Nokia sustainability report 2009

NOKIA
Connecting People

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We therefore encourage you to consider the environment before printing this document.

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1.0 CEO's Message 4

1.0
CEO's Message

At Nokia we strive to lead in sustainability by taking it into account in everything we do. While it is a key part of our business strategy, we also look beyond our own operations to how the more than 1.2 billion people who use a Nokia phone can use mobility to embrace a more sustainable lifestyle every day.

In this report, we present a wide range of examples of how and where our work enhances sustainability. There are sections on improved accessibility, education, data gathering, materials management, product energy efficiency and the various environmental services available through mobile devices. We also look at improvements in our own operations, such as packaging, logistics and supply chain management. We believe that better use of information and communication technologies can contribute in a big way to economic growth while offering considerable opportunities to cut greenhouse gas emissions and address global warming. That said, the full potential of mobility to help drive sustainability has yet to be realised.

Last year had its challenges brought about by the global recession and changes in the mobile industry. Nokia is responding to the increasing consumer interest in features that are driven by innovations in software. As a result, we have been working hard to rebuild our R&D organization and define new ways of working. In early 2009, we announced voluntary measures aimed at reducing personnel-related costs and the need for involuntary layoffs. Thanks to cooperation with our employees, our programs were successful and of the reductions that we made in 2009, less than 25 percent were involuntary.

On a more positive note, after several years favorable rating by the widely recognized Dow Jones Sustainability Indexes, this year Nokia was chosen as the "World Technology Supersector Leader." This honor means Nokia was ranked No. 1 in sustainability across the entire global technology sector on the basis of a detailed corporate sustainability analysis.

Nokia has a long track record of taking sustainability into account in the way we do business every day. For example, we regularly evaluate the use of water and materials, as well as our carbon dioxide emissions, across our supply chain. We have further broadened our environmental focus areas, with water and biodiversity issues growing in importance. In 2009, we continued to look at reducing the environmental impact of our devices and operations. For example, over the last decade, we have reduced the average no-load energy consumption of our chargers by more than 80 percent. In our best chargers, the reduction has been more than 95 percent.

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1.0 CEO's Message 4

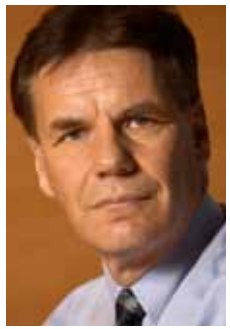
Since we created our climate strategy in 2006, we have looked at how our products, services, operations, facilities and the ways we work can contribute to a reduction in our CO_2 emissions. In 2009, we reduced our facilities' CO_2 emissions by 12 percent, compared with levels in 2006. During the same year, we also reached the energy savings target we had set to reach by 2012. We also made progress in waste utilization and in our efforts to reduce water use and air travel. These achievements were mainly due to various reduction programs, but the slowdown in business activities in 2009 also had an impact.

We also have been looking at increasing purchases of electricity from renewable sources in those countries where we manufacture our products. Unfortunately, we have found the availability of renewable electricity in our key countries to be limited and expanding more slowly than we had anticipated.

In the process of developing this report, we have referred to the guidance and requirements of the Global Reporting Initiative (GRI) and UN Global Compact reporting guidelines. We would welcome your views on our sustainability performance and this report.

Please send your comments to sustainability.feedback@nokia.com

Olli-Pekka Kallasvuo
President and CEO of Nokia Corporation



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Every day, more than 1.2 billion people connect to one another with a Nokia device

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2.0
Nokia in 2009

At Nokia, we are committed to connecting people. We combine advanced technology with personalized services that enable people to stay close to what matters to them. Every day, more than 1.2 billion people connect to one another with a Nokia device – from mobile phones to advanced smartphones and high-performance mobile computers. Today, Nokia is integrating its devices with innovative services through Ovi (www.ovi.com), including music, maps, apps, email and more. Nokia's NAVTEQ is a leader in comprehensive digital mapping and navigation services, while Nokia Siemens Networks provides equipment, services and solutions for communications networks globally.

