

UAB „LTG LINK“

Business strategy

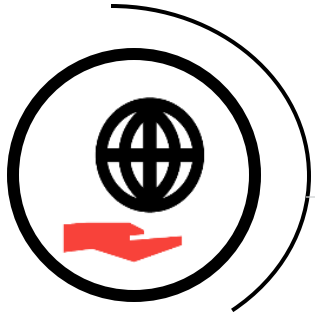
2025–2029



LINK

Vision

Being the backbone of the transport system



Mission

Connecting people and businesses for a more sustainable future



RESPONSIBILITY

I do what I say

I promise what I can do

I protect myself and others

I boldly commit

I care about the future

CUSTOMER

I listen to the customer

I understand the needs

I perform to a high
standard

COOPERATION

Working together towards a
common goal.

I communicate openly.

I respect and support.

DEVELOPMENT

I am interested in innovation

I share my knowledge and
experience

I have a growth mindset



50

Train fleet



633

number of
employees
2024-12-31

Main products and services

1 Passenger transportation on local routes

A total of 22 local transport routes

2 Passenger transportation on international routes

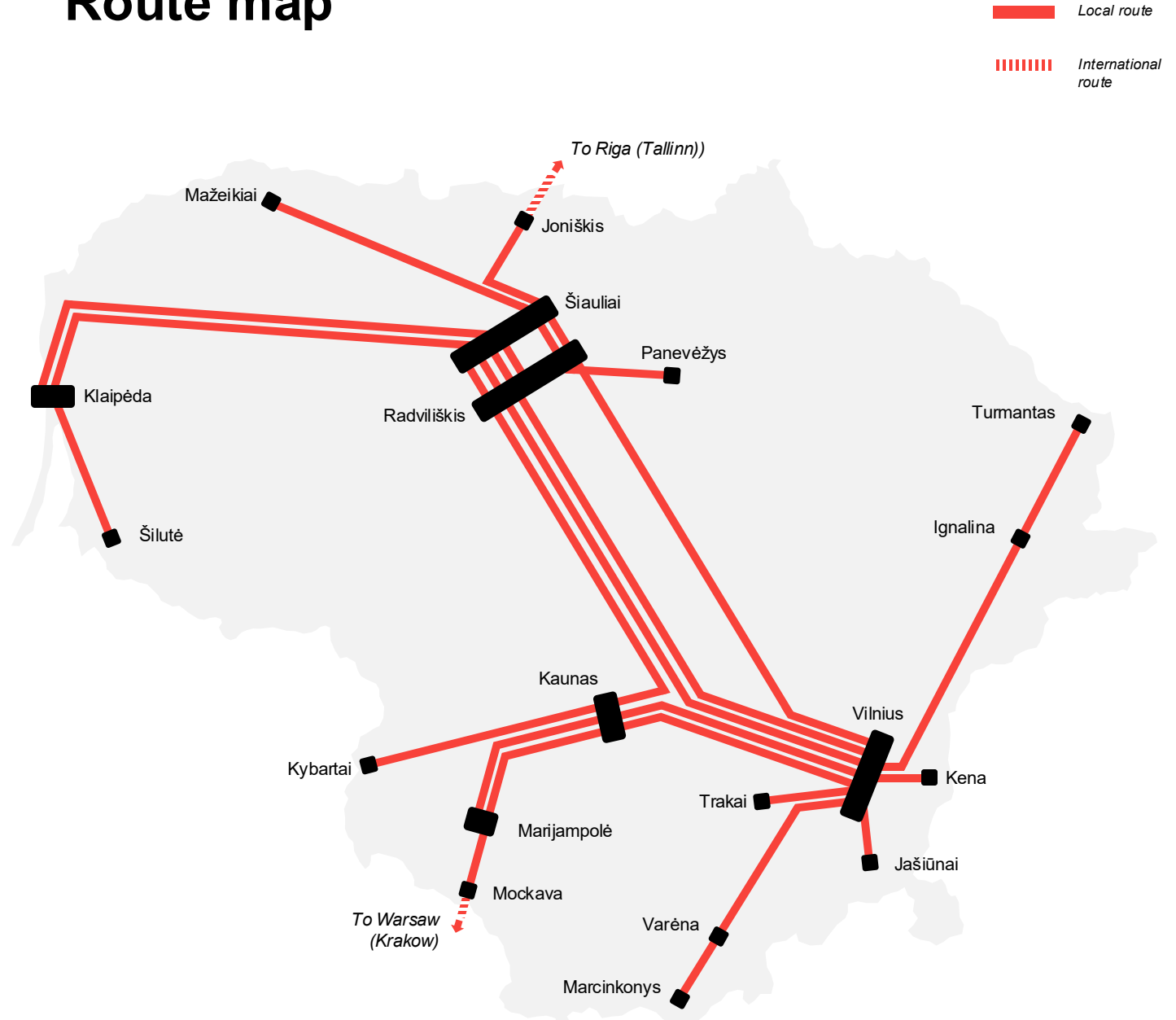
Vilnius–Mockava–Warsaw–Krakow, Vilnius–Riga

