

## At a glance

### Operational Divisions

All our operational divisions performed well in 2018, validating our continued diversification strategy and contributing to impressive financial results. The year was distinguished by significant advances in many areas, notably railways, retail, automation and female employment, as well as consolidation of the company's leadership in catering for religious pilgrims.



#### In-Flight Catering

With over 90% market share, our in-flight catering business serves over 100,000 meals to passengers of over 50 domestic and international airline and railway clients each day throughout Saudi Arabia.



#### Retail

Our retail business focused on innovation and diversification in 2018, and investing in our ecommerce capabilities through enhanced web and mobile sales platforms along with associated human capital and infrastructure.



#### Catering and Facilities

Our catering and facilities business expanded its service footprint through 19 new contracts in 2018, covering thirteen new remote sites and six new business and industry sites across the Kingdom.



#### Hospitality

Our hospitality business continued to expand and diversify with growing operations across modern airport and railway lounges and other venues throughout Saudi Arabia.



#### Hajj and Umrah

Our market-leading Hajj and Umrah business provided a record 640,000 frozen ready meals to more than 60,000 pilgrims in the holy cities of Makkah and Madinah in just five days over the 2018 Hajj season.



### Mission

To excel as a market leader through continual process improvement, innovation, and timely response, in our customers' best interests.

### Values

- Customer Orientation
- Commitment to Quality
- Team Spirit
- Transparency
- Sustainability

Meals Served

**40m**

Business Lounges

**22**

Total Staff

**4,490**

Lounge Guests

**2.59m**

Flights Catered

**220k**

Retail Outlets

**55**