

## Wellbeing at work



Neste Oil believes that people's physical and mental factors are fundamental to their wellbeing in working environment. Employees' wellbeing and their ability to do their job are promoted by developing a culture that encourages them to give of their best and by dealing with problems at as early a stage as possible.

### Wellbeing at work and occupational health are promoted via a variety of means including:

- Personnel survey and analyzing its results
- Regular performance and development discussions
- Emphasis on developing the capabilities of managers and supervisors
- Regular feedback
- Integrated occupational health care, including check-ups, preventive health-related advice, and medical care
- Sickness and insurance cover
- Early rehabilitation and rehabilitation courses
- Guidance on alcohol and drug abuse and access to the appropriate care if required
- Early support model
- Reassignment to alternative work
- Employee club activities
- Support for leisure time activities, and
- Encouraging personnel to adopt a healthy life style and various health promotion campaigns.

### Occupational health care

Neste Oil's occupational health care focuses on preventing, caring for, and following up work-related illnesses. The number of cases of work-related illnesses and diseases continues to remain low and no work-related illnesses were reported in 2013.

Occupational health care services are provided at Neste Oil's main locations in Finland (Porvoo, Espoo, and Naantali) by the company's own occupational health care units. Occupational health care at other locations in Finland and overseas is sourced from external service providers. Services in Finland are

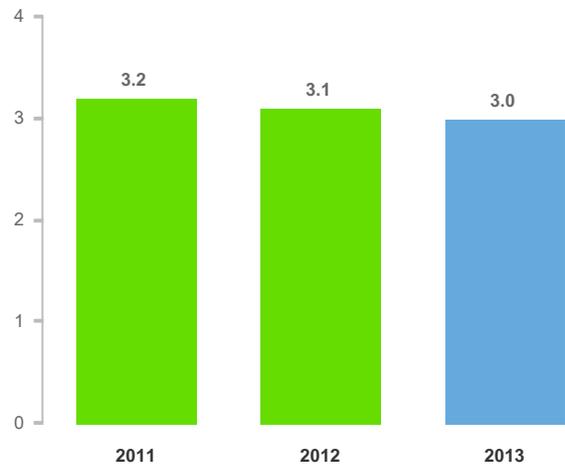
supplemented through voluntary membership of the Enerkemi Insurance Fund and the Kilpilahti Sickness Fund.

A new, self help-driven medical check-up practice was introduced at Neste Oil in 2013. As part of this, each employee is now sent a background questionnaire as part of check-ups to help them assess their need for various types of help. This new proactive approach has been introduced to improve the effectiveness of check-ups and ensure that people who could most benefit from the advice or assistance that Neste Oil can provide do in fact seek care. The new system was trialed with a group of 50 employees in 2012.

### Good experience with alternative work and reassignment

Neste Oil's goal is to reduce the amount of sick leave taken by personnel by developing working conditions and making use of various alternative solutions. Personnel injured in accidents at work, for example, are offered alternative work during their recovery. Employees also have the opportunity to switch to new duties permanently for health reasons. Occupational health physicians and a job placement coordinator are responsible for managing the reassignment process. Eleven people were successfully reassigned under this procedure in 2013.

Sick leave, %



### Development work on the early support model is continuing

Neste Oil uses an early support model aimed at identifying factors that might undermine people's ability to do their job effectively at an early stage and address them before they become a real problem. The model and the practices used as part of it are being further developed. A new training package for managers and supervisors covering the early support model will be introduced in 2014.

### Making wellbeing at work an integral part of day-to-day operations

Work on implementing the wellbeing at work plan drawn up in 2012 continued during 2013. A number of workshops for local

management teams and wellbeing at work groups were held at sites to bring a local perspective to what wellbeing at work means for Neste Oil and its people. Site-specific analyses of the current situation in this area were carried out, and one to three development measures agreed on for each location. The aim is to integrate wellbeing at work more closely into people's day-to-day activities.

## **A good balance between work and leisure time**

Ensuring that personnel benefit from a good balance between work and their life outside work is one of Neste Oil's principles. Supervisors are responsible for monitoring the hours put in by the members of their teams, and they are encouraged to discuss time management with their people. Flexible working hours and working from home provide additional flexibility for personnel with jobs that can benefit from these practices.