3 Additional services

Onboard catering, charter services, advertising, luggage storage, premises rental, and other train-related services



Route map



STRATEGIC PROJECTS

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Acquisition of electric trains

Goal: comfortable, environmentally friendly, adapted to passengers with individual needs.

A total of €41.49 million has already been invested. The project is expected to receive investments of up to €217.3 million by 2027

Relocation of the train repair base

Goal: adaptation/relocation of the repair base for maintenance of new trains, comfortable and innovative working environment.

€0.32 million has already been invested. The project is expected to receive investments of up to €23 million by 2028

Door-to-Door

Goal: to ensure door-to-door travel. Mobility within the city, between cities and countries.

Estimated investments until 2029: EUR 13.6 million.

Development of ticket sales channels

Goal: Development of digital channels in the international and local market.

EUR 0.64 million has already been invested.

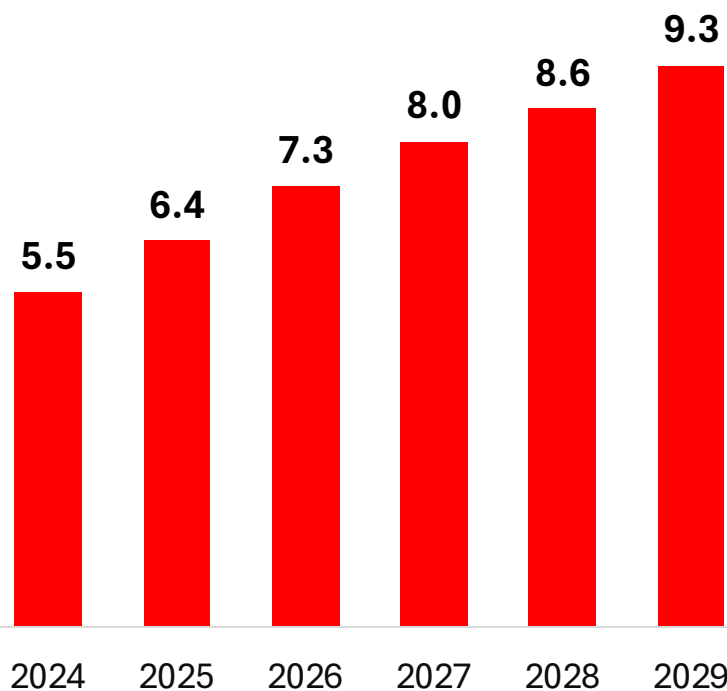


Key performance indicators

[LINK](#)

