

Persons with Disabilities Protection Policy

North & East Trains

August 2024



CONTENTS

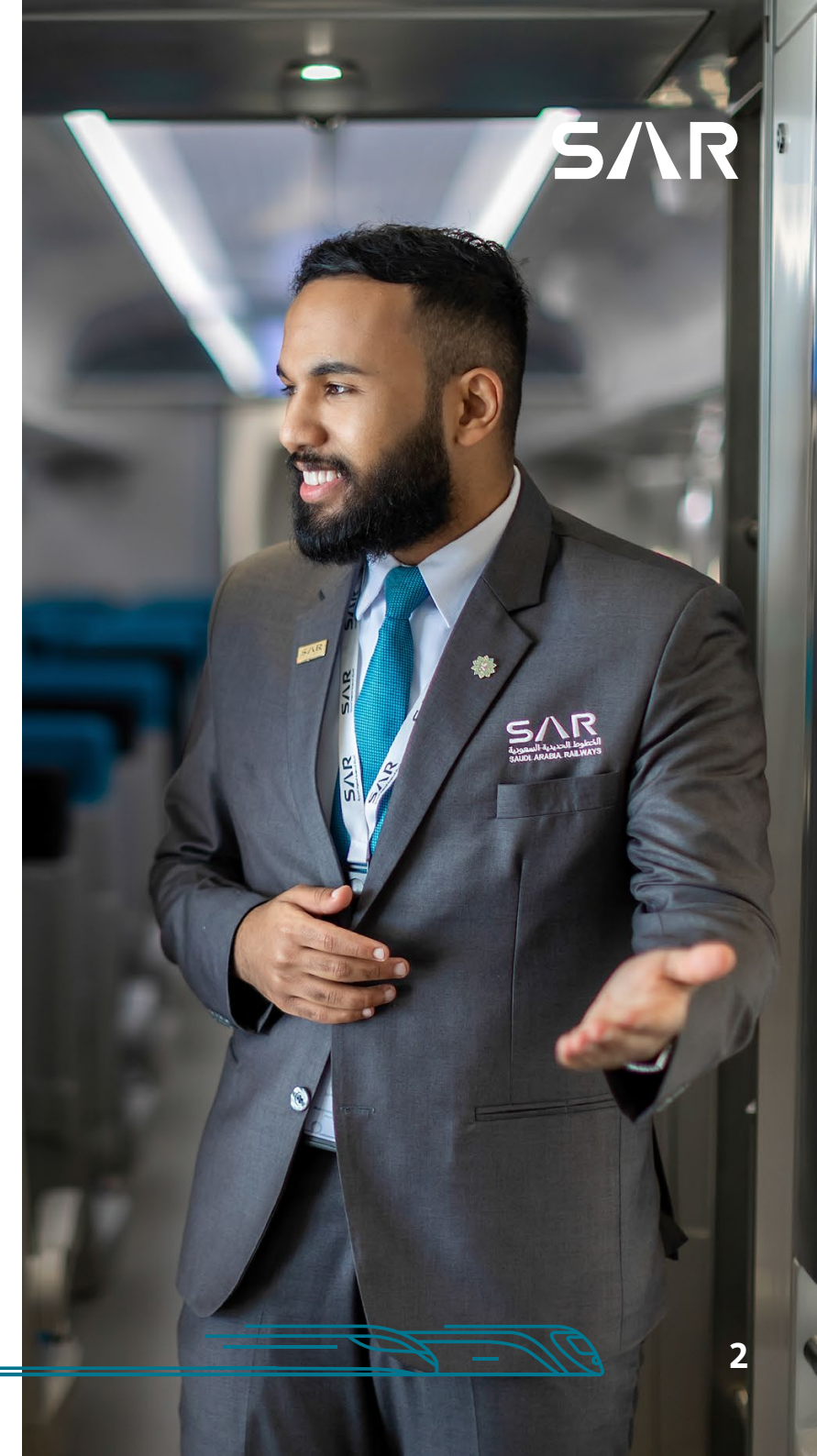
1	Introduction
2	Our Strategy
3	Management Arrangements
4	Monitoring and Review
5	Access Arrangements
6	Continuous Improvement
7	Training
8	Assistance for Customers
9	Customer Information
10	Tickets and Fares
11	At the Station
12	On the Train
13	Making Connections
14	Disruption to facilities and services
15	Emergency Procedures
16	Contact Us
17	Saudi Arabia Railways Route Map

1 Introduction

Welcome to Saudi Arabia Railways (SAR). Our SAR North Train operates daily passenger services between Riyadh and Hail, serving Majmaah and Qassim. Overnight sleeper services are also available between Riyadh and Qurayyat, calling at Majmaah, Qassim, Hail and Jauf.

Our SAR East Train operates daily passenger services between Riyadh and Dammam serving Hufuf and Abqaiq.

Our route map shows the stations at which we call, and further information is available at www.sar.com.sa.

