



Monthly Business Review

Passenger Business Unit

May 2025



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



Planning & Technical

May 2025



Ashraf Al Jabri
Planning & Technical Director

SAR

0-to-15-minute PPM	 95.3%
Change From Last Month By	 0.1%
Cancellations	0%
Right Time Arrivals	88.2%
Services Planned	 659
Delay	 38.4 Hrs



0-to-15-minute PPM 93.0%

Decreased From Last Month By 2.5%

Cancellations 0%

Right Time Arrivals 78.9%

Services Planned 199

Delay 8.9 Hrs



0-to-15-minute PPM 96.3%

Increased From Last Month By 1.2%

Cancellations 0%

Right Time Arrivals 92.2%

Services Planned 460

Delay 29.5 Hrs

KPIs

0 to15 minute PPM	90%	
Cancellations	≤1.9%	

Environmental Impact

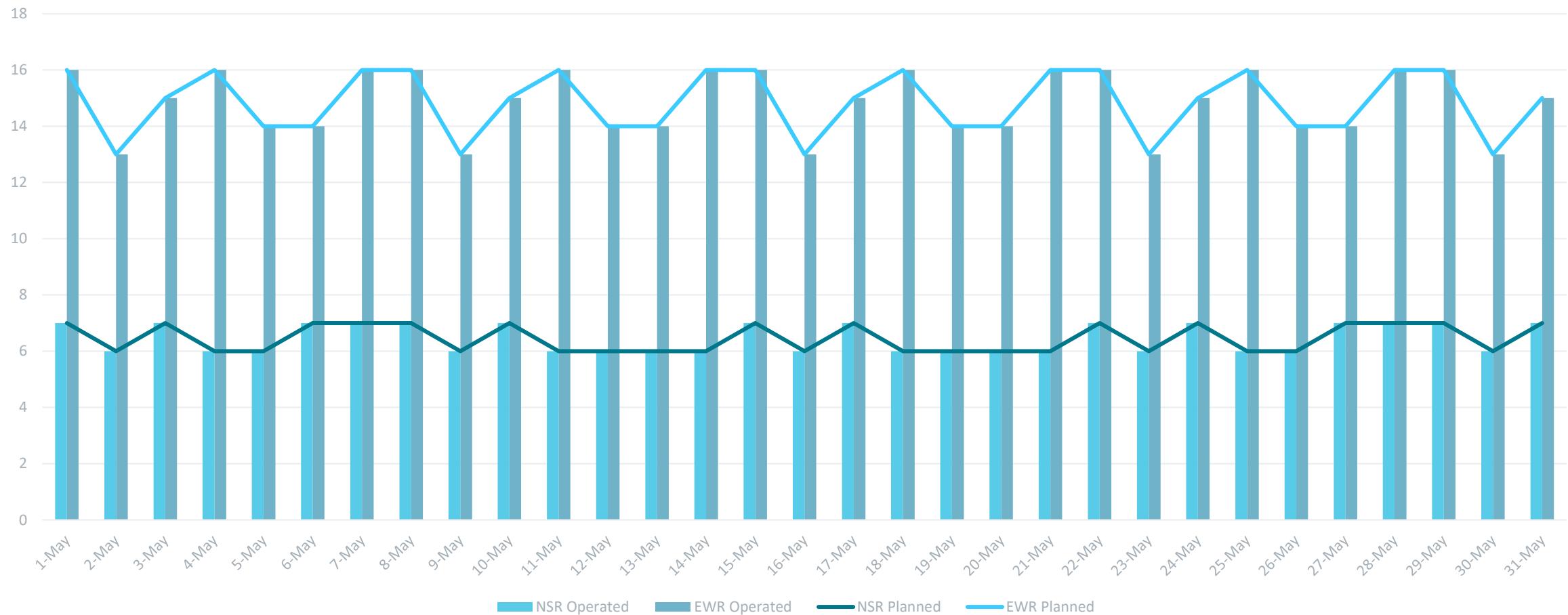
52,991 Cars off Road with 
 4,618,473 Kg of Emissions 

KMs

PAX Trains 286,332
 ECS/SBY 570

SAR Planning and Performance

Services Planned VS Services Operated – May 2025



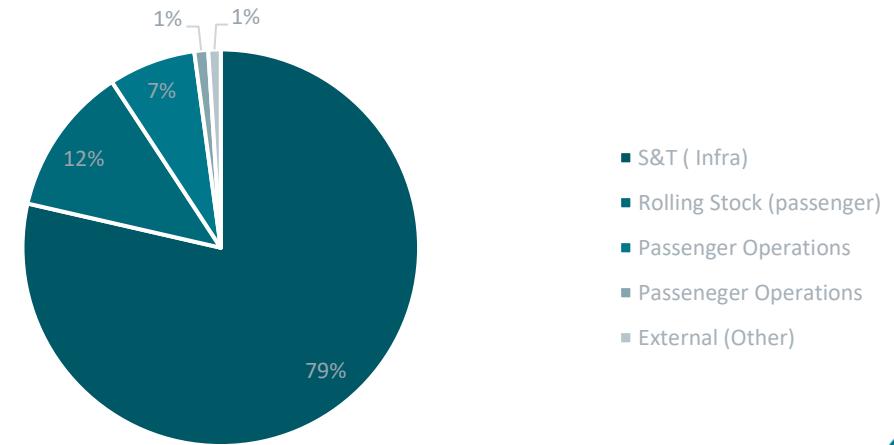


***532 minutes delay**

Delay by Business units	
S&T (Infra)	418
Rolling Stock (passenger)	65
Passenger Operations	38
Passenger Operations	6
External (Other)	5
Total	532

Top 3 Delays by code		
Delay Code	Delay mins	%
GSMR EQUIPMENT (S&T)	197	37%
SIGNAL FAILURE (S&T)	55	10%
PASSENGER LOCO FAILURE	48	9%

Delays Attribution by Business unit



*532 minutes delays at final destination.

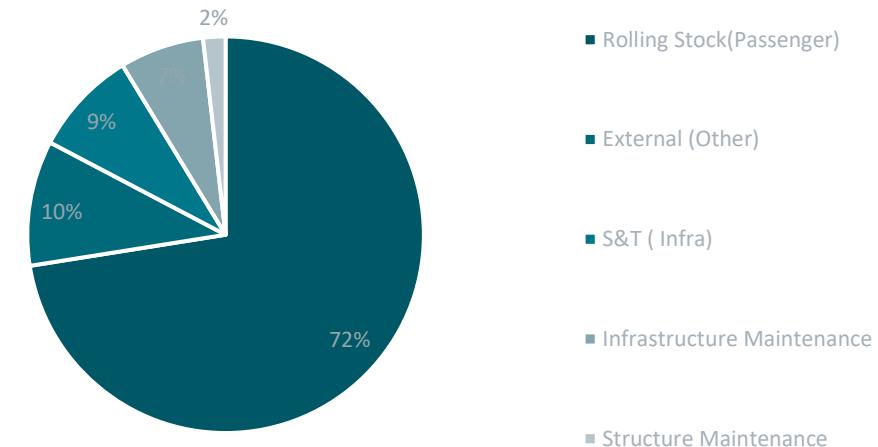


*4050 minutes delay

Delay by Business units	
Rolling Stock(Passenger)	1265
External (Other)	178
S&T (Infra)	150
Infrastructure Maintenance	120
Structure Maintenance	32
Other	23
Total	1768

Top 3 Delays by code		
Delay Code	Delay mins	%
DEFECTIVE TRAIN CAF	512	29%
CAF ETCS EB	419	24%
CAF ETCS EB(indirect)	117	7%

Delays Attribution by Business unit



*1768 minutes delays at final destination & intermediate stations.

Planning and Performance (NSR)



Item	4 May 25 to 10 May 25	11 May 25 to 17 May 25	18 May 25 to 24 May 25	25 May 25 to 31 May 25
Cancellations	0	0	0	0
0 to 15 minutes PPM	100%	88.6%	90.9%	95.7%
Services Planned	46	44	44	46
Services Operated	46	44	44	46
Riyadh Depot Presentation%	100%	100%	100%	100%

- 0% cancellations reported against a target of 1.9%.
- 93.0% 0 to 15 minutes PPM against a target of 90%.
- 100% Riyadh depot presentation.

* Percentages for the whole month.

Planning and Performance (EWR)



Item	4 May 25 to 10 May 25	11 May 25 to 17 May 25	18 May 25 to 24 May 25	25 May 25 to 31 May 25
Cancellations	0	0	0	0
0 to 15 minutes PPM	94.2%	97.1%	97.1%	96.2%
Services Planned	104	104	104	104
Services Operated	104	104	104	104
Riyadh Depot Presentation%	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.

Stations Operations

May 2025



Ali Al-Olyani
Station Operations Director

Station Performance Review & MBR



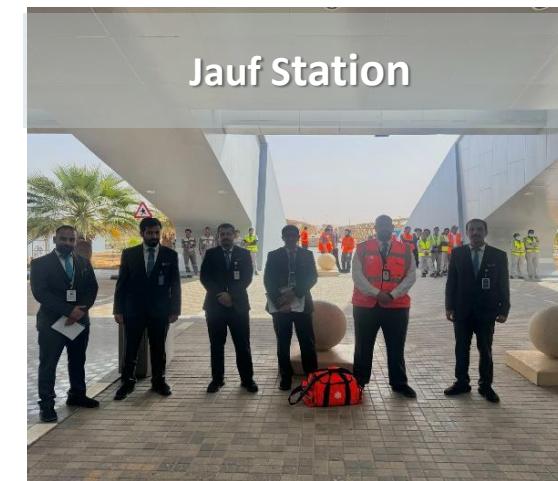
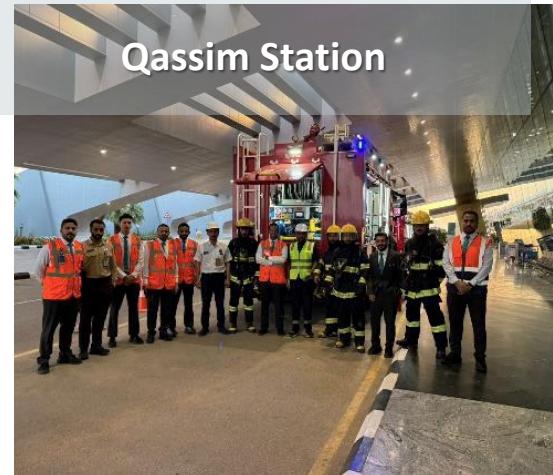


Station Performance Review & MBR



East/West Stations Monthly Evacuation Exercise

North/South Monthly Evacuation Exercise



Well Done Team

Riyadh & Dammam & Abqaiq Teams Boarded

14 May	275 passengers	04 minutes	01 May	276 passengers	11 minutes
17 May	272 passengers	17 minutes	20 May	68 passengers	03 minutes
22 May	272 passengers	09 minutes			
24 May	276 passengers	12 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.

Well Done Team

Abqaiq Team Boarded		
26 May	260 passengers	19 minutes

Due to train's late arrival to the platform our teams at Abqaiq went above and beyond to board passengers as quickly as possible to avoid further delays.

Thank you to the respective teams for their hard work.

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



Well Done Team



Thank you, Riyadh
station Team — your
commitment ensured a
smooth boarding for
289 passengers.

29 May 289 passengers
11 minutes Platform 2

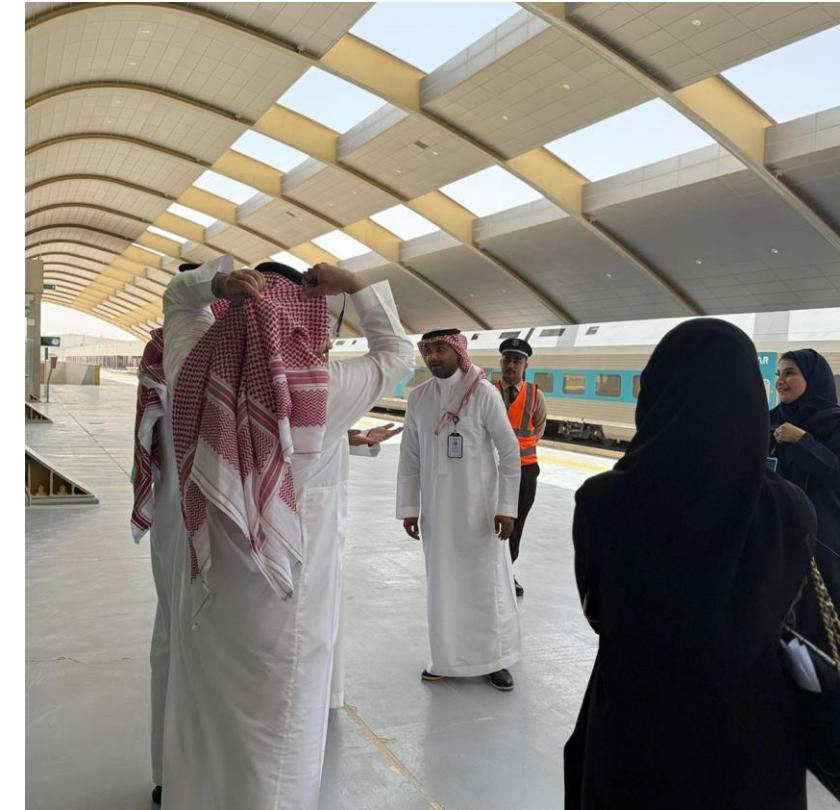


**Due to the Dust storm At Riyadh
Malaz, employees took the initiative to
assist passengers by distributing face
mask on the platform – Well done
Team**



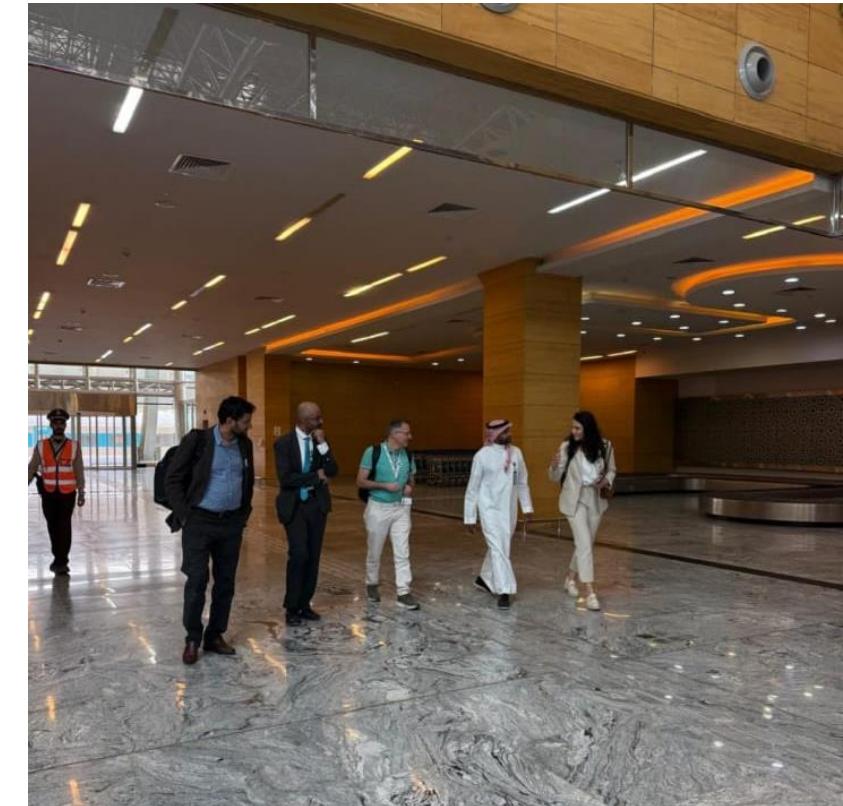
Riyadh Station Visit

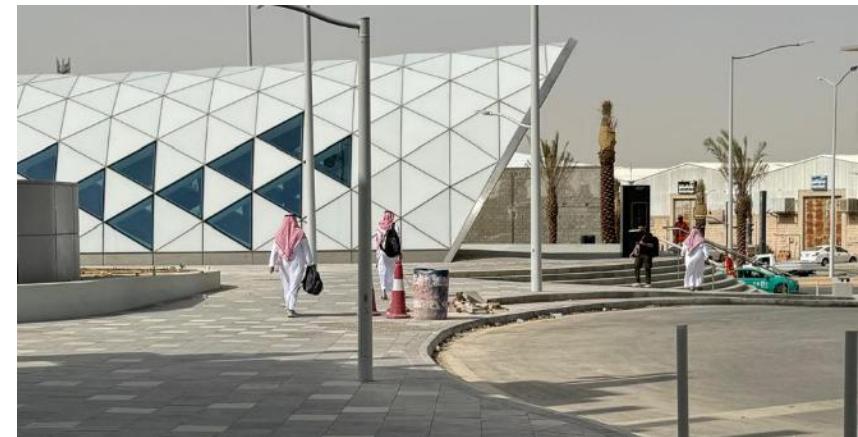
We were pleased to welcome Groupe form
Public investment Fund



