

Key stakeholder	Key topics of dialog	How we engage
<b>B2B customers</b>	<ul style="list-style-type: none"> <li>• Responding to the customers' needs with sustainable and high-quality products and services; security of supply;</li> <li>• Accelerating emission reductions with renewable and circular solutions; building a circular economy; achieving climate commitments; recycling of plastic waste;</li> <li>• Cooperation; innovation and R&amp;D; safety; local operation sites such as refineries.</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings, newsletters, and technical, marketing or sustainability-related training sessions;</li> <li>• Collaboration at top management level to drive sustainable actions across organizations;</li> <li>• Surveys monitoring satisfaction;</li> <li>• Joint communications with partners, or co-branding;</li> <li>• Partnerships to reduce carbon footprints across all organizations;</li> <li>• Co-creating new services and solutions;</li> <li>• Ongoing dialog;</li> <li>• Sales of Neste products.</li> </ul>
<b>Consumers</b>	<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>• Gathering insight through consumer surveys;</li> <li>• Providing regular fact sheets, press releases and news to consumers;</li> <li>• Working with local distributors;</li> <li>• Advertising campaigns to create awareness;</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>• Climate change mitigation as a business opportunity; biodiversity; environmental and social sustainability of raw materials and supply chains; diversity, equity and inclusion;</li> <li>• Growth strategy; financials and future outlook.</li> </ul>	<ul style="list-style-type: none"> <li>• Financial communications, including financial reporting, stock exchange releases, conference calls, roadshows, individual or group meetings, and annual Capital Markets Day;</li> <li>• Proactive communications regarding business developments, investments, and progress;</li> <li>• Transparent and regular reporting and disclosures;</li> <li>• Cooperation with rating agencies and investor assessments.</li> </ul>
<b>Governmental organizations</b>	<ul style="list-style-type: none"> <li>• Climate and emission reduction targets;</li> <li>• Renewable fuels in transportation and other industries like construction, mining and agriculture;</li> <li>• Renewable and recycled materials; plastics recycling; circular economy;</li> <li>• Sustainable finance.</li> </ul>	<ul style="list-style-type: none"> <li>• Sharing views on policies, laws and regulations with policymakers;</li> <li>• Supporting policymakers by providing industry insights and technological capabilities.</li> <li>• Responding via public consultations; meeting with policymakers and local and national officials working on climate and energy topics;</li> <li>• Active membership in industry associations.</li> </ul>
<b>Suppliers and contractors</b>	<ul style="list-style-type: none"> <li>• Neste Supplier Code of Conduct and Neste Responsible Sourcing Principle expectations and criteria, including human and labor rights, occupational health and safety, climate, the environment and ethical business conduct;</li> <li>• Sufficient volumes of raw materials, as well as other products and services, for Neste's needs;</li> <li>• Living wages and incomes;</li> <li>• Potential avenues for enhanced collaboration and alignment.</li> </ul>	<ul style="list-style-type: none"> <li>• Arranging annual sustainability workshops, training and seminars to share information and support capacity building of contractors and raw material suppliers;</li> <li>• Collaborating closely with contractors and suppliers to enhance sustainability performance, ensure a high level of safety, efficiency and quality, and to find common development avenues;</li> <li>• Providing practical guidance on our sustainability requirements and living wages for suppliers and contractors. Improving visibility of working conditions and living standards through worker interviews and anonymous worker voice surveys;</li> <li>• Collecting information on our scope 3 emissions annually;</li> <li>• Monitoring sustainability performance of our suppliers and contractors through audits. Helping them to perform corrective actions in cases of non-compliance;</li> <li>• Sharing information with contractors at Neste sites through regular meetings, info sessions, training and newsletters. Providing site-level complaint channels at all refineries for raising any work-related complaints;</li> <li>• Continuous search for and evaluation of potential new raw material suppliers.</li> </ul>