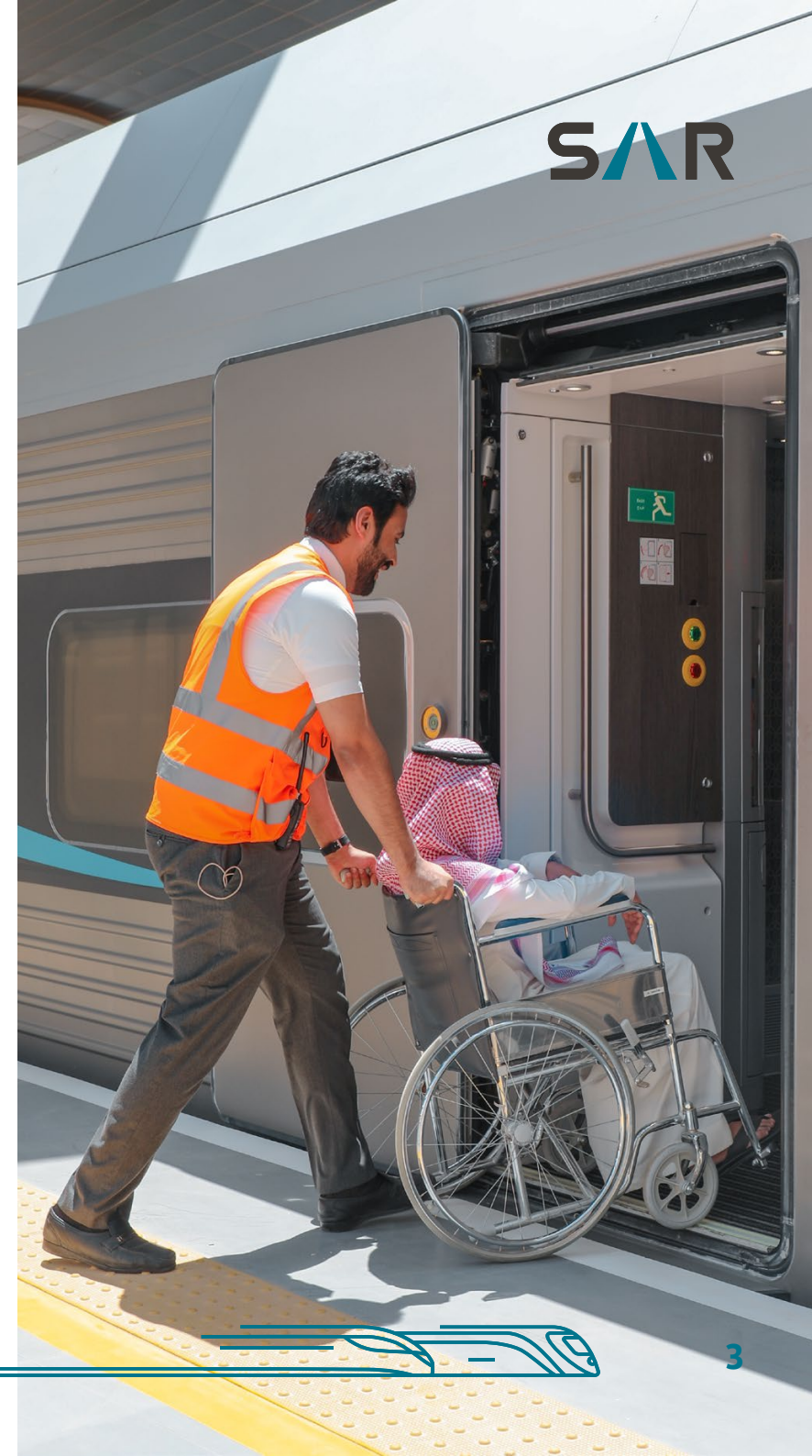


2 Our Strategy

We are committed to meeting the travelling needs of our customers with disabilities that require assistance. We recognise the challenges faced by customers with a disability and that these may require us to adjust the way we provide our service. Where practicable we will provide equipment at our stations, and on our trains to enable staff to make these reasonable adjustments to ensure excellent service for our customers with disabilities.

We will work in partnership with the Transport General Authority (TGA) and local disability groups to improve access to all of our services for customers with disabilities or those that require assistance. Until this is achieved we will make reasonable adjustments to our existing practices to ensure that customers with disabilities or those requiring assistance can get to or from all of our stations.

Our policy fulfils our obligations under the TGAs Public Transport Passenger Rights and our operating license.





Whilst we will exhaust every possible avenue, should we not be in a position to meet these standards on stations we will consult the TGA at the earliest stage in the design process so that suitable alternatives can be considered. As a service-based business that relies heavily on the actions of the people we employ, there will be occasions when we fail to reach the standards set out in our Persons with Disabilities Protection Policy (PDPP). In recognition of this, we monitor our service so that we are aware of any such failures and can take appropriate action to guard against their recurrence.