Riyadh Station Visit

We were pleased to welcome Groupe form
Kuwait Transport Authority





A tour to the Riyadh Metro Railway Station following its opening, and observation of passenger flow Between Malaz Station and The Metro Station



Participation of the Riyadh East Station team in Caring for Persons with Disabilities course

Emergency Exercise

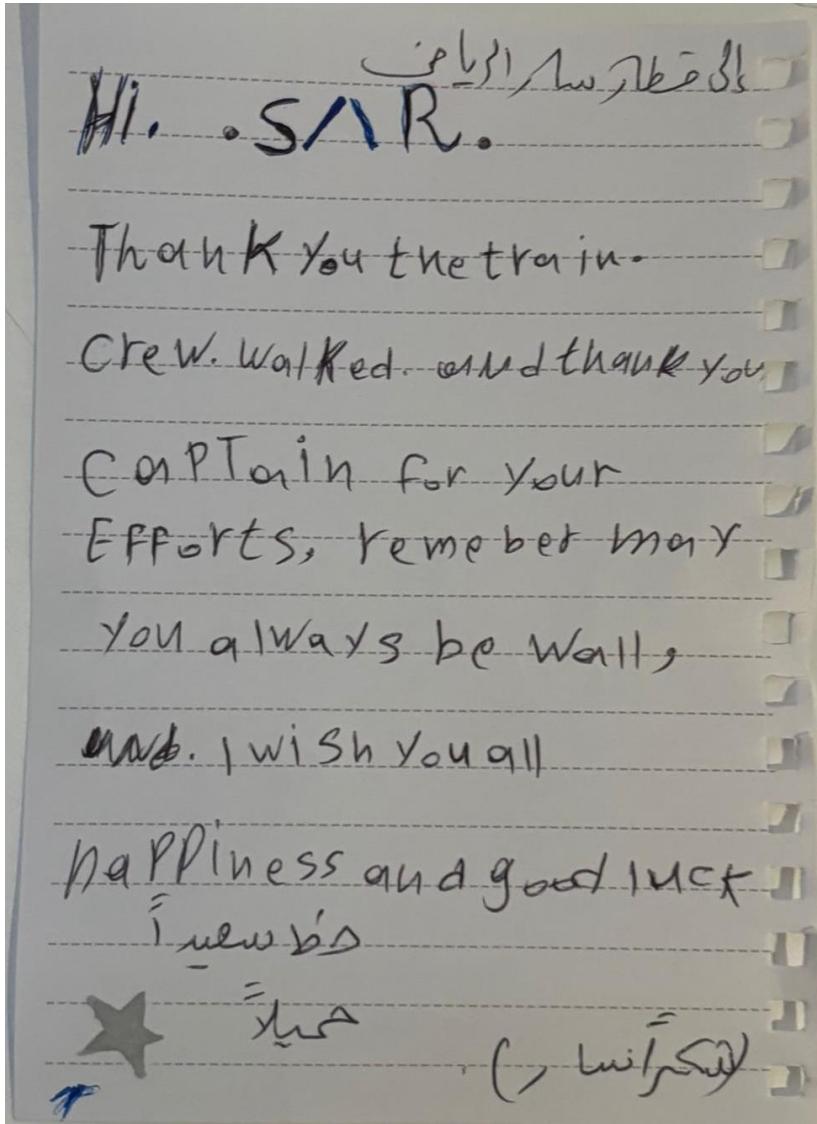
Emergency Exercise for train captains at station 17
EWR
30 May2025





Evacuation Exercise:

A train evacuation drill was successfully conducted under the guidance of Captain Mohammed and the train crew. The exercise lasted for 10 minutes and aimed to enhance readiness for future challenges, training requirements, and emergency situations. Instructions and support were provided by the management team to ensure a smooth and effective operation.



Thankful Message:

A young passenger recently shared a heartfelt message thanking the train crew and captain for their efforts. This kind gesture reflects the positive impact of our team's dedication and commitment to excellent service.

