VIKING LINE
Sustainability 2017
Contents

This is Viking Line ........................................... 2
The year in brief ............................................. 4
Statement of the President and CEO ..................... 6
Viking Line and sustainability .............................. 8
Viking Line is for everyone ................................. 10
Cargo important for trade in the Baltic Sea region ... 12
Economic value .................................................. 14
Restitution to sustain domestic competitiveness .... 16
Personnel ......................................................... 18
Safety and security ............................................ 26
The environment ............................................... 28
Technical solutions and environmental measures .... 40
This is Viking Line

Mission
We link together the countries around the northern Baltic Sea by providing sustainable and regular ferry service for everyone. Our three basic services are cruises, passenger transport and cargo transport. Our unique expertise in combining these services generates customer and business benefits.

Service area
Viking Line provides services on the Baltic Sea, with Finland, Sweden and the Baltic countries as its main markets. Our sales offices are located in Finland, Sweden, Estonia and Germany. The Group’s Head Office is located in Mariehamn, Åland, Finland.

Finland’s biggest maritime employer
Viking Line is Finland’s biggest maritime employer. In all, more than 40 different occupational categories are employed on a vessel in areas such as operation, maintenance, shops, kitchens, hotels, entertainment, conference facilities, security and healthcare.

Environmental certification
The Group’s Head Office, all vessels and the subsidiary Viking Line Buss Ab are certified in compliance with ISO 14001 environmental management standards.

Operating areas
Viking Line’s operations include both passenger and cargo transport. The subsidiary Viking Line Buss Ab also provides bus transport based in the Åland Islands.

Late in the spring of 1959, the first genuine Baltic Sea ferry, S/S Viking, was placed in service between the Finnish mainland, the Åland Islands and Sweden by a new company called Vikinglinjen Ab, which had been established at the initiative of an Åland sea captain, Gunnar Eklund.
Our vessels

M/S Amorella
Finnish flag
Turku–Åland Islands–Stockholm

M/S Viking Cinderella
Swedish flag
Stockholm–Mariehamn

M/S Gabriella
Finnish flag
Helsinki–Mariehamn–Stockholm

M/S Viking Grace
Finnish flag
Turku–Åland Islands–Stockholm

M/S Mariella
Finnish flag
Helsinki–Mariehamn–Stockholm

M/S Rosella
Finnish flag
Mariehamn–Kapellskär

M/S Viking XPRS
Estonian flag
Helsinki–Tallinn
The year in brief

Passengers
6,881,149
Cargo units
127,668
Cars
762,253
Buses
16,597

Sales
EUR 522.7 M
Income before taxes
EUR 6.6 M
Investments
EUR 34.7 M
Equity/assets ratio
46.2 %

Market share, passengers
65.5%
34.5%
Viking Line
Others

Market share, cargo
81.3%
18.7%
Viking Line
Others

Turku–Ålands Islands–Stockholm
Stockholm–Mariehamn
Helsinki–Mariehamn–Stockholm
Finland/Sweden–Baltic countries
Mariehamn–Kapellskär
Tallinn service
The Helsinki–Tallinn route is increasingly popular. In response to the great demand, Viking Line placed the catamaran Viking FSTR in service on this route during the period April 10–October 16. As in previous years, Gabriella and Mariella each made a day cruise between Helsinki and Tallinn instead of remaining in Helsinki for the day during the period July 1–August 6.

New vessel
On July 3, 2017, the shipbuilding contract with the Xiamen Shipbuilding Industry Co. Ltd. shipyard for a new passenger vessel on the Turku–Åland Islands–Stockholm route entered into force. The contract amount is about EUR 194 M and the planned delivery for the vessel is in 2020.

63,000 gross tonnes, 218 metres, 2,800 passengers, 1,500 cargo lane metres

Average number of employees
In addition to the Group’s own employees, Viking XPRS was crewed by an average of 248 (250) people employed by a staffing company.

Viking Line Club
On February 17, Viking Line launched its updated Viking Line Club customer loyalty programme. Viking Line Club members will earn bonus points, or Boats, on bookings and purchases on board, which can be used starting in 2018 to pay for travel bookings. The most loyal customers will be rewarded with Plus membership, which provides further benefits.

Finland 100
In 2017, Viking Line took part in the centenary celebration of Finland’s independence, in part by raising funds for Baltic Sea research. The anniversary theme was Finland’s 100 years of independence, and the focus of the Company’s involvement was the well-being of the Baltic Sea. During the year, this Baltic Sea theme was visible in the Company’s operations in many ways.
Statement of the President and CEO

When I look back on 2017, I see an eventful year with causes to rejoice but also challenges. There are a number of reasons to be pleased, but also some storm clouds that I hope are fleeting.

New vessel order – representative of a brand-new generation
What I am most pleased about is the fact that we succeeded in ordering a new vessel during the year. On April 5, we signed a contract with the Chinese company Xiamen Shipbuilding Industry Co., Ltd. to build an energy-efficient passenger vessel with delivery planned for 2020. The contract entered into force on July 3, 2017. The contract price is about 194 million euros. The vessel is intended to be a collaborative project, in which we will hire a number of Nordic and other European suppliers. The newbuild vessel will be a pioneer in maritime transport with a number of new technical solutions. NB 488A, which is the name of the vessel so far, will serve the Stockholm–Åland–Turku route. I look forward with great hope to how it will influence maritime transport and leave its mark both internationally and in our own service area on the Baltic Sea.

Traffic during the financial year
Passenger volume on the Company’s vessels during the financial year totalled 6,881,149 passengers (6,502,191). The Group thus had a total market share in the service area of 34.5% (33.5%). Viking Line’s cargo volume totalled 127,668 cargo units (139,191).

During the June–August summer season, 2.5 million passengers or 9.2 per cent more compared to the same period in 2016 sailed on Viking Line’s vessels. An all-time record was set in July, when Viking Line’s passenger volume on all routes was a record 1,021,889 passengers. The Helsinki–Tallinn route accounts for the greatest growth, with Viking Line offering 12 daily departures last summer. We chose to meet this great demand by adding the high-speed catamaran Viking FSTR, which served the route during the period April 10–October 16. Viking Line transported a total of 933,358 passengers between Helsinki and Tallinn from June to August, almost 25 per cent more than in 2016.

Finland centenary and Viking Line
Viking Line has actively participated in celebrating the centenary of Finland’s independence. The slogan for the centenary celebration was “together”, and this was evident in many ways in our operations. During the year, we raised 50,000 euros to support research at the Tvärminne Zoological Station, which is Finland’s largest centre for Baltic Sea research and education. Employees also contributed to these efforts through a variety of activities. During the big Spring & Green campaign last spring, a percentage of ticket revenue was donated to the cause. The drive ended with a successful lottery held on a cruise on Viking Grace celebrating the centenary of Finland’s independence.

It has been gratifying to follow the engagement of employees both on board and on land. In March, we also launched an employee contest. We had hoped to collect 100 environmental ideas about how we can further develop Viking Line’s environmental work. We received as many as 150 ideas. Among the ten ideas that continued to the next round were suggestions to increase the number of vegetarian dishes served on board, improve recycling opportunities, reduce the number of documents printed out unnecessarily and reduce electricity consumption as well as ideas about how food waste can be reduced.

Viking Line stands for sustainable maritime transport
We are a major employer today, with almost 3,000 employees in a number of countries. Many of our employees live in the Baltic archipelagos, which strengthens us as a company operating in the Baltic Sea region. Our definition of sustainable social building is that everything we plan and implement shall comply with our ethical guidelines and reflect corporate responsibility as well as be designed for the long term. As a result, we shall take into account environmental, economic and social aspects. Our aim is for this sustainability perspective to be integral to everything we do, from how we treat customers and each other to how we minimize our environmental impact in our processes. It should not be forgotten that maritime transport is the most environmentally-efficient mode for transporting goods, measured in emissions per tonne-kilometre.

Maritime policy issues on the agenda
During the year, restitution was a topic in government policy discussions. It seems that no one has really succeeded in explaining how the system works everywhere. The net salary system is not a corporate subsidy but entails shipping companies being repaid taxes on wages and employee benefits that were paid for seamen employed by them. In Finland, the money repaid is recognized as a subsidy in the government year-end accounts. In Sweden and a number of other countries, these matters are administered differently. The net wage system is used to maintain a trade fleet under the country’s own flag and thus retain maritime jobs and preparedness capacity. If Finland did not have this system, there would not be any ferries sailing under the Finnish flag. In that case, no restitution would be paid out, but nor would taxes or employee benefits be paid in. Consequently, there would be no savings in the government year-end accounts, but vessels would probably sail under other countries’ flags. We explained this situation during the year.
Improved market outlook

The Finnish economy strengthened during the year. We expect that better economic growth will also be reflected in our operations in 2018. The competition in our service area has been tough and pushed down our ticket prices. Customers have benefited from more frequent sailings as well as lower ticket prices. Bunker (oil) prices, which constitute a big cost in our operations, have also begun to rise. Hopefully, this trend will not continue, but unfortunately we have no control over external circumstances around the world that affect oil prices. We will continue to look at alternative ways to develop operations. The new financial year 2018 will be demanding and inspiring. We are closely following the general economic trend and making adjustments to meet the challenges we face. Meanwhile, we are optimistic about the future. It will be both exciting and stimulating to follow the work of building the new vessel.

I would like to give a warm thanks to all our employees for their good work during the past year. I would also like to thank our customers for showing faith in us in 2017. My gratitude also goes to our partners for the good collaboration.

Jan Hanses
President and CEO
Viking Line launched its service between the Finnish mainland, the Åland Islands and Sweden almost 60 years ago, and since then the world has changed. Within the scope of our operations, some fifty vessels have set course since service was launched, and over the years the size of the vessels, their energy efficiency and the range of services available have undergone a dramatic transformation.