Protecting and improving access to rail services for disabled customers is an integral part of the SAR business strategy and is supported by the SAR Board of Directors. Accountability for owning and developing the PDPP rests with our Passenger Business Unit Team. SAR Passenger Business Unit Directors are responsible for liaising with the relevant managers working on the specific tasks that compliance with the PDPP necessitates. Compliance will be a feature of SAR management review processes.

We believe our Persons with Disabilities Protection Policy is an evolving document, and we are committed to work with the Transport General Authority (TGA) and local stakeholders to make sure it's up to date and fair for all our customers.



3 Management Arrangements

Establishing and maintaining this policy is a condition of the Public Transport Passenger Rights issued by the TGA.

For compliance purposes SAR Passenger Business Unit is currently accountable for both the Passenger Operating License and Safety Certification for Passenger Services.

The principal vehicle for achieving this will be via the SAR Annual Business Plan, which will include a priority work-stream dedicated to improving the service we offer customers with a disability.

SAR Passenger Business Unit is responsible for the day-to-day implementation and compliance with our Persons with Disabilities Protection Policy. This will largely be achieved through communication with the relevant managers and their teams, alongside regular customer satisfaction surveys, post travel research and periodic reports.



4 Monitoring and Review

To ensure the provision of services to customers with disabilities is not overlooked and to monitor and evaluate our commitment within this policy, a Customer Satisfaction survey is sent to all customers with the results of the survey being submitted for discussion at the Senior Vice President of Operations team meeting.

The report will contain analysis of customer feedback, initiatives, and relevant issues to help us develop services for all of our customers.

Customers with a disability will also be able to give us feedback at stations, by calling 8001262000, by emailing customercare@sar.com.sa, by messaging us on X @SARNorthEast or by sending a WhatsApp to 0567225878.

SAR



The Key Performance Indicators are:

- Total number of disabled customers who have travelled over the period.
- Total number of disabled customers who have travelled and were satisfied/dissatisfied over the period.
- Total number of complaints we received about issues relating to disabled travel over the period.
- Total number of complaints received as a percentage of the booked journeys over the period.
- Total number of employees who have received disability awareness training over the period.

The progress the company makes on current issues related to disabled travel will be discussed in a report to the Board of Directors.

The Passenger Team will review and investigate any complaints or feedback from our disabled customers and provide a detailed response. This will ensure that any failures in our commitments are identified and resolved as quickly as possible.

The Customer Support Team will provide monthly (or more frequently if required) reports on feedback from our customers with a disability.

These are reviewed by the Passenger Management Team to ensure all business areas can assess how well the policies are working in practice and make any necessary adjustments.

We will regularly review this policy and a report on findings will be sent to the TGA. This will include details of the achievements of objectives, new initiatives to improve our service to customers with a disability and any difficulties we have encountered with the implementation of this policy.



5 Access Arrangements

All SAR North and East Trains, built by CAF conform to European accessibility requirements.

Access to all SAR stations is consistent. This is due to a combination of station design and the level of staff employed at each station.

Details of the accessibility at each individual station can be found on our website

www.sar.com.sa.



6 Continuous Improvement

We will continue to work and consult with colleagues, businesses, the TGA and passengers with a disability, to identify and implement improvements to access across our business and the wider transport network for customers with a disability.

We will make every reasonable effort to ensure that we meet and maintain the standards set out in our PDPP. Most of the commitments detailed here are to maintain current policies and practices.

If we believe that we are not meeting the commitments within our Persons with Disabilities Protection Policy we will consult with the TGA.

We will submit our Persons with Disabilities Protection Policy to the TGA for regular review from the date of approval.

When we make any changes to our Persons with Disabilities Protection Policy, we will communicate these updates a minimum of 30 days in advance of the changes taking effect, following approval from the TGA.



7 Training

We aim to provide regular briefings to frontline managers and safety critical employees. Staff who may deal directly with customers with a disability will receive communication training and equipment familiarisation training. All employees receive updates on the company's policies and procedures relating to disabled customers, diversity and inclusion through their regular briefings.

In addition to the above, our employees also undertake disability training as part of any safety critical training, competency management assessments and local safety briefings. Our Customer Support Team also receives specific briefings relating to their job role.

This training ensures all of our staff have the skills and knowledge to enable them to best meet the needs of customers with a disability and to do this in accordance with SAR's commitment to give our customers the best possible service.

SAR



8 Assistance for Customers

SAR is committed to providing assistance for all customers, at our stations and on-board our trains providing specific assistance to older passengers and those with disabilities.

Our staff will make necessary arrangements to assist customers with disabilities or restricted mobility, including:

- Customers with visual or auditory impairments or learning disabilities.
- Customers who have a short or long term mobility impairment.
- Customers with hidden disabilities which may not be immediately apparent to others.
- Customers who are travelling with disabled children in pushchairs or wheelchairs.
- Customers who are elderly.