Car Cargo Performance Report

Total Cars Booked

129

Total Cars Transported

113

Rejected Cars

16

Damaged Cars

0

Avr. Loading Time

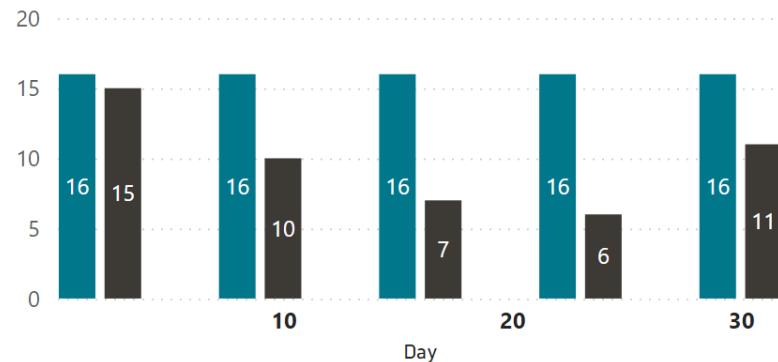
16

Avr. Unloading Time

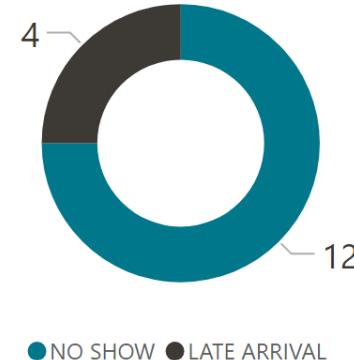
16

Car Booked

Train No. ● 76 ● 79

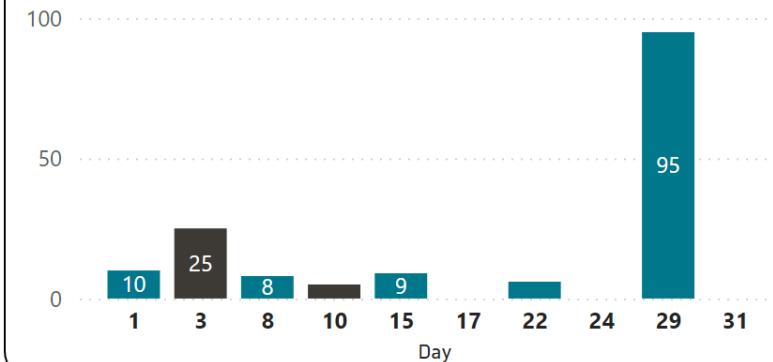


Rejection Breakdown



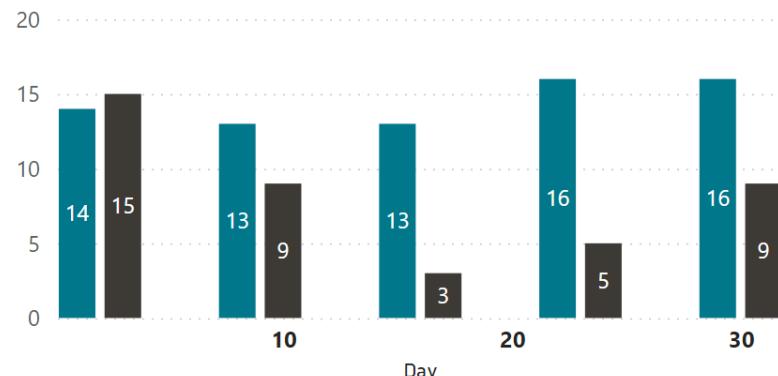
Loading Time After Cut-off Time

Train No. ● 76 ● 79



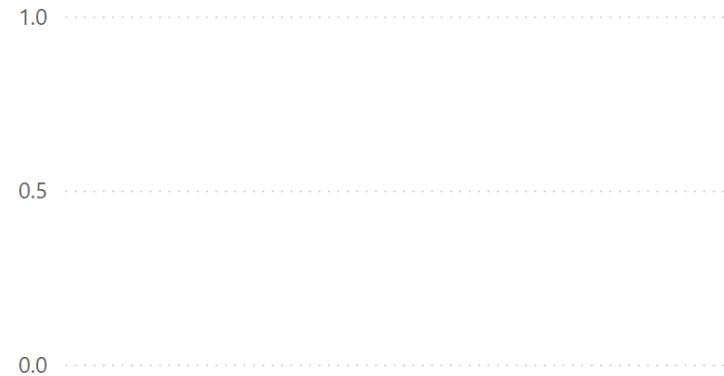
Car Transported

Train No. ● 76 ● 79



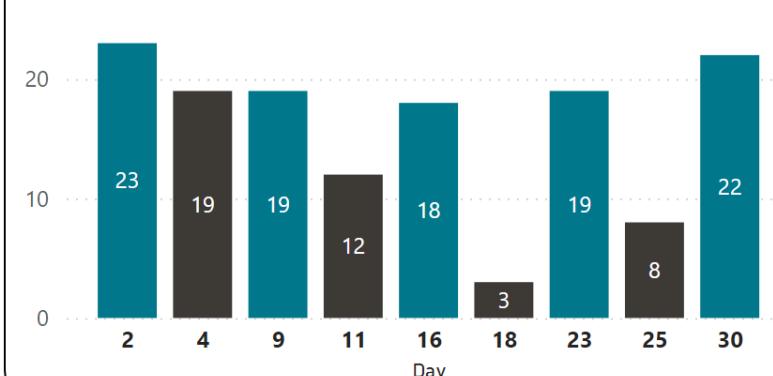
False Suspicions

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

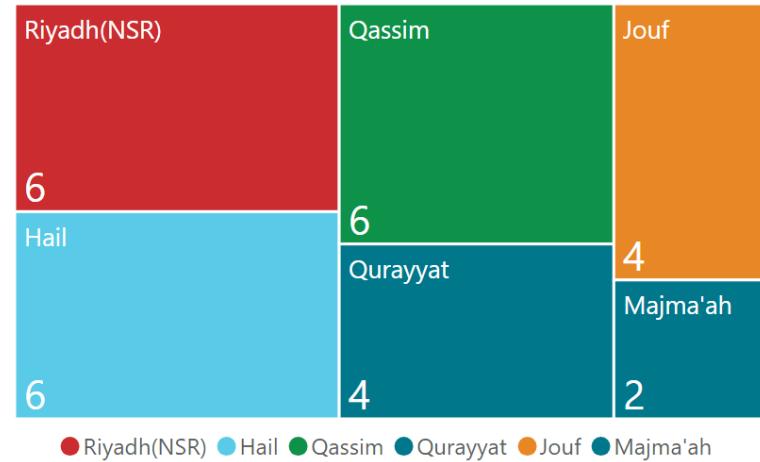


Unloading Time

Train No. ● 76 ● 79



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



Total Baggage

13K

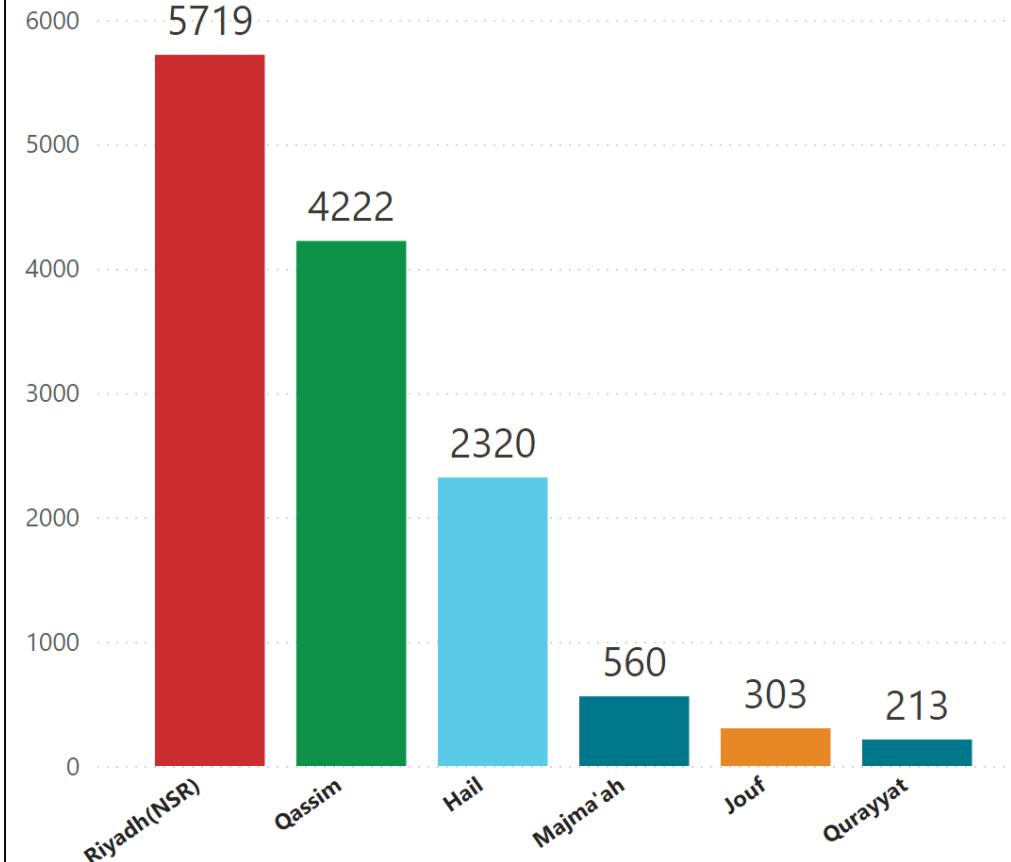
Total AFBUT

5

Total ABUT

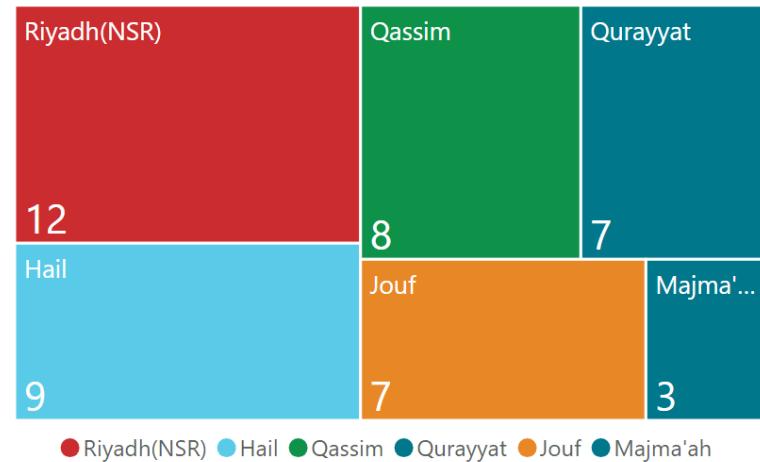
9

Total Arrival Baggage



Trips Exceeded 30 mins to Unload

Average Baggage Unloading Time (ABUT) in mins



Damaged Baggage

Stations Operations Incidents Report

Total Incidents

13

Total EWR Incidents

5

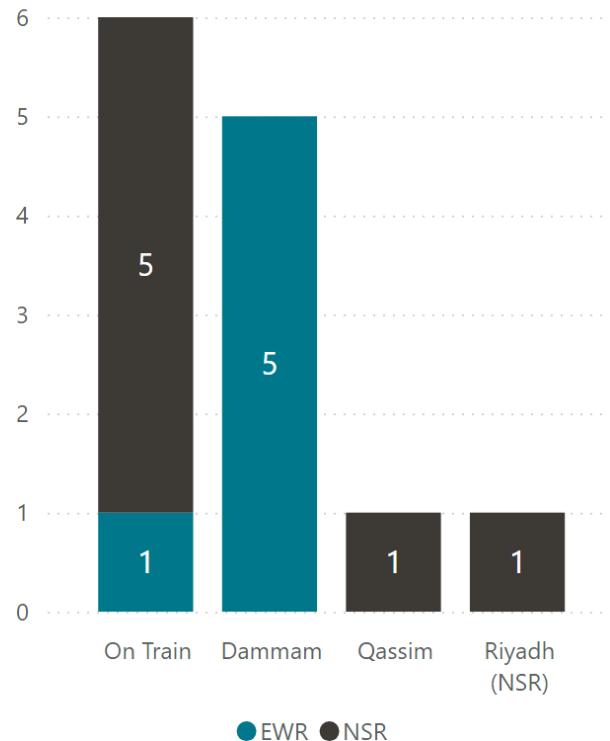
Total NSR Incidents

2

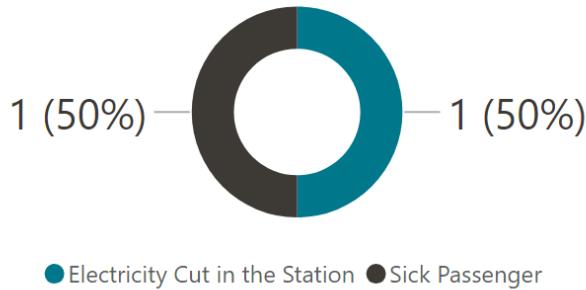
Total On Board Incidents

6

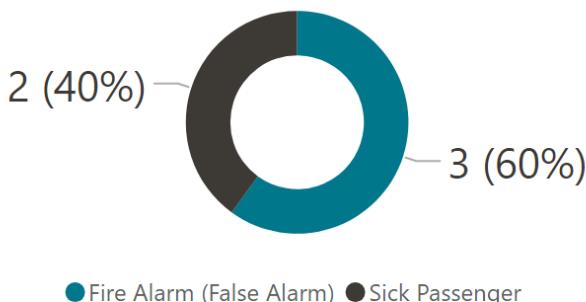
Incidents per Location



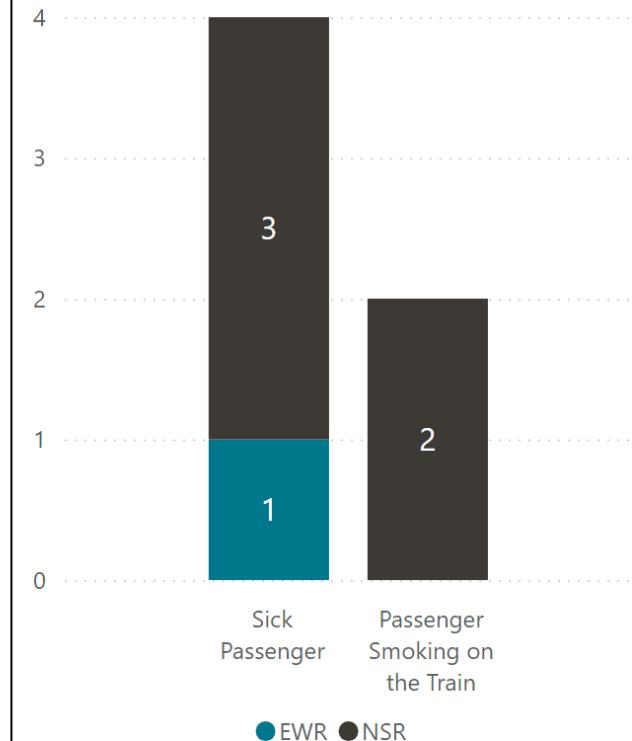
NSR Stations Incidents Breakdown



EWR Stations Incidents Breakdown



On Board Incidents Breakdown



Train Operations

May 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)

Starting in May 2025, we have transitioned from a quarterly format to monthly engagement sessions with our Train Operations employees. These sessions will be in the presence of a representative from the HR department. The sessions are intended to foster stronger communication, provide direct access to HR for clarifying employee-related matters, and to create a transparent platform where employees can share feedback or raise concerns in a constructive environment.

In addition to HR topics, the forum also serves as a place to review operational performance, align on key metrics as part of the Monthly Business Review (MBR), and address any safety-related issues or incidents. This initiative reflects our commitment to continuous improvement, accountability, and reinforcing a collaborative and safety-first culture across the Train Operations team.

On the 01st May we had a SPaD at signal 11S10 at Dammam during a shunting movements. We have also recently seen some near miss incidents. Please remember to ensure you are clear what is to occur and if not sure stop what you are doing and ask.

Stay safe!

Yazeed Y. Gaari and Terry Oliver

ابتداءً من مايو 2025، انتقلنا من نظام الاجتماعات ربع السنوية إلى جلسات تفاعلية شهرية مع موظفي تشغيل قطارات الركاب، وذلك بحضور أيضاً ممثل من إدارة الموارد البشرية. تهدف هذه الجلسات إلى تعزيز التواصل، وتوفير قناة مباشرة للوصول إلى الموارد البشرية لتوضيح المسائل المتعلقة بالموظفين، بالإضافة إلى خلق منصة شفافة يمكن للموظفين من خلالها تقديم ملاحظاتهم أو طرح مخاوفهم في بيئة بناءة.

وبالإضافة إلى المواضيع المتعلقة بالموارد البشرية، تُعد هذه الجلسات فرصة لمراجعة الأداء التشغيلي، والتوافق على المؤشرات الرئيسية ضمن مراجعة الأعمال الشهرية (MBR)، ومعالجة أي قضايا أو حوادث تتعلق بالسلامة. تعكس هذه المبادرة التزامنا المستمر بالتطوير، وتحمل المسؤولية، وتعزيز ثقافة التعاون والسلامة أو لاً ضمن فريق تشغيل قطارات الركاب.

في 1 مايو، وقع حادث تجاوز إشارة (SPaD) عند الإشارة 11S10 في الدمام أثناء عمليات المناورة. كما لاحظنا مؤخراً بعض الحوادث القريبة من الوقوع. الرجاء التأكد دائمًا من وضوح ما هو مطلوب، وإذا لم تكن متأكداً، أوقف ما تقوم به واسأل.

ابق آمناً!

Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشرية

Qurriyat Visit زيارة القريات



Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشرية

Hail Visit
زيارة حائل



Train Operations Employee Engagement & HR Forum

اجتماع تفاعل موظفين تشغيل قطارات الركاب والموارد البشرية

Dammam Visit

زيارة الدمام



May 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)	85.7	83.3	85.7	100	100	100	100	100	100	100	100	100	100	100	100	66.6	71.4	50	100	100	100	100	100	85.7	100	100	100	85.7	100	85.7	
Trains Operated	7	6	7	6	6	7	7	7	6	7	6	6	6	6	7	6	7	6	6	6	7	6	7	6	6	7	7	6	7		
% RT	71.4	50	57.1	50	50	71.4	100	100	83.3	85.7	100	100	100	100	85.7	66.6	71.4	16.7	100	66.7	50	42.8	100	85.7	100	100	100	85.7	66.6	85.7	
Trains failed PPM	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	2	3	0	0	0	0	1	0	0	0	1	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		
All Trains	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	6	7	7		

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

During May , NSR achieved the required PPM for most of the month, with only 9 days where PPM was not achieved. These days, where the PPM was not achieved were due to signalling and infrastructure issues. There were no cancellations 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 مايو ، حققت شبكة الشمال معدل مقياس الأداء المطلوب في معظم الشهر ، بينما لم يتم تحقيق معدل مقياس الأداء المطلوب في 9 أيام فقط. وكان السبب خلف عدم تحقيق الأداء المطلوب في هذه الأيام يعود لأسباب تتعلق بأعطال نظام الإشارات والبنية التحتية. لحسن الحظ لم يتم إلغاء أي رحلات خلال الشهر.

(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)

Emergency Exercise at NSR

فرضية في شبكة الشمال



On 13th May 2025, an emergency exercise was conducted on the NSR as part of our ongoing commitment to safety and operational readiness. The objective was to test the efficiency and effectiveness of emergency protocols, with a focus on the handling of emergency calls.

The test assessed response times, clarity of communication and escalation procedures. It provided valuable insights and identified areas for further improvement. Such exercises are essential to ensuring our teams remain well-prepared for real-life emergency situations.

ضمن جهودنا المستمرة لتعزيز السلامة وجاهزية التشغيل. تم عمل فرضية في شبكة الشمال لتقدير كفاءة وفعالية بروتوكولات الاتصال في حالات الطوارئ، مع التركيز على آلية التعامل مع مكالمات الطوارئ. شمل التمارين قياس سرعة الاستجابة، ووضوح التواصل، وأدوات التصعيد. وقد أعطتنا الفرضية الكثير من الفوائد وحدد مجالات يمكن تطويرها بشكل أكبر. تُعد هذه التمارين ضرورية لضمان جاهزية فرق العمل للتعامل مع حالات الطوارئ الحقيقية بكفاءة.

New Joiner – Welcome to the Team

منضمين جدد في الفريق

We are pleased to welcome Abdulaziz Al Zahrani, who has joined the NSR team as a Terminal Operator.

His joining supports our continued efforts to strengthen terminal operations and 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 الزهراني، الذي انضم إلى فريق شبكة الشمال كمشغل محطة.

يمثل انضمامه إضافة قيمة ضمن جهودنا المستمرة لتعزيز كفاءة عمليات المحطة وضمان تنفيذ المهام اليومية بأعلى مستويات السلامة والكفاءة.

نتمنى له التوفيق في مهامه الجديدة ونتطلع إلى مساهماته ضمن الفريق.

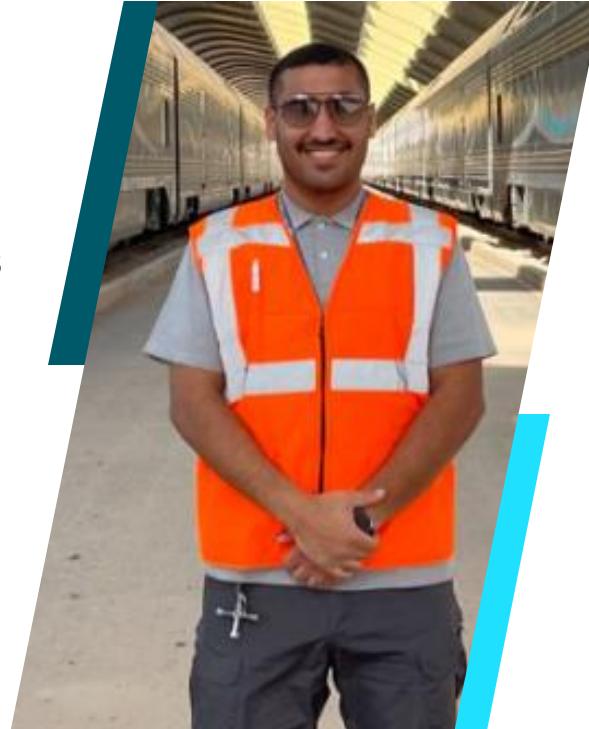


Certification Achieved

إنجاز معتمد

We are pleased to announce that Mr. Abdullah Alqahtani has successfully obtained his Internal Quality Assurer (IQA) certification from City & Guilds (C&G), marking the completion of all theoretical requirements and submission of a comprehensive portfolio demonstrating his competence in the field.

يسرنا أن نعلن عن حصول الموظف/ عبدالله القحطاني على شهادة اعتماد مقيم الجودة الداخلية IQA من (C&G) وذلك بعد استكماله بنجاح للمتطلبات النظرية وتقديم ملف متكامل يثبت كفاءته في هذا المجال.



May 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	85.7	100	87.5	93.8	100	93.4	100	100	100	93.8	93.8	100	100	100	100	87.5	93.8	100	100	100	92.9	100	93.8	93.8	84.6	100	
Trains Operated	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	13	15	
% RT	93.8	100	86.7	100	85.7	100	81.3	81.3	100	86.7	100	100	100	87.5	87.5	100	93.3	100	100	100	81.3	81.3	100	86.7	100	85.7	100	87.5	87.5	76.7	93.3
Trains failed PPM	0	0	0	0	2	0	2	1	0	1	0	0	0	1	1	0	0	0	0	0	2	1	0	0	0	1	0	1	1	1	0
Cancellations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
All Trains	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	16	13	15	16	14	14	16	13	15	

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

During May , EWR achieved the required PPM for most of the month, with only 5 days where PPM was not achieved due to infrastructure or train failure related issues.

(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 مايو ، حققت شبكة الشرق معدل مقياس الأداء المطلوب في معظم الشهر ، بينما لم يتم تحقيق معدل مقياس الأداء المطلوب في 5 أيام فقط ، وكان السبب خلف عدم تحقيق الأداء المطلوب في هذه الأيام يعود ذلك لأسباب تتعلق بالبنية التحتية وأعطال القطارات.

(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)

Recognition Certificate

شهادة تقدير

Congratulations to Abdullah Al Harbi who was recognised for his quick thinking and professionalism during a safety incident when a vehicle encroached on the railway line.

Abdullah's prompt actions reduced the likelihood of a more serious incident.

Thank you and well-done Abdullah

تهانينا لقائد القطار عبد الله الحربي الذي تم تكريمه لسرعة الاستجابة واحترافه خلال حادث السلامة عندما تعدت مركبة على خط السكة الحديد.

قللت الإجراءات السريعة التي اتخذها عبد الله من احتمالية وقوع حادث أكثر خطورة.
شكرا عبد الله واحسنت



New Joiner – Welcome to the Team

منضمین جدد في الفريق

We are delighted to announce that Ahmed Nasser Al Osaimi has joined SAR, as a Terminal Operator with EWR, at Riyadh Malaz.

We welcome Ahmed to the SAR family and wish him a long and successful career.

يسعدنا أن نعلن انضمام أحمد ناصر العصيمي إلى سار كمشغل محطة على شبكة الشرق في الرياض الملاز.

نرحب أحمد في عائلة سار ونتمنى له مسيرة مهنية طويلة وناجحة.



