

Key stakeholder	How we engage	Key topics of interest	How we respond
B2B customers	<ul style="list-style-type: none"> Engaging with customers through face-to-face and online meetings, newsletters and technical, marketing and sustainability-related training sessions Arranging and participating in customer webinars and events Gathering insight and managing customer satisfaction through surveys Developing joint communications with customers Arranging refinery site visits for customers 	<ul style="list-style-type: none"> Sustainability, circular economy, waste plastic recycling, sustainability vision and climate commitments, sustainable and high quality products and services, supply reliability, safety, timely distribution, customer relationships and cooperation, innovation and R&D, Neste refinery sites 	<ul style="list-style-type: none"> Forming tight partnerships with customers to reduce their carbon footprint with our renewable and circular solutions Co-creating new services, building brand value and interacting with our customers and their stakeholders Upholding ongoing dialogue with customers and proactively staying in contact with customers and partners to support them Arranging refinery site visits for customers
Consumers	<ul style="list-style-type: none"> Gathering insight through consumer surveys Providing fact sheets, press releases and news to our consumers regularly to best serve them with their needs Working together with local distributors to provide information to customers 	<ul style="list-style-type: none"> Product, service and operations sustainability and quality, customer relationships and cooperation, innovation and R&D 	<ul style="list-style-type: none"> Communicating proactively Responding promptly to questions and concerns via phone, social media and Neste website
Investors and equity analysts	<ul style="list-style-type: none"> Regular engagement through regulatory financial communications (financial reporting, stock exchange releases), conference calls, roadshows, individual or group meetings, and annual Capital Markets Day 	<ul style="list-style-type: none"> Climate change mitigation as business opportunity and challenge, sustainability of raw materials and supply chain, availability of raw materials for renewables growth strategy 	<ul style="list-style-type: none"> Communicating about climate commitments, palm oil phaseout target and other raw materials and the sustainability vision Transparent and regular reporting and disclosure Responding to questionnaires by rating companies and investors
Governmental organizations	<ul style="list-style-type: none"> Sharing views on policies, laws and regulations with officials and legislators through public consultations, meetings, as well as part of a larger stakeholder dialogue with policymakers Arranging site visits 	<ul style="list-style-type: none"> Climate, renewable fuels in transport, renewable and recycled materials, circular economy, sustainable finance 	<ul style="list-style-type: none"> Replying to public consultations and providing insights and analysis to government officials and politicians Participating in the work of industry associations Arranging site visits
Suppliers and contractors	<p>Meeting the sustainability and human rights criteria as defined in Neste Supplier Code of Conduct:</p> <ul style="list-style-type: none"> Evaluating counterparty's security and reputation risks alongside an extensive sustainability assessment Collecting information on our climate change impact annually Conducting both external and internal audits. Helping partners to perform corrective actions in cases of non-compliances Arranging annual supplier sustainability workshops, trainings and seminars to share information and support capacity building of the suppliers Collaborating closely with our contractors and suppliers to ensure high level of safety, efficiency and quality 	<ul style="list-style-type: none"> Sustainability of supply chains and suppliers, commitment to sustainability including areas of governance (e.g. ethical business practices), labor and human rights (e.g. forced labor and freedom of association), health & safety, environment and biodiversity protection 	<ul style="list-style-type: none"> Supplier Code of Conduct (SCoC) trainings and workshops for suppliers and contractors Practical SCoC information guide for suppliers and other business partners Continuous search for new renewable raw material suppliers Sustainability evaluation on our raw material suppliers Collaboration to enhance sustainability performance Audits (the number of sustainability audits was increased in 2021) Share information with contractors at Neste sites through regular meetings, info sessions, trainings and newsletters Sustainability Desktop Review on OP suppliers

