



2025 was a year of tangible progress for Dubai Taxi Company, as we translated Dubai's mobility vision into measurable results. Through disciplined execution and sustained innovation, we strengthened our leadership across all transport segments and enhanced the reliability and sustainability of our services. As Dubai's transport landscape continues to evolve rapidly, DTC remains at the forefront, shaping a smarter, more efficient, and more sustainable mobility landscape.

**Mansoor
Rahma Alfalasi**

Chief Executive Officer



CEO'S MESSAGE

Sustained Growth Across Operations

DTC delivered another year of robust financial and operational performance, reflecting steady growth across all key indicators. Revenue increased by 13% year-on-year, driven by higher trip volumes, fleet expansion, and improved operational efficiency. EBITDA grew by about 12%, maintaining a healthy margin of approximately 26%, while net profit rose by more than 7%, supported by disciplined cost management and continued operational excellence.

Performance was strong across all business segments. The taxi division remained the primary contributor to revenue growth, supported by higher utilisation and fleet expansion to more than 6,200 vehicles, including over 520 fully electric taxis. The delivery bike segment recorded the highest growth, with revenue expanding by more than 84% year-on-year as DTC expanded operations into Ajman and Abu Dhabi, driven by the continued rise in e-commerce; such growth was the result of strategic partnerships with Keeta, Deliveroo and talabat. The bus segment benefited from renewed institutional contracts, while the limousine business maintained stable revenue from corporate and tourism clients.

During the year, DTC completed 53 million passenger trips, underpinned by high service availability and the dedication of our drivers. These results demonstrate our ability to balance growth, efficiency, and customer satisfaction while advancing Dubai's vision for smart and sustainable mobility.

Executing Our Strategic Agenda

In 2025, we made strong progress in implementing our corporate and sustainability strategies, translating ambition into measurable outcomes. Each initiative launched during the year supported our long-term objective of advancing sustainable mobility in Dubai, creating shared value for shareholders, customers, employees, and the wider community.

Our focus remained on improving operational efficiency, expanding access to smart and environmentally friendly transport, and leveraging partnerships to accelerate innovation. Strategic alliances with Bolt and Kabi enhanced our offering through digital booking platforms and integrated service at the same time, partnerships with Al-Futtaim Electric Mobility and Electric Vehicle Services (EVS) supported the expansion and maintenance of our electric fleet. Collectively, these initiatives strengthened DTC's contribution to Dubai's position as a global benchmark for sustainable urban living.

Driving Sustainable Mobility

In line with Dubai's Green Mobility Strategy, we accelerated our transition to more environmentally friendly transport, bringing hybrid and electric vehicles to 91% of the total fleet by year-end. In partnership with Dubai Electricity and Water Authority (DEWA), we supported the expansion of EV charging infrastructure across key operating locations, strengthening fleet readiness and reducing emissions.

We also advanced initiatives that link environmental responsibility with social impact, including a multi-million-dirham refurbishment of driver accommodation that enhanced living conditions and improved energy efficiency. These efforts highlight DTC's commitment to sustainability that benefits both people and the environment.

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conditions and upgraded HVAC systems for greater energy efficiency. These efforts help demonstrate our commitment to sustainability that supports both our people and the environment.

Innovation and Digital Transformation

Technology and innovation remain central to DTC's growth strategy. Our partnership with Bolt continued to strengthen the digital customer experience through seamless booking and integrated payments, driving strong adoption and engagement. Within its first year of operation since launch in December 2024, the platform has facilitated 7.2 million trips, supported by 863,000 app downloads and 29,000 registered vehicles, underscoring the role of technology partnerships in scaling demand and enhancing customer loyalty.

Our collaboration with Kabi marked another significant milestone, integrating both companies' fleets into the Bolt and Zed platforms. Together, we now represent more than 72% of Dubai's e-hailing market, supporting the RTA's objective of converting 80% of all taxi trips to digital channels.

Looking ahead, AI and automation will play an increasingly transformative role in mobility. DTC is preparing to leverage these technologies to optimise fleet management, reduce waiting times, and deliver greater value for stakeholders, whilst continuing to prioritise service quality, safety and operational resilience.

A Unified Culture Driving Progress

Our people remain the cornerstone of our success. With more than 18,000 drivers representing over 50 nationalities, DTC is one of Dubai's most diverse employers. Throughout 2025, we continued to invest in wellbeing, training, and recognition programmes to ensure our workforce remains motivated, skilled, and supported in their professional development.

Beyond our operations, we strengthened community engagement through partnerships with Beit Al Khair, Red Crescent, and Dubai Holding supported the distribution of more than 100,000 iftar meals during Ramadan. Initiatives such as "Gift it Forward" recognised and celebrated drivers and their families, whilst the DTC Women's Council continued to empower female employees and supervisors through mentorship, training, and community participation.

This strong partnership between the Board and Executive Management has fostered a cohesive culture that aligns strategic vision with operational execution. This collaboration enables agile decision-making, shared accountability, and a proactive response to Dubai's evolving mobility needs.

Driving Momentum Forward

Dubai's continued growth and ambition present compelling opportunities for the future of mobility. DTC is well positioned to build on its achievements and to lead the transition toward sustainable, technology-enabled transport solutions.

In 2026, we will continue to advance fleet electrification, expand the use of AI and data-driven technologies, and strengthen our people-first culture. By combining innovation with operational excellence and social responsibility, we will continue to deliver long-term value and support Dubai's journey toward a smart, sustainable future.

I extend my sincere appreciation to our shareholders, employees, drivers, and partners for their trust and commitment. Together, we will continue to drive progress, strengthen performance, and shape the next chapter of sustainable mobility in Dubai.