Leaving SAR

المغادرون من سار

Train Driver Mohammed Al Anazi, Riyadh Malaz, is leaving SAR to start a new role closer to his family, his last day with SAR will be on 26th June and we wish Mohammed every success for his future and new role.

Thank you for your efforts and cooperation with the team.

قائد القطار محمد العنزي في الرياض الملز، يغادر سار لبدء دور جديد أقرب إلى عائلته، وسيكون آخر يوم له مع سار في 26 يونيو ونتمنى له كل التوفيق في مستقبله ودوره الجديد.

شكرا لك على ما قدمته من جهود وتعاون مع الفريق.



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

May 2025



Gerard McFadden
Rolling Stock Maintenance Director

Executive Summary**Achievements** 

Signing the New Depot Equipment Maintenance Contract for five years with GDC.

100% Service delivery in EWR and NSR.

PPEs have been procured and distributed to all sites.

The visualization boards project have been successfully delivered. In addition, all Riyadh depots have RSM saving initiatives on the boards to underpin RSM's drive to achieve 10% savings in 2025

The new HRW UFWL machine was successfully installed, commissioned, and training was conducted.

Successfully installed new TCU software in all service power cars, resulting in positive outcomes.

Renewed train damage sticker completed.

Issues 

Accident occurred at RRS.

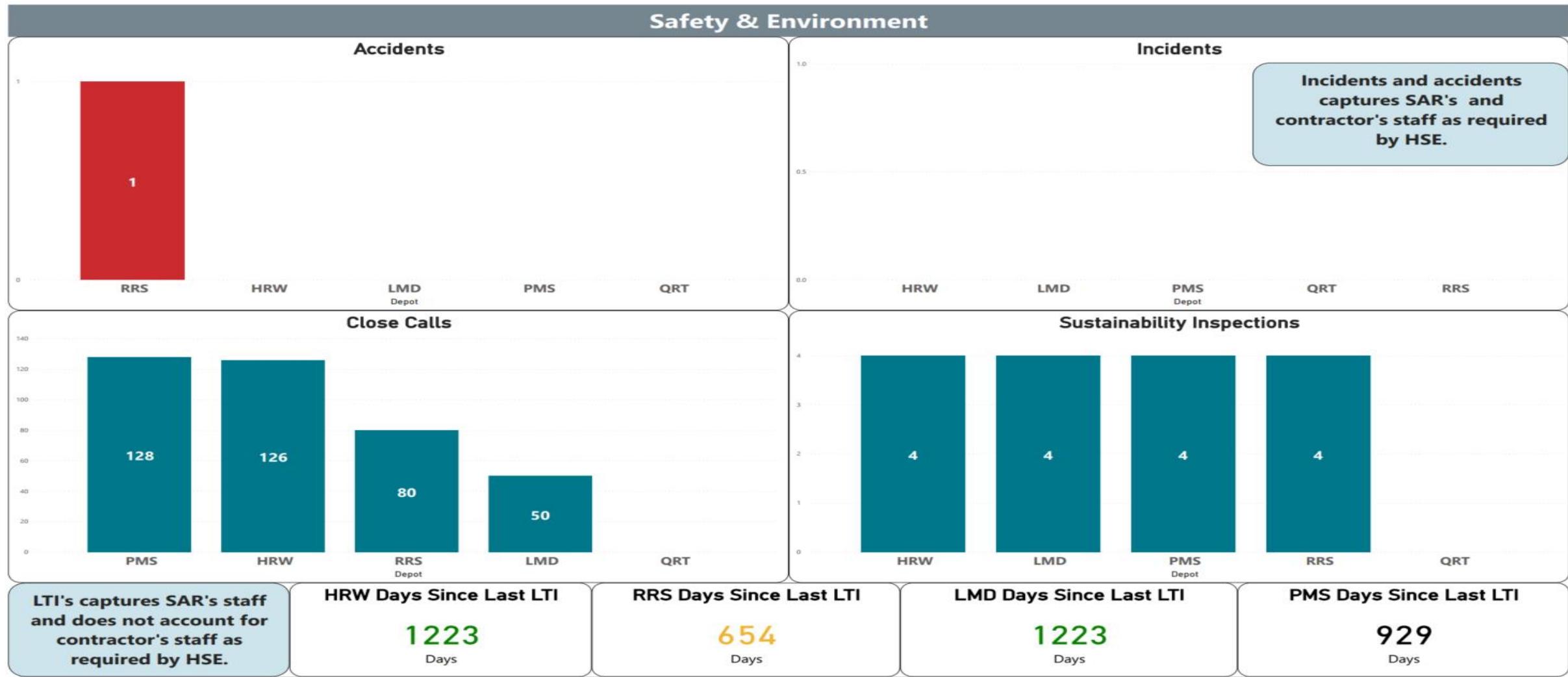
Total of 438 min failure delay in EWR & 94 min in NSR.

ERTMS systemic reliability concerns still affecting overall T-MDBF performance in EWR.

HVAC issues in power cars are occurring across the fleet due to design flaws and rising temperatures.

1. RSM Safety Performance

SAR 1.1 EWR & NSR Safety KPIs



SAR 1.2 EWR & NSR Safety Update

Safety & Environment Improvements

Safety Culture -

Improve the safety culture by 4% in accordance with Safe365 safety culture improvement plan-The RSM Safe365 safety maturity dashboard provides an insightful and interactive view of our health and safety capability. At the center of the starburst is our overall status score of 50%, surrounded by results from ten assessment modules and detailed competency scores.

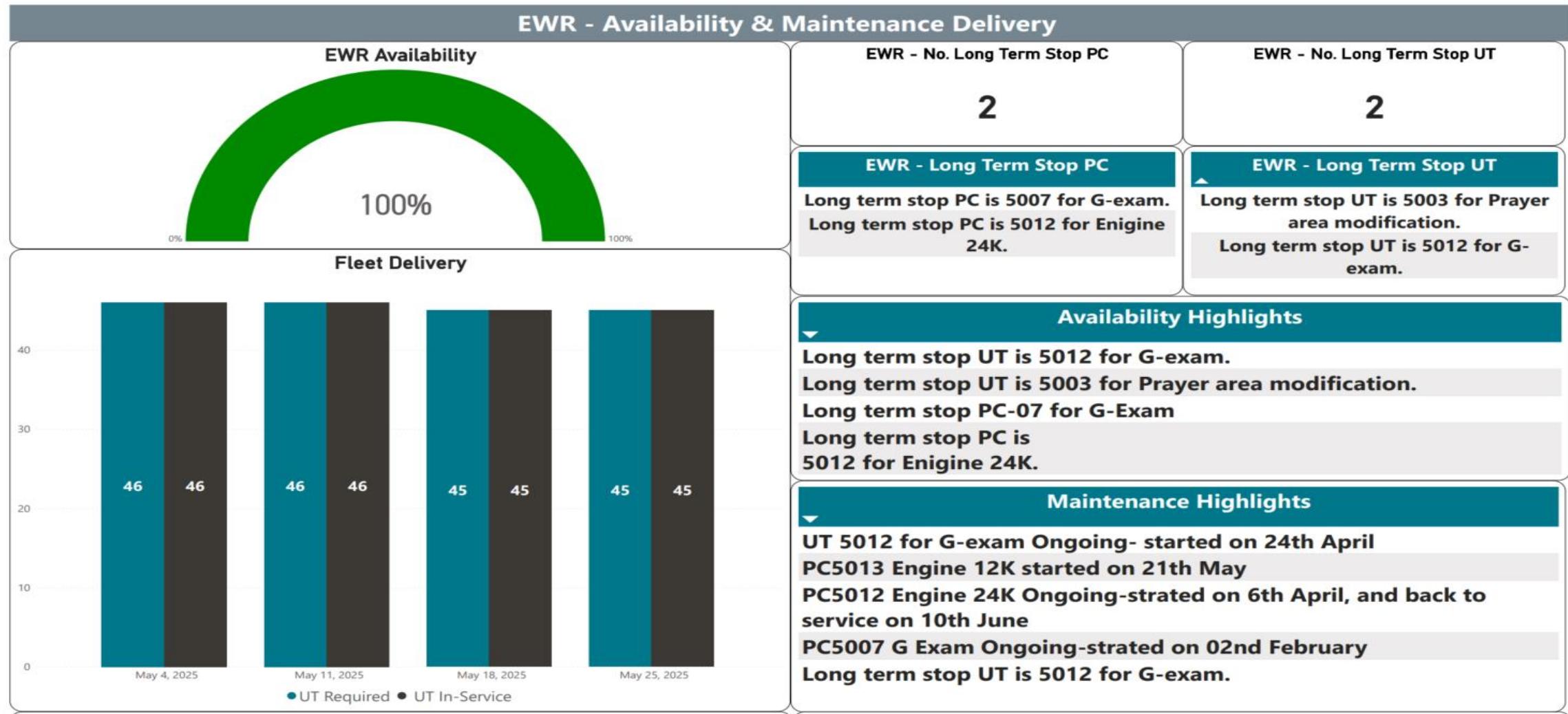
Significant improvements have been made to demonstrate procedural development and implementation to enhancing RSM's safety culture. The increase score has also been aided by respective manager's knowledge of their Health & Safety responsibilities, which is linked to IOSH/NEBOSH. RSM'S status score now sits at 67%.

RSM Safety Improvement Plan Objectives (SIP)

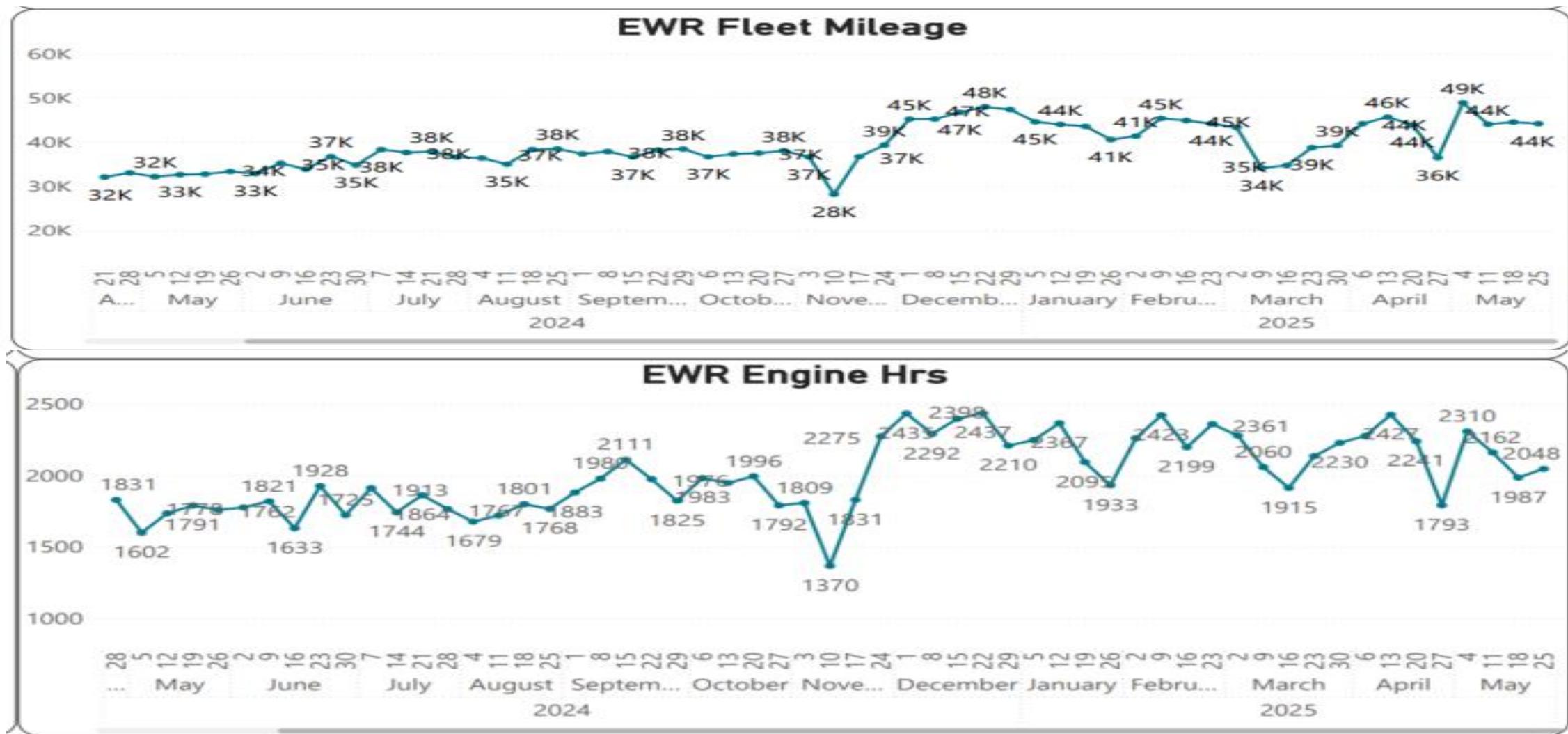
Action	Update
Improving RSM's Fire evacuation processes across its Depots - This will encompass people and process issues. Hard FM is not covered in this item.	A planned exercise took place at Dammam LMD last week.
Mitigating the Risk of Working at Height - Implementing engineering controls is a critical step in mitigating the risks associated with working at height, as outlined in the hierarchy of risk controls. These measures prioritize the prevention of falls by eliminating or reducing the likelihood of their occurrence and minimizing potential consequences if a fall does happen. Engineering controls achieve this by incorporating physical systems designed to prevent or mitigate falls, offering a more reliable solution compared to relying solely on administrative controls or personal protective equipment.	Due to delays in the sea containers leaving the port of origin and ETA has now been pushed back to the end of June.
Rehabilitate environmentally damaged areas - Provide a plan to rehabilitate environmentally damaged areas within all EWR and Riyadh North affected by oil & diesel spillages	The Plan is completed and has been sent to the HSE (Environmental Department) This item is now closed

2. EWR Fleet Performance

SAR 2.1 EWR Availability



SAR 2.2 EWR Overview Maintenance



SAR 2.3 EWR Overview Maintenance

Top Issues

▼
Ongoing relocation of Dammam LMD fuel tank required for smooth operations.

HVAC issues in power cars are occurring across the fleet due to design flaws and rising temperatures.

Top Achievements

Achieved 100% service delivery meeting service commitments.

