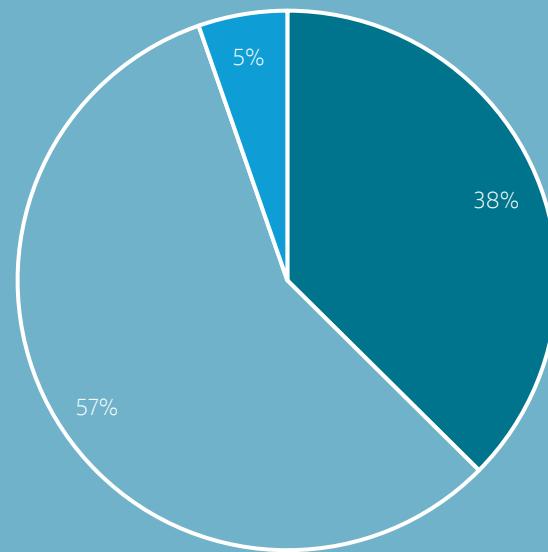


■ Website ■ Mobile ■ Station



March

BOOKING CHANNEL

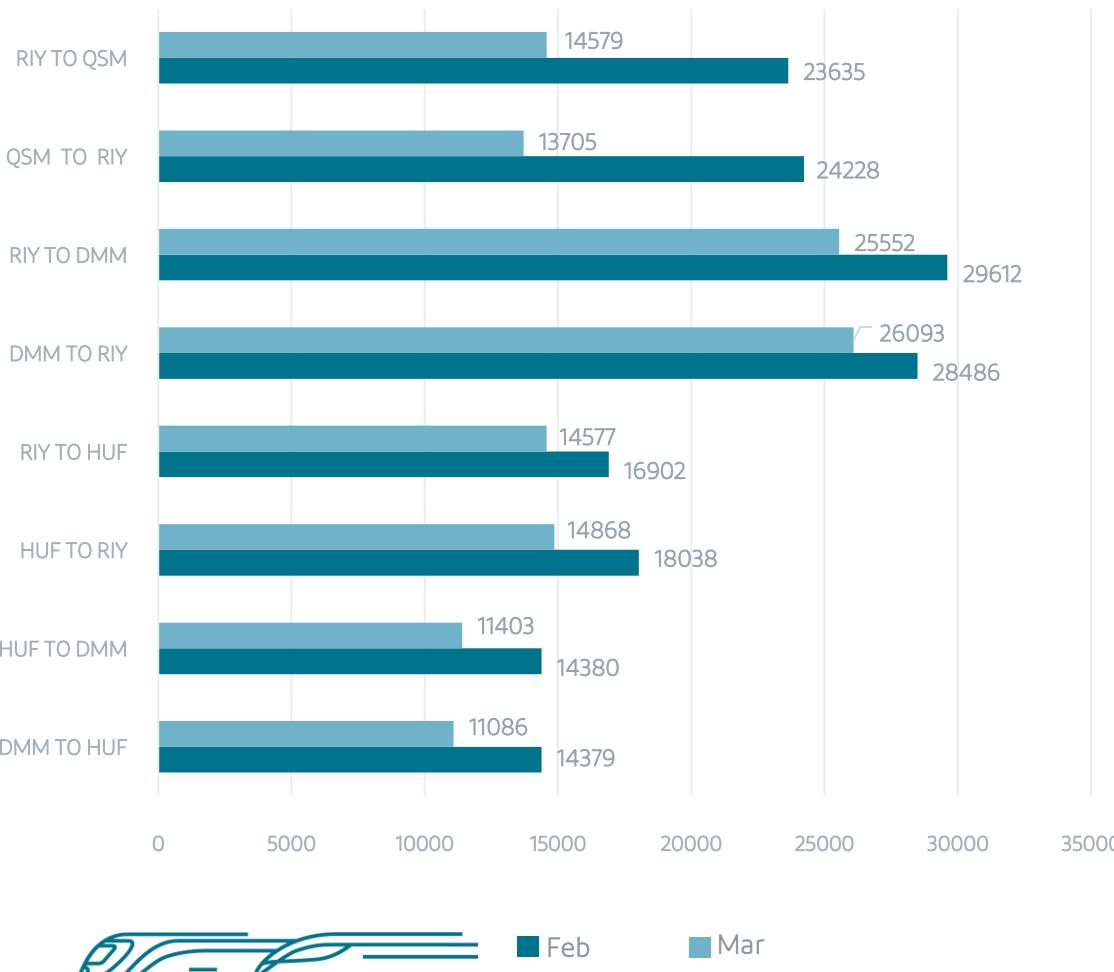


■ Website ■ Mobile ■ Station

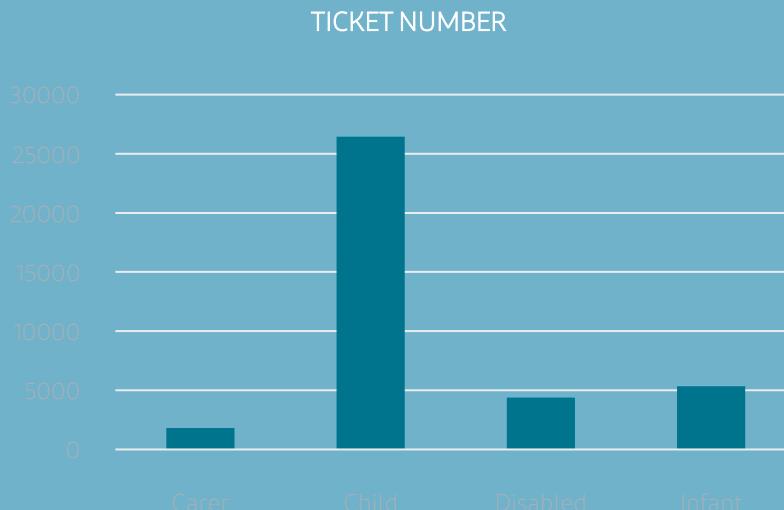


CUSTOMER ANALYSIS

The most demanded trip between February & March:



February Passenger Type



The number of passengers was 207,458 and 81.69% (169,466) were Adults

March Passenger Type



The number of passengers was 161,923 and 78.17% (126,569) were Adults



CONTACT CENTER

The difference between the contact center February & March:



Calls



Customer Satisfaction



Average Time



Remarks:

February

Number of calls received was 22,959 and the percentage of answered calls was 97.50% .

There were 4,405 customers who evaluated their calls after completion, and the customer satisfaction was 91.92%

Average time to respond to customers calls was 0:05 and the average call duration was 02:48

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

March

Number of calls received was 16,719 and the percentage of answered calls was 96.21%.

There were 4,405 customers who evaluated their calls after completion, and the customer satisfaction was 92.00%

Average time to respond to customers calls was 0:16 and the average call duration was 02:47





Remarks:

February

Total engagements were 4,288 and the average time to respond was 1:00

Number of total users served through Chatbot was 3,826

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

March

Total engagements were 2,731 and the average time to respond was 2:00

Number of total users served through Chatbot was 2,054



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
- Quite coach
- Package offers



شكراً لكم
Thank You



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