

Key stakeholder	How we engage	Key topics of interest	How we respond
<b>B2B customers</b>	<ul style="list-style-type: none"> <li>Engaging through face-to-face and online meetings, newsletters and technical, marketing and sustainability-related training sessions</li> <li>Engaging at leadership level to drive sustainable actions across organizations</li> <li>Arranging and participating in webinars and events</li> <li>Gathering insight and managing satisfaction through surveys</li> <li>Developing joint communications and co-branding</li> <li>Arranging refinery site visits</li> </ul>	<ul style="list-style-type: none"> <li>Accelerating greenhouse gas emissions reduction with the use of renewable and circular solutions, vision and solutions for zero emission future, circular economy, waste plastic recycling, sustainability vision and climate commitments, sustainable and high-quality products and services, supply reliability, safety, timely distribution, customer relationships and cooperation, innovation and R&amp;D, local operations e.g. at Neste refinery sites</li> </ul>	<ul style="list-style-type: none"> <li>Forming partnerships which reduce customers' carbon footprints through renewable and circular solutions</li> <li>Co-creating new services, building brand value and interacting with our customers and their stakeholders</li> <li>Ongoing dialogue</li> <li>Arranging site visits for customers</li> <li>Supplying our renewable and circular solutions</li> </ul>
<b>Consumers</b>	<ul style="list-style-type: none"> <li>Gathering insight through consumer surveys</li> <li>Providing fact sheets, press releases and news to our consumers regularly to best serve them with their needs</li> <li>Working together with local distributors to provide information to customers</li> <li>Doing advertising campaigns to create awareness</li> <li>Responding to questions via customer service or via social media</li> </ul>	<ul style="list-style-type: none"> <li>Product, service and operations sustainability and quality, customer relationships and cooperation, innovation and R&amp;D</li> <li>General information about products, pricing, raw materials and the value the products provide</li> </ul>	<ul style="list-style-type: none"> <li>Communicating proactively</li> <li>Responding promptly to questions and concerns via phone, email, social media and Neste website</li> </ul>
<b>Investors and equity analysts</b>	<ul style="list-style-type: none"> <li>Regular engagement through regulatory financial communications (financial reporting, stock exchange releases), conference calls, roadshows, individual or group meetings, and annual Capital Markets Day</li> </ul>	<ul style="list-style-type: none"> <li>Climate change mitigation as business opportunity and challenge, sustainability of raw materials and supply chain, availability of raw materials for renewables growth strategy</li> </ul>	<ul style="list-style-type: none"> <li>Communicating about climate commitments, sustainability vision, sourcing and raw materials</li> <li>Transparent and regular reporting and disclosure</li> <li>Responding to questionnaires by rating companies and investors</li> </ul>
<b>Governmental organizations</b>	<ul style="list-style-type: none"> <li>Sharing views on policies, laws and regulations with officials and legislators through public consultations, meetings, as well as part of a larger stakeholder dialogue with policymakers</li> <li>Arranging site visits</li> </ul>	<ul style="list-style-type: none"> <li>Climate and emission reduction targets, renewable fuels in transport, renewable and recycled materials, plastics recycling, circular economy, sustainable finance</li> </ul>	<ul style="list-style-type: none"> <li>Replying to public consultations and providing insights and analysis to government officials and politicians</li> <li>Participating in the work of industry associations</li> <li>Arranging site visits</li> </ul>

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<b>Suppliers and contractors</b>	<ul style="list-style-type: none"> <li>Counterparty compliance screening focused on economic sanctions and similar compliance issues alongside an extensive sustainability assessment</li> <li>Collecting information on our climate change impact annually</li> <li>Conducting both external and internal audits. Helping partners to perform corrective actions in cases of non-compliances</li> <li>Arranging annual supplier sustainability workshops, trainings and seminars to share information and support capacity building of the suppliers</li> <li>Collaborating closely with our contractors and suppliers to ensure high level of safety, efficiency and quality</li> <li>Regular meetings with our suppliers to, besides the regular commercial aspects, enhance collaboration, find common development avenues and monitor performance</li> </ul>	<ul style="list-style-type: none"> <li>Sufficient