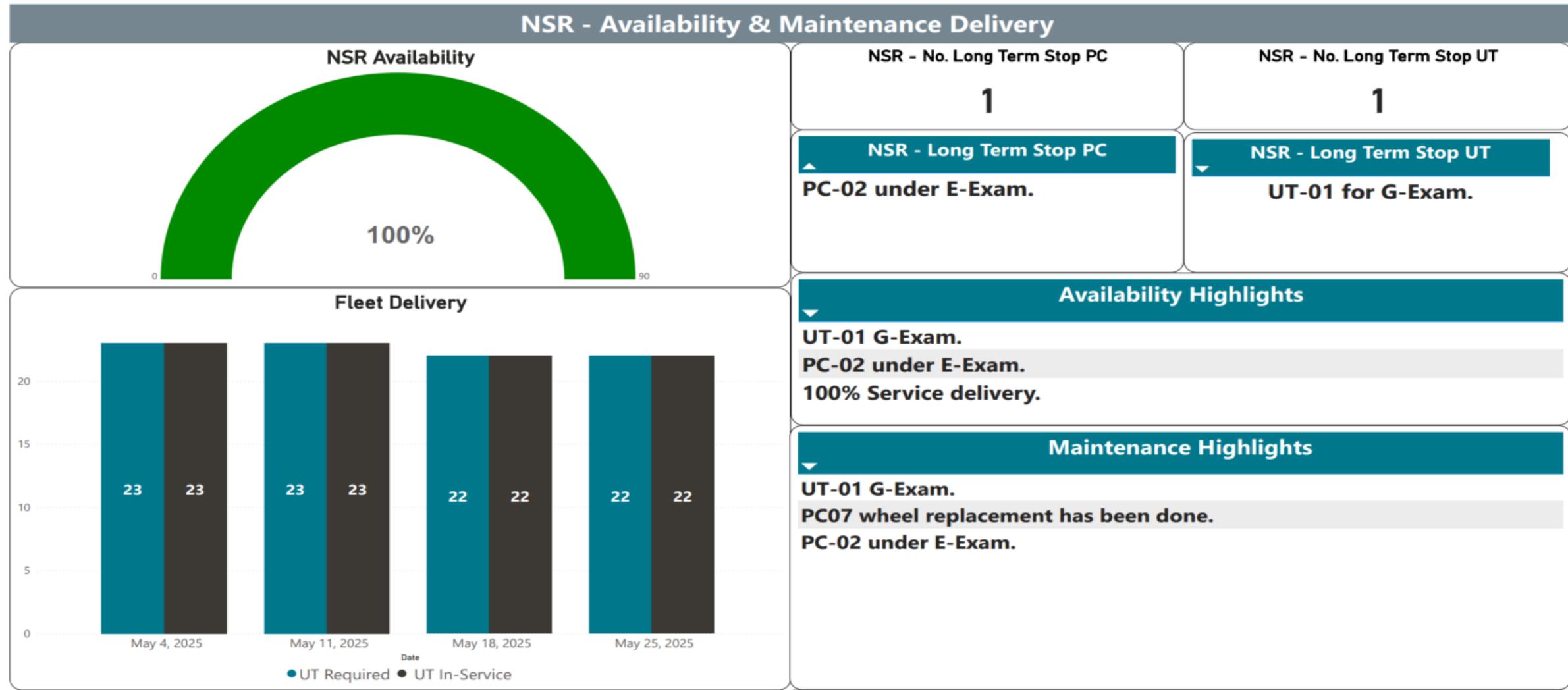
Implemented chiller in the workshop is reducing excessive summer heat.

Renewed train damage sticker completed

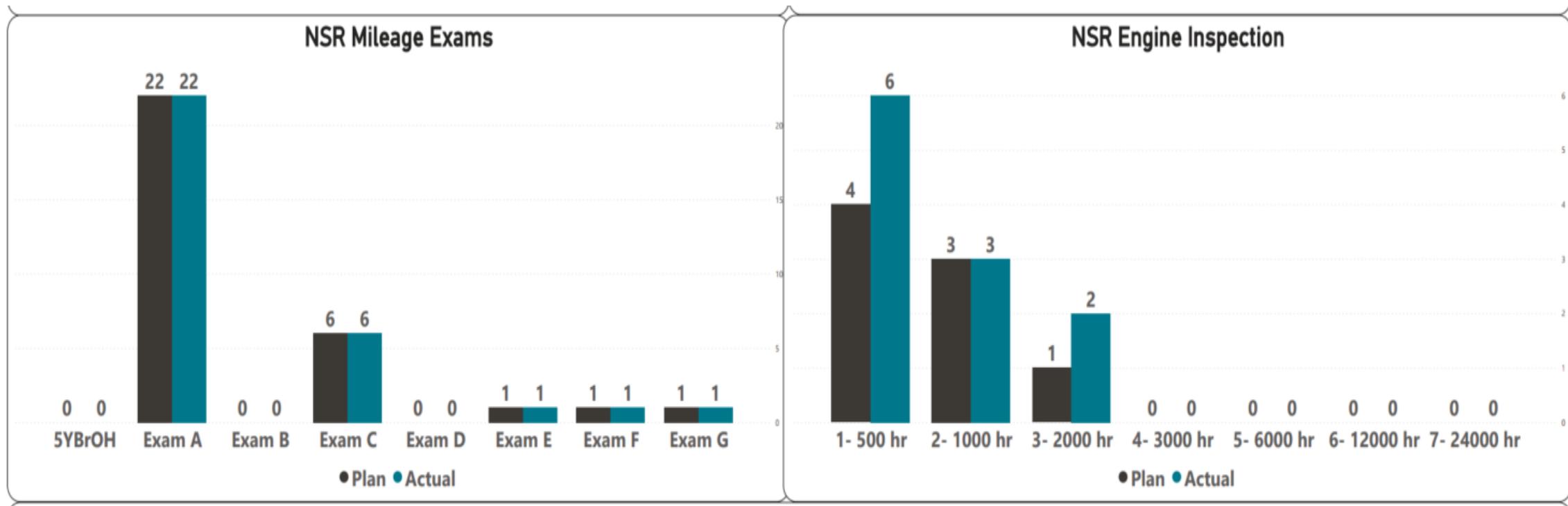
Successfully installed new TCU software in all service power cars, resulting in positive outcomes

3. NSR Fleet Performance

SAR 3.1 NSR Availability



SAR 3.2 NSR Overview Maintenance



SAR 3.3 NSR Overview Maintenance

Top Issues

▼
Lower train availability due to Major exams& overhaul
Line 04 partially out of use
HVAC cover issues for fleet & HVAC high load in summer

Top Achievements

▲
100% Service delivery.
Conducted emergency exercise successfully.
First E-exam for SAR on PC09 has been issued and done.
G-exam UT01 dynamic tests done, return to service second half of JUNE
Major change for competency logs books
Safety champion announced for the Month of April.
Safety champions program is still on going

4. RSM Engineering

SAR 4.1 EWR FRACAS

Engineering EWR

FRACAS EW

EWR - MDBF (Delay > 10 min)



EWR FRACAS

Failure

Action Taken/To Be Taken

EW0071 – TCU Thermal Management Software Trial

This ID tracks the phased rollout of improved TCU thermal management software across the EW fleet. Following early trials on PC5003 and PC5004, additional updates are planned for PC5002 and one more unit by the end of the month. While initial functionality has been verified, full validation is pending under high ambient summer temperatures. Preventive rollout will follow a two-stage process—functionality verification and thermal performance testing—with contingency in place for swift software reversion if needed. The update is being applied to all locomotives.

EW0087-Axial Runout Measurement

Axial runout deviations detected in multiple EW and NS wheelsets post-replacement, traced back to limitations in older machining and measurement practices. Preventive actions now include mandatory digital runout checks and upgraded lathe procedures to ensure proper alignment and quality control. HRW review of the equipment to ensure we can measure the axial runout. Rather than, we use manual tools. Any other wheel sets with problems should be informed immediately. Root cause analysis is pending to be shared with SAR, all the information has already been collected. All the runouts are recorded during wheel replacement as mandatory.

EW0091 – HVAC Cover Detachment on PC5010

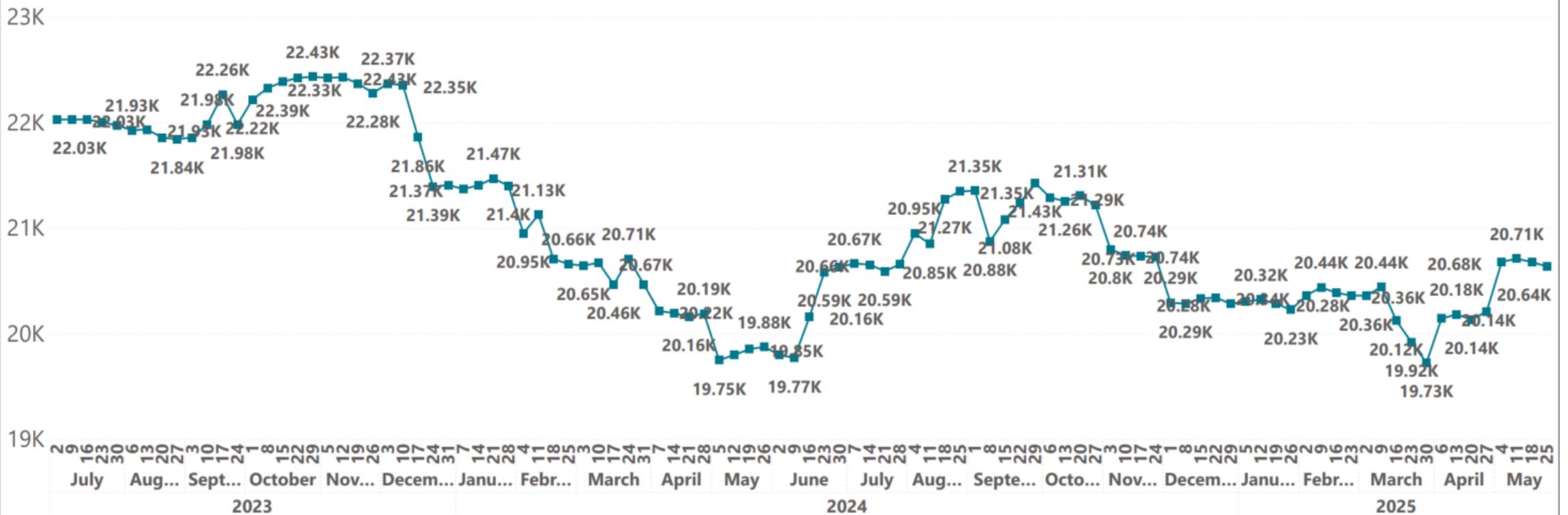
An incident involving detachment of the HVAC fairing cover on PC5010 led to a full failure investigation. The damaged polyester fiber cover was replaced, and a fleet-wide inspection was conducted. The issue was linked to sandblasting damage, and preventive actions—including updates to the maintenance plan and quality checks—are being implemented to avoid recurrence.

The fairing assembly has been replaced and the findings from the fleet-wide inspection have been reviewed. The maintenance plan is currently being updated, with reparation work pending the availability of the PC, along with a quality review following the supplier's repair. The replacement of the PC5007 cover is still pending. updated fleet review status and a failure report on the detached PC5010 HVAC fairing assembly. A request was made for a materials update, and the status file has been revised with the work orders and assessments completed so far.

SAR 4.2 NSR FRACAS

FRACAS NS

NSR - MDBF (Delay > 10 min)



SAR 4.2 NSR FRACAS

NSR FRACAS

Failure	Action Taken/To Be Taken
NS0104 - Sideskirts and Fairings	<p>On 24th May, Train UT03 PC10 stopped after departing Riyadh due to an unusual HVAC noise. Inspection revealed an open right-side HVAC lock and a detached part. The issue was secured, and the train continued to Qassim with an 18-minute delay</p> <p>Action Taken:</p> <p>The damaged bracket and fairing were replaced. The likely cause was someone stepping on the fairing during inspection. Most fairings lacked clear "Don't Step" stickers.</p> <p>Agreement to include fixing the welding during the G-exam in accordance with the original design specifications.</p> <p>A warehouse housekeeping activity will be planned to organize locks in the correct place based on size.</p> <p>Installed the 'Don't step sticker' on the fairings.</p> <p>Brief the technician not to step on the fairings.</p>
UT05 LC005 AC DC CONNECTOR MALE PIN HAS SIGNS OF OVERHEATING (PREP)	<p>On 29th May, UT05 was scheduled for Qurayat service. Prior to departure from the station, a melted ACDC male pin cable was found on UT05 LC005 and was replaced, resulting in a 15-minute departure delay.</p>
NS0065 - Intercomm Cable Assembly	<p>Action Taken:</p> <p>ACDC connector and cable has been replaced.</p>
NS0111 - PC03 KE Valve Mounting - Temporary Repair Carried out	<p>On April 8, 2025, a major air leak was detected from the KE valve, causing pressure drops in the brake cylinders during service brake use. The newly installed KE valve was found to be improperly mounted due to a poorly riveted nut, which partially detached the mounting studs, resulting in a two-hour delay.</p> <p>Action Taken:</p> <p>A fleet-wide inspection was carried out, and a temporary fix was applied to the KE valve mounting. A test run on PC03 was successful with no further brake issues. The full panel has been tested and is ready to be installed on PC03 to complete the repair.</p>
PC07 HVAC IS NOT COOLING (INT)	<p>On May 1, 2025, Train UT02 with PC07, scheduled for Service 3, encountered an HVAC cooling issue. This required a composition change to PC02, resulting in a 20-minute delay.</p> <p>Action Taken:</p> <p>Leaks were found at the high-pressure valve core, high-pressure transducer valve core, and low-pressure valve core. All faulty components were replaced. A campaign has been started to inspect HVAC systems and ensure they are functioning properly.</p>
NS0095 - Brake Pads	<p>The old brake pad is obsolete. Consequently, KB designed a new brake pad. During the trial of the first design, a small portion of the sintered element detached. The sinter element failed the trial. As a result, KB decided to slightly modify the material composition of the sintered brake element to enhance its resistance to shock and vibration.</p> <p>Ricardo has been appointed as the ICP for this project.</p> <p>Action Taken:</p> <p>Based on a risk management approach, KB and Ricardo have agreed to proceed with implementation until the first designed pad while implementing additional measures.</p> <p>An enhanced version has been proposed and bench tested at KB facility. Ricardo and KB are finalizing the test plan to start the trial on the train.</p>

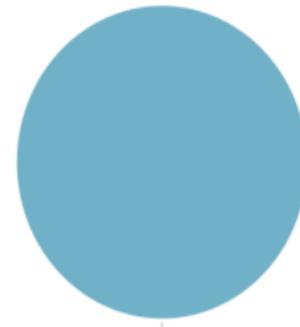
SAR 4.3 Modification Budget Change

Modification Changes

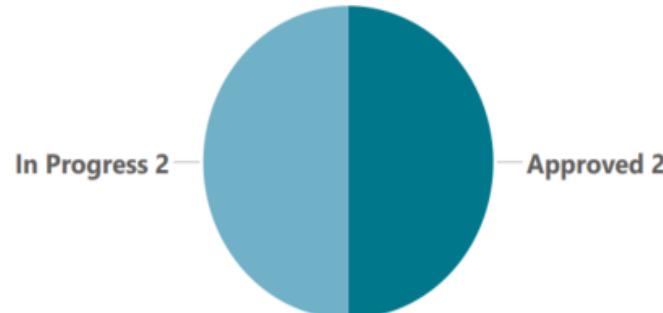
Projects	Description/Update	Status
Transformer Prototype PC and T4	New design for Transformers, passively cooled.	Pending
Gearbox prototype.	New gearbox labyrinth to protect gearbox from sand.	Ongoing, pending cofema response for next steps as the prototype failed.
Pulse filter Prototype	Change EW filtration from cyclonic to Pulse filter, will arrive in September	Ongoing
TCU Cooling Prototype	Improve radiator and cooling efficiency of TCU cooling	Completed, rejected.
Headlights	Upgrade EW headlights to be similar to NS	Completed
SKF	install onboard bearing monitoring on EW axles.	Completed