2009 facts and figures

- Head office in Finland; R&D, production, sales, marketing activities around the world
- World's number 1 manufacturer of mobile devices
- Mobile device volumes 432 million units
- Reported net sales EUR 41.0 billion
- Reported operating profit EUR 1.2 billion
- 123,553 employees at year end (including Nokia Siemens Networks)
- Strong R&D presence in 16 countries
- R&D investment EUR 5.9 billion
- 37,020 employees in R&D (approximately 30% of workforce, including Nokia Siemens Networks)
- Sales in over 160 countries

More information about our organization and other key corporate information is available at Nokia's Form 20-F Annual Report 2009.

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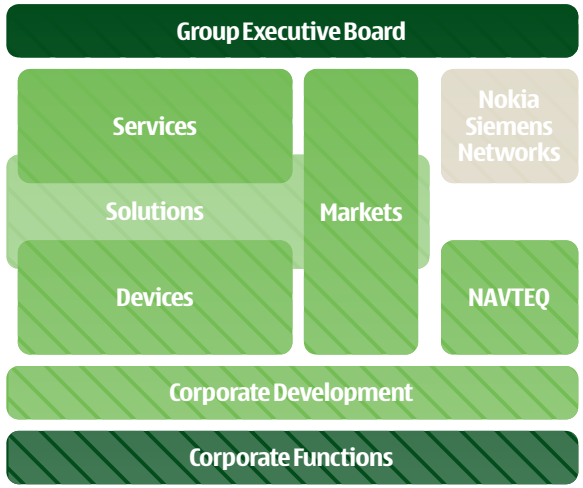
Nokia organization in 2009



- Devices is responsible for developing and managing our portfolio of mobile devices, which we make for all major consumer segments.
- Services designs and develops Internet services that enrich the experience people have with their mobile devices and the web. Messaging, music, maps, media as well as Ovi developer tools are key focus areas as we continue to expand our services offering to consumers and create opportunities for developers and content providers.
- Solutions is responsible for driving Nokia's offering of solutions, where the mobile device, personalized services and content are integrated into a unique and compelling package for the consumer. The unit is tasked with concepting and creating such solutions.
- Markets manages our supply chains, sales channels, brand and marketing activities and is responsible for delivering our devices, services and solutions to the consumer.
- Corporate Development provides operational support to Devices, Services, Solutions and Markets, and is also responsible for exploring corporate strategic and future growth opportunities.
- Nokia Siemens Networks provides wireless and fixed network infrastructure, communications and networks service platforms, as well as professional services to operators and service providers.
- NAVTEQ is a leading provider of comprehensive digital map data for automotive navigation systems, mobile navigation devices, Internet-based mapping applications, and government and business solutions. NAVTEQ's map data will be an important part of the Nokia Maps service that brings downloadable maps, voice-guided navigation and other context-aware web services to people's pockets.

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3.1 Introduction to reporting principles

Nokia has published corporate responsibility reports since 2002 and we have reported our environmental activities continually since 1999. Sustainability means balancing economic, environmental and social priorities so that the needs of the present do not compromise the needs of the future. For Nokia this means taking environmental and social considerations into account in managing our operations, and developing mobile solutions that make a positive impact.

The report highlights our performance in the areas where business practices most affect society and the environment. It covers the key ethical, socio-economic and environmental areas we believe are most relevant to our business and our stakeholders.

By identifying the most relevant sustainability issues to our business we can prioritize our activities and so manage them most effectively. We identify these issues by:

- engaging with stakeholders to identify the issues that are most important to them (see stakeholder engagement for more information)
- tracking public debate and media interest in sustainability issues
- assessing the issues' materiality from a Nokia and stakeholder point of view using the Global Reporting Initiative (GRI) guidelines as a basis and then adding issues that are relevant to Nokia and our industry (see our GRI index)
- assessing potential opportunities and risks for our business (see opportunities and risks for more information)

This report covers Nokia group's operations globally. However, Nokia Siemens Networks (NSN) – a company owned approximately 50 percent by each of Nokia and Siemens AG – is excluded unless otherwise indicated. NSN publishes its own detailed corporate responsibility report which can be found at www.nokiasiemensnetworks.com/about-us/corporate-responsibility/corporate-responsibility-report-2009. In addition to the Nokia and NSN reports, and our separate data tables, we have consolidated some key data from both companies in one data table which can be found from the Key Data section of this report.

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As corporate responsibility matters are not separate from other key corporate information, we have integrated key sustainability related data also to our annual report on Form 20-F for 2009, which has been filed with the United States Securities and Exchange Commission. Details on our financial performance are published in quarterly results releases, in our Form 20-F, and Nokia's Annual Accounts, which are available at www.nokia.com/financials

This report is available online and will also be downloadable as a PDF. Our website also provides more day-to-day information about our activities.

