

Sustainability targets

Sustainability focus area	Long-term goal	What next?
Customer	<ul style="list-style-type: none"> • 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. • See the actions and achievements in 2013. 	<ul style="list-style-type: none"> • Bring to market NExBTL renewable isoalkane from NExBTL product family. The product is suitable for bio-based raw material in the chemical industry. • Continue working to bring to market new diesel blends which include renewable diesel.

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

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

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

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

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