Engineering Assurance

Trials



ECRs



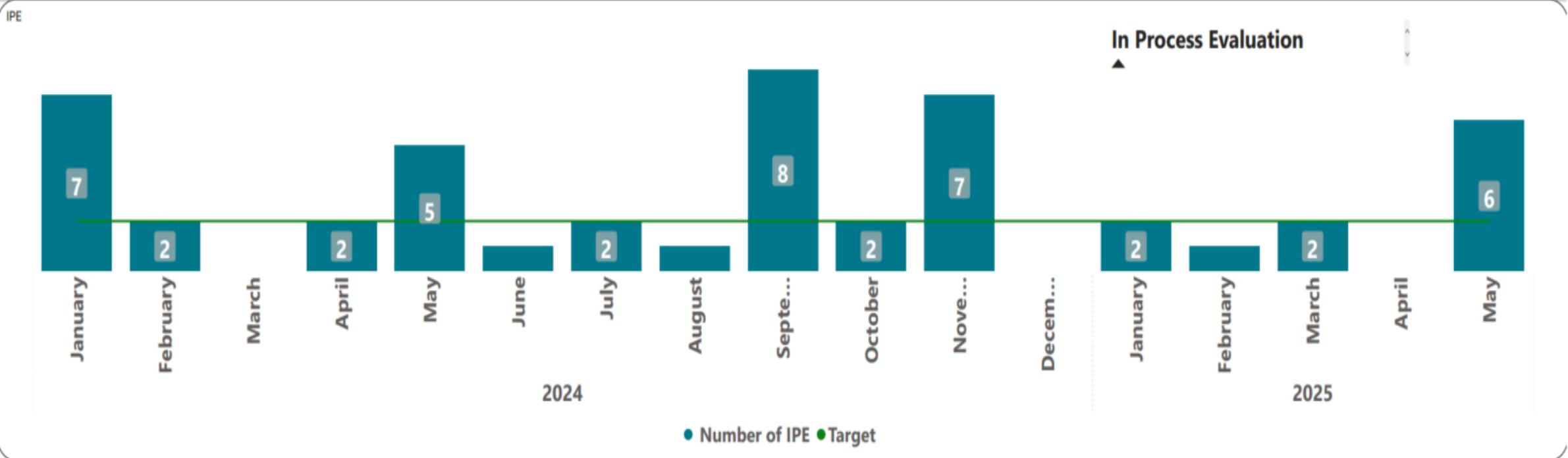
SAR 4.4 Engineering Assurance

Trials/Description
2441 - EW - Fule Tank Protection (In Progress)
<p>Objective: The modification aims to provide additional protection for the fuel tank to prevent leakage due to harsh external conditions like sand abrasion and ballasts, particularly at the fuel tank's edge. Success will be measured by ensuring no fuel leakage during the first fueling operation and within the next 24 hours after the fuel tank is refitted to the locomotive.</p>
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>
2502 - # - New Leveling Rod (In Progress)
<p>Objective : The trial aims to improve the reliability of the leveling valve rod by replacing the plastic angled ball joint with a stainless steel version (DIN 71802). Success will be defined as completing 50,000 km (B inspection) without any failures, based on proven performance in other CAF projects like the Metro Volturno project.</p>
2504 - EW- Software Update for BOXPC firmware to support ETCS Level 2 (In Progress)
<p>Objective : The trial upgrades BOXPC firmware in PC5006/U01 to support ETCS Level 2 and Fire Suppression System (FSS). It introduces new alarms and variables for improved real-time monitoring via LeadMind.</p>
<p>Success depends on error-free installation, normal system operation, and proper alarm visibility.</p>
<p>The system must remain stable with no impact on train operations or safety.</p>
2505 - NS- Cooling Duct for Brake & Pneumatic panel in PC (In Progress)
<p>Objective : The trial aims to assess a redesigned cover that improves cooling of the pneumatic panel in PC04's electrical room. It targets reduced heat-related degradation of rubber components and improved panel durability.</p>
2506 - NS- New Saloon HVAC Set Point (In Progress)
<p>Objective : The trial evaluates the updated Saloon HVAC software, which increases temperature setpoints by 1°C as requested by the client. It aims to confirm correct functionality, stability, and improved passenger comfort on NS fleet trains.</p>
<p>Success requires proper HMI control of setpoints and no abnormal issues during one month of service.</p>
2507 - NS- Alternative Vertical Dampers for the NS Fleet (In Progress)
<p>Objective : The trial aims to test SV-Shocks hydraulic dampers as replacements for obsolete KONI dampers. This ensures a reliable supply and continued train operation, with prior success in the EW fleet.</p>
<p>Dampers will be tested on the NS fleet over 100,000 km on both PC and Coach cars. Success is defined by no oil leakage, runner damage, or deformation due to environmental conditions</p>
2508 - EW- WSP Valve Cover Modification to allow sand dispersion (In Progress)
<p>Objective : Sand is accumulating in the WSP valve covers, causing valve malfunctions. Existing holes are insufficient for effective sand evacuation. The solution is to increase the number of holes in the covers.</p>
<p>Success is defined by no sand buildup or valve issues during the trial period.</p>

SAR 4.4 Engineering Assurance

ECR/Description
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.
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.
2502 - EW - Install chain on pneumatic panel (Approved) Introduction: The pneumatic panel located in coaches have a safety rope located on the bottom side of the panel. This safety rope with sand blasting is getting damaged and then it needs to be replaced by a new one Details of Change: The safety rope will be replaced with a chain to improve reliability of the component. The chain is manufactured in steel, and it is strong enough for the sand blasting.
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.

Standards & Complince

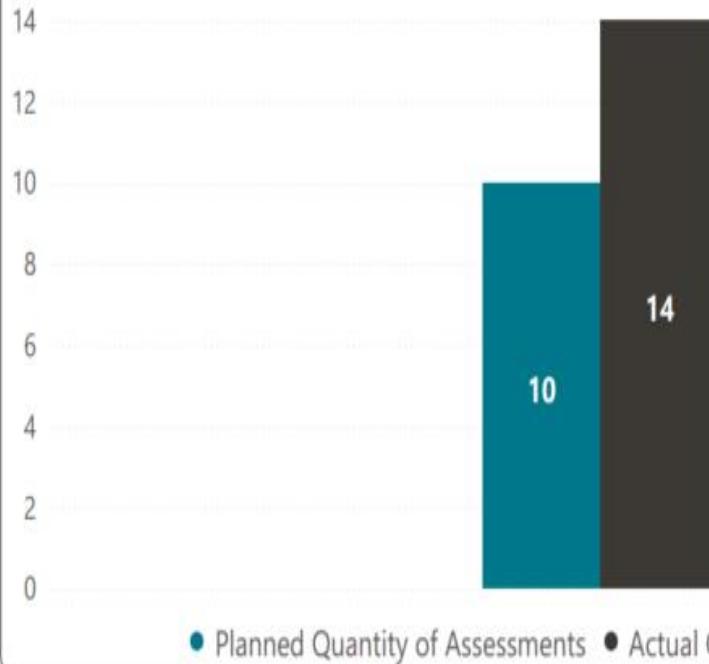


5. NSR Competency

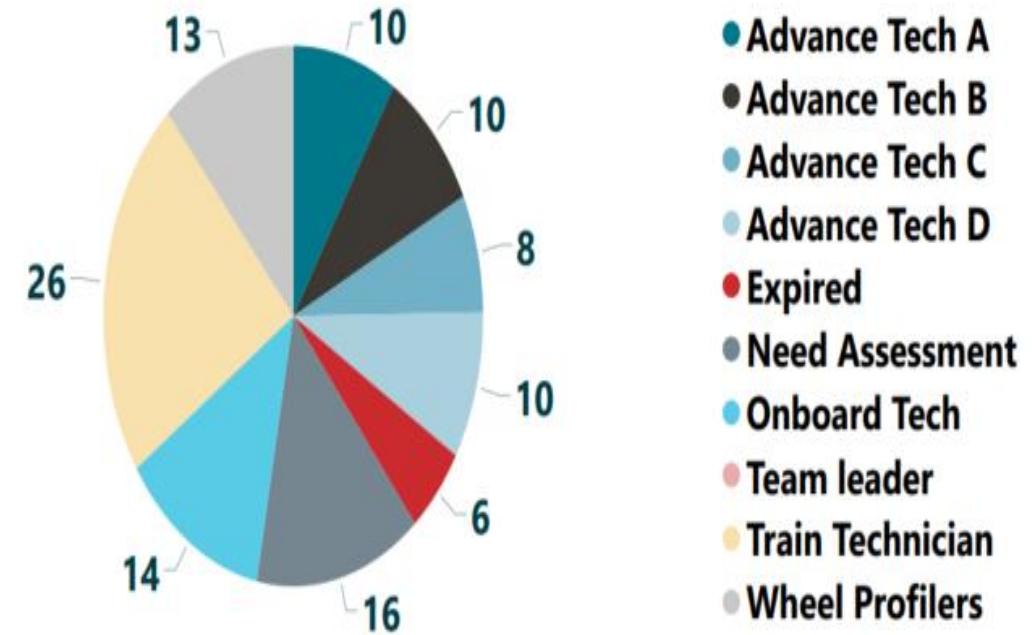
SAR 5.1 NSR Competency

NSR - People & Competency Management

Assessments



SAR's Competency Overview



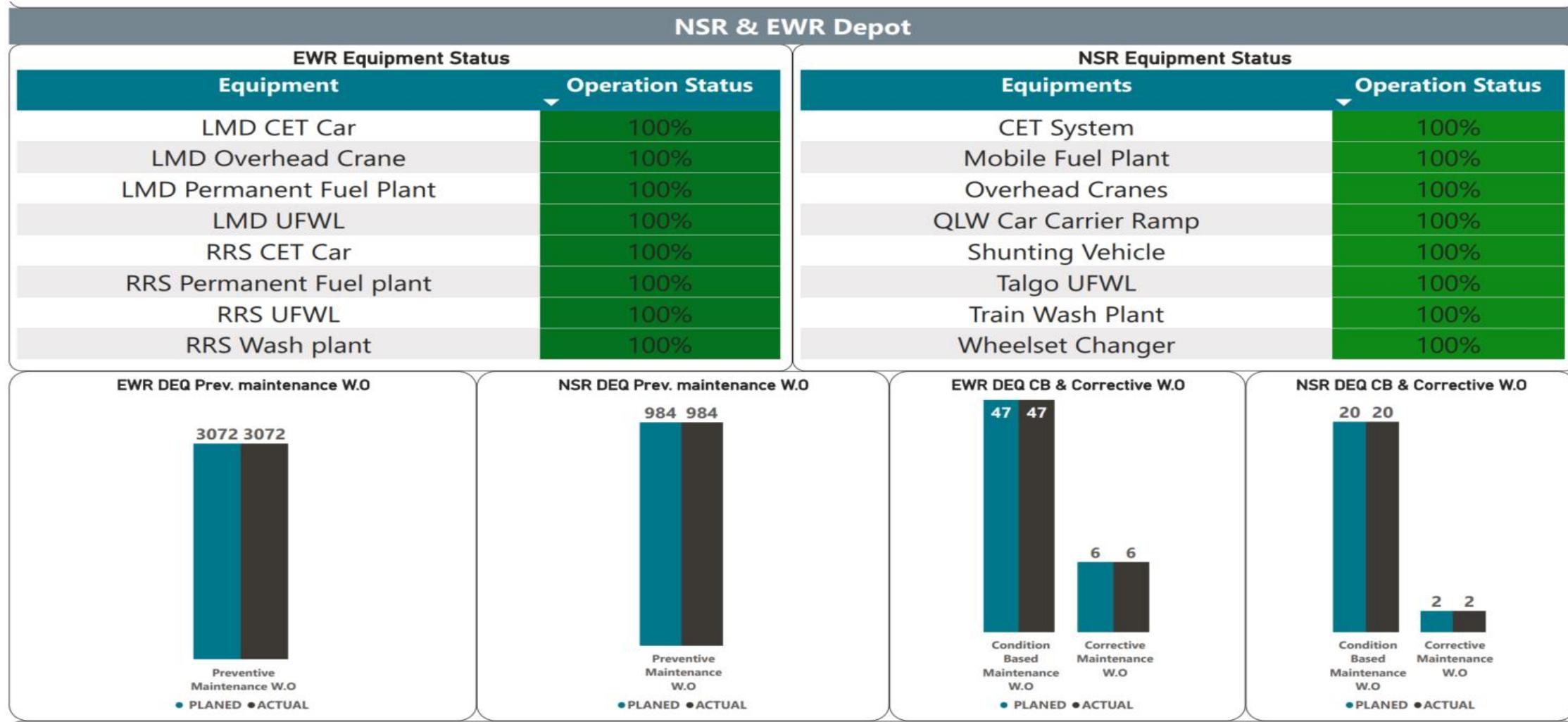
SAR 5.1 NSR Competency

Competence Highlights

- 01- Wheel Lathe Competence up to 93%. An additional Wheel Profiling training session is being planned.
- 02- 16 technicians currently working towards Train Technician competence.
- 03- There are currently 6 staff members have expired competencies, reassessments are scheduled imminently.
- 04-Car Carrier training sessions will be held on a weekly basis, as required.
- 05- Qurayyat depot staff safety and depot equipment training is continuing at Riyadh.
- 06-Wheel-Rail Interface and Rerailing Equipment training will commence soon. Rerailing Equipment training scheduled for 15-16 June.
- 07-First Aid is confirmed for the 5th, 25th, 26th & 27th of May (4 sessions). First two sessions completed successfully.
- 08- The ENGpro Supervisor Training scheduled for 4-8 May & 18-22 May. Completed.
- 09- Forklift Training course was successfully conducted from 19-22 May.
- 10- Scissor lift Training course is confirmed for the 26th of May. Ongoing.
- 11- One technician successfully passed the initial assessment in Group D systems on 25 May.
- 12- One Personal Track Safety session was delivered to Qurayyat staff at QLW.
- 13- Depot Protection Systems for Qurayyat staff was successfully delivered on 23 May.
- 14-The NITEQ training session for Qurayyat staff was delivered successfully on 22 May.

6. Depot

SAR 6.1 Depot Overview



SAR 6.1 Depot Overview

Depot Highlights

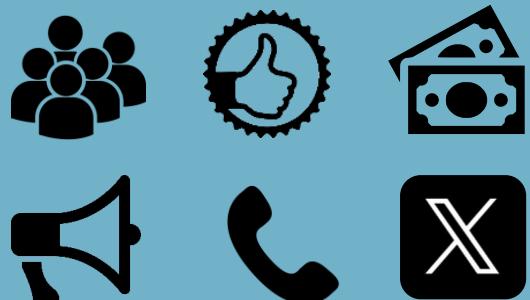
All Equipments are working normal and operational.

HRW - Hegenscheidt UFWL installation and commissioning completed and training ongoing by OEM.

No effect on services.

