

Company presentation











## **AS Tallink Grupp**

#### The company

 Tallink is the leading European provider of leisure and business travel and sea transportation services in the Baltic Sea region

#### **Operations**

- Fleet of 16 vessels
- Operating five hotels

#### Key facts

- Revenue of EUR 938 million in 2016
- Operating EUR 1.5 billion asset base
- Nearly 7,000 employees
- Serving 9.5 million passengers annually
- Transporting 328 thousand cargo units annually
- Listed on Nasdaq OMX Baltic TAL1T



Over 50 years of operating and cruising experience











#### Tallink's business model

## **Product offering**

Overnight cruises & passenger transportation



On-board tax-free shopping



Hotel & travel packages



Shuttle service



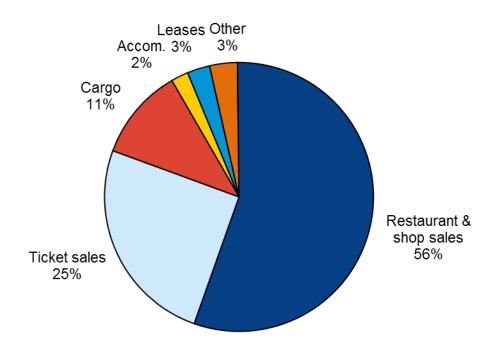
Cargo transportation



City break



#### Revenue structure in 2016





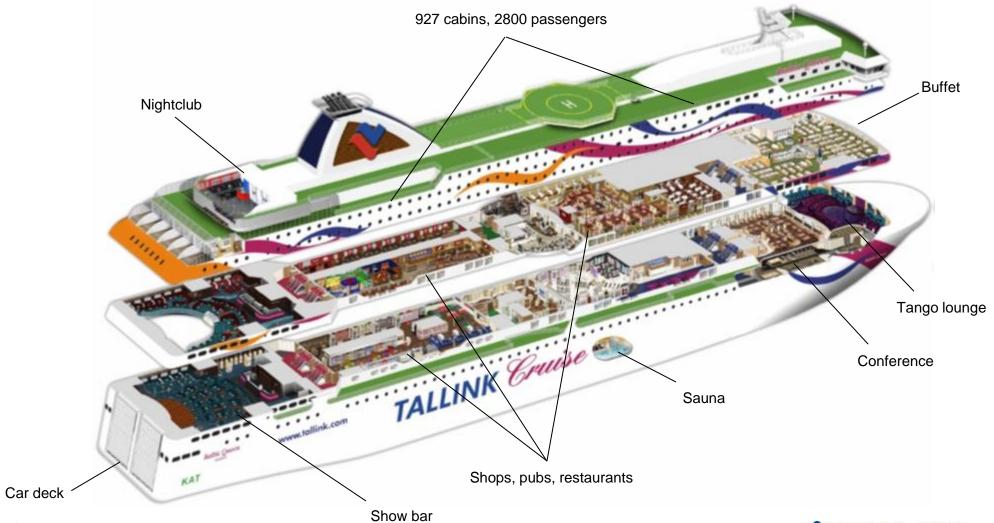








# Cruise ferry











## Tallink's position in the global ferry market

#### The World's top Duty free & Travel Retail Shops

Ranking by actual and estimated retail sales in 2015

#### Rank Location

#### Sales > US \$ 1,500 million

1	Seoul - Incheon Int'l Airport, South Korea	AIRPORT SHOPS
2	Dubai – Dubai International Airport, U.A.E.	AIRPORT SHOPS
3	Singapore – Changi Airport	AIRPORT SHOPS
Sale	es > US\$ 1,000 million	

4	London – Heathrow Airport, UK	AIRPORT SHOPS
5	Bangkok - Suvarnabhumi Airport, Thailand	AIRPORT SHOPS
6	Shanghai – Pudong Airport, China P.R	AIRPORT SHOPS