Customers can expect:

- Assistance from a member of staff for getting on or off trains, or climbing stairs.
- Assistance entering or leaving the station from/to the vehicle drop off point.
- Assistance from a member of staff for those who are blind or visually impaired.
- Wheelchair assistance to or from the train.

We will provide assistance, at any station during the hours that trains are scheduled to service that station.



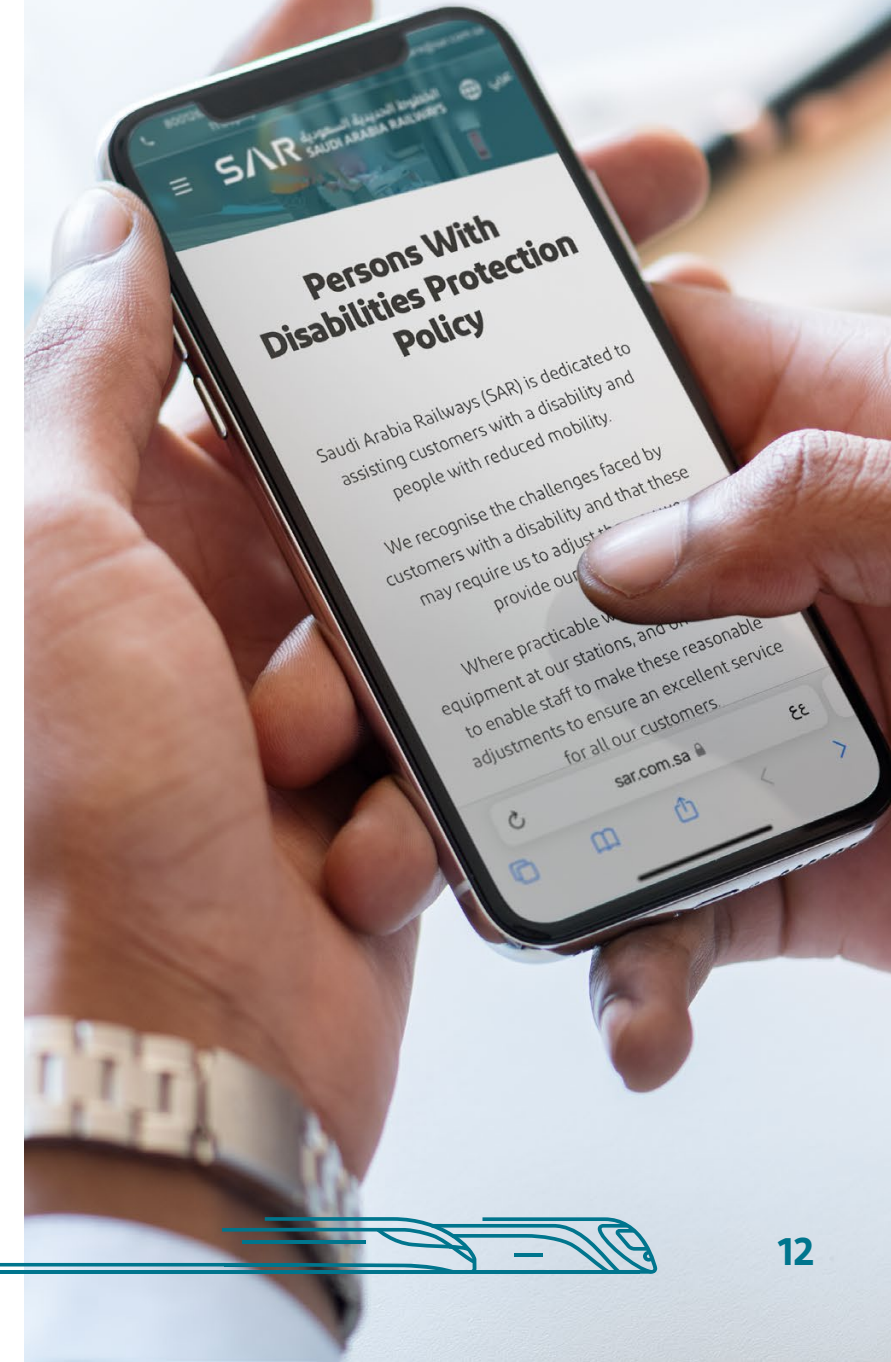
9 Customer Information

We are committed to ensuring that the information regarding our services is up to date and customers requiring assistance are aware of any limitations and/or temporary restrictions.

We will ensure that our website www.sar.com.sa always shows correct information, regarding accessibility and details of the times assistance is available at our stations.

If we have your contact details we will endeavor to contact you by telephone or email, this includes:

- Where stations have a physical constraint preventing use by some disabled people.
- Where significant temporary work affects station accessibility.
- Where changes to stations make them temporarily inaccessible (e.g. lifts or station toilets out of order).
- Where changes to train facilities materially affect disabled passengers – e.g. the temporary use of inaccessible trains.
- Emergency engineering work.