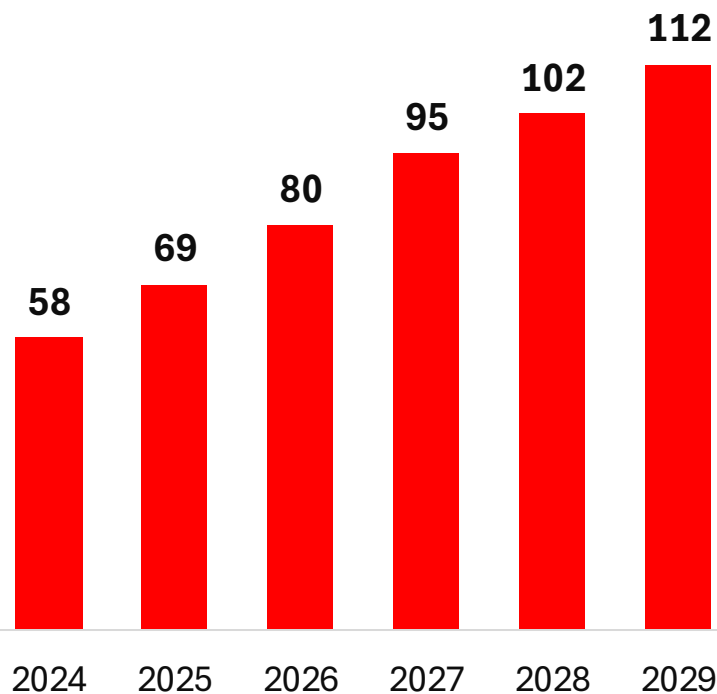
Number of passengers
in millions

+69 %



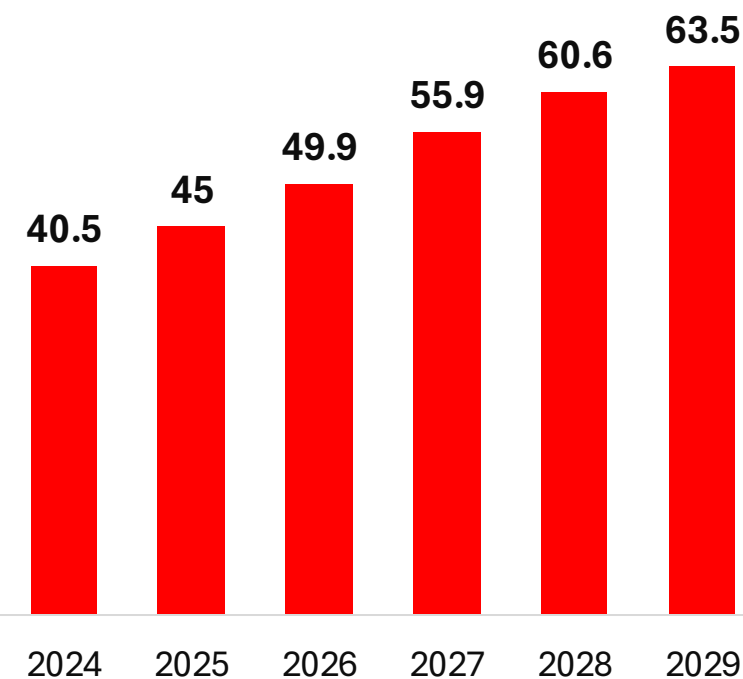
Revenue (passenger
carriage), million EUR

+93 %



Train occupancy, %

+57 %



CUSTOMER EXPERIENCE

For the target audience, traveling by train is preferable to traveling by car.

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Performance indicators

2024

NPS

70

2029

NPS

70

2024

Level of
satisfaction with
services among
people with
disabilities, %

89

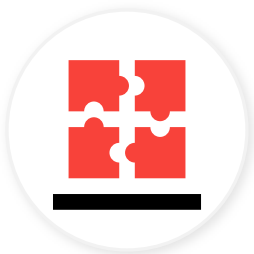
2029

Level of
satisfaction with
services among
people with
disabilities, %

95



Defining and attracting
target audiences and
segments



Attracting a target
audience



Implementation of
quality and
measurement tools



Real-time display of
travel information



Implementing
organizational
culture



BUSINESS EXPANSION

The organization and key stakeholders are united in their belief in the successful ambitious development.