#### Sales > US\$ 800 million

7	Hong Kong – Hong Kong International Airport	AIRPORT SHOPS
8	Tokyo – Narita Airport, Japan	AIRPORT SHOPS

#### Sales > US\$ 600 million

Sales > US\$ 600 million				
9	Paris – Charles de Gaulle Airport, France	AIRPORT SHOPS		
10	Beijing - Capital Airport, China P.R.	AIRPORT SHOPS		
11	Frankfurt - Frankfurt-Main Airport, Germany	AIRPORT SHOPS		
12	Taipei - Taoyuan International Airport, Taiwan	AIRPORT SHOPS		

#### Sales > US\$ 500 million

Tallink	FERRIES
Istanbul – Atatürk Airport, Turkey	AIRPORT SHOPS
Cheju – Int'l Airport, South Korea	AIRPORT SHOPS
Amsterdam – Schipol Airport, Netherlands	AIRPORT SHOPS
London - Gatwick Airport, United Kingdom	AIRPORT SHOPS
	Tallink  Istanbul – Atatürk Airport , Turkey  Cheju – Int'l Airport, South Korea  Amsterdam – Schipol Airport, Netherlands

Source: Generation Research 2016



Rank	Company	<b>Gross tons</b>
1	Stena Line	909,412
2	Grimaldi Lines	477,667
3	Tallink	466,960
4	DFDS Seaways	412,722
5	P&O Ferries	409,659

Rank	Company	Beds	
1	Tallink	18,963	
2	Stena Line	16,847	
3	Viking Line	14,026	
4	Grand Navi Veloci	13,328	
5	Tirrenia	11,876	

		<b>EUR</b> million	
Rank	Company	Revenue	
1	DFDS Group	1,805	
2	Stena Line	1,335	
3	Tallink	945	
4	Viking Line	530	
5	Finnlines	511	

Data: Ro/pax / ferries above 1,000 GT

Source: ShipPax MARKET:16; Company reports











## Strategic plan

#### Tallink's vision

— To be the market pioneer in Europe by offering excellence in leisure and business travel and sea transportation services

## Long term objectives toward increasing the company value and profitability

- Strive for the highest level of customer satisfaction
- Increase volumes and strengthen the leading position on our home markets
- Develop a wide range of quality services directed at different customers and pursue new growth opportunities
- Ensure cost efficient operations
- Manage the optimal debt level that will allow sustainable dividends