The people involved in the start-up of operations all grew up in the Åland archipelago and understood the importance of protecting this sensitive environment. Today we are shaping the society that we, our children and grandchildren will live in for the next 20, 50 or perhaps 100 years. So those of us who work with transport on the Baltic Sea must ask ourselves what we want the health of the sea and the archipelago to be tomorrow and how we can help improve conditions.

By playing an active part in research and testing energy-saving innovations, we can obtain knowledge to help us create environmentally-efficient alternatives for the future. In our sustainability work, we strive to raise our level of ambition by being active on important issues concerning the environment, quality, health, ethical conduct and social engagement.

Today Viking Line is a major employer with almost 3,000 employees. Many of our employees live in the Baltic archipelagos, which strengthens us as a player in the Baltic Sea region. Our definition of building a sustainable society is that everything we plan and carry out shall comply with our ethical guidelines and be designed in a way that is responsible and takes a long-term perspective. As a result, we shall take environmental, economic and social aspects into consideration. Our aim is to include this sustainability perspective in everything we do, from how we treat our customers and each other to how we minimize the environmental impact in our processes.

Global goals and Viking Line
On September 25, 2015, the United Nations General Assembly adopted seventeen global goals for sustainable development, which were drafted and adopted by the 193 Member States. In our operations, we strive to make decisions that are economically, socially and environmentally sustainable and have chosen to focus on the four global goals below:

Goal 3 – Good health and well-being
Goal 7 – Affordable and clean energy
Goal 12 – Responsible consumption and production
Goal 14 – Life below water

Affordable and clean energy
We are and will continue to be a pioneer in applying new environmentally-sensitive technology that reduces emissions. We want to continue to support and collaborate with innovative companies and researchers in energy technology.

Life below water
We do not discharge any wastewater into the sea, we do not use environmentally hazardous paint on the bottoms of our vessels, and we work to continuously reduce the use of water and chemicals in our operations.

Good health and well-being
Well-being at work and a healthy lifestyle are the basis of success on the job. Through good leadership, an open, stimulating, secure and pleasant atmosphere is created in which employees’ efforts are appreciated and recognized and where everyone is treated equally. Viking Line promotes good health, wellness activities and employee well-being by encouraging and promoting meaningful leisure activities.

Responsible consumption and production
Waste management on the vessels has developed in the direction of preventing the generation of waste and promoting recycling and reuse of waste generated. There are waste management plans and schedules on board the vessels. Glass, card board, paper, metal, aluminium cans, plastic, cooking oil and electronic materials as well as organic, hazardous, energy and wood waste are recycled. All waste oil is brought ashore for recycling. Concrete measures have been taken to reduce waste quantities.

Procurement principles under review
In 2017, Viking Line began work to review the principles governing the Group’s procurement and tender processes. The new procurement principles shall more accurately reflect our values, such as our commitment to the environment and equality. At the same time, our Code of Conduct for suppliers and our programme for supplier audits are also being reviewed. The intention is for us to better monitor how our suppliers run their operations from a sustainability perspective. These efforts shall provide us with better skills in giving priority, for instance, to environmentally-adapted products and solutions in our tender processes.
At Viking Line, we have a shared approach to service, in which the customer always comes first. The objective is for us to produce even more satisfied customers who will choose to travel again with Viking Line through consistent, friendly and engaging service, internally and externally, across country borders and professional roles.

The Group’s new One Service platform, which was introduced in 2016, was the kick-off for concerted in-house efforts to take the good customer experience one step further. For Viking Line, it is important that all employees feel engaged in the Company’s “Good Hospitality”, which is the shared foundation of values for how we should treat each other, our customers and our partners. Together, we become even stronger.

These are Viking Line’s fundamental values

Our fundamental task is to link together the countries around the northern Baltic Sea by providing sustainable and regular ferry service. Our three basic services are cruises, passenger transport and cargo transport.

Our unique expertise in combining these three basic services generates customer and business benefits. We are the leading brand in our area of traffic, the northern Baltic Sea, and we offer the market’s best value for money by providing good quality at affordable prices.

Three of our fundamental values:

– Customers are our top priority. We aim to exceed their expectations, especially with regard to good service. Our selective quality factors are friendly service, fully functional and clean facilities, good food, enjoyable entertainment and attractive shopping.

– We respect our co-workers and value initiative, teamwork, openness, honesty, loyalty and acceptance of responsibility. We motivate and train our employees to achieve improved quality, service and productivity.

– Our vessels are safe and well-maintained. We strive to continuously improve our environmental and sustainability work and conduct our operations in compliance with applicable environmental standards and legislation.

The goal is always satisfied customers

Since 2016, we have focused to an even greater extent on the value experienced by customers, on activities and good hospitality on board. The Group’s fleet of vessels is continuously updated and improved. Viking Grace, Amorella, Gabriella and Rosella underwent extensive upgrades in 2016, with a focus on the
on-board experience, including better spa options and a modern range of restaurants.

In 2017, a number of upgrades were also carried out. On Viking Cinderella, they include an expanded, renovated tax- and duty-free shop, many upgraded cabins and a new bar and stage, Melody Coffee Bar Lounge. With tougher competition and greater transparency in the market, it has become even more important to be clear about why people should choose to travel with Viking Line and what added value we provide.

**We developed the Viking Line Club**

In 2017, we also developed our customer club and launched a loyalty programme. Every investment the customer makes as a member of our Viking Line Club yields a bonus, which means their trip as well as all purchases on board our vessels. The idea is that it should be even more rewarding to travel with Viking Line.

In 2017, we took the first step, which meant that all our customers could start collecting bonus points, or Boats, as we call them. In 2018, they will get their reward – they will now be able to start travelling and consuming by redeeming the Boats they earned. There are two membership levels: Viking Line Club and Viking Line Club Plus, which gives double points/Boats.

**Customer surveys on a continuous basis**

Satisfied, repeat customers are important to Viking Line. So we work not just to meet customer expectations but also to exceed them. During the year, a detailed customer satisfaction survey of passengers is carried out, with a “Dear Viking Customer” form sent out by email a few days after their trip. The answers are compiled and analyzed and provide valuable input in developing the range of products and services available on board as well as data prior to vessel renovations and refurbishments.

Going forward, our success will also depend on how well we succeed in maintaining and developing our service. In our 2017 customer survey, we were rated 8.99 (8.98 in 2016), on a scale from 4 to 10, for our service on all our vessels. Our target is to be rated over 9.0.
Cargo important for trade in the Baltic Sea region

Viking Line Cargo operates in a highly competitive and tightly regulated freight market which is dominated by big international transport companies. Our most important competitive strengths are a high level of quality, good service, reliability and continuity. We take pride in maintaining a close dialogue with our customers.

Maritime transport plays an important role for the flow of goods between Finland, Sweden and Estonia. Viking Line Cargo is a key player in the transport of Nordic imports and exports. Our service enables large flows of goods between the Nordic and Baltic countries. With cargo transport, Viking Line can maximize use of the vessels’ car decks so that we always utilize as much of our capacity as possible. It is a matter of allocating space between passenger and cargo units so that we satisfy our customers in the best way.

Our employees have extensive experience and great knowledge about the industry. We work actively to maintain a good dialogue with our customers. Our regular customer surveys provide us with concrete information about the quality of our work and the need to develop this.

A link in the European logistics chain
Since the 1980s, the European Union has made major investments to develop a sustainable transport infrastructure that links together its Member States. In 2014, the EU revised its policies for transport infrastructure, with the aim of closing the gaps between the Member States’ transport networks.

Finland, Sweden and Estonia are all included in the EU’s so-called transport corridors, which are considered essential in the trans-European transport network. Shipping is crucial in linking together the transport infrastructure of the Nordic countries, the Baltic countries and Central Europe.

The EU advocates an environmentally sustainable future for shipping as part of European transport infrastructure. The realization of this future requires sound political judgement at the national level.

National political decisions affect the operations not only of Viking Line but of the entire Finnish shipping industry. It is important that Finland does not deviate from its current application of European Commission guidelines. After all, maintaining its own fleet helps ensure Finland’s national security of supply.

Did you know that...
91% of Finland’s exports and 78% of its imports are transported by ship

High capacity utilization = more sustainable maritime transport
Maritime transport is an important link in the large flows of goods between the Nordic and Baltic countries. Viking Line Cargo provides reliable international service to customers with daily scheduled maritime transport. Our aim is to achieve high capacity utilization on our car decks on every departure.
Viking Line’s operations generate economic value for the Group’s stakeholders in the countries and market areas in which we operate. The most important cash flows consist of revenue from our customers, purchases from suppliers of goods and services, salaries to employees, payments to and from the public sector, dividends to shareholders, and funding costs to financiers.

In 2017, consolidated sales and other revenue totalled 526.6 million euros.

The Group’s purchases from suppliers totalled 328.4 million euros, and investments totalled 34.7 million euros, with 22.4 million euros of this advance payments for the vessel under construction. Viking Line employed an average of 2,746 people. Net salaries and pension expenses totalling 115.8 million euros were paid to employees. Viking Line paid a total of 82.8 million euros to the public sector in the form of port expenses and vessel charges, taxes on salaries, social security contributions and income taxes. The Group received restitution from the Finnish and Swedish states totalling 35.9 million euros for shipboard employees’ taxes and social security contributions. Shareholders were paid a total of 2.2 million euros in dividends.

The Group’s income statement, balance sheet and cash flow statement are presented in their entirety in Viking Line’s financial statements.