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<b>NGOs</b>	<ul style="list-style-type: none"> <li>• Climate change mitigation; sustainability; biodiversity;</li> <li>• Human rights; children's rights;</li> <li>• Sustainable raw material sourcing; circularity and recycling aspects.</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous dialog 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 smallholders in improving their sustainability performance and certification);</li> <li>• Ongoing dialog, 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>• Dialog with the Neste Advisory Council on Sustainability and New Markets;</li> <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>• Climate change mitigation; transport emissions reductions;</li> <li>• Renewable and circular solutions; circular economy; plastics recycling;</li> <li>• Industry competitiveness; sustainability.</li> </ul>	<ul style="list-style-type: none"> <li>• Engaging in dialog 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> <li>• Memberships in associations including (but not limited to): Renewable Carbon Initiative (RCI); FuelsEurope; the European Biodiesel Board; the Advanced Biofuels Association (US); and, the European Chemical Industry Council (CEFIC);</li> <li>• The complete list of Neste's memberships is available on <a href="https://www.neste.com">neste.com</a>.</li> </ul>
<b>Cooperation bodies</b>	<ul style="list-style-type: none"> <li>• Sustainability; climate commitments; climate change mitigation; emission reduction; biodiversity;</li> <li>• Renewable and circular solutions; plastics recycling; resource efficiency; circular economy; innovation;</li> <li>• Human rights; just transition to net zero; living wages; diversity and inclusion.</li> </ul>	<ul style="list-style-type: none"> <li>• Engaging in dialog 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> <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), Business Commission to Tackle Inequality (BCTI), and, International Sustainability &amp; Carbon Certification (ISCC);</li> <li>• The complete list of Neste's commitments and engagements is available on <a href="https://www.neste.com">neste.com</a>.</li> </ul>
<b>Universities and research organizations</b>	<ul style="list-style-type: none"> <li>• Innovation and R&amp;D; raw material and technology development; artificial intelligence;</li> <li>• Green hydrogen; e-fuels; industrial chemistry; catalyses;</li> <li>• Renewable and circular solutions; life cycle analyses (LCA).</li> </ul>	<ul style="list-style-type: none"> <li>• Engaging in dialog with universities, different research organizations as well as researchers all over the world;</li> <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>• Further strengthening our global innovation and R&amp;D capabilities by opening an Innovation center in Singapore in 2023 and continuously exploring the research landscape and opportunities in the area;</li> <li>• Competence ecosystem in renewable and circular solutions by building a portfolio of R&amp;D&amp;I projects in cooperation with universities, research institutions and companies in Finland.</li> </ul>
<b>Local communities</b>	<ul style="list-style-type: none"> <li>• Employment and cooperation opportunities;</li> <li>• Health and safety matters;</li> <li>• Site investments and development projects;</li> <li>• Environmental and social impacts on local communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Engaging in dialog and collaboration with local communities and production site neighbors via newsletters, meetings, regional websites 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> <li>• Conducting a stakeholder study biennially to assess the local community and authority perspectives on Porvoo refinery's environmental, social and safety impacts and communications;</li> <li>• Complaints channels available for local communities to raise any concerns they have directly with Neste.</li> </ul>

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<b>Media</b>	<ul style="list-style-type: none"> <li>• Company news and other announcements; interim and annual results;</li> <li>• Company strategy and growth; mergers and acquisition activities; different projects;</li> <li>• Customer stories and cooperation; societal and economic topics; innovation and R&amp;D; sustainability;</li> <li>• Fuel taxing and pricing; renewable and circular products and solutions.</li> </ul>	<ul style="list-style-type: none"> <li>• Press releases and other materials (e.g., on website);</li> <li>• Following and responding to media inquiries;</li> <li>• Connecting the media with the correct spokespersons at Neste;</li> <li>• Organizing media visits and events, background briefings.</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Neste strategy and values; sustainability; climate commitments;</li> <li>• Financial results and outlook; key projects and company milestones;</li> <li>• Learning and development;</li> <li>• Health, safety and wellbeing; business ethics and code of conduct; diversity, equity and inclusion.</li> </ul>	<ul style="list-style-type: none"> <li>• Sharing information about Neste's strategy, regular updates on its implementation and key milestones reached, financial performance;</li> <li>• Promoting diversity, equity and inclusion as part of Neste culture development work;</li> <li>• Ensuring regular discussions around development, values and wellbeing, individually and in teams, and providing development tools and programs;</li> <li>• Measuring employee engagement and collecting employee feedback through several methods, e.g., regular pulse surveys, team and individual discussions, town hall meetings and team days;</li> <li>• Proactive and systematic communication and training regarding topics of interest, responsive communication and dialog on topics raised by employees;</li> <li>• Emphasizing the importance of social interaction and sharing of thoughts and ideas;</li> <li>• Systematic support for health, safety and wellbeing;</li> <li>• Flexible ways of working and tools to support them;</li> <li>• Fit-for-purpose leadership development, e.g., tailored leadership program We Lead;</li> <li>• Support provided to all employees during the changes.</li> </ul>