## Current strategic cornerstones and competitive advantages

Most modern fleet

Wide route network

Strong market share & brand awareness

High safety level & environmental standards



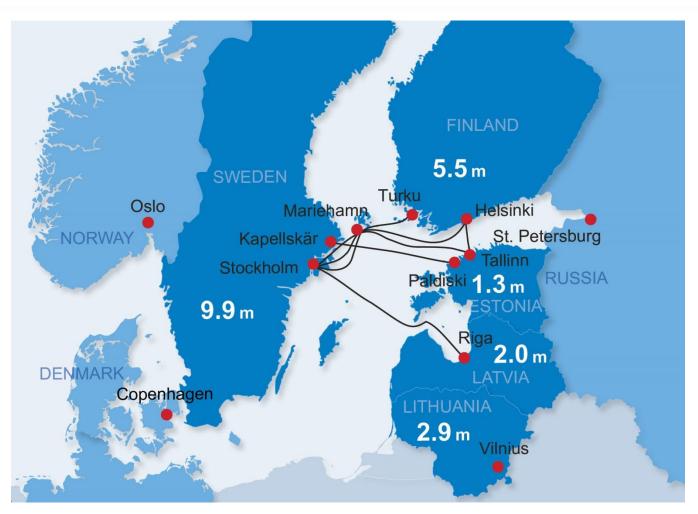




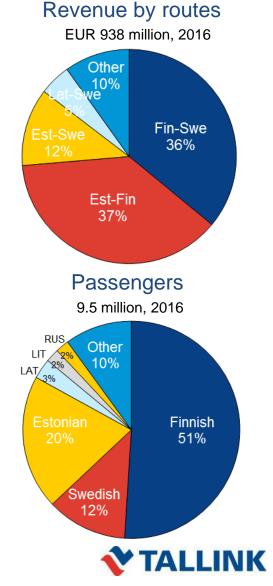




# Tallink's passenger market share is 48% of the Northern Baltic Sea



Northern Baltic passenger market ~20 million passengers



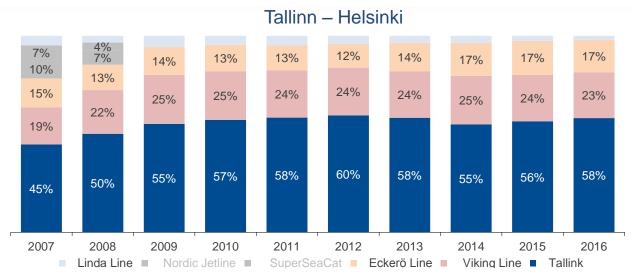




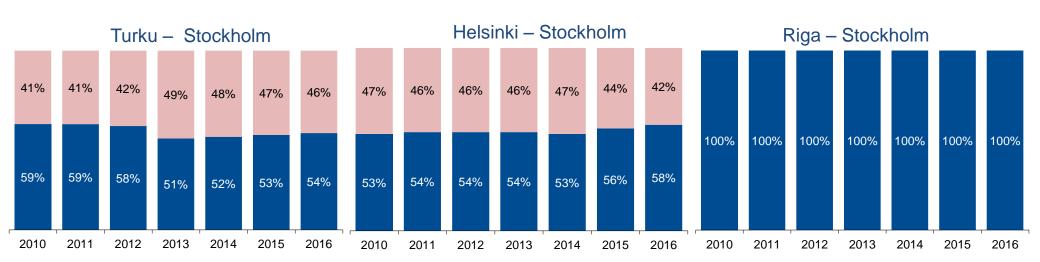




# Market shares Passenger operations

















# We are targeting new customers from a wider country base More than 10% of our passengers come from outside of our home markets