Commercial

May 2025



Abdulmajeed Khathlan
Commercial Director

COMMERCIAL ANALYSIS (NORTH)



May 2025	Economy Class	Business Class	Private Sleeper Cabin	Total	Load Factor				TSFT Target achieved	
					EC	BC	PSC	Total	May 2025	2025
	67,330	18,141	696	86,167	109%	82%	62%	102%		
	62,906	17,583	546	81,035	102%	79%	49%	95%		

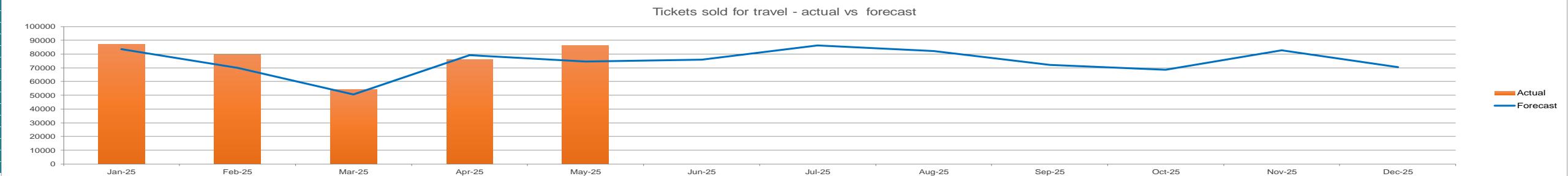
Tickets sold for travel

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

895942
382578
43%
40%

Monthly Forecast
Monthly Actual
% of forecast achieved

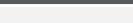
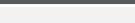
74487
86167
116%



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	0	0	0	0	0	0	0



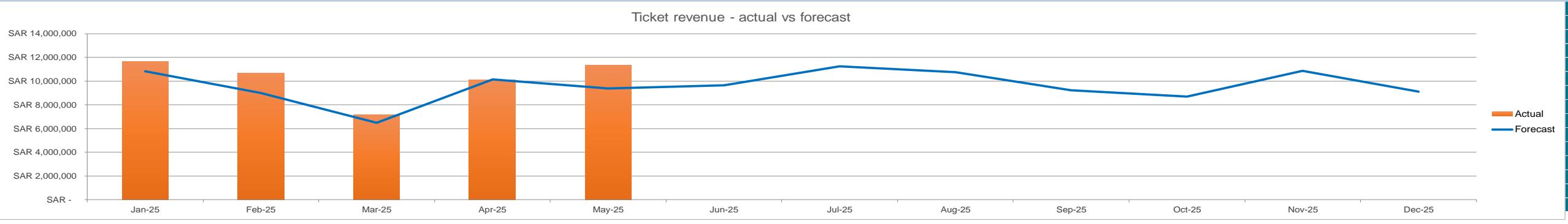
COMMERCIAL ANALYSIS (NORTH)

May 2025	Economy Class	Business Class	Private Sleeper Cabin	Total	Ticket yield				Ticket Revenue achieved	
Ticket revenue	SAR 6,925,614	SAR 4,191,699	SAR 213,234	SAR 11,330,547	EC	BC	PC	Total	May 2025	2025
	SAR 6,022,273 (ex. VAT)	SAR 3,644,956 (ex. VAT)	SAR 185,421 (ex. VAT)	SAR 9,852,649 (ex. VAT)	89 SR (ex. VAT)	201 SR (ex. VAT)	266 SR (ex. VAT)	114 SR (ex. VAT)		

Ticket revenue

2025 Forecast	SAR	115,340,112
2025 Actual	SAR	50,888,166
% of forecast achieved		44%
Target % achieved of forecast		40%

Monthly Forecast	SAR	9,369,975
Monthly Actual	SAR	11,330,547
% of forecast achieved		121%



COMMERCIAL ANALYSIS (NORTH)



May 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Extra Baggage	2,958	SAR 228,735	SAR 77
		SAR 198,900 (ex. VAT)	SAR 67 (ex. VAT)
 Lounge Access	838	SAR 26,600	SAR 32
		SAR 23,130 (ex. VAT)	SAR 28 (ex. VAT)
 Onboard Meals	660	SAR 21,895	SAR 33
		SAR 19,039 (ex. VAT)	SAR 29 (ex. VAT)
 Seat Selection	12,496	SAR 187,490	SAR 15
		SAR 163,035 (ex. VAT)	SAR 13 (ex. VAT)

COMMERCIAL ANALYSIS (NORTH)

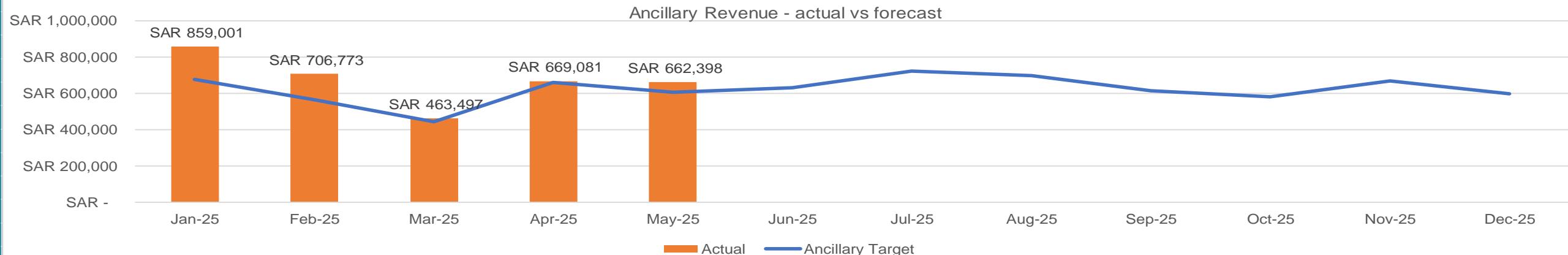


May 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Parcel Shipments	375	SAR 44,350	SAR 118
		SAR 38,565 (ex. VAT)	SAR 103 (ex. VAT)
 Car Cargo	86	SAR 73,900	SAR 859
		SAR 64,261 (ex. VAT)	SAR 747 (ex. VAT)
 On Train Sales	179	SAR 24,242	SAR 135
		SAR 21,080 (ex. VAT)	SAR 118 (ex. VAT)
 Waiting List Tickets	562	SAR 55,186	SAR 98
		SAR 47,987 (ex. VAT)	SAR 85 (ex. VAT)

COMMERCIAL ANALYSIS (NORTH)



May 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield	Ancillary Revenue achieved	
				May 2025	2025
	18,154	SAR 662,398	SAR 36		
TOTAL ANCILLARY REVENUE		SAR 575,998 (ex. VAT)	SAR 32 (ex. VAT)		
Ancillary Revenue					
2025 Forecast	 SAR 7,472,448		Monthly Forecast	SAR 607,588	
2025 Actual	 SAR 3,360,749		Monthly Actual	SAR 662,398	
% of forecast achieved	45%		% of forecast achieved	109%	
Target % achieved of forecast	 40%				



Passenger Commercial Performance YTD (May 2025) | North Trains



North	Result	Jan – May 2024	Jan – May 2025 (Forecast)	Jan – May 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
	Number of Services Operated	903	877	879	-3%	0.2%
	Tickets Sold for Travel	368,716	357,676	382,578	4%	7%
	Load Factor (Ticket Sold for Travel)	94%	93%	103%	9% Points	10% Points
	Boarded Passengers	347,704	336,215	360,799	4%	7%
	Load Factor (Boarded Passengers)	88%	87%	97%	9% Points	10% Points
	Ticket Revenue (inc. VAT)	SAR 45,084,451	SAR 45,839,438	SAR 50,888,166	13%	11%
	Ticket Yield (inc. VAT)	SAR 122	SAR 128	SAR 133	9%	4%
	Ancillary Revenue (inc. VAT)	SAR 3,595,878	SAR 2,954,366	SAR 3,360,749	-7%	14%
	Ancillary Yield (inc. VAT)	SAR 10	SAR 8	SAR 9	-10%	6%
	Total Revenue (inc. VAT)	SAR 48,680,329	SAR 48,793,804	SAR 54,248,915	11%	11%
	Total Yield (inc. VAT)	SAR 132	SAR 136	SAR 142	7%	4%

COMMERCIAL ANALYSIS (EAST)



May 2025	Economy Class	Business Class	Aramco	Total	Load Factor			TSFT Target achieved	
					EC	BC	Total	May 2025	2025
 Tickets sold for travel	102,707	37,010	11,844	151,561	130%	88%	117%		
 Boarded passengers	95,040	35,889	6,633	137,562	116%	86%	106%		

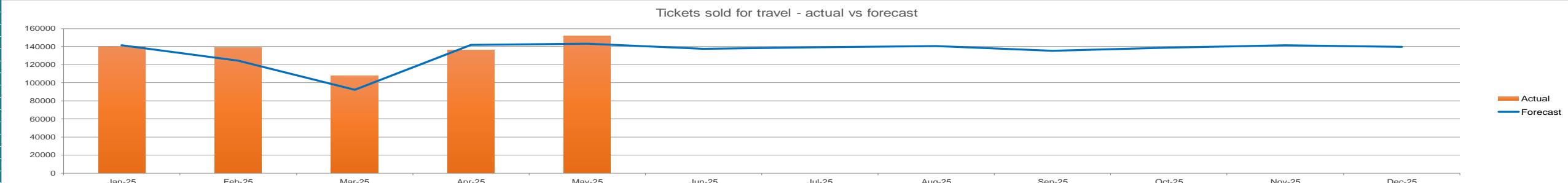
Tickets sold for travel

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

1616605
673766
42%
40%

Monthly Forecast
Monthly Actual
% of forecast achieved

143327
151561
106%



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	141472	124434	92192	141899	143327	137680	139552	140705	135340	138733	141431	139840
Actual	139438	138771	107887	136109	151561	0	0	0	0	0	0	0

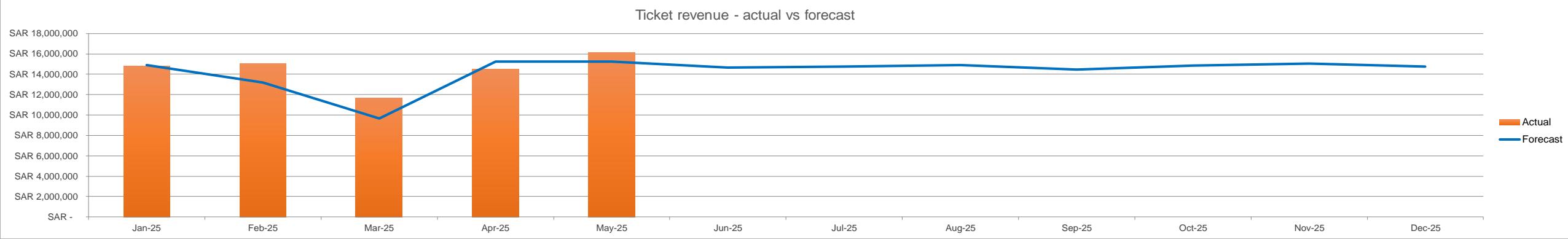


COMMERCIAL ANALYSIS (EAST)

May 2025	Economy Class	Business Class	Aramco	Total	Ticket yield			Ticket Revenue achieved	
Ticket revenue	SAR 8,814,819	SAR 6,859,657	SAR 476,721	SAR 16,151,198	EC	BC	Total	May 2025	2025
	SAR 7,665,060 (ex. VAT)	SAR 5,964,919 (ex. VAT)	SAR 414,540 (ex. VAT)	SAR 14,044,520 (ex. VAT)	86 SR	185 SR	107 SR		

2025 Actual	SAR	72,180,467
% of forecast achieved		42%
Target % achieved of forecast		40%

Monthly Forecast	SAR	15,227,287
Monthly Actual	SAR	16,151,198
% of forecast achieved		106%



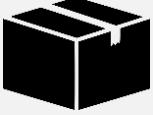
COMMERCIAL ANALYSIS (EAST)



May 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Extra Baggage	2,075	SAR 165,950	SAR 80
		SAR 144,304 (ex. VAT)	SAR 70 (ex. VAT)
 Lounge Access	1,437	SAR 47,290	SAR 33
		SAR 41,122 (ex. VAT)	SAR 29 (ex. VAT)
 Onboard Meals	997	SAR 24,960	SAR 25
		SAR 21,704 (ex. VAT)	SAR 22 (ex. VAT)
 Seat Selection	13,925	SAR 209,125	SAR 15
		SAR 181,848 (ex. VAT)	SAR 13 (ex. VAT)

COMMERCIAL ANALYSIS (EAST)



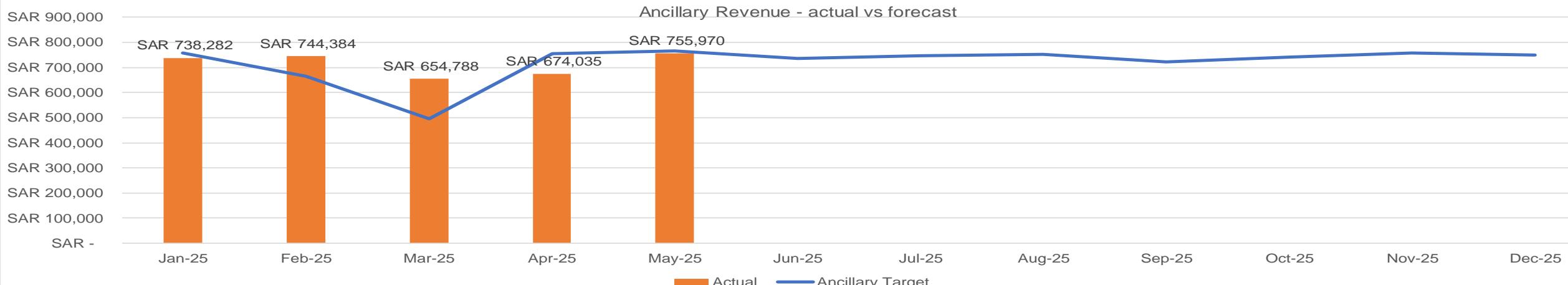
May 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield
 Parcel Shipments	2,449	SAR 192,050	SAR 78
		SAR 167,000 (ex. VAT)	SAR 68 (ex. VAT)
 On Train Sales	216	SAR 18,879	SAR 87
		SAR 16,416 (ex. VAT)	SAR 76 (ex. VAT)
 Waiting List Tickets	858	SAR 85,239	SAR 99
		SAR 74,121 (ex. VAT)	SAR 86 (ex. VAT)
 Aramco parking	317	SAR 12,478	SAR 39
		SAR 10,850 (ex. VAT)	SAR 34 (ex. VAT)

COMMERCIAL ANALYSIS (EAST)



May 2025	Ancillary Service Volumes	Ancillary Service Revenue	Ancillary Service Yield	Ancillary Revenue achieved	
				May 2025	2025
 TOTAL ANCILLARY REVENUE	22,274	SAR 755,970	SAR 34	 99% of target achieved	
		SAR 657,365 (ex. VAT)	SAR 30 (ex. VAT)		

Ancillary Revenue					
2025 Forecast	SAR 8,650,911		Monthly Forecast	SAR 766,455	
2025 Actual	SAR 3,567,458		Monthly Actual	SAR 755,970	
% of forecast achieved	41%		% of forecast achieved	99%	
Target % achieved of forecast	40%				



Passenger Commercial Performance YTD (May 2025) | East Trains



East	Result	Jan – May 2024	Jan – May 2025 (Forecast)	Jan – May 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
 E East Train	Number of Services Operated	2,005	2,118	2,118	6%	0%
	Tickets Sold for Travel	653,461	643,324	673,766	3%	5%
	Load Factor (Ticket Sold for Travel)	116%	105%	111%	-5% Points	6% Points
	Boarded Passengers	589,279	578,991	613,887	4%	6%
	Load Factor (Boarded Passengers)	104%	94%	100%	-4% Points	6% Points
	Ticket Revenue (inc. VAT)	SAR 60,681,617	SAR 68,211,303	SAR 72,180,467	19%	6%
	Ticket Yield (inc. VAT)	SAR 93	SAR 106	SAR 107	15%	1%
	Ancillary Revenue (inc. VAT)	SAR 3,545,647	SAR 3,442,399	SAR 3,567,458	1%	4%
	Ancillary Yield (inc. VAT)	SAR 5.4	SAR 5.4	SAR 5.3	-2%	-1%
	Total Revenue (inc. VAT)	SAR 64,227,264	SAR 71,653,702	SAR 75,747,924	18%	6%
	Total Yield (inc. VAT)	SAR 98	SAR 111	SAR 112	14%	1%

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



North & East	Result	Jan – May 2024	Jan – May 2025 (Forecast)	Jan – May 2025	% Variance (Year-on-Year)	% Variance (v Forecast)
 North Train	Number of Services Operated	2,908	2,995	2,997	3%	0%
	Tickets Sold for Travel	1,022,177	1,001,000	1,056,344	3%	6%
	Boarded Passengers	936,983	915,207	974,686	4%	6%
	Ticket Revenue (inc. VAT)	SAR 105,766,068	SAR 114,050,740	SAR 123,068,633	16%	8%
	Ticket Yield (inc. VAT)	SAR 103	SAR 114	SAR 117	13%	2%
	Ancillary Revenue (inc. VAT)	SAR 7,141,525	SAR 6,396,765	SAR 6,928,206	-3%	8%
	Ancillary Yield (inc. VAT)	SAR 7.0	SAR 6.4	SAR 6.6	-6%	3%
	Total Revenue (inc. VAT)	SAR 112,907,593	SAR 120,447,506	SAR 129,996,839	15%	8%
	Total Yield (inc. VAT)	SAR 110	SAR 120	SAR 123	11%	2%
	Customer Satisfaction	80%	85%	87%	7% Points	2% Points
	Net Promoter Score	29%	20%	36%	8% Points	16% Points

CAR CARGO CAMPAIGN



To increase awareness of SAR's Car Cargo service, we launched an informative video in May showcasing the full Car Cargo customer journey—from booking to drop-off and pick-up.