10 Tickets and Fares

We are committed to sell tickets to customers accurately and impartially and to provide you with accurate information and advice on your journey and ticket options. If you are unable to buy a ticket before you arrive at the station, you can buy one from our station ticket offices (subject to availability) located at all of our stations.

We understand that disabilities are not always visible and if you're concerned about purchasing tickets please contact staff at stations or our Customer Support Team for advice.

We offer Disabled tickets for those people for whom travelling by train may be difficult.

Registered disabled passengers (and cancer patients) are eligible to save 50% off the adult ticket price in Economy Class.

One carer ticket per disabled customer is also available at the same price, when purchased together.



11 At the Station

Station Entrances

We are committed to ensure that all station entrances or gates are not permanently closed during the opening times of the station. When it is necessary (for example due to refurbishment, security or poor weather) to close off accessible entrances permanently, which would make the station inaccessible, we will consult with the TGA. If the closure is of a semi-permanent nature, then alternative arrangements will be put in place for the duration of any required work.

Audible and Visual Information

All of our stations have a combination of customer information screens and automated/manual public announcements providing accurate, clear and consistent visual and aural information. Sometimes a train's departure platform must be changed. Such a change will be shown on the customer information screens and announced audibly as soon as possible. When a change occurs our staff will provide assistance and information to help you reach the revised departure platform.



Service Animals

Service animals for visually impaired customers are permitted in our stations, including our Station Lounges and onboard the trains with their owner.

For the comfort of other passengers, animals must not occupy a seat.

SAR has the right to refuse the transportation of any animal that may cause disruption to the service.

Information Points and Displays

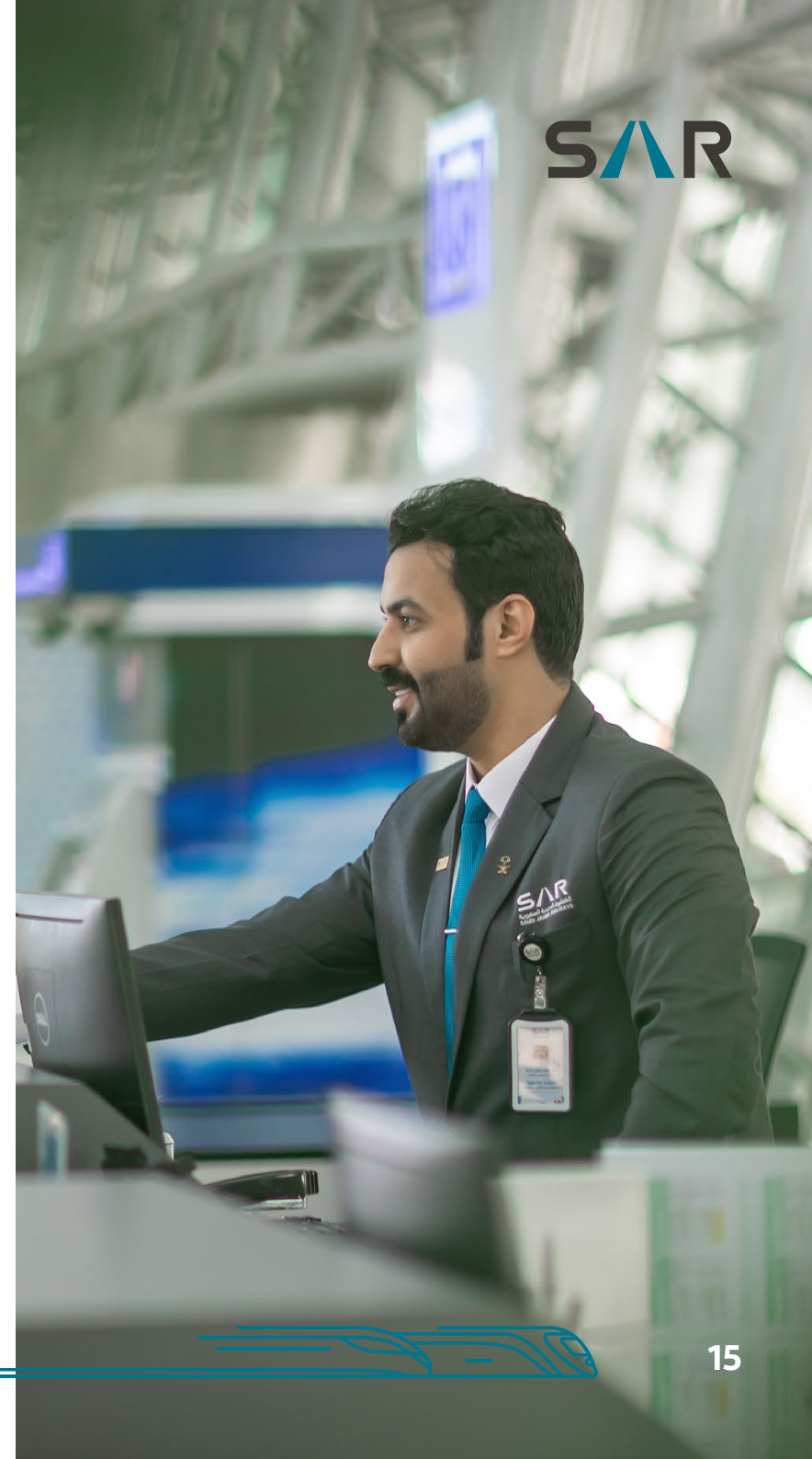
All of our stations have staffed ticket/information points that provide a range of services, including up to date information on disruption.