Selected key corporate responsibility indicators in this report have been assured by an independent third party, PricewaterhouseCoopers Oy (Nokia's statutory auditor). Their assurance statement can be found on page 134.

For quick reference, we have listed below some other key sources of Nokia sustainability information:

- the Nokia Form 20-F 2009
- the third party assurance report by PricewaterhouseCoopers Oy
- Global Reporting Initiative (GRI) guidelines with references to Nokia's sustainability report to ease compatibility with other organizations
- Nokia Siemens Networks' corporate responsibility report

We welcome your views on our activities and our performance. Please contact the Nokia sustainability team at sustainability.feedback@nokia.com.

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3.1.1 GRI

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. In compiling the 2009 sustainability report, Nokia used the Global Reporting Initiatives (GRI) G3 Sustainability Reporting Guidelines. The GRI index in pages 138 – 158 shows how and where the GRI standard disclosures are addressed. We have disclosed all mandatory indicators as well as additional indicators relevant to Nokia.

A third-party GRI Application Level check conducted by a corporate responsibility specialist, Tofuture Oy has confirmed Nokia's self-declaration that the Report meets the requirements for GRI's Application Level A+.

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3.1.2 Global Compact

Nokia is committed to the principles of the United Nations Global Compact and has been a signatory and active member since The Global Compact's inception. The Global Compact provides a framework of responsible business practices relating to labor, human rights, anti-corruption and environmental issues. The Global Compact is the world's largest corporate citizenship initiative, with over 4,300 companies belonging to the network.

In our 2009 annual report on Form 20-F and in this corporate responsibility report, we have sought to review progress on our activities and programs that support the ten principles of the Compact in the area of human rights, labor standards, the environment, and working against corruption.

Global Compact – 10 principles:

Human rights
- Businesses should support and respect the protection of internationally proclaimed human rights
- Businesses should make sure that they are not complicit in human rights abuses

Labor standards
- Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
- Businesses should uphold the elimination of all forms of forced and compulsory labor
- Businesses should uphold the effective abolition of child labor
- Businesses should uphold the elimination of discrimination in respect of employment and occupation

Environment
- Businesses should support a precautionary approach to environmental challenges
- Businesses should undertake initiatives to promote greater environmental responsibility
- Businesses should encourage the development and diffusion of environmentally friendly technologies

Anti-corruption
- Businesses should work against corruption in all its forms, including extortion and bribery

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3.1.3 Sustainability governance

All shareholders have the right to submit to the agenda items or proposals to the agenda of a general meeting, provided that the item or proposal belongs to the scope of the general meeting of the shareholders (AGM) and the request is made to the Board in writing well in advance to be included in the notice of the meeting. All the directors attended Nokia's Annual General Meeting held on April 23, 2009. The Finnish Corporate Governance Code recommends attendance by the Board Chairman and a sufficient number of directors to allow the shareholders to exercise their right to present questions to the Board and management. In recent years our CEO has addressed sustainability issues in his AGM speech and sustainability related questions have also been discussed in AGM. During 2009 our Board of Directors reviewed sustainability and related topics in their meetings.

Nokia Group's Executive Board approves sustainability activities and related Key Performance Indicators as part of our strategic planning process. Esko Aho, Executive Vice President, Corporate Relations and Responsibility, leads our sustainability activities at the Executive Board level. He oversees the work of the Corporate Responsibility Steering Group, which is responsible for supporting sustainability initiatives across the business and encouraging open communication and cooperation, both internally and externally. If needed major issues are escalated to the Executive Board.

The Corporate Responsibility Steering Group is made up of top managers of business units and corporate functions. It supports our corporate structures in helping to integrate sustainability into our core business, for instance, through approving the work of the Nokia Sustainability Management Team (NSMT). The NSMT represents all relevant Nokia units, develops and agrees the group-wide sustainability framework containing strategy, targets and priorities.

Our sustainability network acts as a virtual team across the organization and is led by Kirsi Sormunen, Vice President, Head of Sustainability Operations. Our sustainability teams drive sustainability initiatives within the business and monitor performance across our operations. Each of the key business functions have people responsible for building and implementing processes to achieve our environmental and social targets. Our sustainability framework provides guidelines on embedding sustainability strategy within our operational planning across the business.

