

## Sustainability targets

| Sustainability focus area | Long-term goal  | What next?   |
|---------------------------|---|--|
| Customer                  | <ul style="list-style-type: none"> <li>• Add value to an increasing number of customers through our cleaner premium-quality traffic solutions. We develop advanced low-carbon applications serving new customer segments.</li> <li>• See the actions and achievements in 2013.</li> </ul> | <ul style="list-style-type: none"> <li>• Bring to market NExBTL renewable isoalkane from NExBTL product family. The product is suitable for bio-based raw material in the chemical industry.</li> <li>• Continue working to bring to market new diesel blends which include renewable diesel.</li> </ul> |

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| Safety                    | <ul style="list-style-type: none"> <li>• Commit to safety culture that is based on leadership and motivation, and safety is a natural and important part of everyday work.</li> <li>• Our long-term goal is zero accidents.</li> <li>• See the actions and achievements in 2013.</li> </ul> | <ul style="list-style-type: none"> <li>• PSER &lt; 3.0</li> <li>• TRIF 3.3</li> <li>• Preventive safety measures 30,000</li> </ul> |

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| Personnel                 | <ul style="list-style-type: none"> <li>• Our way of working, inspiring leadership, and talented people enable business success. Neste Oil is a respected employer.</li> <li>• See the actions and achievements in 2013.</li> </ul> | <ul style="list-style-type: none"> <li>• The new model for job descriptions was defined in 2013, and it will be implemented during 2014.</li> <li>• Remuneration will follow the new job description system in the future.</li> <li>• Introducing new HR system will begin in 2014 and is expected to be complete by the end of 2015.</li> <li>• Continue implementing Neste Oil's wellbeing at work plan.</li> <li>• Continue developing and implementing Way Forward.</li> </ul> |

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| Society                   | <ul style="list-style-type: none"> <li>• Generate long-term business success by operating ethically. The profitability target (ROACE) is at least 15% after tax.</li> <li>• Our long-term leverage ratio target is 25–50%</li> <li>• See the actions and achievements in 2013.</li> </ul> | <ul style="list-style-type: none"> <li>• Continue working to achieve our long-term ROACE and leverage ratio targets.</li> <li>• Continue developing how we report our tax footprint.</li> <li>• Continue providing expertise to decision makers.</li> </ul> |

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| Climate and resource efficiency | <ul style="list-style-type: none"> <li>Promote resource efficiency and are the global leader in refining waste and residue materials into premium-quality traffic fuels.</li> <li>See the actions and achievements in 2013.</li> </ul> | <ul style="list-style-type: none"> <li>Continue increasing the proportion of waste and residues used in producing renewable fuels.</li> <li>Continue operations contributing our energy saving target (660 GWh by 2016).</li> <li>Continue implementing measures to achieve our energy saving target.</li> <li>Continue mapping possibilities to reduce greenhouse gas emissions from our own operations.</li> <li>Continue operating within the terms of our environmental permits and modify operations where needed to comply with new regulations.</li> </ul> |

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| Sustainable supply chain  | <ul style="list-style-type: none"> <li>Set a new sustainability standard for supply chain through voluntary and proactive measures that support our business growth.</li> <li>See the actions and achievements in 2013.</li> </ul> | <ul style="list-style-type: none"> <li>Continue using only certified crude palm oil also in the future.</li> <li>Ensure the continued traceability of our renewable inputs.</li> <li>Expand cooperation with selected crude oil suppliers.</li> </ul> |