Performance indicators

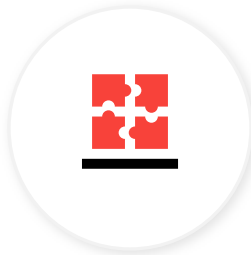
2024	2029
Number of passengers, million	Number of passengers, million
5,5	9,3
2024	2029
Revenue, million EUR	Revenue, million EUR
58	112



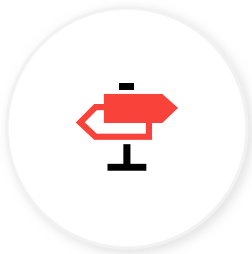
Development of local routes



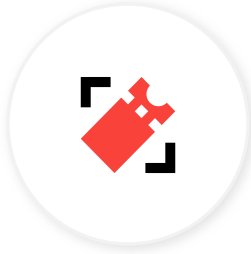
Development of international routes



Door-to-door travel solutions



Travel package offers



Development of ticket sales channels



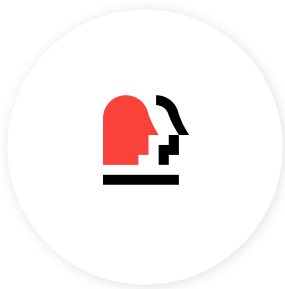
Operational excellence

Service provision is based on market potential and sales strategy.



Performance indicators

2024	2029
Train readiness, %	Train readiness, %
70	90
2024	2029
Share of tickets sold without human intervention at LTG Link, %	Share of tickets sold without human intervention at LTG Link, %
67,3	93



Implementing a LEAN culture



Data-driven decision-making



Train maintenance based on data analytics



Business Resilience

Train travel is the most reliable

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Performance indicators

The highest level of
traffic safety is
maintained every
year

0



Replacement of rolling
stock safety systems



Implementing a culture of
security for employees and
passengers in the
Company



Preparation of business
continuity plans



Engaging Organizational Culture

A critical portion of LTG LINK employees are public transport and train enthusiasts

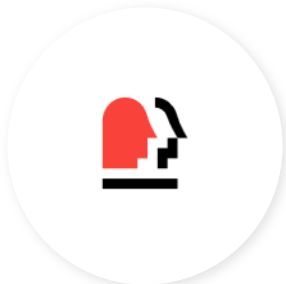


Performance indicators

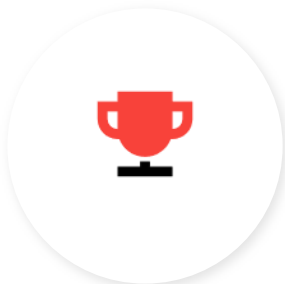
2024	2029
Employee Engagement, %	Employee Engagement, %
81	82



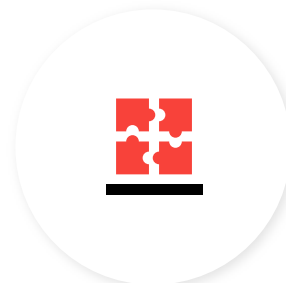
Encouraging employees to use public transport



The organization is an ambassador for public transport in the market



Enhancing the organization's image and recognition.



Ensuring employee well-being



ESG

Leader of green travel in Lithuania

LINK

Performance indicators

2029

Bendros energijos
vartojimo sutaupymas
beveik 70%, GWh

2,63

2029

Pritaikymas PRM
poreikiams, %

100



Use of green
electricity



New electric trains



Synthetic diesel



Repair Base Project
(New Train Depot)



Adapting trains to
the needs of PRM
passengers



Why drive when you can travel?