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3.1.4 Regulatory Compliance

Nokia complies with the laws and regulations set by each market's individual regulatory bodies. Typically, our requirements meet or go beyond the mandatory stipulations set by the applicable regulations and are rooted in our global standards and requirements. Against this baseline, it is not surprising that, for example, our environmental targets are set beyond regulatory compliance.

There were no significant fines or non-monetary sanctions for non-compliance with laws and regulations during 2009.

There were no legal actions against Nokia for anti-competitive behavior, anti-trust or monopoly practices in 2009. Nokia does not contribute to political parties or politicians.

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3.1.5 Sustainability opportunities and risks

Opportunities

Our innovations hold the potential for changing the way we live, from improving livelihoods to embracing more sustainable lifestyles. More than a billion people use Nokia mobile devices, and we believe that even small changes can make a big difference, for example in the protection of our environment. Our vision is to further realise the potential of mobility by extending access to mobile communications.

Sustainability is part of our business strategy and we systematically analyze sustainability related opportunities. In this report we present a wide range of examples where our work is enhancing accessibility, education delivery, data gathering, materials and substances, and the energy efficiency of products, as well as of various environmental services we offer customers through mobile devices. We also cover our improvements in our own operations such as packaging, logistics and supply chain and our ways of working. Nokia Siemens Networks' corporate responsibility report has more examples of how mobile technology can make a difference.

One widely discussed topic is the role of information and communications technology (ICT) in the fight against climate change. There is good evidence that ICT makes a major contribution to GDP growth while also helping to reduce energy use in various industries, slowing down global warming. ICT-based services and working methods such as remote working and video conferencing can result in lower overall CO_2 emissions. In addition, the environmental gains from substituting a service for hard product, also known as dematerialization, can be significant. Convergence, or incorporating the functionalities of several products into one, can further contribute to dematerialization and energy efficiency.

As well as exploring direct business opportunities, we have started research to help us better understand and make the most of the impacts of mobility. There is plenty of macroeconomic data, anecdotal evidence and common sense to suggest that mobility benefits societies in many ways. Mobility also has benefits that are over and above the generic benefits of ICT. Yet the full consequences of mobility are yet to be discovered. Political, social and business processes, for instance, are rapidly changing because of the increased mobility of communication. When 4.5 billion people use mobile phones every day, the sheer magnitude of this phenomenon must profoundly change the fabric of society.

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Emerging market Services

During 2009 we launched several services that hold potential for livelihood improvements for the people in the emerging markets.

Nokia Money

In Global financial services initiative in partnership with YES BANK, we have started a commercial pilot of the global mobile financial services initiative in Pune, one of the largest metropolitan areas in India. The service in Pune, called Mobile Money Services by YES BANK, brings financial services to the consumers' mobile devices.

The Nokia Money initiative based on Obopay's platform is initially targeted at growth markets and designed to work in partnership with multiple network operators and banks, involving distributors and merchants in a dynamic open ecosystem to seamlessly provide the new services. In the initial phase: consumers will be able to transfer money to another person just by using the person's mobile phone number, pay utility bills as well as recharge their prepaid SIM cards (SIM top-up). Later on, the consumers will also be able to pay merchants for goods and services.

Nokia Life Tools

Nokia Life Tools provides consumers in rural and sub-urban communities with livelihood and life improvement services, including healthcare, agriculture and education services. Subscribers primarily depend on the agriculture trade and live around the poverty threshold - which makes parting with one or two dollars each month for a mobile service a substantial investment. Since its commercial launch in mid-2009, more than 1.5 million people have already used the service. Nokia Life Tools is available currently in India, Indonesia and China, and is planned to roll out to more markets in the future.

Ovi Mail

There are roughly 4 billion people mostly in developing countries without access to a PC, and Ovi Mail offers them a digital identity. Ovi Mail is an email account specifically designed for on-device account creation, so people can get their first email address and create and manage their accounts – no PC needed. With over 8 million accounts activated in just over one year, Ovi Mail has established itself as the email account for the developing world. Ovi Mail supports over 25 languages, and the email account can be accessed on almost 200 Nokia devices, in virtually every country in the world.

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Risks

Our overall risk management concept is based on visibility of the key risks preventing us from reaching our business objectives. This covers all risk areas: strategic, operational, financial and hazard risks. Political, social, human rights, and environmental risks are considered within these categories of risk, rather than as a separate strand.