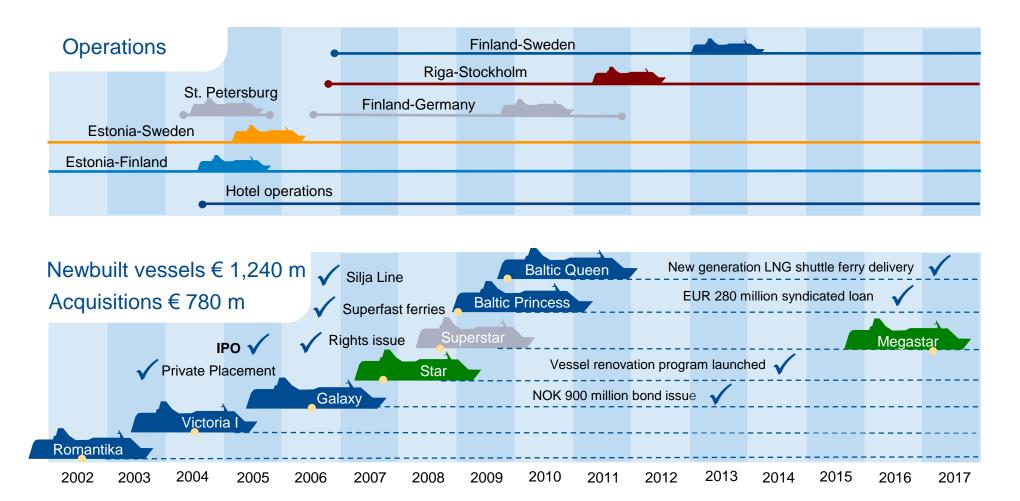








### Highlights and milestones





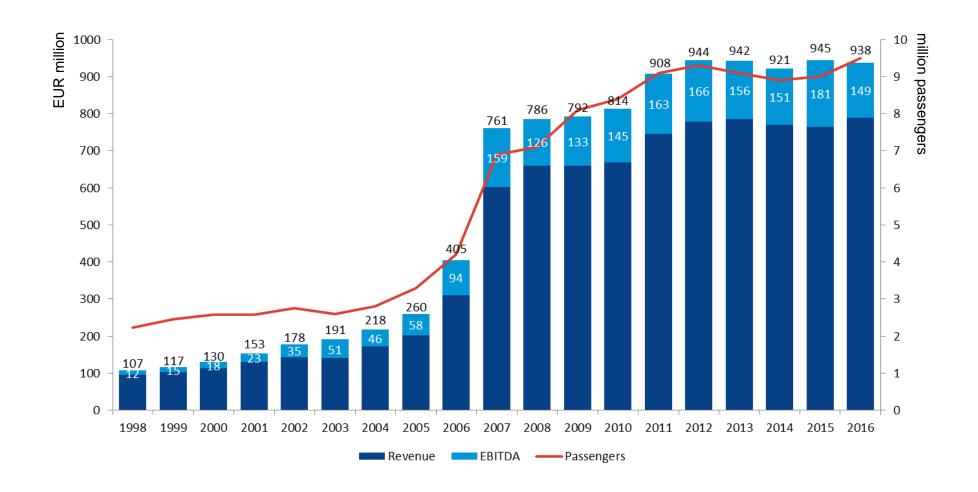








## Tallink's performance after the management buyout













## Highlights and outlook

## 2016 highlights

- Higher passenger number and revenue
- Lower chartering revenues compared to last year
- Market share growth on routes
- Cruise ferry Silja Europa return from charter to Tallinn Helsinki route
- The new logistics center in Tallinn start of operations
- New passenger terminal opened in Stockholm and Helsinki
- Re-routing of vessels in December 2016
- Group-wide ship public areas renovation program
- New LNG fast ferry Megastar started on Tallinn Helsinki Shuttle service

#### 2017 outlook

- Scheduled maintenances of five ships in Q1 low season
- Two ships on Riga Stockholm route
- Estonia Finland routes lower operating costs from termination of the fast ferry Superstar charter and less capacity on cruise service
- Group-wide ship renovation program continues
- Nordic economies modest growth











# Group-wide ship renovation program Investments to upgrade the fleet in period 2014-2016

#### Large scale renovation of three cruise ferries

- Silja Serenade
- Silja Symphony
- Silja Europa

# Expansion of shops and modernizing restaurants to improve the performance through retail space

- Modern retail environment visual
- Leveraging own brands
- Introducing international premium brands
- Wider selection of the products

#### Upgrading of cabins

- Responding to higher expectations of the passengers
- Focus on different cabin classes



Tallink Grupp has invested more than EUR 63 million since 2014 to upgrade its existing fleet.











# Ongoing development projects Focus on improvments and efficiencies of operations

#### Investments to support revenue generation

- IT solutions
  - Taking revenue management to next level
  - Further developments of mobile booking apps to capture growing handheld devices online traffic
  - Improving online booking solutions user experience
  - Customer centric and personalized digital channels development

### Delivering operational efficiencies

- Efficient ship operations
  - Utilising monitoring systems
- Passenger logistics in terminals
  - Self check-in, improved boarding pass
- Tallink Logistics Center
  - Leveraging and fine tuning the operations















### New LNG fast ferry Megastar Development of the Tallinn – Helsinki route





Helsinki

## **Specifications**

- Built in Meyer Turku Shipyard
- Gross tonnage 49,000
- Length 212 meters
- Capacity 2,800 passengers
- Dual fuel engine
- Service speed 27 knots

## Financing

- —The vessel cost is over EUR 230 million
- 20% was paid during the construction period
- —80% was financed with long term bank loan OECD-term export credit loan with CIRR based fixed interest rate

New LNG powered fast ferry for the Tallinn – Helsinki Shuttle service Start of operations on 29 January 2017.











### New LNG fast ferry Megastar Safer ship with smaller ecological footprint

# Technical innovations deliver improved safety, high energy efficiency and environmental savings

- Safe Return to Port (SRtP) compliant ship
- Dual fuel ship uses environmentally friendly LNG as main fuel
- LNG produces 25% less CO2, 85% less
   NOx and almost zero SOx and particles
- Improved ship hull hydrodynamics enable very low hull resistance and high propulsion efficiency to further minimise fuel consumption and emissions
- Ships Green Passport improved waste management and recycling



Megastar will comply with the current and future emission regulations for the Emission Control Areas, including the Baltic Sea.