Luggage

We will provide help with luggage, free of charge. Please bear in mind the weight, size and quantity of luggage and do not bring more luggage onto the train than you are entitled to.

If you have more luggage than your ticket type permits you to travel with, you will have to pay an excess baggage fee.

You can find out how much luggage you can bring with you at www.sar.com.sa or by calling our Customer Support Team on 8001262000.



12 On the Train

Audible and Visual Information

We are committed to providing important travel information in a variety of means so that it can be accessed by as wide a group of customers as possible.

Our on board staff are trained to give announcements and will do so on all services that do not have pre-recorded announcements. If your disability means that you are unable to hear the on board announcements please advise a member of staff so that alternative arrangements can be made.

All of our trains are equipped with public address systems to provide audible announcements to hearing customers. Our trains are also equipped with customer information screens that use visual displays to enable hearing-impaired customers to access information.

We recognise that good announcements are essential to visually impaired customers. Our staff are trained to speak slowly and distinctly in a clear, concise and confident manner.



Whenever possible, approximately 5 minutes before arriving at each station, an announcement will be made. Any unscheduled station stops will be announced to reassure customers and when a train has been delayed for two minutes a brief announcement providing reassurance and the reason (if known) will be given.

We encourage on board staff to walk through trains to make sure that all customers are aware of information.

Seats on Trains

As our trains are fully reservable, seat reservations are compulsory with SAR including for those people with disabilities.

You'll find two accessible toilets onboard SAR North Day Trains and we have two designated wheelchair spaces per Day Train. Our SAR North Night Train has one accessible toilet and one designated wheelchair space in our seated accommodation.

On SAR East Trains there are two wheelchair spaces available per train and one accessible toilet.

On all SAR train services, we reserve the seats immediately opposite the wheelchair spaces to ensure passengers in wheelchairs can be seated next to their carer.

Wheelchairs and Mobility Scooters

Customers in wheelchairs can travel in the comfort of their own wheelchair in our seated carriages, or alternatively larger electric/battery powered wheelchairs can be checked-in and you will be assisted into one of the wheelchairs provided by SAR.

All SAR North and East Trains can accommodate wheelchairs within the following dimensions: 120cm long; 70cm wide; and weighing no more than 300kg (including the user). We will provide assistance to wheelchair users when boarding and alighting from trains.

Personal electric/battery wheelchairs that have been checked in will be available to collect in the arrival area at your destination station.



13 Making Connections

We recognise that many of our passengers need to use other means of transport to get to their departure station and continue their journey after reaching their destination station. Our station staff are limited to the provision of assistance within the station building and the surrounding area (up to 800 meters from the train platform), however they can provide you with information on how to make connections with other modes of transport.



14 Disruption to facilities and services

Service Disruption Arrangements

At times when our facilities or services are disrupted, we will give notice through our external communication channels.