<table>
<thead>
<tr>
<th>Generation of economic value, EUR M</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Sales, other operating revenue, financial income</td>
<td>526.6</td>
<td>524.2</td>
</tr>
<tr>
<td>Suppliers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Procurement</td>
<td>-328.4</td>
<td>-319.7</td>
</tr>
<tr>
<td>- Investments</td>
<td>-34.7</td>
<td>-15.8</td>
</tr>
<tr>
<td>Economic value generated by Viking Line</td>
<td>163.4</td>
<td>188.6</td>
</tr>
<tr>
<td>Employees</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Net salary and pension expenses</td>
<td>-115.8</td>
<td>-117.4</td>
</tr>
<tr>
<td>Shareholders</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Dividends*</td>
<td>-2.2</td>
<td>-4.3</td>
</tr>
<tr>
<td>Financiers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Interest expenses</td>
<td>-3.9</td>
<td>-4.5</td>
</tr>
<tr>
<td>Public sector</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Income taxes</td>
<td>-0.2</td>
<td>-0.1</td>
</tr>
<tr>
<td>- Port expenses and vessel charges</td>
<td>-41.8</td>
<td>-40.2</td>
</tr>
<tr>
<td>- Taxes on salaries and social security contributions</td>
<td>-40.8</td>
<td>-42.8</td>
</tr>
<tr>
<td>Paid to public sector</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Restitution from public sector and EU funding</td>
<td>36.7</td>
<td>38.0</td>
</tr>
<tr>
<td>Public sector, net</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-46.1</td>
<td>-45.1</td>
<td></td>
</tr>
<tr>
<td>Economic value distributed</td>
<td>-168.0</td>
<td>-171.3</td>
</tr>
<tr>
<td>Amount remaining for development of operations</td>
<td>-4.6</td>
<td>17.3</td>
</tr>
</tbody>
</table>

* For the financial year 2017, proposed by the Board of Directors to the Annual General Meeting.
Distribution of economic value, breakdown

Revenue
EUR 526.6 M

Amount remaining for development
of operations EUR -4.6 M

Other stakeholders
EUR -168.0 M

Suppliers
EUR -363.2 M

Distribution of economic value, distribution of economic value

Employees
EUR 115.8 M

Shareholders
EUR 2.2 M*

Financiers
EUR 3.9 M

Public sector
EUR 82.8 M

Restitution from public sector**
and EU funding EUR -36.7 M

* For the financial year 2017, proposed by
the Board of Directors to the Annual General Meeting.
** Read more on the next page.
Restitution to sustain domestic competitiveness

To sustain the competitiveness of European sea transport, a restitution system was implemented in a number of EU countries, including Finland, Sweden and Denmark. In accordance with EU State Aid Guidelines, shipping companies may be reimbursed for taxes and social security contributions paid to maintain service under their countries’ own flags. This restitution system, which is often called maritime financial aid, is mainly financial aid for seafarers – not shipping companies. Without the system, no passenger vessels would sail with a Finnish or Swedish flag and crew.

For Viking Line, this restitution applies to some 1,600 Finnish seafarers. Since we are Finland’s largest maritime employer, we have the highest amount of taxes and fees borne by the maritime population. All shipping companies receive this maritime financial aid, and the size is determined by the number of seafarers employed by the company. This aid really benefits seafarers, who get a tax exemption, but since Finland has chosen to follow the model of exception in the guidelines, the taxes are borne by the seafarers and refunded to the shipping company. In Sweden and Denmark, this restitution is not recognized as aid to enterprises. For Viking Line, this restitution applies to some 450 Swedish seafarers.

**Passenger traffic important for trade on shore**

Like a number of other shipping companies, Viking Line markets Finland and Sweden as tourist destinations in the Nordic countries, the Baltic countries, elsewhere in Europe and in Asia. The Company has done so for decades. Passenger traffic is incredibly important for domestic trade. Tourists contribute a great deal of revenue to hotel and restaurant operations as well as to trade.

According to a report produced by the Finnish market research company Taloustutkimus Oy, international ferry passengers brought in a total of 684 million euros to Finland in 2016. This figure does not include the big international cruise vessels that call at the country’s ports. Tourists often travel with their family in their own car and visit different parts of the country. The positive economic effects are thus spread across Finland. Regionally, the breakdown is as follows:

- Metropolitan region: 327 million euros
- Archipelago/coastal region: 96 million euros
- Finnish lakeland: 220 million euros
- Lapland: 44 million euros
- Total: 684 million euros

**Ferry passengers important to Stockholm – spend 5 billion kronor**

Several years ago, Ports of Stockholm conducted a survey of some 1,600 ferry passengers who visited Stockholm in conjunction with their journey. All the terminals that handle passenger traffic at Ports of Stockholm were included in the survey. Among the survey findings, ferry passengers who visit Stockholm contribute 5 billion Swedish kronor through direct consumption in the County of Stockholm. A total of about 1.7 million ferry passengers visit Stockholm in one year, and every visitor consumes an average of about 3,000 kronor per visit. Ferry passengers visiting Stockholm use about 360,000 hotel rooms a year. That is equivalent to 1,000 hotel rooms a day, or 7 fully occupied hotels every day of the year. Some 95 per cent of visitors are satisfied with their visit to Stockholm.

**Shipping boosts prosperity in smaller communities**

For natural reasons, the majority of our land-based employees reside close to our market units and terminals. However, among shipboard personnel, the geographic spread is much wider. We have employees who live in Lapland north of the polar circle, in the archipelago communities of Åland and Turku, in eastern Finland close to the Russian border, in the Estonian countryside and in Sweden near the Norwegian border.

The personnel on our vessels work in shifts, with one week on/one week off or ten days on/ten days off. These extended periods of time off enable them to live away from densely populated areas. With such labour arrangements, shipping companies help to preserve the population structure in smaller communities and ensure that tax revenue goes to other regions besides densely populated areas. The hiring by shipping companies of some of these residents may be crucial to sparsely populated communities, including in archipelagos, located far from urban areas.
Viking Line is Finland’s biggest maritime employer.

We safeguard domestic nautical skills.

We ensure the security of supply for logistics transport in Finland.

We ensure that employees working in our territorial waters are skilled and have experience with winter weather conditions and archipelago traffic.
Our personnel – a valuable resource

At Viking Line, we believe that people with different experiences and perspectives are crucial in order to create the innovative climate required for long-term business success. We have operations in Finland, Sweden and Estonia, an office in Germany and employees both on shore and on board our vessels. Our seven vessels sail between the three countries Finland, Sweden and Estonia.

Viking Line’s human resource strategy is to give employees the opportunity to develop so that they are satisfied with their job, are committed and feel like they take part in the Company’s development and results. We want to promote skills development among our employees. We respect our colleagues and value their initiative, honesty, loyalty and openness. Our continued success is based on taking advantage of the full potential of our employees through staff development and engagement.

“...We respect our colleagues and value their initiative, honesty, loyalty and openness...

We strive to act responsibly in the countries and contexts we operate in. Among other things, this means that the Group is always associated with respect for human rights, equality, good labour conditions, social consideration and sustained environmental work. In our strategy, customers are always the basis of operations. They shall feel that they get the experience they expect. We would preferably exceed their expectations. Naturally, we greet our guests with a smile and humility. The aim is to get a satisfied smile in return – every time!

Viking Line’s equality policy

We have customers of different nationalities, and we know that our success depends on the diversity and competence of our employees. By diversity, we mean the differences that make us all unique – age, gender, sexual orientation, ethnic identity and religion as well as differences in physical conditions and ways of thinking and acting.

At Viking Line, we shall treat all people with respect, compassion and dignity, in accordance with our business principles. We therefore work to:
- establish workplaces, adopt working methods, organize the work and create working conditions so that they are suitable for all employees,
- make it easier for all employees to combine work and parenthood,
- prevent discrimination and harassment. We do not accept inappropriate behaviour that may violate the integrity of employees,
- investigate all cases of discrimination and harassment in the workplace and take appropriate measures to curtail and prevent such cases,
- give all employees opportunities for development and training. All employees, regardless of their age, gender, sexual orientation, ethnic identity, religion or physical conditions shall be offered the same opportunities for development, and
- work for a more even gender balance and provide all employees with equal pay and conditions on equal terms.

Managers with responsibility for personnel at all levels are responsible for the gender work outlined in laws, agreements and Viking Line’s equality policy.

Code of Conduct – Ethical rules and guidelines for Viking Line

Viking Line’s Code of Conduct is an important document for all employees in their everyday work. Everyone must study and comply with the ethical rules and guidelines in the Code of Conduct, which includes rules for how we shall treat each other internally and how we shall treat suppliers and customers.

There are clear rules here for how to act responsibly in society. We work against trafficking, prostitution, smuggling and other criminal acts in close collaboration with government authorities. If an employee or customer is suspected of breaking the law, employees shall report this at once to their immediate supervisor.

The Code of Conduct also includes rules concerning the environment, safety and security. Viking Line cares about the environment and provides maritime passenger transport in an environmentally-sensitive way. Everyone shall feel safe and secure on board Viking Line’s vessels. Maritime safety and security are governed by our safety and security policy and have top priority in our operations.

Extensive management training for the land-based organization

In April 2017, our land-based managers in Finland, Tallinn and Lübeck completed extensive leadership training for which there has been great demand. The training programme is linked to the One Viking/One Service project carried out earlier, which mostly involved shipboard personnel. Both projects have focused on the role of leadership in everything we do, externally and internally. The training programmes were conducted by the Finnish consulting firm Palmu.

With the modules Show Direction, Strengthen the Group Feeling, Active Communication, Organize the Work and Appreciate Employees, we covered the principles that apply to manager work at Viking Line in an effective way. Managers were divided into three groups – two in Helsinki, where the training was conducted in Finnish, and one in Åland, held in Swedish – a total of 55 managers with responsibility for personnel. Planning is under way for similar training for shipboard managers.