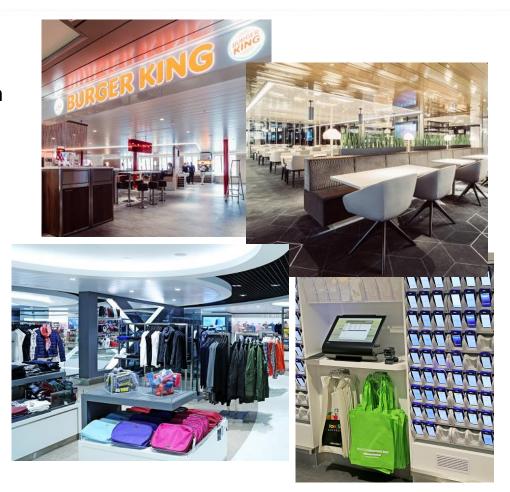




### New LNG fast ferry Megastar Ship with new services and concepts

## Introducing new concepts and brands

- Traveller Superstore expanded to 2800 sq.m
  - Q-shopping self-service solution
  - New garage concept with improved shop-to-car access for shop customers
- Seven restaurants, cafes and bars
  - Leveraging own brands
  - Introducing international premium brands
- Four different travel classes
  - standard Star Class
  - upgraded Comfort Class
  - exclusive Business Lounge
  - a new Sitting Lounge
- A special area with a playroom for the kids



On Megastar there is a floating department store where modern solutions make shopping a pleasure.