volumes of raw materials, as well as other products and services, for Neste needs</li> <li>Sustainability of supply chains and suppliers, commitment to sustainability including areas of governance (e.g. ethical business practices), labor and human rights (e.g. forced labor and freedom of association), health &amp; safety, environment and biodiversity protection</li> <li>Potential avenues for enhanced collaboration and alignment on Neste and supplier performance on multiple dimensions</li> </ul>	<ul style="list-style-type: none"> <li>Contracts only with and sourcing only from those suppliers and contractors who meet our requirements (e.g. Neste Supplier Code of Conduct)</li> <li>Supplier Code of Conduct (SCoC) trainings and workshops for suppliers and contractors</li> <li>Practical SCoC information guide for suppliers and other business partners</li> <li>Providing health, safety and work wellbeing related information and instructions for contractors, suppliers and partners</li> <li>Continuous search for new renewable raw material suppliers</li> <li>Sustainability evaluation on our raw material suppliers</li> <li>Collaboration to enhance sustainability performance</li> <li>Monitoring sustainability performance of our suppliers and contractors through audits. The number of sustainability audits increased in 2022.</li> <li>Share information with contractors at Neste sites through regular meetings, info sessions, trainings and newsletters</li> </ul>
<b>NGOs</b>	<ul style="list-style-type: none"> <li>Continuous dialogue with NGOs, e.g. on biodiversity and human rights</li> <li>Collaboration in joint projects (e.g. projects aiming for transformative sustainability improvements regionally and to support the smallholders in improving their sustainability performance and certification)</li> <li>Ongoing dialogue e.g. transparent reporting on sustainability performance, including the status and progress of sustainability-related grievances linked to Neste's raw material sourcing</li> <li>Ongoing dialogue with the Neste Advisory Council on Sustainability and New Markets</li> </ul>	<ul style="list-style-type: none"> <li>Climate change mitigation, sustainability, human rights, biodiversity, sustainable sourcing (e.g. palm oil &amp; PFAD), circularity and recycling aspects</li> </ul>	<ul style="list-style-type: none"> <li>Sustainability of supply chains and suppliers, commitment to sustainability, protecting biodiversity (e.g. preventing deforestation), and respecting human rights (e.g. forced labor and freedom of association)</li> </ul>
<b>Industry associations</b>	<ul style="list-style-type: none"> <li>Engaging in dialogue and working with and as members of industry associations</li> <li>Providing insight, analysis and our views on different topics</li> <li>Taking part in events and seminars</li> </ul>	<ul style="list-style-type: none"> <li>Climate change mitigation, transport emission reductions, circular economy, plastics recycling, industry competitiveness, sustainability</li> </ul>	<ul style="list-style-type: none"> <li>Memberships in relevant organizations, e.g. Renewable Carbon Initiative (RCI), FuelsEurope, European Biodiesel Board, and Advanced Biofuels Association (US)</li> <li>The complete list of Neste's memberships is available on <a href="https://neste.com">neste.com</a></li> </ul>
<b>Cooperation bodies</b>	<ul style="list-style-type: none"> <li>Engaging in dialogue with cooperation bodies and supporting initiatives</li> <li>Participating in working groups for developing industry related matters within initiatives</li> <li>Ensuring the sustainability of our supply chain with certifications</li> </ul>	<ul style="list-style-type: none"> <li>Sustainability, renewable products, plastics recycling, climate change mitigation, resource efficiency, circular economy, biodiversity, human rights, innovation, climate commitments, emission reduction</li> </ul>	<ul style="list-style-type: none"> <li>Cooperating with, e.g. Task Force on Climate-Related Financial Disclosures (TCFD), Nordic Business Network for Human Rights, UN Global Compact, World Business Council for Sustainable Development (WBCSD), International Sustainability &amp; Carbon Certification (ISCC)</li> <li>The complete list of Neste's commitments and engagements is available on <a href="https://neste.com">neste.com</a></li> </ul>