Managers with responsibility for personnel in Finland, Tallinn and Lübeck completed extensive leadership training for which there has been great demand. The training programme is linked to the One Viking/One Service project carried out earlier, which mostly involved shipboard personnel. Both projects have focused on the role of leadership in everything we do, externally and internally. The training programmes were conducted by the Finnish consulting firm Palmu.

With the modules Show Direction, Strengthen the Group Feeling, Active Communication, Organize the Work and Appreciate Employees, we covered the principles that apply to manager work at Viking Line in an effective way. Managers were divided into three groups – two in Helsinki, where the training was conducted in Finnish, and one in Åland, held in Swedish – a total of 55 managers with responsibility for personnel. Planning is under way for similar training for shipboard managers.
Through leadership, we want to create an open, stimulating, safe and pleasant atmosphere in which employee efforts are appreciated and recognized and where everyone is treated equally. Job rotation gives people an opportunity for change in their work. Viking Line also promotes wellness and satisfaction by encouraging and supporting meaningful leisure activities.

**Number of employees**

During 2017, the average number of employees in the Viking Line Group was 2,746 (2,742). Shipboard personnel totaled 2,086 (2,082) and land-based personnel 660 (660). In addition to the Group’s own employees, Viking XPRS was crewed by an average of 248 (250) people employed by a staffing company.

At the end of 2017, the Group had a total of 2,889 (2,982) employees, of whom 2,238 (2,317) resided in Finland. The number residing in Sweden was 527 (528). There were 116 (132) employees residing in Estonia and 8 (5) in other countries.

<table>
<thead>
<tr>
<th>The Group, Dec 31, 2017</th>
<th>Women</th>
<th>Men</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board of Directors</td>
<td>1</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Group Management team</td>
<td>0</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Finnish flag</td>
<td>702</td>
<td>963</td>
<td>1,665</td>
</tr>
<tr>
<td>Swedish flag</td>
<td>153</td>
<td>284</td>
<td>437</td>
</tr>
<tr>
<td>Shipboard personnel</td>
<td>855</td>
<td>1,247</td>
<td>2,102</td>
</tr>
<tr>
<td>Finland</td>
<td>309</td>
<td>218</td>
<td>527</td>
</tr>
<tr>
<td>Sweden</td>
<td>111</td>
<td>58</td>
<td>169</td>
</tr>
<tr>
<td>Estonia</td>
<td>70</td>
<td>18</td>
<td>88</td>
</tr>
<tr>
<td>Germany</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Land-based personnel</td>
<td>492</td>
<td>295</td>
<td>787</td>
</tr>
<tr>
<td><strong>Group total</strong></td>
<td>1,347</td>
<td>1,542</td>
<td>2,889</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The Group, Dec 31, 2017</th>
<th>Permanent staff</th>
<th>Temporary staff</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipboard personnel</td>
<td>1,670</td>
<td>432</td>
<td>2,102</td>
</tr>
<tr>
<td>Land-based personnel</td>
<td>651</td>
<td>136</td>
<td>787</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2,321</td>
<td>568</td>
<td>2,889</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employees’ place of residence, Dec 31, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finland</td>
</tr>
<tr>
<td>18.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender breakdown, Dec 31, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipboard</td>
</tr>
<tr>
<td>Men</td>
</tr>
<tr>
<td>Women</td>
</tr>
<tr>
<td>Land-based</td>
</tr>
<tr>
<td>Women</td>
</tr>
<tr>
<td>Men</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age distribution, Dec 31, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>0–20 years</td>
</tr>
<tr>
<td>20–29 years</td>
</tr>
<tr>
<td>30–39 years</td>
</tr>
<tr>
<td>40–49 years</td>
</tr>
<tr>
<td>50–59 years</td>
</tr>
<tr>
<td>60–69 years</td>
</tr>
</tbody>
</table>
### 42 professions

#### Deck department

1. **Master** vessel’s senior officer and manager of the deck department
2. **Chief officer** master’s replacement, responsible for the vessel’s loading and maintenance
3. **Officer** officer of the watch on own watch
4. **Route pilot** responsible for navigation when the vessel is in archipelagos or harbour areas
5. **Boatswain** supervises deck crew
6. **Deck repairman** performs work on the vessel’s interiors
7. **Able seaman** performs maintenance for the deck department and works with the vessel’s mooring, loading and unloading
8. **Watchman** keeps a lookout on board the vessel and conducts fire safety rounds
9. **Nurse** provides health care service to employees (in an emergency, also to passengers)
10. **Security manager** supervises the watchmen
11. **Guard** maintains public order on board

#### Engine department

12. **Chief engineer** manages the vessel’s engine department
13. **Watchfree engineer** runs maintenance work in the engine department
14. **Watch engineer** oversees the vessel’s engines to ensure that they are working as they should together with the watchman
15. **E/e officer** runs the work repairing and maintaining electrical installations
16. **Electrician** performs maintenance on lifts and other electrical equipment on board
17. **Communications technician** responsible for ensuring that communication equipment works
18. **Motor repairman** performs engine maintenance together with the motorman
19. **Motorman** performs engine maintenance together with the motor repairman
20. **Watchman** performs machinery watch work together with the watch engineer, conducts fire safety and inspection rounds

#### Service department

20. **Intendant** manages the vessel’s service department, responsible for commercial operations on board
21. **Purser** responsible for administration on board, vessel’s personnel officer
22. **Catering supervisor** (staff planner) plans staffing and timetables
23. **Catering specialist** (receptionist) manages information, cabin sales and foreign exchange operations

#### Hotel operations

24. **Hotel manager** responsible for the vessel’s hotel operations
25. **Chief steward** responsible for cleaning on the vessel
26. **Catering steward** (cleaning) attends to our cabin passengers, takes part in cleaning cabins
27. **Catering assistant** (cleaning) takes part in cleaning public areas

---

Along with traditional maritime jobs in operation and maintenance, Viking Line also provides jobs in other areas on board its vessels: in restaurants, shops, kitchens, hotels, entertainment, conference facilities, security and health care, to name a few. In all, more than 40 different occupational categories are employed on a vessel.
Restaurant operations

28. Restaurant manager manages the vessel’s restaurant operations
29. Catering supervisor (head waiter/bartender) supervises restaurant/bar operations
30. Catering steward (restaurant) serves our guests food and drinks
31. Catering assistant (restaurant) assists in restaurant operations

Kitchen operations

26. Catering steward (restaurant) serves our guests food and drinks
27. Catering assistant (restaurant) assists in restaurant operations
34. Chef executive chef in the vessel’s kitchen operations
35. Catering supervisor (head cook/head cold server) supervises hot/cold food operations
36. Catering specialist (sous chef) leads team in hot/cold food operations
37. Cook prepares food
38. Catering supervisor (inventory manager) orders and takes delivery of food on board
39. Catering assistant (kitchen) looks after the employee restaurant and does dishes

Entertainment operations

30. Cruise director responsible for entertainment on board
31. AV technician takes care of audiovisual facilities on board
32. Croupier runs the vessel’s gaming operations (casino and slot machines)
33. Compere handles entertainment on board
34. Compendio diplomacy awaits passengers
35. Catering supervisor (head BMS) orders and takes delivery of food on board
36. Catering assistant (shop assistant) distributes goods on board and stocks shelves

Shopping operations

39. Shop manager manages the vessel’s shopping operations
40. Catering supervisor (storekeeper) orders and takes delivery of goods on board
41. Catering specialist (shopping host) makes proactive sales efforts among guests
42. Catering steward (spa) provides spa treatments
43. Catering assistant (assistant storekeeper) distributes goods on board and stocks shelves

The names of the professional categories above are used on vessels sailing under the Finnish flag.
Comprehensive assessment of occupational health

Under our Viking Health concept, we are investing in linking together our occupational health services, employee wellness programme, employee survey and workplace investigations in order to get a better overall assessment of employee health. Early preventive measures for good occupational health are emphasized in the guidelines for good occupational health of both the Finnish Institute of Occupational Health and the Social Insurance Institution of Finland.

Through this link, all employees are given a health check-up that is adapted to their needs, and the Company gets a better overview of health, both by department and for the entire Company. It also gives us an opportunity to implement measures at an earlier stage to stimulate and encourage good occupational health.

How it works
Employees are called in, one department at a time, for a check-up through our occupational health services provider, where they are interviewed about the state of their health and go through a question form that was filled in prior to their visit. Their blood pressure is taken and their height, weight, and waist are measured. An assessment is made as to whether a new, more in-depth check-up is needed. If necessary, they are referred to a doctor, physiotherapist and/or cognitive behaviour therapist. A workplace visit and risk assessment are carried out every three years.

This arrangement makes it easier to identify poor health in the group and find solutions. The objective is to ensure healthy and safe jobs, work environments and working relations as well as prevent health risks and injuries in conjunction with work.

This Viking Health concept was launched in Åland during the autumn of 2016, and in the autumn of 2017 the same concept was introduced in Helsinki, Turku and Tampere. Viking Line also has an in-house team with ten health coaches in Åland who encourage employees to be active through a variety of activities.

Estonia and Finland – the KIVA team
In Helsinki, there is also a so-called KIVA (“Happiness together in our Vikings’ everyday work”) team that works with the Viking Health concept, organizing lectures and health- and sport-related activities for personnel. On one Feel Good Day with KIVA, an occupational psychologist lectured on the theme “Recovery and the importance of sleep for well-being and maintaining energy”. After the lecture, participants were invited to take part in Sleep School and a mindfulness workshop. KIVA has also arranged summer evenings with bocce ball, food and drinks as well as handed out a number of free tickets to an outdoor concert. During the autumn, yoga classes and gym breaks were also offered with an external instructor.

In Estonia, health check-ups are carried out every three years, as required by law. Various sport activities for employees are also subsidized. In addition, enjoyable events are arranged, with sport activities and refreshments afterwards.