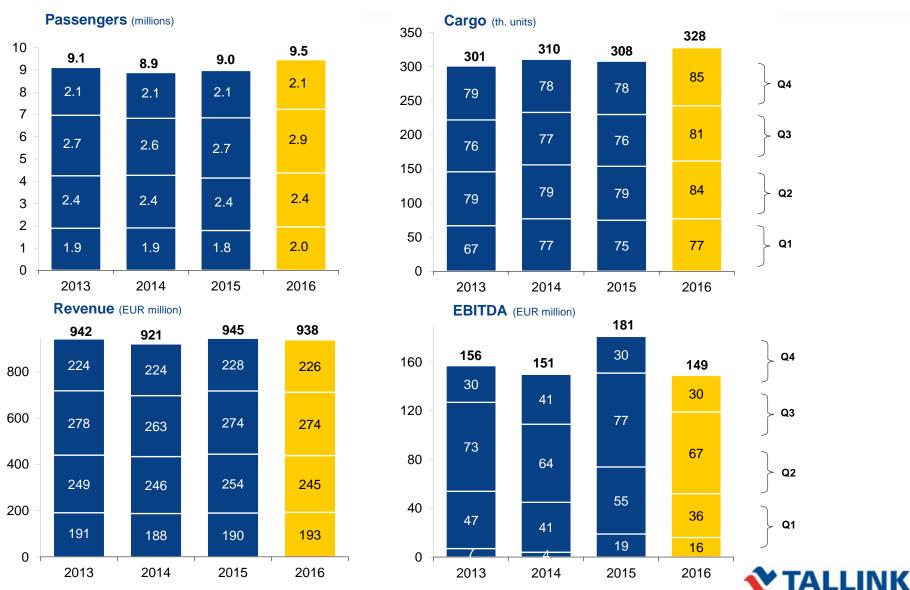
18







# Results Quarterly seasonality breakdown



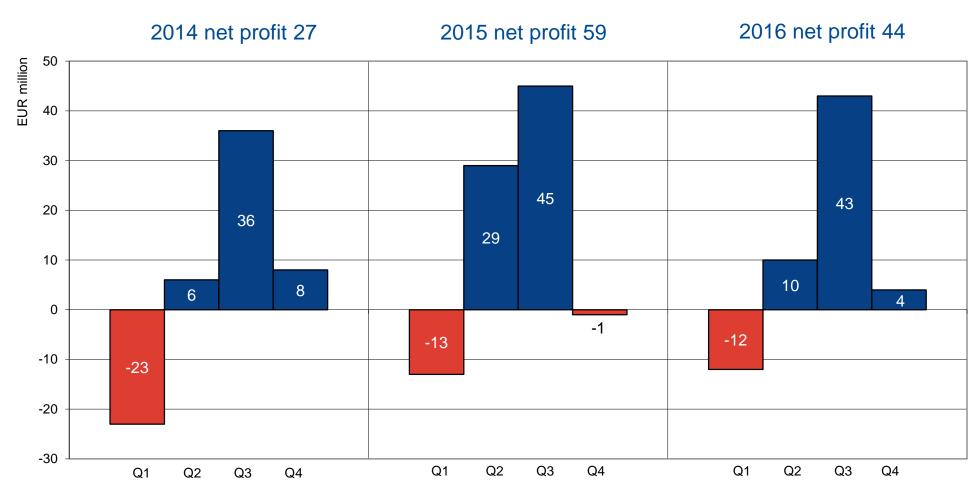








## The dynamics of high seasonality on the profit level Net result by quarters



Typical to the Tallink business model is that most of the result is made in the summer, the high season.











## **Consolidated Income Statement**

(EUR million)	2014	2015	<b>2016</b> <sup>(1)</sup>
Sales	921	945	938
Cost of sales (2)	(740)	(722)	(745)
Marketing, general & admin (2)	(112)	(111)	(123)
EBITDA	151	181	149
Margin (%)	16.3%	19.2%	15.9%
Net Profit	27	59	44
EPS	0.04	0.09	0.07

Notes:

(1) Unaudited

(2) Includes amortization and depreciation





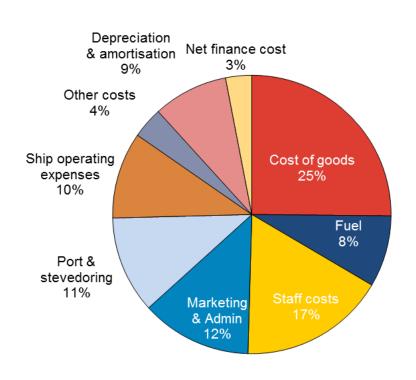






## Costs breakdown

(EUR million)	2015	2016	Change
Cost of goods	215,401	225,047	4%
Fuel cost	94,191	74,250	-21%
Staff costs	142,368	151,908	7%
Marketing & Administration (1)	102,839	114,967	12%
Port & stevedoring	92,213	101,010	10%
Ship operating expenses	76,249	89,877	18%
Other costs (2)	40,577	32,256	-21%
Total costs from operations	763,838	789,315	3%
Depreciation and amortisation	78,102	77,861	0%
Net finance cost	34,156	27,181	-20%
Total costs	876,096	894,357	2%



#### Notes:



<sup>(1)</sup> Depreciation and amortisation excluded

<sup>(2)</sup> Including one-off costs from vessel sale in 2015









## **Consolidated Cash Flow Statement**

(EUR million)	2014	2015	<b>2016</b> <sup>(1)</sup>
Operating cash flow	151	192	147
Capital expenditure	(49)	(44)	(68)
Asset disposal	0	115	0
Free cash flow	102	263	79
Debt financing (net effect)	(46)	(192)	3
Interests & other financial items	(37)	(38)	(31)
Dividend paid (2)	(20)	(13)	(54)
Dividend tax	(5)	(3)	0
Change in cash	(7)	17	(3)

Notes:



<sup>(1)</sup> Unaudited

<sup>(2)</sup> Includes share capital reduction payment to shareholders









## Consolidated Statement of Financial Position

(EUR million)	31.12.2013	31.12.2014	31.12.2015	31.12.2016 (1)
Total assets	1,722	1,686	1,539	1,539
Non-current assets	1,572	1,545	1,385	1,374
Current assets	150	140	154	164
- of which cash	72	65	82	79
Total liabilities	951	907	714	725
Interest bearing liabilities	794	743	549	559
Other liabilities	157	170	165	166
Shareholders' equity	771	778	824	814
Net debt/EBITDA	4.6x	4.5x	2.6x	3.2x
Net debt	722	678	467	480
Equity/assets ratio	45%	46%	54%	53%
BVPS (2) (in EUR)	1.15	1.16	1.23	1.21

Notes:

23

(1) Unaudited

(2) Shareholders' equity / number of shares outstanding











## Capital distribution

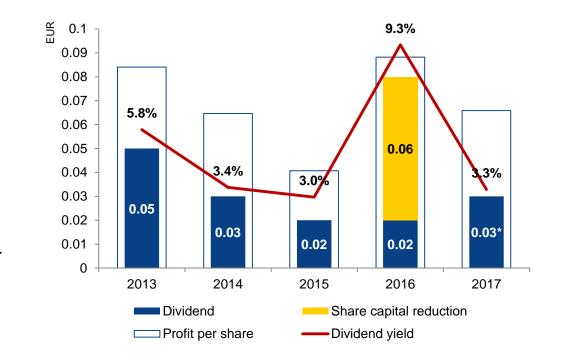
The management board targets to distribute at least 50% of the net profit, calculated over the long term, as dividends or capital repayment, taking however the Group's financial position into account.

#### 2016 dividend

- Total distributions EUR 0.08 per share:
  - Dividend EUR 0.02 per share
  - Share capital reduction EUR 0.06 per share

#### 2017 dividend

 Management board will propose dividend of EUR 0.03 per share from financial year 2016 net profit



Tallink Grupp has made total of EUR 121 million dividend payments to shareholders in period 2013-2016.











#### Debt structure

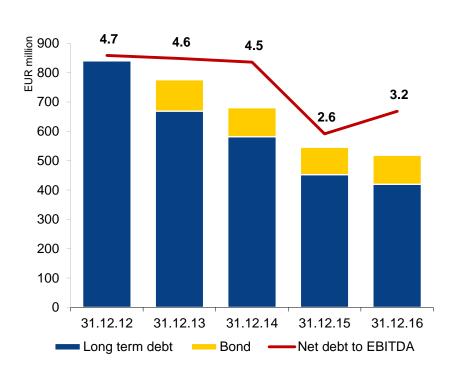
#### Total EUR 559 million interest bearing liabilities as at 31.12.2016

#### Long term bank loans

- 5 standalone loan agreements with bank syndicate, amortizing project loans and commercial term loan
- Maturities 1-12 years
- EUR denominated
- EURIBOR floating, 1/3 hedged

#### **Bond**

- Senior unsecured NOK 900 m (EUR 120 m)
- Listed in Oslo Stock Exchange
- 3M NIBOR +5% (3M EURIBOR +4.88%)
- Issue date 18.06.2013
- Maturity date 18.10.2018
- Currency risk eliminated by swapping to EUR













### Unrivalled suite of competitive advantages

# **Extensive Sales Network**

- 21 own sales offices
- Network of >1,800 travel agents and tour operators worldwide
- Growing online presence and call centres

#### **Comprehensive offer**

- Varied on-board experience
- Travel packages and excursions
- Addressing all budget ranges and customer preferences

#### **Modern fleet**

- 11 core vessels have an average age of 12.6 years
- Ice class vessels
- Luxurious on-board experience, e.g. spacious shopping areas





48% Market share of the Northern Baltic Sea Region passenger market

## **Extensive route network**

- Variety of short cruises between key cities
- Optimised schedules with frequent and reliable departures all year
- Established relationships with port authorities

## **Strong quality brands**

Silja Line and Tallink are the most recognised cruise brands in the Northern Baltic Sea Region

Sweden Estonia

Finland

They are associated with a quality customer experience

## Loyal customer base

- 9.5 million passengers in 2016
- 2.2 million Club One card holders growing at 10% in 2016
- Every third passenger is a club one member

#### High safety and environmental standards

- We proactively seek compliance with the highest standards
- In 2016, only 2 of the over 9800 scheduled trips were cancelled for technical reasons





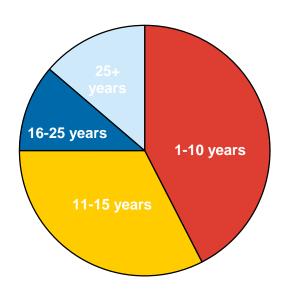






## Age of fleet

Age of fleet by value value-weighted average



### AS Tallink Grupp ships age

- Core fleet 12.6 years
- Superfast fleet 15.5 years
- Cargo vessels 21.9 years

March 2017

## World-wide ships age

- Ferries 23 years
- Cruise 13 years

Source: ShipPax MARKET: 13, 15

- Our ice-classed fleet is versatile to operate anywhere
- We have experience in selling and chartering vessels all over the world