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NGOs	<ul style="list-style-type: none"> • Ongoing dialogue with stakeholders, such as several NGOs, to transparently report the status and progress of sustainability-related grievances linked to Neste's raw material sourcing • Ongoing dialogue with the Neste Advisory Council on Sustainability and New Markets • Projects to support the smallholders in improving their sustainability performance and certification • Continuous dialogue with NGOs, e.g. on biodiversity and human rights 	<ul style="list-style-type: none"> • Climate change mitigation, sustainability, human rights, biodiversity, palm oil & PFAD supply chains, circularity and recycling aspects 	<ul style="list-style-type: none"> • Sustainability of supply chains and suppliers, commitment to sustainability, protecting biodiversity, and respecting human rights (e.g. forced labor and freedom of association) • Provide health, safety and work wellbeing related information and instructions for contractors, suppliers and partners • In 2021 Neste discussed with NGO Finnwatch their concerns related to the PFAD supplier IOI and continued the dialogue with the supplier to ensure progress on open grievances
Industry associations	<ul style="list-style-type: none"> • Engaging in dialogue and working with industry associations • Providing insight, analysis and our views on different topics • Taking part in events and seminars 	<ul style="list-style-type: none"> • Climate change mitigation, transport emission reductions, circular economy, plastics recycling, industry competitiveness, sustainability 	<ul style="list-style-type: none"> • Memberships in relevant organizations, e.g. Renewable Carbon Initiative (RCI), FuelsEurope, European Biodiesel Board, Advanced Biofuels Association (US), Drivkraft Sverige, Bioenergia ry., Bioenergy Australia, German Chemicals Industry Association (VCI), Plastics Europe (Germany), Essenscia (Belgium), Chemical Industry Federation of Finland, Accelerator table (the Netherlands) and European Bioplastics (EUBP). In addition, we are involved in many working groups at European Chemical Industry Council (CEFIC)
Cooperation bodies	<ul style="list-style-type: none"> • Engaging in dialogue with cooperation bodies and supporting initiatives • Participating in working groups for developing industry related matters within initiatives • Ensuring the sustainability of our entire renewable fuel production chain with certifications 	<ul style="list-style-type: none"> • Sustainability, plastics recycling, climate change mitigation, resource efficiency, circular economy, biodiversity, human rights, innovation, climate commitments, emission reduction 	<ul style="list-style-type: none"> • 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), International Sustainability & Carbon Certification (ISCC), Roundtable on Sustainable Biomaterials (RSB), Roundtable on Sustainable Palm Oil (RSPO), RCI and Consumer Goods Forum
Universities and research organizations	<ul style="list-style-type: none"> • Engaging in dialogue with student associations, local and global universities and different research organizations • Neste's Innovation organization, works closely with universities and research centers all over the world 	<ul style="list-style-type: none"> • Innovation and R&D, renewable and circular solutions, green hydrogen, carbon capture and storage, e-fuels, industrial chemistry, combustion, artificial intelligence, among others 	<ul style="list-style-type: none"> • Strategic cooperation with, e.g. Aalto University, Åbo Akademi and VTT (The Technical Research Centre Finland), LUT University and international partners mainly in Europe and in the US • In 2021, Neste received a positive grant decision from EU Innovation Fund for its Porvoo refinery green hydrogen and CO2 capture and storage project; Neste will strengthen its global innovation and R&D by opening an R&D center in Singapore; Neste is involved in VTT headed project of large-scale production and commercialization of e-fuels; Neste participated in CICAT2025 research project on circular economy, organized by Turku University of Applied Sciences

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Local communities	<ul style="list-style-type: none"> Engaging in dialogue and collaboration with local communities and production site neighbors via newsletters, meetings, regional website and social media Arranging site tours for various interest groups Engaging and meeting with authorities and local city representatives Supporting local voluntary work for children and youth by yearly donations 	<ul style="list-style-type: none"> Employment and cooperation opportunities, safety and environmental concerns, site investments and development as well as impacts on the community and neighbors 	<ul style="list-style-type: none"> Acting sustainably, since our environmental and safety performance affects the local communities Maintaining an open dialogue with local communities Engaging with specific local authorities on matters that concern the Singapore Expansion project Employees volunteering for charitable events: running for charity for Singapore Cancer Society and waste collection and cleaning at different locations, among others At the Porvoo refinery, Neste conducts a stakeholder study bi-annually to assess the local community and authority perspectives on the refinery environmental and safety image and communications. The 2021 results are communicated externally in regional channels
Media	<ul style="list-style-type: none"> Maintaining and developing relations with media globally Regular distribution and proactive sharing of releases, news and topics to the media Actively responding to media inquiries Arranging interviews and media events 	<ul style="list-style-type: none"> Announcements, interim results and company news, M&A cases, different projects, customer stories and cooperations, societal and economic topics, innovation, research and development, sustainability topics, fuel taxing and pricing, oil price fluctuations 	<ul style="list-style-type: none"> Press releases and other materials as well as company information materials Following and responding to media inquiries through media service Connecting the media with the correct spokespersons at Neste Actively working together with media to best serve them
Employees	<ul style="list-style-type: none"> Performance leadership and people development Employee engagement through several measures, e.g. Continuous listening and employee feedback through quarterly Pulse surveys, team and individual discussions, Town hall meetings Systematic support for health, safety and wellbeing of Neste people Several internal events, e.g. quarterly personnel infos Active communication, dialogue and cooperation with internal stakeholders, including employees, line managers, employee representatives 	<ul style="list-style-type: none"> Updated Neste strategy and transformation, sustainability impact and efforts, sustainability vision, climate commitments, new ways of working (Smart Work), health, safety and wellbeing, ways of developing competences for the future, business ethics and human rights, Code of Conduct 	<ul style="list-style-type: none"> Active, systematic and responsive communications Employee training and support, e.g. on safety and wellbeing New ways of working and tools to support, e.g. Smart Work Leadership development and communication Facilitation concepts created for inclusive team discussions Virtual leadership and facilitation training offered especially during the pandemic

We believe in collaboration and want to be actively involved in developing a more sustainable future. We participate in the development of our industry, relevant associations, NGOs and aim to actively engage in open dialogue with all our stakeholders.