Pilot project in Sweden
The year started off with a pilot project launched in partnership with Worklife Barometer, together with a proactive tool, Howdy, that helps both individual employees and management to easily detect signs of imbalance and stress at an early stage. Employees can also receive individual help while their employer gets a monthly report on what well-being looks like in the department.

During the spring, a seminar was held for all employees with a focus on stress and a high workload. During the autumn, an eight-week team competition was held in conjunction with the Motions Race, with employees competing individually and in teams to collect points for workouts and healthy choices, in their private life and at work. Random prizes were awarded during the course of the competition.

For Swedish land-based personnel, discussions to check up on employees are held on a continuing basis. If they missed work three times within six months, “Feel good emails” are sent out with different themes in health and well-being. During the year, we continued to develop our Health Portal on our intranet.

Employee survey
Based on the results from the 2017 employee survey, Group Management identified the following focus areas:

1. Monitoring of employee survey results for the Group’s different departments, with any measures taken reported back to Group Management on a quarterly basis.

2. Leadership, where the focus for land-based operations is the follow-up on efforts carried out in 2016 and 2017 and the focus on shipboard operations is the development and launch of similar management training in 2017–2018.

3. Well-being at work, with the content being “Jobs are meaningful and are carried out smoothly in a safe, secure workplace, where people’s health and opportunities to increase skills are promoted”. The underlying idea is that factors such as leadership, the physical and psychological work environment, occupational health services and wellness activities promote well-being at work.
A safe and healthy work environment

Viking Line strives to continuously improve the work environment in order to create a pleasant, stimulating setting for employees. Our occupational health and safety activities shall ensure a safe and healthy work environment that promotes good physical and mental health for all of the Group’s employees.

We want to prevent occupational injuries, reduce work-related absences due to illness and work actively with rehabilitation at as early a stage as possible. Occupational health and safety activities are regulated by the Group’s occupational safety policy as well as by laws and other regulations in effect.

The work environment on board our vessels
Anne Aller has worked as a nurse on board Amorella since 1997. Her duties include staffing the sickroom, providing occupational health services for the staff on board and helping the vessel’s passengers in a medical emergency. Anne is also a member of the vessel’s occupational safety organization and supports the vessel’s supervisors in rehabilitation matters.

Workplace accidents
The nurse on board is almost always involved when there has been a workplace accident on board. What kind of workplace accidents do you come across most often?
- Most workplace accidents that occur on board are in the category of minor accidents. They mostly involve wounds caused by sharp objects, minor strains (to arms, shoulders, legs) and accidents from slipping. There are, on average, only a couple of more serious accidents every year.

Are there any underlying reasons for the accidents that occur more often than others?
- Rushing is frequently a cause. There is also an increased risk of accidents in rough seas.

Reporting workplace accidents
How do you report workplace accidents?
- Workplace accidents are reported to our insurance company and, if necessary, an incident report is filed using the Company’s electronic reporting system.

Are the workplace accidents that occur on board discussed in any way?
- Usually, the nurse discusses the accident with the supervisor right after it occurs. Workplace accidents are also handled in the occupational health and safety organization. Incident reports are examined by the vessel’s management team during meetings that are regularly held on board.

What do you do on board if you notice that the same kind of accident occurs on a more regular basis?
- The nurse usually brings up the issue, especially if staff in different departments happen to have accidents in a place that is not directly part of their own workplace. The supervisor of the department in question and the employees affected take part in the investigation. If the department supervisor cannot address the problem himself- or herself, there is a documented process at the Company with people in charge of the department in question and the employees affected taking part in the investigation. If the department supervisor cannot address the problem himself- or herself, there is a documented process at the Company with people in charge either in the shipboard or land-based organization who should be contacted.

Safety-conscious employees
What is the attitude of employees to occupational safety at present?
- Employee awareness on these matters has increased significantly in the past five years. As a result, employees themselves take initiative to improve safety in the workplace.

What do you think is important in the work to prevent workplace accidents?
- That new employees get a good introduction,
- that people use appropriate and fully functioning protective equipment,
- that up-to-date safety information is readily available in the different departments,
- that safety-mindedness is clearly seen in the everyday work, and
- that people file incident reports in order to learn from what occurred and as a result can prevent similar accidents from recurring. One of the benefits of the Company’s electronic incident reporting system is that people on the Group's different vessels can learn from each other’s reports.

Viking Line trains suppliers in occupational safety
Viking Line has created an online occupational safety training programme for suppliers that carry out work on board the Group’s vessels. Through this training, suppliers are provided with information about rules that must be followed in order to ensure occupational safety for everyone affected in the shared workplace. Viking Line requires the supervisor who will manage the work on board to complete this training but also wants all employees involved to carry out the training. Most suppliers have chosen to have all their employees involved complete the training. Viking Line’s employees also complete the training when they take part in the work being carried out by the supplier. The training programme was launched in the autumn of 2016 and through December 2017, a total of 387 training certificates were issued as proof of satisfactory completion.
### Accidents and absence from work, vessels with Finnish flag

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average number of employees</td>
<td>1,621</td>
<td>1,628</td>
<td>1,620</td>
</tr>
<tr>
<td>Accidents reported for shipboard employees</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On the job</td>
<td>254</td>
<td>304</td>
<td>258</td>
</tr>
<tr>
<td>During their time off</td>
<td>140</td>
<td>134</td>
<td>147</td>
</tr>
<tr>
<td>Total</td>
<td>394</td>
<td>438</td>
<td>405</td>
</tr>
<tr>
<td>Causing an absence from work (% of accidents)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0 days</td>
<td>76%</td>
<td>73%</td>
<td>71%</td>
</tr>
<tr>
<td>1–6 days</td>
<td>7%</td>
<td>8%</td>
<td>7%</td>
</tr>
<tr>
<td>7–30 days</td>
<td>12%</td>
<td>13%</td>
<td>18%</td>
</tr>
<tr>
<td>&gt; 30 days</td>
<td>5%</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>Causing an absence from work (% of accidents during their time off)*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0 days</td>
<td>62%</td>
<td>36%</td>
<td>47%</td>
</tr>
<tr>
<td>1–6 days</td>
<td>4%</td>
<td>9%</td>
<td>7%</td>
</tr>
<tr>
<td>7–30 days</td>
<td>25%</td>
<td>42%</td>
<td>32%</td>
</tr>
<tr>
<td>&gt; 30 days</td>
<td>9%</td>
<td>13%</td>
<td>14%</td>
</tr>
</tbody>
</table>

* Accidents during an employee’s time off while on board the vessel are included.
Viking Line is responsible for the safety and security of both passengers and employees, and the Company’s top priority is to create a safe, secure journey for each passenger. Through international regulations such as SOLAS, STCW, ISMC, MARPOL and ISPS and through its cooperation with various authorities, the Company carries out systematic work to identify potential risk situations and thus prevent accidents. The staff’s knowledge and efforts are crucial to safety and security work. Continuous training of the vessel crews is carried out on board in order to maintain and improve their skills in safety and security.

Viking Line’s objective is to have all passengers and employees feel safe and secure on board its vessels and in its terminals. Safety and security efforts are based on operating vessels in compliance with the prevailing regulations and standards, both national and international, as well as internal monitoring and regulatory oversight. Processes and procedures are all developed on a continuous basis through the Company’s safety and security management system.

3,895 exercises in safety and security In 2017, a total of 3,895 exercises in safety and security were carried out on board our seven vessels. Every week, fire safety, evacuation, rescue and security exercises are conducted on board all the vessels. In addition, special exercises are carried out with varying frequency, as are large-scale exercises on each vessel four times a year. The entire crew takes part on these occasions.

Viking Line maintains continuous cooperation with maritime rescue organizations, fire brigades, police, customs, border control authorities and national emergency response forces, in order to quickly and efficiently obtain adequate information during any emergency situations. Other activities, including training with the border control authorities’ maritime vessel and helicopter units, are carried out in conjunction with the exercises.

The safety organization on board The master of the vessel has the main responsibility for safety on board, and all crew members have been well trained in their safety organization duties. The crew is divided into groups with different areas of responsibility, such as evacuation, first aid, fire-fighting and information. It is mandatory for all employees to take part in safety exercises. The vessels’ sick rooms have trained nurses and are outfitted with special equipment to provide care in a medical emergency. The land-based organization is also prepared for emergency situations and can assist the vessels in taking care of passengers and crew members.

Thorough vessel inspections On-board safety equipment is checked daily. Maritime authorities inspect the vessels and check their safety procedures at least once a year. Before every departure, the ship’s officers go through a checklist to verify that the vessel is seaworthy. Among other things, they make sure that hatches, doors and ramps are securely shut and that all navigation instruments are operational. The loading of motor vehicles on board the car deck is strictly controlled and both the car deck and public areas are continuously monitored by the camera surveillance system, while guards make regular rounds during the voyage.

Nordic cooperation Viking Line collaborates with community groups, government authorities and other shipping companies in our maritime safety work to ensure broad agreement on maritime safety issues. One such effort is NORDKOMPASS, a Nordic forum for passenger ship owners. The forum’s objective is to collaborate on various maritime safety issues in Nordic passenger ship operations. In case of emergency, Viking Line also works in collaboration with the Red Cross in Finland and Sweden.

Mutual Trust project Mutual Trust is a project to improve collaboration between organizations for people with disabilities, rescue authorities, and transport operators. On April 26 and May 18, Mutual Trust arranged a day of exercises with Merituruva, a training centre for maritime safety in Lohja, Finland. Viking Line and two other shipping companies took part, together with people with various disabilities. On October 31, Mutual Trust took part in Mariel-la’s large-scale exercise in Stockholm, and personnel took part in the exercise along with the project’s partners.

