

Digital Solutions

Salik’s digital technologies are fundamental to our operations and central management.

Salik applies digital technologies to its core toll business. to provide exceptional customer satisfaction and loyalty, and to facilitate an increasing range of vehicle-centred mobility services, including parking and motor insurance.

The Company also uses data analytics and automation in a responsible manner for efficient operational and financial management.

Salik embeds domestic technologies, including UAE Pass, for secure identity and compliance, while hosting mission critical systems in dual UAE data centers with active disaster recovery. Its network uses Cisco ACI fabric, implemented through local integrators.

The Salik data centre uses High Availability (HA) architecture designed to ensure continuous transaction processing and IT operations. The Salik toll gate data is captured and processed by roadside using dedicated controllers, which communicate directly with the Salik back-office data center to further process the transactions. Salik uses a hybrid technology stack, combining Vehicle Identification (RFID) technology and vehicle plate image capture, using Automatic Number Plate Recognition (ANPR), for seamless and fast toll processing.

Salik’s advanced technology platform supports seamless toll processing across the Company’s ten automatic toll gates. In 2025, the Company achieved 100% average uptime within its toll gate roadside system and data centre.

A gate reader detects tags on the car windscreen and the Salik system deducts the tariff fee from the vehicle owner’s Salik account. The tags can be personalised to carry drivers’ corporate branding. Vehicle owners can use the Smart Salik app to view the account, top it up, monitor usage, and provide feedback.

The company prioritises partnerships with UAE-based IT firms and authorities; this includes a local development partner for app development, Digital Dubai for smart service integration, and a strategic collaboration with TransCore, operating in Dubai, to provide tolling services, development and infrastructure. This approach combines global standards with local execution, ensuring scalability, security, and alignment with the UAE’s digital transformation goals. Salik has also established partnerships with local companies for implementation of Enterprise Resource Planning (ERP) and other support systems.

In 2025, Salik delivered major digital upgrades, including the new, revamped, smart App with improved user experience and UAE Pass integration, a WhatsApp channel, and enhancements to Interactive Voice Response (IVR) systems. The Company launched variable priced tolling in January, and this has functioned successfully since its inception. Salik also consolidated its services into the RTA Dubai app during the year.

Salik App

Key Facts 2025



Investor Relations App

Salik’s Investor Relations (IR) mobile app was introduced in December 2024, and it provides shareholders and other users with useful and topical information, including stock data, financial reports, analyst consensus, and real-time company disclosures.



Information Security & Data Privacy

As Salik continues to leverage and enhance its technology eco-system to achieve customer-centric services and growth in ancillary revenue streams, information security and data privacy continues to be a core element for Salik. Maintaining robust governance and operational controls, through policies and best practices pertaining to information security and data privacy, is paramount in maintaining stakeholder trust. Salik continued to maintain an impeccable record, with zero customer complaints related to privacy breaches in 2025, similar to the previous years.

Salik recognises the critical importance of human factors in achieving robust information security and provides purpose-fit training and awareness programmes to all of its employees, ensuring they are fully equipped to uphold the highest standards of privacy and information security.

Salik has established a framework including information security policies and procedures, including policies which govern its supply chain. The Information Security Policy and Personal Data Protection Policy provide the overall framework for managing related risks across Salik’s operations. Salik’s Personal Data Protection Policy also provides the overall framework for handling all personal data, including customer data. Salik has also deployed the necessary security control mechanisms within the tolling systems and within the corporate IT infrastructure; these are in alignment with the DESC ISR 3.0 and the UAE Personal Data Protection Law (PDPL).

An Information Security Steering Committee has been established to oversee governance of information security, including cybersecurity and data privacy. The overall governance of information security lies with the Board of Directors, through the oversight mechanisms of the Audit Committee, both of which have members with extensive experience and backgrounds in technology and information security.

Salik continues to be committed to sustaining its record of zero data leaks or losses resulting from cyber attacks, reaffirming its dedication to protecting the privacy and security of its information resources, well into the future.

Salik always strives to comply with all relevant and applicable information security regulations and laws, including ISR from DESC.

Trips and Data Security

2024	
Total trips	638.2 million
Number of data breaches	0
Percentage of data breaches	0
Number of customers affected by data breaches	0
Total amount of monetary loss as a result of legal proceedings associated with user privacy	0
Average uptime within toll gate system	99.99%
Average uptime within the data centre	99.90%

2025	
Total trips	852.6 million
Number of data breaches	0
Percentage of data breaches	0
Number of customers affected by data breaches	0
Total amount of monetary loss as a result of legal proceedings associated with user privacy	0
Average uptime within toll gate system	100%
Average uptime within the data centre	99.99%

Plans for 2026

In 2026, Salik will roll out new services and features on the smart app, including tag health monitoring, parking notifications, and alerts and launch AI-powered WhatsApp with full self-service and multilingual support.

Salik is actively working towards and preparing for ISO 27001 certification, as part of our drive to strengthen our information security and data protection measures in line with global standards.

Additional plans include new partner integrations for parking and EV charging, enhanced e-Wallet capabilities, as well as AI-driven drone-based gantry cleaning and solar energy scaling.