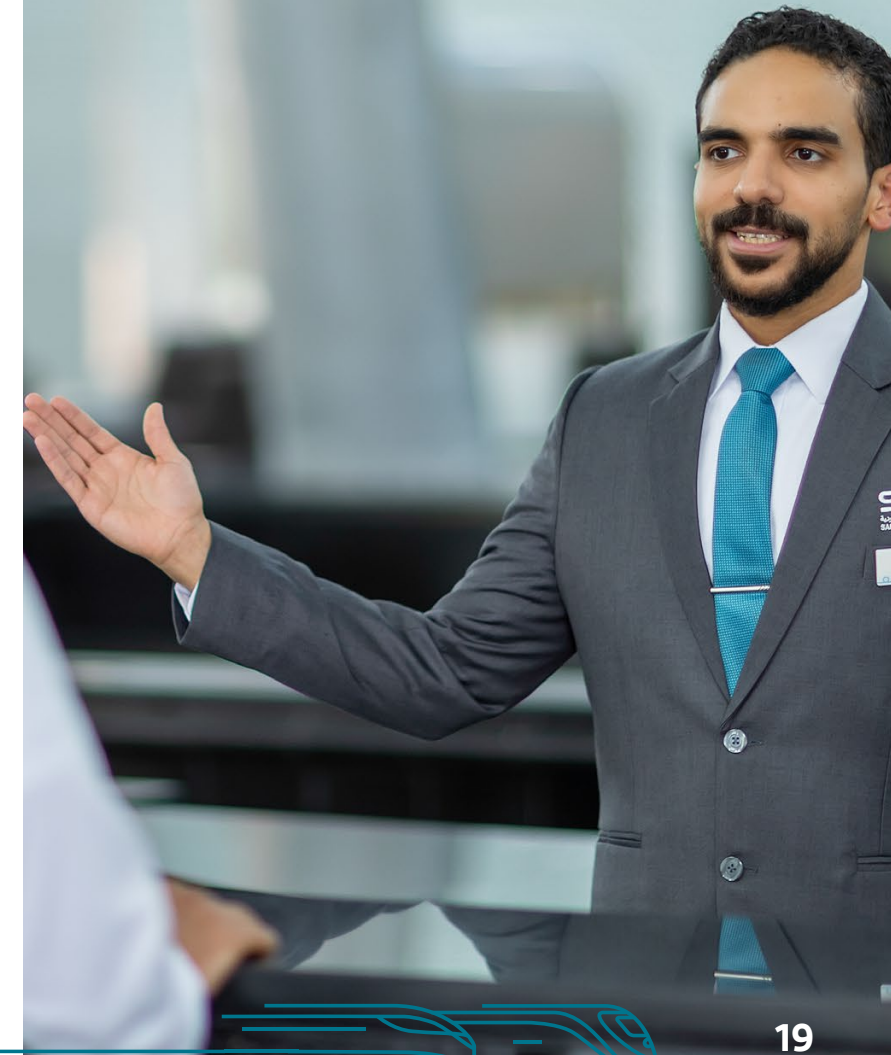
If the disruption means your original arrangements are no longer valid, we will contact you and make alternative arrangements. This could include re-booking your journey or offering you a refund (and compensation) where applicable. You'll find details of our Refund & Compensation Policy within our Passenger Charter on our website www.sar.com.sa.

Passenger Assistance

Once local managers have been told that disruption is occurring, they will endeavor to deploy staff to stations affected by disruption. Along with our employees already at the scene, they will be able to assist customers (for example, helping with luggage or guiding visually-impaired people).

Replacement Services

When disruption leaves services for elderly customers or those with disabilities effectively altered or removed we will provide a reasonable alternative. This will be done without additional charge.



15 Emergency Procedures

Our staff will supervise any action that needs to be taken in the event of an emergency either at a station or on a train. Our staff will identify the most expedient route and method for evacuating the location they are responsible for. They will also identify alternative routes and contingency arrangements if predetermined routes are not available.

Should an incident occur, our staff will use their disability awareness skills and judgement to anticipate the needs of passengers with disabilities and communicate any instructions.

In accordance with the nature of the incident, our staff are trained to take into account the need to identify and deal safely with:

- Customers with mobility/visual/hearing impairments, including those in wheelchairs.
- Customers who are older, infirm or vulnerable.
- Customers with hidden disabilities and learning difficulties.

This will involve communicating with customers with disabilities to ascertain what their capabilities are.



Every SAR station has a Local Station Emergency Plan detailing evacuation routes for all customers, stating whether the route is suitable for wheelchair access. In areas where no safe evacuation route exists for wheelchair users, a place of safety has been pre-identified for customers (accompanied by a member of staff) to await rescue by a member of the Civil Defense. All local station emergency plans are shared with the local Civil Defense.

In order to minimise the risk of causing injury to people with physical disabilities in an evacuation, in the event of an incident on a train, except when the train is at a station platform, we will only evacuate wheelchair users during an emergency if the situation is life threatening.

Based on the type of incident and the risks involved, we will move the customer to a safer part of the train until arrangements can be made to move the train to the nearest station. We will endeavor to make sure that they are accompanied at all times.

If it becomes absolutely necessary to evacuate a train between stations, we will work closely with the Civil Defense to provide expert assistance with the evacuation.



16 Contact Us

The Customer Support Team will be able to provide more information about our services and we are always grateful for feedback provided on the services and facilities that we provide.

We welcome your feedback about all aspects of our services including accessibility and to report the breakdown of any equipment on which you rely, such as lifts or accessible toilets. If we don't provide you with the service we promise, we would like to know, as soon as possible so we can make it right.

Whether you have a question or a complaint, want to claim compensation, give us feedback or make a suggestion, we make it as easy as we can for you to get in touch with us.

Call us on 8001262000

If you're travelling soon and need help straightaway, our Customer Support Team will be more than happy to help you with whatever you need.

Get in touch on social media

If you're travelling soon and need help straightaway, message us on X @SARNorthEast, or send a WhatsApp to 0567225878.