#### Tallink's Fleet



Megastar

Built: 2017

Length 1212m

Passengers: 2800

Lane meters: 3600



Baltic Queen

Built: 2009

Length: 212m

Passengers: 2800

Lane meters: 1130



Victoria I

Built: 2004

Length: 193m

Passengers: 2500

Lane meters: 1030



#### Star

Built: 2007

Length 186m

Passengers: 2080

Lane meters: 2000



Silja Europa

Built: 1993

Length: 202m

Passengers: 3123

Lane meters: 932



Romantika

Built: 2002

Length 193m

Passengers: 2500

Lane meters: 1030

Tallink has invested EUR 1.5 billion to create a modern fleet.











#### Tallink's Fleet



Silja Serenade

Built: 1990

Length 203m

Passengers: 2852

Lane meters: 950



#### Silja Symphony

Built: 1991

Length 203m

Passengers: 2852

Lane meters: 950



#### **Baltic Princess**

**Built: 2008** 

Length: 212m

Passengers: 2800

Lane meters: 1130



#### Galaxy

Built: 2006

Length: 212m

Passengers: 2800 Lane meters: 1130



#### Isabelle

**Built: 1989** 

Length 171m

Passengers: 2480

Lane meters: 850



#### Superfast VII/VIII/IX

Built: 2001/2002

Length: 203m

Passengers: 717

Lane meters: 1924

Tallink has invested EUR 1.5 billion to create a modern fleet.





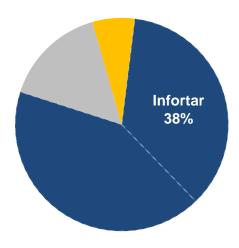






## Ownership structure

## Shareholders of AS Tallink Grupp



- Top 10 shareholders
- Institutional investors
- Retail investors

## Ten largest shareholders as at 31 March 2017

Infortar AS	38%
Baltic Cruises Holding L.P.	18%
Baltic Cruises Investment L.P.	6%
ING Luxembourg S.A. AIF Account	4%
ING Luxembourg Client Account	3%
State Street Bank and Trust Omnibus Fund OM01	2%
Clearstream Banking Luxembourg S.A. Clients	2%
Nordea Bank Finland Plc Clients	1%
Skandinaviska Enskilda Banken Finnish Clients	1%
BNYM Clients	1%













#### Safety, security and environmental protection are a high priority



#### Policies and certifications

- Safety and Security Policy
- Environmental Policy
- ISO 14001:2004 Environmental Certificate by Lloyds Register
- MARPOL Sewage Pollution Prevention Certificate
- MARPOL Air Pollution Prevention Certificate
- International Anti-Fouling System Certificate
- MARPOL Oil Pollution Prevention Certificate
- Document of Compliance for Anti-Fouling System
- MARPOL Garbage Pollution Prevention Attestation
- Passenger Ship Safety Certificate
- International Ship Security Certificate
- Safety Management Certificate
- Document for Dangerous Goods

#### CERTIFICATE OF APPROVAL

This is to certify that the Environmental Management System of:

HT Shipmanagement Ltd Sadama 5/7, 10111 Tallinn, Estonia SIA HT Shipmanagement Eksporta iela 3A, LV-1010 Riga, Latvia Tallink Silia OY Tyynenmerenkatu 9, 00220 Helsinki, Finland

has been approved by Lloyd's Register Quality Assurance to the following Environmental Management System Standard:

ISO 14001: 2004

The Environmental Management System is applicable to:

#### TallinkSilja Fleet Shipmanagement.

This certificate is valid only in association with the certificate schedule bearing the same number on which the locations applicable to this approval are listed

Approval Certificate No: LTQ6004314 Original Approval: 04 July 2008

Current Certificate: 04 July 2014

Certificate Expiry: 03 July 2017

Issued by: Lloyd's Register EMEA Eesti filiaal For and on behalf of: Lloyd's Register Quality Assurance Limited



Lauteri 5, 10114 Tallinn, Estonia
For and on behalf of: Hiramford Middlemarch Office Village Siskin Drive Coventry CV3 4FJ United Kingdom