The aim is to improve shipping companies’ knowledge about how to deal with and rescue passengers with disabilities but also to prepare people with disabilities themselves for different emergency situations. Mutual Trust is administered by the Federation of Swedish-Speaking Disabled in Finland and is funded by the Finnish gaming company Veikkaus. President Sauli Niinistö serves as the project’s patron.

Advisory board for security issues Viking Line has a zero vision for crime on board and works continuously to increase the security of all passengers on our vessels. As in society in general, the vulnerability of women and the risk of sexual assault are priority issues. As part of this work, in 2017 Viking Line received help from a group of independent experts from different fields who formed an advisory board. They will contribute to Viking Line’s continued work with security issues in conjunction with the Group’s own security council.

Award for security work Viking Line received the Swedish security industry’s major Security Award 2017 for its work to increase security on board, especially for women. The measures introduced applied mainly to Viking
Viking Line received the Security Award 2017

Cinderella and include the appointment of a security council, expanded ID checks, the closing of alcohol sales in the tax- and duty-free shop on weekend nights, training from STAD, the Stockholm centre for prevention of alcohol and drug abuse, and increased camera surveillance. The award is in recognition of the fact that the long-term work we carry out has produced results.

Responsible alcohol sales
During the spring, 90 people from Viking Cinderella completed training with STAD, which provided basic knowledge about alcohol laws, the effects of alcohol, drugs, intoxication assessment and conflict management. The training makes it easier for them to assess how a person acts at different levels of intoxication, and the staff have taken the initiative to maintain a closer and more frequent dialogue on these issues. Incidents that may be problematic are reported for preventive purposes. The security of guests always takes precedence over sales.

ISM C International Safety Management Code
ISPS International Ship and Port Facility Security Code
MARPOL International Convention for the Prevention of Pollution from Ships
SOLAS Safety Of Life At Sea
STCW Standards of Training, Certification and Watchkeeping for Seafarers

Our environmental work

In 2017, Viking Line worked intensively with concrete environmental issues to reduce our impact on the Baltic Sea and its valuable archipelagos. During the summer, we signed a contract for another environmentally efficient vessel, modelled on Viking Grace. We were successful in carrying out our own sorting of waste on Mariella during the dry-docking work.

On board as well, the focus was on our green approach, including a plant-based menu and the Sea Lab concept.

Viking Line is working to ensure that the Baltic Sea and its valuable archipelagos are conserved for future generations.

For many years, we have set stringent requirements for more environmentally sound technology, implemented fuel-saving programmes and introduced new environmentally sound concepts on board.

National legislation and international agreements are the basis for the Group’s environmental work. The most extensive set of environmental protection regulations is the International Convention for the Prevention of Pollution from Ships (MARPOL 73/78), which was devised by the International Maritime Organization (IMO), a United Nations agency.

At Viking Line, we have pro-actively developed our environmental work for many years so that today we do more than international agreements and national laws require of us. We work intensely with an in-house programme to reduce exhaust gas emissions through energy efficiency measures. In this programme, vessel operating staff and the Group’s technical department are working to introduce new fuel-efficient operating methods, install new and more energy-efficient technology, reduce the vessels’ hydrodynamic resistance and recover energy.

All of Viking Line’s own vessels, the Group’s Head Office, and the subsidiary Viking Line Buss Ab are certified in compliance with ISO 14001 environmental management standards. In addition, the Viking Line organization and all vessels are certified according to the International Safety Management (ISM) Code, which stipulates organizational rules for safe vessel operation and for preventing pollution.

Regular environmental audits

The independent certification body DNV GL performs yearly external audits of the environmental management system in order to verify compliance with the established objectives. In addition, the Finnish, Swedish and Estonian regulatory authorities perform continuous ISM Code-related audits connected to both safety and environmental work.

All of Viking Line’s own vessels, the Group’s Head Office, and the subsidiary Viking Line Buss Ab are certified in compliance with ISO 14001 environmental management standards.
Viking Line is at the forefront of environmental advances on the Baltic Sea. In 2013 came Viking Grace, which has attracted global attention as the first large LNG-powered passenger vessel. Since then, the Company has been planning for the next LNG-powered vessel, with the objective being to further reduce our environmental impact on this sensitive archipelago environment.

The new energy-efficient vessel
As early as March 2015, planning began on a new vessel in conjunction with the EU project Motorways of the Sea. It will be modelled on Viking Grace, but the objective is to build an even more energy-efficient vessel. The new vessel will be longer and wider than Viking Grace but 10 per cent more energy-efficient. The newbuilding will be 20 per cent more energy-efficient per load unit than Viking Grace. The vessel will be equipped with rotor sails and have a number of different innovative solutions to save energy. It will have a length of 218 metres, gross registered tonnage of 63,000 tonnes and capacity for 2,800 passengers. The length of the cargo lanes is 1,500 metres. The contract entered into force in July, and delivery of the new vessel is planned for 2020.

Newbuilding with Finnish-Swedish EU project
A special priority of the Connecting Europe Facility (CEF), which strives to promote green, robust, attractive and efficient maritime traffic links integrated throughout the transport chain, is Motorways of the Sea (MoS). MoS are the maritime pillar of the Trans-European Transport Network (TEN-T).

Viking Line, together with the Port of Turku, Ports of Stockholm and the Port of Mariehamn, has been granted EU funding from CEF for their collaborative NextGen Link project. The project entails an upgrade of maritime transport links between Turku, Mariehamn and Stockholm with a new vessel that runs on liquefied natural gas (LNG) as well as infrastructure improvements in the ports. The project is in line with the EU’s TEN-T priorities since it contributes to increased use of more sustainable vessel fuel and thus reduced emissions while also improving logistics in the link between Turku and Stockholm and making them more efficient.

The Turku–Mariehamn–Stockholm link is located in the so-called Scandinavian-Mediterranean Core Network Corridor, a transport corridor identified by the EU as being a special priority under the framework for TEN-T. The EU project, which is led by the Port of Turku, will run from 2017 to 2020. Funding for the collaborative NextGen Link project will be a maximum of 12.7 million euros.
Environmental measures in 2017

**EU system for monitoring, reporting and verification (MRV) of carbon dioxide emissions**

The EU has introduced requirements for the monitoring, reporting and verification of carbon dioxide emissions from large vessels (more than 5,000 gross tonnes) that serve EU ports. Vessel owners must report the amount of carbon dioxide emitted on sailings to, from and between ports within the EU. The first reporting period will begin on January 1, 2018.

In 2017, Viking Line, in partnership with the company Blueflow, installed Blueflow’s Energy Management System on all vessels. The system is adapted to meet the requirements the EU sets for reporting carbon dioxide emissions, but it also serves as a tool in the everyday work to save fuel.

**Viking Grace’s energy recovery**

Viking Grace is the first vessel to use Climeon’s Ocean Marine energy recovery system. Through a unique vacuum process, heat is converted into electricity. In 2017, waste heat from the vessel’s engines was converted into 483,700 kWh of clean, emission-free electricity. This electricity is used mostly in our on-board hotel operations, including for lighting.

**Ballast Water Management Convention**

On September 8, 2017, the international Ballast Water Management Convention entered into force. The aim of the convention is to prevent the spread of harmful aquatic organisms in ballast water from vessels. When a vessel is not fully loaded, ballast water is pumped on board into special tanks to stabilize the vessel and get it to lie deep enough in the water. In 2017, all of Viking Line’s vessels received ballast water certificates as proof that the vessels comply with convention requirements.

**Clean Shipping Index**

In late 2017, the environmental performance of four of the Company’s vessels – Viking Grace (CSI 5), Mariella (CSI 4), Viking Cinderella (CSI 4) and Gabriella (CSI 3) – was verified in accordance with the Clean Shipping Index verification guidelines, with CSI 5 being the highest level. In the Clean Shipping Index, points are awarded for the vessel’s environmental performance in five categories (nitrogen oxides, sulphur oxides, carbon dioxide, chemicals, and water and waste). The index is designed so that vessels receive more points if they do more than regulations require.

**Viking XPRS’s fuel saving**

During its dry-docking in early 2017, Viking XPRS’s rudder and propeller system was upgraded with a Rolls-Royce Promas Lite propulsion system and installation of propeller blades with a new design. The aim of the upgrade is to reduce fuel consumption by integrating the construction of the rudder and propeller system. In 2017, fuel consumption for propulsion was cut by about 13 per cent compared to 2016 and by about 11 per cent compared to 2015.

**Land-based power supply**

By using a land-based power supply, in 2017 we saved 646 tonnes of fuel on Gabriella and 411 tonnes on Mariella. The amount of fuel consumed in operations corresponds to 3,400 tonnes of CO₂ emissions.

**Recycled from vessels in 2017**

- **20 tonnes of plastic**
  - equivalent to a 34 tonne reduction in CO₂ emissions – comparable to driving a car 180,880 km on a motorway

- **1,500 tonnes of used oils**
  - equivalent to a 2,600 tonne reduction in CO₂ emissions – comparable to driving a car 13,832,000 km on a motorway

- **423 tonnes of glass packaging**
  - When recycled glass is melted down to make new glass, the process consumes 20 per cent less energy than starting from sand, soda ash and limestone as raw materials. Glass packaging can be recycled any number of times without deteriorating in quality.
Recycling of materials is very beneficial to the environment

Greater recycling reduces our climate impact. It requires much less energy to recycle materials than to extract new ones from nature. Eco-cycles benefit the climate.

During 2017, Viking Line brought ashore a total of 1,141 tonnes of food waste from Viking XPRS, Viking Grace and Mariella for biogas production. This yielded 86,000 cubic metres of biogas, equivalent to 97,000 litres of petrol. Biogas production neither increases atmospheric carbon dioxide levels nor contributes to the greenhouse effect. Biogas is thus usually described as carbon dioxide-neutral.