SAR

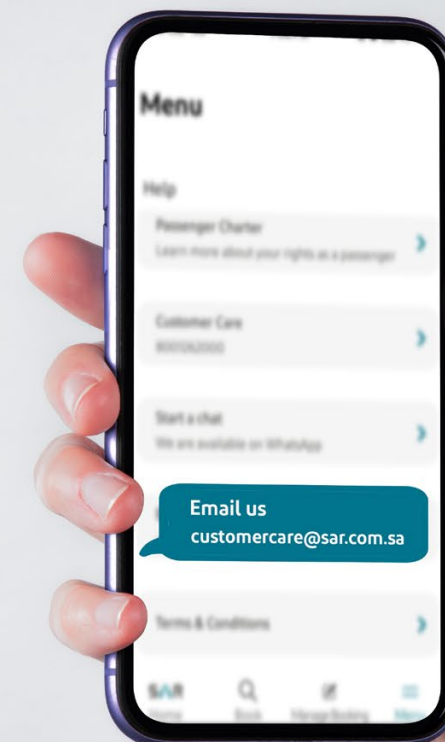


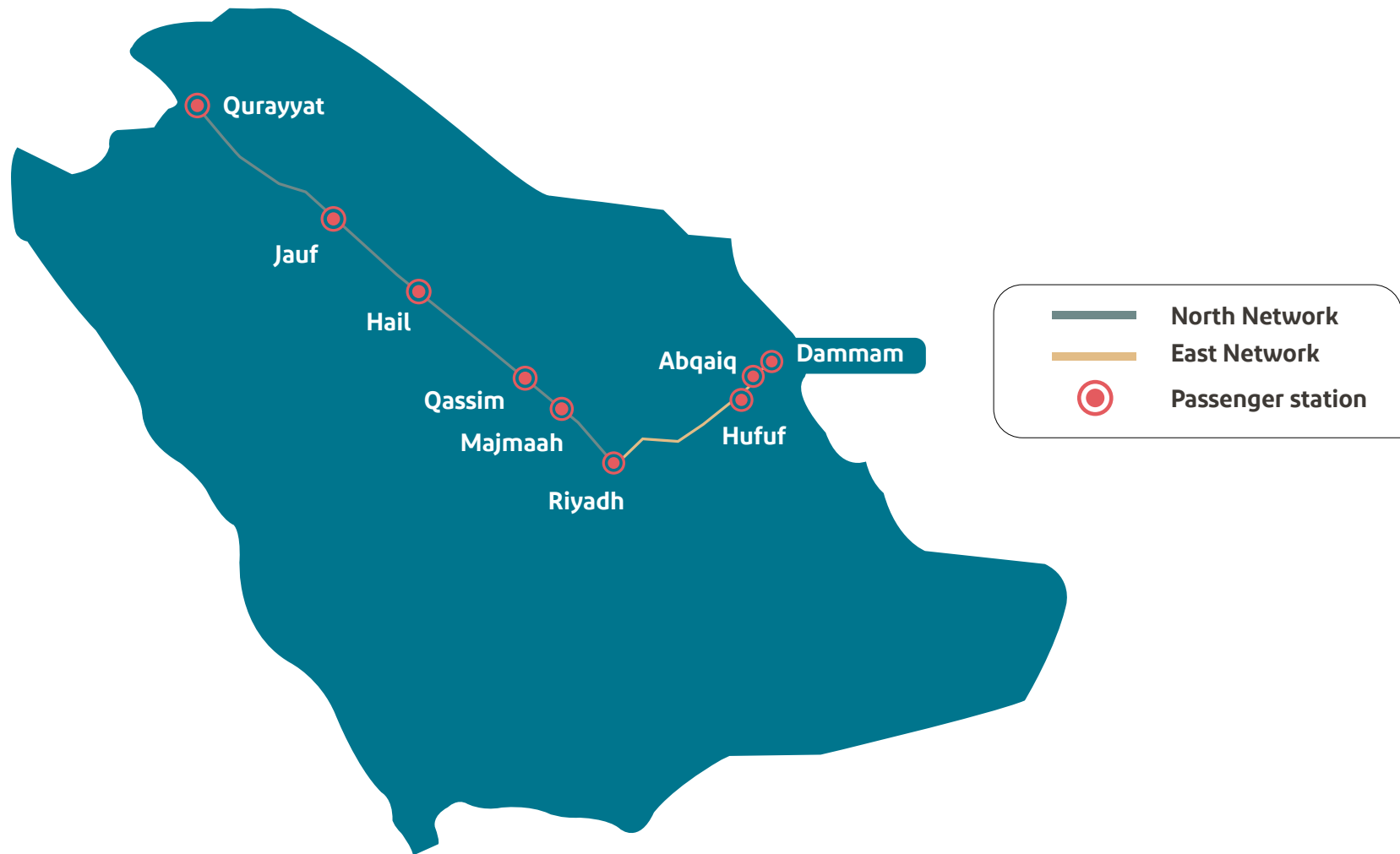
Email us at customercare@sar.com.sa

Send us a message and we'll get back as soon as possible within a period not exceeding 15 working days. If we need more time to investigate a complaint or check information, we'll let you know within seven working days.

If you are not happy with the response received from SAR, please review our Complaints Handling Policy to understand how you can escalate your grievance. You'll find a copy at

www.sar.com.sa.





SAR

الخطوط الحديدية السعودية
SAUDI ARABIA RAILWAYS

