

Neste general requirements

for goods and services suppliers

Neste Procurement

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Revision history

Revision	Date	Owner	Description
1.0	15.9.2025	Neste Procurement	Document approved

Purpose and Scope

Neste supplier requirements are divided into Neste Supplier Code of Conduct (NSCoC), which sets the minimum requirements for indirect suppliers, and general and category-specific requirements. All these requirements set the criteria for supplier selection, approval, evaluation, and further development of supplier relationship management.

Applicability

The purpose of this document is to inform about the general requirements towards potential and existing suppliers. The requirements are applicable in the following categories: energy and utilities, technical materials, technical services, chemicals and catalysts, IT, professional services and land logistics.

Neste general supplier requirements clarified in this document are valid for Neste suppliers and their subcontractors.

Neste General Requirements for goods and services suppliers are mandatory and must be adhered to globally by all Neste-approved suppliers, subcontractors, and their respective 1st tier suppliers and subcontractors in the value chain.

Main principles

- The supplier shall comply with all laws and regulations applicable to its operations.
- [The Neste Supplier Code of Conduct](#) (NSCoC) outlines the basic requirements Neste expects its suppliers and their first tier suppliers, contractors, and business partners to adhere to and implement throughout their businesses.
- The supplier shall ensure that its own 1st tier suppliers, contractors and other business partners participating in the delivery of goods or services to Neste comply with the minimum requirements set out in the [Neste Supplier Code of Conduct](#), and that this Code is communicated by the supplier to them.
- All suppliers shall maintain a management system(s) acceptable to Neste.
- To confirm supplier qualification and compliance with the requirements, Neste carries out various supplier questionnaires, self-assessments and/or supplier audits. Neste expects its suppliers to cooperate on validating the qualification and providing further evidence if required.
- [Neste's General Terms of Procurement](#) shall govern all procurement activities involving suppliers.
- All suppliers are onboarded into relevant Neste collaboration tools to ensure proper supplier registry and purchasing process.

Sustainability

Neste drives a safe and healthy workplace, fair labor practices, and increased commitment to sustainability across its supply chain.

Neste requires all its suppliers and other business partners to comply with applicable laws and expects them to follow equivalent ethical business standards as described in the [Neste Supplier Code of Conduct](#) (NSCoC). The

NSCoC includes requirements for compliance with laws and regulations, business conduct, human and labor rights, occupational health, safety and security, as well as environmental impact and climate change.

The Neste Supplier Code of Conduct is available in English, with additional language versions available on [Neste's website](#). For practical support, Neste provides a [guide](#) (PDF) aimed at helping its suppliers interpret the requirements and providing practical guidance on how to comply with the Neste Supplier Code of Conduct.

Quality

Suppliers shall maintain a management system conforming to ISO 9001, ISO 14001, and ISO 45001, or an equivalent industry-appropriate management system that is accepted by Neste.

Neste may require compliance with additional standards, codes, or HSEQ assurance plans (incl. organization and responsibilities, health and safety, environment issues, quality control and assurance, competence management, supplier management, non-conformity and incident management, as well as continuous improvement) for specific cases.

On request, suppliers shall provide evidence of their most recent certification, audit(s) performed (external or internal), findings reported, and improvement actions. Any Neste supplier or subcontractor whose quality certification is withdrawn by the issuing certification body or who voluntarily cancels their quality standard certification shall notify Neste within five (5) working days of the decertification.

In addition to external audits, suppliers shall conduct internal audits to ensure requirement compliance and continuous improvement in their operations and supply chain.

The supplier shall provide evidence of the procedure to follow their management system and to verify its effectiveness e.g. by providing evidence of key quality management measures.

Safety

Suppliers shall comply with health and safety requirements as stated in the [NSCoC](#) and Neste's location-specific health and safety requirements when relevant.

Neste requires its suppliers and subcontractors to implement ISO 45001 or an equivalent management system for occupational health and safety.

On request, suppliers shall provide evidence of their most recent certification, audit(s) performed, findings reported, and improvement actions.

Suppliers shall provide key safety measures (e.g. safety improvement actions vs. annual plan) during supplier evaluation, and report safety incidents (e.g. fatalities, permanent impairments, and TRIF) according to contract requirements.

Environmental considerations

Suppliers shall comply with environmental requirements as stated in the [NSCoC](#), and additional requirements can be requested in individual supplier contracts when relevant.

Neste requires its suppliers to implement ISO 14001 or an equivalent environmental management system.

Suppliers shall provide evidence of the most recent audit performed in their operations and the findings reported, if requested by Neste.

Suppliers shall report environmental permit violations giving rise to material environmental damage immediately to Neste without any delay.

Cybersecurity

Suppliers are integral to Neste operations, and one of the elementary requirements is maintaining a robust cybersecurity posture across the entire ecosystem. The following outlines the key cybersecurity requirements that all Neste suppliers must adhere to, ensuring the protection of shared information and systems. The requirements are designed to foster a secure and resilient supply chain, safeguarding against evolving cyber threats. Furthermore, additional activity-specific cybersecurity requirements can be requested in individual supplier contracts when relevant.

1. **Security compliance and best practices:** Suppliers shall comply with all applicable laws and regulations regarding information security and privacy. Suppliers shall design and deliver solutions, products, and services in a manner consistent with good industry practices and standards (e.g., ISO 27001, NIST CSF, SOC 2, ISO 22301), maintaining relevant certifications where applicable and notifying Neste immediately if any such certifications become invalid.
2. **Cyber risk management:** Suppliers shall identify, document, and manage security risks pertaining to solutions, products, services, and Neste's information, detailing their nature, extent, and mitigation status. Suppliers shall report these risks and mitigation efforts to Neste within agreed governance structure.
3. **Protection of Neste information and systems & awareness:** Suppliers shall implement and maintain appropriate technical and organizational measures to protect Neste's information and systems from unauthorized access, use, disclosure, alteration, or destruction. This shall include regular security awareness training for all personnel who handle Neste's information or interact with systems connected to Neste.
4. **Incident reporting and business continuity:** Suppliers shall immediately notify Neste of any actual or suspected security or privacy breaches affecting Neste material, information, or the delivery of services, and provide regular updates on incident handling. Suppliers shall maintain, test, and update business continuity and disaster recovery plans to ensure agreed-upon service levels are met.

Financial stability

Neste conducts business only with financially healthy suppliers and subcontractors capable of reliable product, equipment, service, or solution delivery. Suppliers shall provide key financials during supplier evaluation, as well as audited financial statements, which are prepared according to recognized global accounting standards (e.g. IFRS, local GAAP) if separately requested by Neste.

Risk management

Suppliers shall establish procedures to identify and manage risks that could disrupt service, manufacturing, and overall operations. Suppliers and subcontractors shall take necessary measures to mitigate identified risks to ensure uninterrupted production and/or operation. Risks shall cover strategic, financial, operational, commercial, technical, quality, schedule, security of resources, cybersecurity, location-related, natural hazards, health and safety, export and import control, and product liability.

Suppliers shall maintain a documented Business Continuity Plan. The plan shall cover the procedures and responsibilities that management uses to recover from disruptions and to ensure business operations continuity, reliability, and uninterrupted customer supply (i.e. covering raw material supply chains, manufacturing, and operations sites).

Suppliers shall notify Neste immediately and without delay of any threats (force majeure situations or otherwise) affecting the products, equipment, solutions, and services supplied to Neste.

References

[Neste Supplier Code of Conduct](#)

[Neste Supplier Code of Conduct Guide for Suppliers](#)

[Neste Global Safety Requirements](#)