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<b>Universities and research organizations</b>	<ul style="list-style-type: none"> <li>Neste works closely with universities and research centers</li> <li>Engaging in dialogue with local and global universities, different research organizations as well as researchers all over the world</li> </ul>	<ul style="list-style-type: none"> <li>Innovation and R&amp;D, renewable and circular solutions, green hydrogen, e-fuels, industrial chemistry, catalyses, artificial intelligence, among others</li> </ul>	<ul style="list-style-type: none"> <li>Strategic cooperation with, e.g. Aalto University, Åbo Akademi and VTT (The Technical Research Centre Finland) and international partners mainly in Europe and in the US</li> <li>To further strengthen its global innovation and R&amp;D capabilities, Neste established an Innovation center in Singapore (operational in 2023)</li> <li>Neste has established a competence ecosystem in renewable and circular solutions by building a portfolio of R&amp;D&amp;I projects in cooperation with universities, research institutes and companies in Finland</li> </ul>
<b>Local communities</b>	<ul style="list-style-type: none"> <li>Engaging in dialogue and collaboration with local communities and production site neighbors via newsletters, meetings, regional website and social media</li> <li>Arranging site tours for various interest groups</li> <li>Engaging and collaborating with local authorities and city representatives</li> <li>Volunteer initiatives from employees at local level (e.g. Food Bank, beach cleaning)</li> </ul>	<ul style="list-style-type: none"> <li>Employment and cooperation opportunities, safety and environmental concerns, site investments and development as well as impacts on the community and neighbors</li> </ul>	<ul style="list-style-type: none"> <li>Acting sustainably, since our environmental and safety performance affects the local communities</li> <li>Maintaining an open dialogue with local communities</li> <li>Engaging with specific local authorities on local matters of concern</li> <li>Employees volunteering for local charitable events</li> <li>At the Porvoo refinery, Neste conducts a stakeholder study bi-annually to assess the local community and authority perspectives on the refinery environmental and safety image and communications. The next study will be carried out in 2023</li> </ul>
<b>Media</b>	<ul style="list-style-type: none"> <li>Maintaining and developing relations with media globally, regionally and locally</li> <li>Regular distribution and proactive sharing of releases, news and topics to the media</li> <li>Actively responding to media inquiries</li> <li>Arranging interviews and media events</li> <li>Proactively sharing Neste news and topics to the media</li> </ul>	<ul style="list-style-type: none"> <li>Announcements, interim results and company news, mergers and acquisitions activities, different projects, customer stories and cooperations, societal and economic topics, innovation, research and development, sustainability topics, fuel taxing and pricing, oil price fluctuations, renewable and circular products and solutions (renewable fuels, renewable polymers and chemicals)</li> </ul>	<ul style="list-style-type: none"> <li>Press releases and other materials as well as company information materials</li> <li>Following and responding to media inquiries through media service by Neste's communications</li> <li>Connecting the media with the correct spokespersons at Neste</li> <li>Actively working together with media to best serve them</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>Promoting cooperation by emphasizing the importance of social interaction and sharing thoughts and ideas</li> <li>Ensuring regular discussions around development, values and wellbeing through Forward Discussion process</li> <li>Employee engagement through several measures, e.g employee feedback through regular pulse surveys, team and individual discussions, town hall meetings and team days</li> <li>Systematic support for health, safety and wellbeing of Neste personnel</li> <li>Active communication, dialogue and cooperation with internal stakeholders, including employees, line managers and employee representatives</li> </ul>	<ul style="list-style-type: none"> <li>Neste strategy and values, sustainability, climate commitments, health, safety and wellbeing, learning &amp; development, business ethics &amp; code of conduct, diversity, equity and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>Proactive and systematic communication and training regarding topics of interest, responsive communication and dialogue on topics raised by employees</li> <li>Individual development discussions, development tools and programs</li> <li>Flexible ways of working and tools to support, e.g. Smart Work</li> <li>Fit for purpose leadership development, e.g. tailored leadership program WeLead</li> <li>Team discussions on different topics, e.g. safety and employee survey results</li> <li>Support for leading ourselves and others through challenging times, ie. support material for people leaders, coaching</li> </ul>

We believe in collaboration and want to be actively involved in developing a more sustainable future. We participate in the development of our industry, relevant associations, NGOs and aim to actively engage in open dialogue with all our stakeholders.