

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. The development work focuses on improving safe behavior and people's risk and safety awareness in particular.

Records were broken in people safety

Record periods without accidents were reached in several functions during 2014. Both Oil Retail and the Singapore refinery

worked for over two million hours without injuries. In addition, the Porvoo refinery broke the previous record of 360 days without fires ignited by hot work. Determined development work has taken place to prevent hot work fires, including the training of fire guards, developing the requirements for protection, and auditing hot work sites.

Neste Oil's 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.

People safety performance	2014	2013	2012
TRIF (Total Recordable Injury Frequency per million hours worked)	2.7	4.2	3.6
LWIF (Lost Workday Injury Frequency per million hours worked)	2.0	2.9	1.5

Tens of thousands of preventive safety measures are carried out annually at Neste Oil, including safety discussion meetings, safety observation tours, and HSSE safety inspections. We want to increasingly focus on preventive safety measures, and therefore the number of preventive safety measures was increased from 28,000 to 30,000 in 2014. In 2014 we did 29,400 (30,064) preventive safety measures. The decrease is mainly due to giving up our own shipping operations. Preventive measures affected the company's own and contractor personnel a total of 61,000 (64,500) times in 2014.

In 2014, we added the possibility to report risk factors that can cause an accident in addition to reporting accidents that have already happened. The company also adopted a new procedure to guide last minute risk assessment. The expansion of incident

reporting and the development of risk assessment aim to prevent accidents in an even more effective manner.

In 2014, we developed the utilization of data from preventive safety measures by analyzing reports from tens of thousands of safety observation tours. Based on the analyses, we can increasingly direct safety measures and focal points to the right areas. We also analyzed near miss reports. The further development of analysis usage is continued.

In order to improve personal safety, the use and number of personal gas detectors has been increased at all refineries, making it possible to detect harmful gas level or lack of oxygen earlier, thereby avoiding exposure.

	2014	2013	2012
Safety observation tours	25,100	26,300	27,643
Safety discussions	3,700	3,600	2,925
HSSE safety inspections	833	766	1,480
Near miss reports	2,300	3,000	1,163

Safety development program also takes contractors into consideration

Neste Oil launched an extensive safety development program in 2013, with contractor safety as one of the focus areas. The development of contractor safety aims to increasingly ensure the safety of contractors' operations, improve collaboration and develop selection and supervision of contractors. A tool for reporting contractor safety was developed in 2014, and the data collected with it is utilized in monthly safety discussions between Neste Oil and the contractors.

Workplace reviews ensure safe working conditions

Hazardous chemicals are handled in Neste Oil's operations. We ensure the healthiness and safety of the working environment through technical safety measures, appropriate protection, and readily available safety data sheets.

Working conditions are monitored with regular workplace reviews and occupational hygiene measurements. A total of 10 (6) workplace reviews and 36 (34) occupational hygiene studies were carried out in 2014. With regard to workplace reviews, our development activities particularly focus on monitoring the corrective measures defined on the basis of the reviews and the implementation method of the reviews.

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 chemical substances

produced and imported by Neste Oil have been registered in accordance with REACH requirements.

Developing safety competencies

Neste Oil has made safety an increasingly integral part of the training provided to managers and supervisors. A safety leadership feedback tool was adopted in 2014 to collect feedback concerning supervisors' safety management from employees and co-workers. Based on the feedback report, supervisors can develop their safety leadership competencies. The feedback is also reviewed in team training and development discussions. The tool was adopted at the Porvoo and Naantali refineries in 2014. The tool will be commissioned in Singapore and Rotterdam in 2015. Neste Oil also has an up and running training initiative to ensure the competencies of the refineries' shift workers.

Extensive e-training related to the new Life Saving rules

We published new Life Saving Rules at the beginning of 2014. The rules aim to increase the safety awareness of the personnel and to make safe operation in everyday situations easier. An online training course for the rules was arranged in 2014. The training included the following themes; working at height, confined spaces, equipment isolation, work permit, and traffic hazards.

The entire training was mandatory for people working in production sites, terminals, and Oil Retail. The part concerning traffic hazards was compulsory for all personnel. The Life Saving Rules online training will also be made mandatory for contractors.

In 2014, 2,956 persons did the compulsory part to all personnel and 2,620 did the entire training. The training received positive feedback from the personnel.