

People safety

Neste Oil's safety vision is based on the conviction that all accidents are preventable. Safety culture is constantly developed across the company, both among Neste Oil's own personnel and

those of its contractors, and focuses on improving safe behavior and people's safety awareness.

People safety performance and development

	2013	2012	2011
TRIF (Total Recordable Injury Frequency per million hours worked)	4.2	3.6	2.7
LWIF (Lost Workday Injury Frequency per million hours worked)	2.9	1.5	1.9

Neste Oil's safety performance has not been developing as hoped for over the last few years, despite systematic safety work. An extensive safety development program was launched in 2013 to turn this development around. A new set of simplified safety guidelines – Neste Oil's life saving rules – were drawn up as part of the program, and adherence to these rules will be monitored

closely. The new rules are designed to increase people's safety awareness and make it easier to act safely in day-to-day work. The new rules will be promoted via a variety of means during 2014, including an interactive game.

Life saving rules



1.
Working in high places

Always protect yourself from falling.



2.
Confined spaces

Entry permit and gas testing required.



3.
Equipment isolation

Verify energy isolation and use appropriate protective equipment.



4.
Work permit

Work permit instructions and safe work practices must be followed.



5.
Traffic hazards

Observe speed limit and always move around safely.

Neste Oil also has a contractor safety development program under way designed to help enhance the safety of contractor work at the company's sites, improve collaboration, and develop monitoring processes, both when selecting contractors and during their on-site work.

An ongoing effort to improve people's working conditions also forms part of people safety development work. The safety of access routes at Neste Oil's refineries was improved in 2013, for example, new railings installed, and personnel provided with additional personal protective equipment. Neste Oil invested EUR 26.4 (25.6) million in safety in 2013.

People safety reporting covers refineries, terminals, offices, and retail country companies that are either wholly or majority owned

by Neste Oil. Safety data reporting also covers service providers, contractors, and haulage partners.

Preventive safety measures

Tens of thousands of preventive safety measures are carried out annually at Neste Oil, including safety discussions, safety observation tours, and HSE safety inspections. The target for preventive safety measures was set at 28,000 for 2013. The target was achieved as the number of preventive safety measures done in 2013 was over 30,000. Preventive measures affected company and contractor personnel a total of 64,500 (65,791) times during the year.

Near miss incidents are reported and learnt from across Neste Oil. The number of near miss incidents reported in 2013 was double

that of those reported in 2012. Neste Oil's goal is to develop reporting on near miss incidents and use this data during 2014.

A serious safety incident took place at the Porvoo refinery in 2013 when a contractor's crane collapsed in a process area; no one was injured and no environmental damage resulted, however. The

case was treated very seriously and was thoroughly investigated in accordance with company practice. The majority of the improvements proposed in the report on the incident will be implemented during 2014.

Preventive safety measures in 2013

	2013	2012	2011
Safety observation tours	26,298	27,643	25,734
Safety discussions	3,557	2,925	2,563
HSSE safety inspections	766	1,480	521
Near miss reports	3,000	1,163	882

Safe handling of chemicals

A large number of hazardous chemicals are handled at Neste Oil's refineries, during logistics operations, and as part of R&D work. Technical safety systems and procedures, up-to-date protective equipment, and access to the appropriate safety data sheets are all used to ensure a high standard of health and safety. Regular reviews and occupational hygiene measurements are used to monitor people's working conditions. A total of six workplace reviews and 34 occupational hygiene studies were carried out in 2013. The results of these were used to improve the personal protection guidelines covering work prior to the start of technical modifications, for example.

The EU's REACH (Registration, Evaluation, Authorization and Restriction of Chemicals) framework places extensive requirements on the manufacturers, importers, and users of

chemical substances in terms of registration, permitting, and usage. REACH requirements are taken into account in procurement and sales contracts, R&D, and risk management practices at Neste Oil's refineries. All the chemical substances produced and imported by Neste Oil have been registered in accordance with REACH requirements.

Safety training

Neste Oil's goal is to make safety an increasingly integral part of the training provided to managers and supervisors. Safety is also given high priority in Neste Oil's professional training programs. Planning work on a new Group-wide safety training program was started in 2013.

Safety training in 2013

	Courses	Persons
Occupational safety training	41	462
Occupational safety card and hot work licence training	46	1,095
Work permit training	67	1,174
Access pass training	201	3,622
First aid training	32	367
Process and fire safety training	18	385
Other HSE training (mainly training related to outages)	135	3,861
Total	540	10,966

Promoting safety outside the workplace

Neste Oil is also committed to improving the safety awareness of personnel outside the workplace. A number of safety campaigns covering leisure-time activities were arranged during 2013, such

as winter tire events for cyclists and car drivers, and a campaign to encourage everyone to wear reflectors to improve their visibility during the winter. Personnel also have the opportunity to borrow safety equipment, such as harnesses, for use outside work.