During 2017, Viking Line served 6,170,571 cups of organically grown coffee on board its vessels. Organic cultivation means that the beans are grown amid rich biological diversity and without artificial fertilizers, chemical pesticides or genetic manipulation.

87 tonnes of scrap metal
Recycling of steel, for example from food tins, consumes 75 per cent less energy than production from iron ore.

633 tonnes of paper and cardboard
Because of recycling, we do not need to cut down as many new trees. A tonne of recycled paper is equivalent to about 14 trees. Paper can be recycled around seven times.
Environmental figures

**Nitrogen oxides (NOx)**
Nitrogen oxides is an umbrella term for nitric oxide and nitrogen dioxide, which form when oxygen in the air and nitrogen react at high temperatures. Nitrogen oxide emissions are thus closely linked to combustion processes. Nitrogen oxides are toxic and also damage the ozone layer together with organic pollutants (Swedish Environmental Protection Agency).

**Sulphur oxides (SOx)**
Sulphur dioxide is a colourless gas that causes coughing. It is produced in the burning of fossil fuels and other materials containing sulphur but also through natural processes, such as volcanic eruptions. Sulphur dioxide is oxidized in the atmosphere and forms sulphuric acid, which contributes to acidification (Swedish Environmental Protection Agency).

**Carbon dioxide (CO₂)**
The main cause of global warming is the change in the chemical composition of the atmosphere caused by humans through the emission of greenhouse gases, primarily carbon dioxide. Greenhouse gases enhance the ability of the atmosphere to capture and recycle energy emitted by the Earth’s surface, thereby reinforcing the so-called greenhouse effect (Swedish Environmental Protection Agency).

A vessel generates three main kinds of wastewater – grey water from showers and other washing activity, black water from toilets, and bilge water that is separated from water in engine rooms and contains traces of oil.
During Mariella’s dry-docking in September 2017, waste sorting was handled by Viking Line’s own staff. There was already a sorting team set up for previous vessel dry-dockings consisting of staff from our vessels who showed a keen interest in this work. It is important that team members are motivated, since sorting is demanding work.

Prior to Mariella’s dry-docking, we entered into a direct agreement with a waste management company (Lassila & Tikanoja) for the first time, which gave us an opportunity to sort waste even more carefully than previously.

Logistics puzzle
The people sorting waste worked on the car deck, and logistics groups brought their waste here from different parts of the vessel. It was brought to the sorting facilities in two ways: large-scale waste was hoisted by crane via the gangway openings, while smaller items were transported to the car deck by elevator. On the gangway, hoisting was coordinated by a person in charge of the crane with the help of assistants.

The logistics groups and sub-contractors sorted as much of the waste as possible in advance before it was transported to the car deck for final sorting. The waste was then sorted so that waste from a cabinet, for instance, was separated into five different kinds of waste: wood, plastic, glass, electronic and metal. There were a total of 15 types of waste. Metal could be divided into precious metal, stainless steel, clean metal and dirty metal with remnants of some other type of material such as wool, plastic or wood.

Viking Line first to do its own sorting
The collaboration between Lassila & Tikanoja and the sorting staff ran smoothly. Without this, all the waste would have been classified as mixed waste. Lassila & Tikanoja were so impressed with the sorting team’s work that they asked if they could come visit to see how the sorting process was handled on board. According to staff at the Turku Repair Yard in Naantali, Finland, Viking Line is the first customer to sort its waste in this way.

Mariella – own waste sorting during dry-docking

Loads of waste transported from the shipyard:
- Metal 10,920 kg
- Energy waste 5,560 kg
- Wood 13,100 kg
- Concrete 12,880 kg
- Construction waste 3,480 kg
- Bulk waste (unsorted) 4,480 kg
- Stainless steel 1,520 kg
- Cardboard 1,400 kg

Hazardous waste:
- Electric and electronic waste 679 kg
- Paint 1,080 kg
- Copper cable 258 kg
- Solid oil 87 kg
- Fluorescent tubes 22 kg
- Swimming pool sand, about 1,100 kg

Another 10,000 kg of energy waste and 2,000 kg of unsorted waste in connection with the dry-docking were transported from the vessel in Helsinki.
Viking Line works continuously with different projects to achieve the greatest energy savings possible. One example is the upgrade of the heating control system on board Viking Cinderella and Rosella.

By introducing new systems that regulate heating and cooling, the two vessels together save about 1,665 tonnes of fuel a year. To get a sense of how much this is, one could say it is equivalent to about 45 trailer trucks loaded with oil. A normal-size house consumes about 2 tonnes of oil a year. So all technological advances used on the vessels entail major environmental improvements.

**A brilliant example**
The projects on Viking Cinderella are a good example of how dramatically we have reduced energy consumption and emissions through a mix of measures and investments.

The basic project for a new ventilation control system on board was carried out in 2015–2017. Now the ventilation on board is controlled so that heating and cooling are used where they are needed. That means:
- an energy saving of about 30 per cent for ventilation,
- better comfort and a better indoor environment for both passengers and crew in public areas and cabins, and
- a more even flow of air and thus a more even temperature.

Other projects under way on board Viking Cinderella include the replacement of fluorescent tubes with LED spotlights, especially in cabin corridors, which are lit around the clock. The timetable has also been adjusted to reduce fuel consumption.

“We are continually looking at new projects to save energy”, says chief engineer Benny Karlström.

**Better air on Rosella**
Since the project on board Viking Cinderella has been so successful, a similar project is being carried out on Rosella.

“The customer experience will be much better”, says chief engineer John Lundqvist. “Now that we can monitor and regulate the ventilation, there will be better air quality on board and since the temperature will be more even, we will minimize the experience of draughts and also warm stuffy air.”

The energy saving for the ventilation facilities on Rosella is estimated to be about 45 per cent, which corresponds to about 550 tonnes of fuel a year. On Rosella, there are naturally also more projects under way. Here too, work is being carried out to switch to LED lighting.

**Land-based power at night**
Beginning in 2018, Rosella will be able to get its electricity from a land-based power supply at night. Preparations have been made on board, with new cables and breakers.

“We are ready on board and are now just waiting for everything to be ready in port so that we can connect to land”, notes John Lundqvist. “The advantages of land-based power are the saving of fuel and operating hours as well as no exhaust emissions being produced by the vessel. It will also be quieter in the machine room and in the harbour area.”
Sea Laboratory – for the youngest family members

What is the health of the Baltic Sea like? As part of Viking Line’s involvement in the centenary celebration of Finland’s independence, during the summer, we arranged a children’s programme on board our vessels connected to the health of the Baltic Sea. The programme was enormously popular.

The University of Helsinki assisted in developing a sea laboratory in which children could learn more about the Baltic Sea and its condition. Åsa Hägg, a biologist and curator at the Åland Hunting and Fishing Museum in Eckerö, was Viking Line’s contact person in this partnership.

“The Sea Lab was adapted for school-age children on board the vessels, where both children and their parents had a chance to learn more about our sea”, Åsa Hägg notes. It offered a number of experiments and studies. This past summer, the children’s quiz also had questions about the Baltic Sea connected with the Sea Lab. We also had a fishing net hanging on the wall with different things so that people could think about it and discuss what does not belong in the Baltic Sea”, Åsa Hägg adds.

What were the most interesting aspects?

“I think the best things were them seeing, doing and learning and getting to experience and think for themselves. The important thing for all ages is to learn and understand how things are interconnected and to take a closer look at mussels, jellyfish and small animals, respect them and learn about the environment that they and we want to live in. What do they need to be healthy? How do we achieve this? I think we should stimulate people’s curiosity and wonder of nature, not just talk about environmental problems.”
Environmental issues are integral to almost everything at Viking Line, including the restaurants and the menus served on board. Taking advantage of nature’s bounty and using local ingredients are increasingly the obvious approach to take. The Spring & Green menu this past spring was entirely plant-based, in order to show that it is possible to create a tasty green menu that everyone can enjoy – even people who otherwise eat fish and meat.

The Spring & Green menu was served in the à la carte restaurants in April and May. The menu mixed lacto-ovo vegetarian, vegetarian and vegan dishes, which were developed by our own chefs in an in-house competition.

**Chefs’ competition**

Of the 67 recipes submitted, the jury selected 19 vegetarian and vegan starters, main courses and desserts for the final round. The jury was impressed by the entries submitted by Viking Line’s chefs. It was not an easy job to choose six dishes from the 19 masterpieces that were served, but they were successful in the end. The Company’s executive chef, Bengt Mattsson, was pleased that so many people were involved in enhancing the quality of food at Viking Line.

**Winning Spring & Green menu**

**Starters**
- Roasted asparagus, pickled asparagus, nettle pesto, lemon foam and roasted hazelnuts (Vegan)
- Lemon-sesame-wasabi tofu tataki with cellophane noodles and cucumber salad (Vegan)

**Main courses**
- Rye polenta, Västerbotten cheese, stuffed spring cabbage and dark caraway sauce (Vegetarian)
- Crispy seitan, homemade vegan fresh cheese, smoked aubergine, walnut and red chilli pepper purée, pomegranate and roasted onion gravy (Vegan)

**Desserts**
- Apple parfait with white chocolate and camomile (Vegetarian)
- Almond milk foam, rhubarb sorbet, sugared rhubarb, almond caramel and roasted almond (Vegan)

**Did you know that...**

- On the whole, only reusable containers made of porcelain, glass or melamine are used for serving on board.
- The non-reusable dishes used, for instance, in the buffet restaurants are made from either corn or cellulose.
- Takeaway cups in the vessels’ cafeterias are either paper cups with the Nordic Swan ecolabel or PEFC-certified hot beverage cups.
- The conference facilities on board the vessels serve organically grown coffee and different teas provided by tea suppliers or plantations certified under Social Accountability or Rainforest Alliance standards.
- Sugar cubes are served with coffee and tea and not sugar in individual packets.