The video emphasizes key service points such as its availability between Riyadh and Qurrayat, eligibility criteria, and procedural steps.

The campaign was promoted across X and Instagram, using paid media support to boost reach and engagement. The video was also pinned on both SAR North East social media platforms to ensure continued visibility throughout the campaign period.





BRAND AWARENESS & POSITIONING CAMPAIGNS



We carried out a five-day filming shoot in May across SAR trains, stations and other external locations, such as a library, a private villa, restaurant, and gas station, for our upcoming brand awareness and positioning campaigns.

These campaigns are set to highlight the key pillars of the SAR North & East brand —safety, comfort, sociability, and value for money.

Our first campaign is set to launch over the summer and will be promoted via paid media in key target markets.

The campaign will also be promoted via SAR's digital and in-station channels to drive awareness and promote our trains as a top-of-mind travel choice for new and existing customers.

BRAND AWARENESS & POSITIONING CAMPAIGN FILMING SHOOT



SOCIAL MEDIA KPIS



May 2025	X	X	Instagram	Facebook	TOTAL
Followers	58,666		14,687	7,562	80,915
Posts	18		18	18	54
Impressions	942,351		20,299	7,672	970,322
Engagements	1,607		382	302	2,291
Engagement Rate	0.0031%		0.06%	3.9%	3.96%

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.

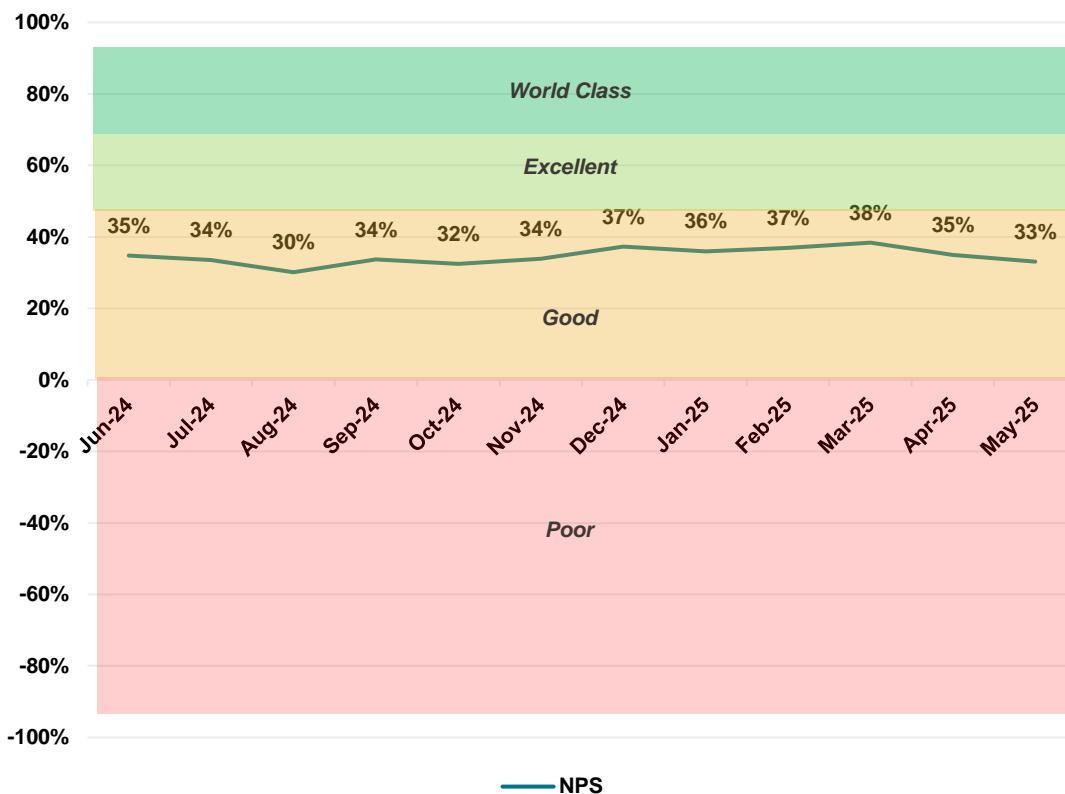
Engagements: The number of times users engaged (Reactions, Shares, Comments, Shares, Retweets, Replies, Clicks etc..) with the content.

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 May 2025 NPS Score was 33% measured as Good in the NPS Range.



CUSTOMER EXPERIENCE

How was your overall experience today?



Overall	Excellent	Good	Fair	Poor	Overall Customer Satisfaction
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%
July 2024	51%	35%	9%	5%	86%
June 2024	52%	36%	8%	4%	88%



Overall customer satisfaction (May 2025)

86%



Overall customer satisfaction (2025)

87%

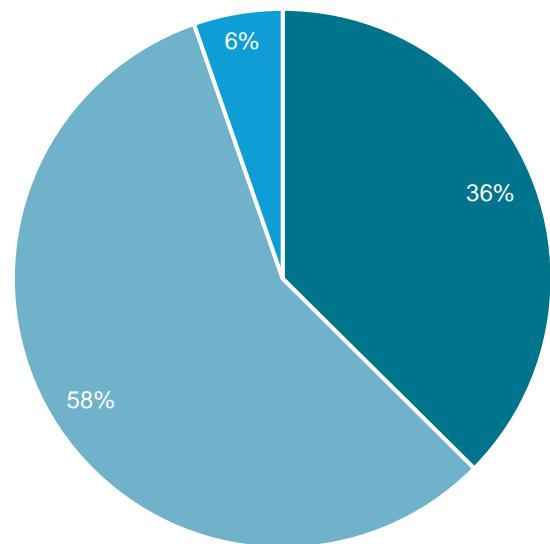


CUSTOMER ANALYSIS



April

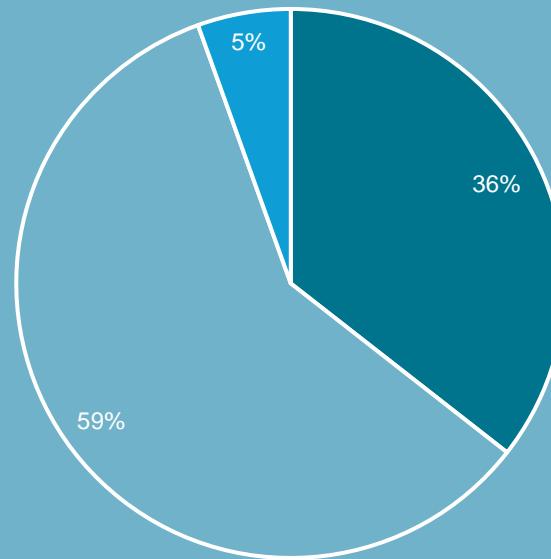
BOOKING CHANNEL



- Website
- Mobile
- Station

May

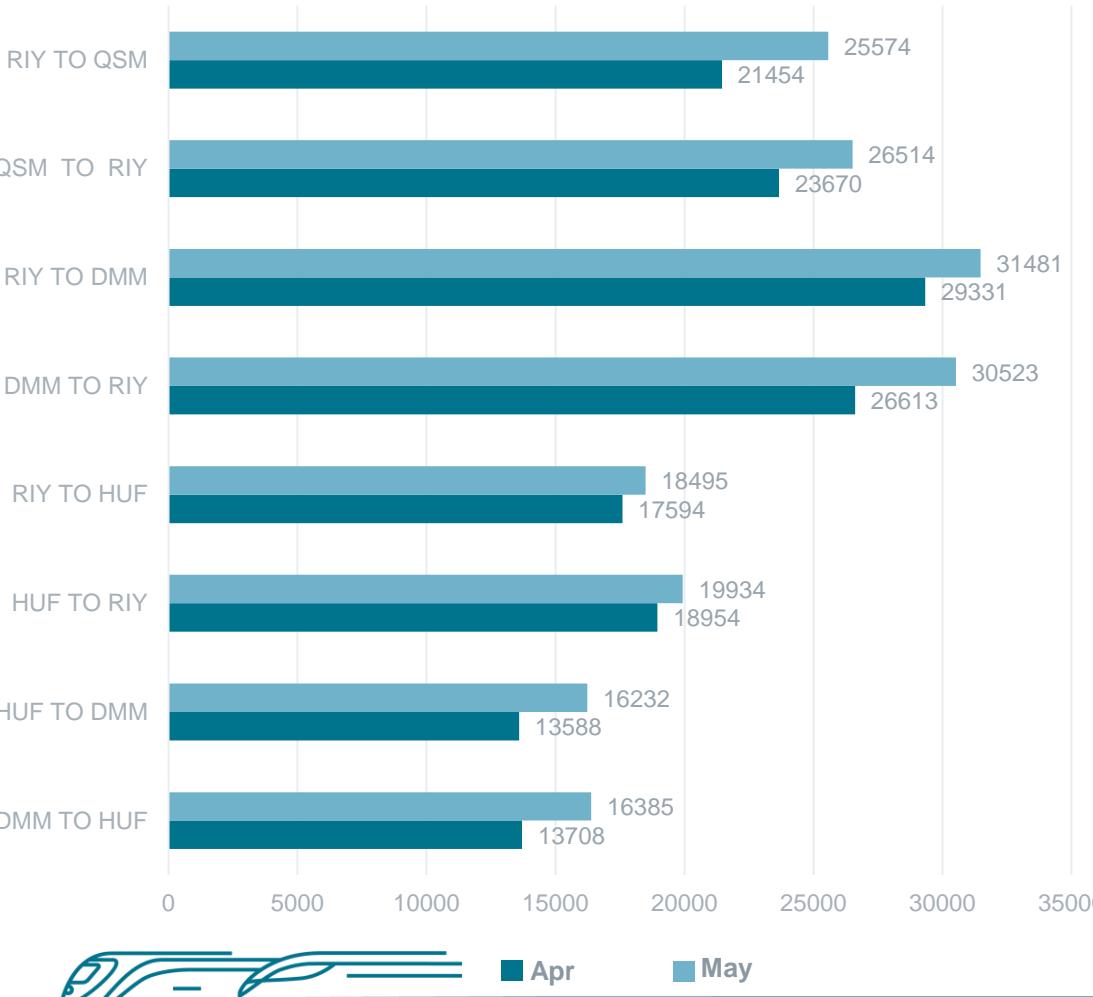
BOOKING CHANNEL



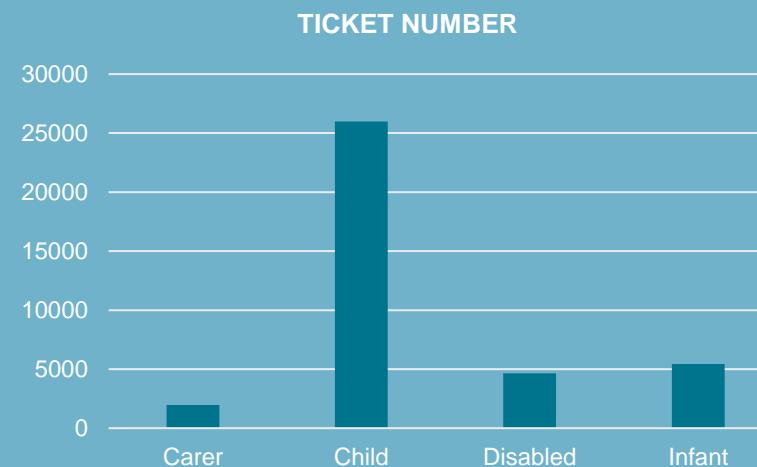
- Website
- Mobile
- Station

CUSTOMER ANALYSIS

The most demanded trips between April & May:

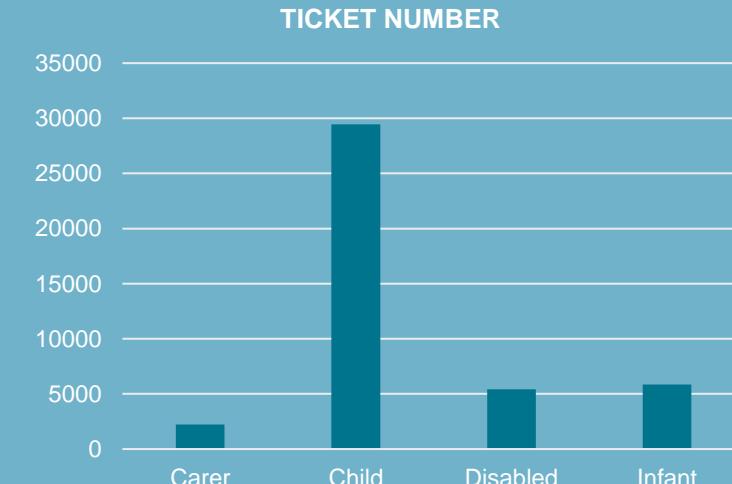


April Passenger Type



The number of passengers was 202,083 and 81.18% (164,056) were Adults.

May Passenger Type



The number of passengers was 225,876 and 80.99% (182,926) were Adults.



CONTACT CENTER

The difference between the contact center April & May:



Calls



Customer Satisfaction



Average Time



Remarks:

April

Number of calls received was 20,496 and the percentage of answered calls was 95.69%

The customer satisfaction rate after call completion was **90.00%**

Average time to respond to customers calls was 0:09 and the average call duration was 02:47

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

May

Number of call received was 21,082 and the percentage of answered calls was 96.36%.

The customer satisfaction rate after call completion was **92.00%**

Average time to respond to customers calls was **0:07** and the average call duration was **02:58**



SOCIAL MEDIA



Remarks:

April

Total engagements were 1,923 and the average time to respond was 2:00

Number of total users served through Chatbot was 3,537

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

May

Total engagements were 2,452 and the average time to respond was 2:00

Number of total users served through Chatbot was 3,727



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

...

ناصر المصرامي
@NAlsramy92162

الى الاداره العامه للقطارالسريع وبعد ان اموطن سافرت من الاحساء الى الرياض
رحله الساعه 7.45اليوم الجمعة وقد لاحضت جهود جباره لكافة العاملين وبحكم اني
كبيرفي الن فقد تعاونو معي والذات الموظف بكرالشدي ومن حق الاداره ان تفرح
بمنسوبيها واناقول انهم يستحقون الدعاء ومن الله الاجر والثواب

شكراً لكم

Thank You



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