* PEFC = Programme for the Endorsement of Forest Certification
** MSC = Marine Stewardship Council

– Volume products such as cream, butter, yoghurt and eggs that are served on board our vessels are all locally sourced from Finland. Milk and potatoes are sourced from Finland and Sweden.
– For a decade, all herring served on board has been MSC-certified**.
– Food waste is controlled on board in part by offering single-portion servings in the buffet restaurants. In the cafeterias, sandwiches are made on the spot to better meet actual demand.
In 2017, Viking Line took part in the centenary celebration of Finland’s independence, in part by raising funds for Baltic Sea research. The anniversary theme was Finland’s 100 years of independence, and the focus of the Company’s involvement was the well-being of the Baltic Sea. During the year, this Baltic Sea theme was visible in the Group’s operations in many ways.

Donation to four environmental organizations
Since 2014, Viking Line has run a campaign in which it donates some of the revenue generated from the sale of plastic carrier bags in the shops on board to environmental work in the Baltic Sea. The bags, which are made of renewable plastic, were given a brand-new design during the year, and in 2017, we chose to donate 40,000 euros to four environmental organizations: the Baltic Sea Action Group (BSAG), the Keep the Archipelago Tidy Foundation in Finland, the John Nurminen Foundation and the Baltic Sea Fund. We want to emphasize the importance of benefits of working directly with these environmental organizations, since they work with great focus to achieve visible and concrete results in the local environment. This donation is used, among other things, for information campaigns, environmental work and the maintenance of recycling centres and lavatories in the Baltic archipelagos.

150 ideas for the Baltic Sea
In conjunction with the centenary of Finland’s independence and our Baltic Sea theme, in March, Viking Line launched an environmental competition for all employees. Among the 150 different ideas we received for how we can further develop Viking Line’s environmental work were ideas to improve recycling opportunities, minimize print-outs and reduce electricity consumption by switching to LED lights.

Adam Palm won with his suggestion for more sensible passport control for day visitors on our vessels, instead of printing out visitor cards for all potential visitors in advance, we print them out when the visitor shows up, so there is less waste and less of an environmental impact as a result. Second place went to Jaakko Halsinaho and his idea to replace plastic straws with spaghetti, that is, straws made of pasta. Third place went to Gun Eskills, Karollina Saxman and Tarja Lilja and their suggestions for how to reduce food waste in the buffet restaurants.

Centenary cruise for the benefit of the Baltic Sea
The centenary celebration reached its climax with a cruise on Viking Grace August 26–27 – one hundred days before the centenary of Finland’s independence. Our partners, customers, government authorities and the press took part. The main theme of the jam-packed programme was conservation of the Baltic Sea. The key speaker was Bruce Oreck, former US ambassador to Finland, who has worked with concrete measures to help the environment and spurred Finnish companies to use renewable and alternative energy sources. Other speakers included Alf Norkko, professor at the Tvärminne Zoological Station. Representatives of the environmental organizations the Baltic Sea Action Group, the Keep the Archipelago Tidy Association in Finland, the John Nurminen Foundation and the Baltic Sea Fund also attended.
50,000 euros to the University of Helsinki

In 2017, the Group raised 50,000 euros through various activities for the Tvärminne Zoological Station, which is the largest centre for Baltic Sea research and education in Finland. The long-term work to improve the condition of the Baltic Sea has begun to yield results, but a great deal of basic research is still needed.

The University of Helsinki conducts important research on the Baltic Sea. This donation supports maritime research at the Tvärminne Zoological Station, which is run by the university. The station conducts research on topics such as biodiversity and the ecosystem as well as the effects of human activity on the Baltic Sea. In 2016, Viking Line donated 100,000 euros to the station. Combined with its 50,000 euro contribution in 2017, Viking Line’s donations have enabled the university to hire another researcher for three years in this important work for the Baltic Sea.

“The public takes an active interest in the condition of the Baltic Sea, and the long-term work to reduce nutrient discharges is starting to yield results. This is extremely good news and encourages us to continue our efforts. With climate change, the ecosystem is changing all the time, and we must continuously carry out top-quality basic research in order to answer the questions of the future. So it is crucial to have funding for basic research”, says Alf Norkko, a professor in Baltic Sea research.

Viking Line a Platinum partner for Pommern

The four-masted barque Pommern is an impressive sight where it lies moored in Mariehamn’s Västerhamn port next to the Åland Maritime Museum. In September 2016, the vessel was closed to visitors and extensive renovation work began.

In May 2019, the newly renovated Pommern will be inaugurated under the theme “Pommern – 100 Days under Sail”. Viking Line is the project’s largest sponsor and thus a Platinum partner. The exhibition will bring the vessel to life and highlight the crew’s own stories. Changing weather conditions, from calm seas to a fresh breeze to full storm, will be staged using advanced light and sound technology, providing brand-new dimensions of the experiences on board.
Technical solutions and environmental measures

1980s

- End of using toxic paint for the bottoms of vessels. Beginning of brushing of vessels’ bottoms with the help of divers.
- Mariella gets land-based power supply in Stockholm.
- Sea water is used to cool the vessels’ ventilation air.
- Dosage devices are installed to reduce the use of chemicals on board.
- Exhaust gas boilers are installed and used to heat the vessels’ ventilation air with the help of energy recovered from flue gases.
- Switch to fuel with low sulphur content (< 0.5 per cent by weight) on all vessels to reduce sulphur oxide emissions.
- Grey and black water is pumped ashore to municipal wastewater treatment plants.
- Dosage devices are installed to reduce the use of chemicals on board.

2010s

- Viking Grace is the first passenger vessel of its size class to use entirely sulphur-free, liquefied natural gas (LNG) as fuel. Compared to oil, nitrogen and particulate matter emissions are cut by 85% and greenhouse gas emissions are cut by 15%.
- Viking Line is awarded Ports of Stockholm’s Environmental Buoy for having built the first passenger vessel of its size class that can run on LNG and developing a number of unique and innovative environmental solutions for Viking Grace (2012).
- Viking Line Buss Ab is certified in compliance with ISO 14001 environmental management standards (2012).
- Viking Line is awarded Shippax Award for being the first vessel in long sea shipping with engines for two fuel types (gas and diesel) and for being equipped with many energy-saving solutions (2013).
- Viking Grace is given the Baltic Sea Clean Maritime Award. First prize in the category Technology, Propulsion and Engines (2013).
**2000s**

- All vessels and the main office are certified in compliance with ISO 14001 environmental management standards (2001–2002).
- The Company is given the Seatrade Award for its installation of HAM technology (2000).

**Humid air motor (HAM) technology** is installed on Mariella. HAM is the only method of its kind in the world and reduces nitrogen oxide emissions by reducing the combustion temperature of the vessel’s main engines.

Humid air motor (HAM) technology is installed on Mariella. HAM is the only method of its kind in the world and reduces nitrogen oxide emissions by reducing the combustion temperature of the vessel’s main engines.

- The Company is given Ports of Stockholm’s Environmental Buoy for the Company’s active and focused environmental work over many years and in many areas, especially to reduce sulphur oxide and nitrogen oxide emissions (2002).

- Catalytic (SCR) converters are installed on Viking Cinderella to reduce nitrogen oxide emissions.

- Mariella gets **land-based power supply** in Helsinki. Gabriella gets **land-based power supply** both in Helsinki and Stockholm.

- The Ocean Marine energy recovery system is installed on Viking Grace. Heat is converted into electricity using a unique vacuum process.

- Recycling of biowaste begins on Viking XPRS (2008), Mariella (2010) and Viking Grace (2013). The biowaste is transported to anaerobic digestion facilities to produce biogas.

- In late 2014, all of Viking Line’s vessels except Viking Grace switch to **diesel oil** with a sulphur content of less than 0.1 per cent by weight.

- The Company is given the Global Business Travel Association’s Project ICARUS Sustainability Gold Medal for its work to develop Viking Grace. According to GBT A, the LNG-powered vessel, launched in 2013, is proof that the Company is a leader in technological advances with a focus on sustainability (2015).

- The Company is given the Seatrade Award for its installation of HAM technology (2000).

- The Company is awarded Ports of Stockholm’s Environmental Buoy for the Company’s active and focused environmental work over many years and in many areas, especially to reduce sulphur oxide and nitrogen oxide emissions (2002).

- Processed bilge water is pumped **ashore** to municipal wastewater treatment plants.

- Catalytic (SCR) converters are installed on Viking Cinderella to reduce nitrogen oxide emissions.

- The Company is awarded **Ports of Stockholm’s Environmental Buoy** for the Company’s active and focused environmental work over many years and in many areas, especially to reduce sulphur oxide and nitrogen oxide emissions (2002).

- The Ocean Marine energy recovery system is installed on Viking Grace. Heat is converted into electricity using a unique vacuum process.

- In late 2014, all of Viking Line’s vessels except Viking Grace switch to **diesel oil** with a sulphur content of less than 0.1 per cent by weight.

- The Company is given the 2014 Skål Sustainable Tourism Award. The jury emphasizes that Viking Grace is the world’s most environmentally-friendly passenger vessel and sets the standards for the entire industry.

- Recycling of biowaste begins on Viking XPRS (2008), Mariella (2010) and Viking Grace (2013). The biowaste is transported to anaerobic digestion facilities to produce biogas.

- Processed bilge water is pumped **ashore** to municipal wastewater treatment plants.

- Mariella gets **land-based power supply** in Helsinki. Gabriella gets **land-based power supply** both in Helsinki and Stockholm.

- The Company is given the 2014 Skål Sustainable Tourism Award. The jury emphasizes that Viking Grace is the world’s most environmentally-friendly passenger vessel and sets the standards for the entire industry.