The principles set out in our Risk Policy and accepted by the Board's Audit Committee, require risk management and its elements to be integrated into business processes. One of the main principles is that the business, function or category owner, rather than risk specialists, is also the risk owner. However, it is everyone's responsibility at Nokia to identify risks. Risk analysis covers both probability and impact of the risks as well as the ways of mitigating the risks. In the area of corporate responsibility, we follow the precautionary principle, especially in the areas involving environmental risks.

Sustainability-related risks in areas such as products, supply chain and climate change are all analyzed with our risk management process. Related activities are monitored at least twice a year by our sustainability management team and escalated further if necessary.

The most material risk factors as well as the principal factors and trends affecting our results of operations are discussed in our annual report on Form 20-F, which is publicly available.

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3.2
Stakeholder Engagement

We pride ourselves in our straightforward and open handling of relationships, which we characterize as the Nokia Way which in turn defines our four key values. From this perspective we recognize that understanding what stakeholders expect from us as a company is just as important as understanding our customers' expectations of our products. Listening to employees and external parties and translating their expectations into business value is an important Nokia process.

We consider our most important stakeholder groups are employees, customers, and our shareholders. We also cherish and rely on good relationships with our supply chain and sector partners, governments, NGOs and the wider community. Much of this engagement takes place as part of normal business practice. We cover specific stakeholder activities that occurred in 2009 in relevant parts of this report. Dialogue with our external and internal stakeholders improves our understanding of how our activities are perceived, helps us evaluate stakeholder satisfaction, strengthens our social investment programs, and allows us to identify important issues to address.

In this report we show how we live our values in relation with our stakeholders. Our 'Engaging you' value defines what we stand for in the world and predisposes our business approach to be transparent and stakeholder focussed. Coupled with our 'Achieving together' value, which point us towards trusting and collaborative business approaches, our many case studies demonstrate how important stakeholder relationships truly are to us.

The feedback from stakeholder engagement activities and our success in various external recognition arenas (see our Recognition and Awards section) indicates that our stakeholders believe we have made progress in many areas of sustainability. In the future, our stakeholders are looking to us to provide more data and metrics to support our sustainability activities, such as in reporting emissions, and increasing the number of recycled devices. We are also expected to anticipate trends and continue to play a leading role in addressing emerging sustainability issues such as biodiversity and environmental impact of the whole supply chain.

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Our main channels for engaging stakeholders are: public and internal campaigns, small and large group engagement, specific and attitudinal surveys and feedback. We are an active and engaged participant in many industry and sector organizations, not only those specifically concerned with sustainability. These helps us to be better informed on issues and trends and share our learning with others for the greater good of all. In playing a positive role we regularly contribute to the below organizations working groups and committees. We also participate in a number of public policy development initiatives across the world in areas that are close to our business, such as telecommunications, trade, technology, industry, education and environment.

Principal international stakeholder organizations

Organization Name	Specific interest area	Nokia's engagement
Business organizations		
DESC	Promoting the use of ICT to address climate change and energy security	Member
European Roundtable of Industrialists	General advocacy for European industries (48 largest European companies)	Member
International Chamber of Commerce (ICC)	Business sector	Member
RosettaNet	Supply chain trading network	Member
Sectoral organizations		
CTIA	Wireless industry trade body	Member
CARE Electronics	Environmental R&D for electronic sector	Supporter
Digital Europe	Policy advocacy in Europe	Member
Global e-Sustainability Initiative (GeSI)	Sustainability in ICT sector	Full member and member of Supply Chain Working Group
Information Technology Industry Council (ITI)	Policy advocacy in US ICT	Member
Solving the E-Waste Problem (StEP)	Waste issues	Member
Sustainability organizations		
United Nations Global Compact	Business sustainability guidelines	Signatory and members of Caring for Climate Initiative
WBSCD	Sustainability and business	Widespread cooperation, Nokia Chairman is chair
WWF	Climate focussed business environment initiative	Widespread cooperation and member of Climate Savers Working Group

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We constantly strive to activate new channels concerning the ways in which we meet our existing expectations, while at the same time we continue to identify new trends down the road. This window into the future is an important part of our ongoing success as it allows us to understand where systematic improvements can be made.

During 2009, Nokia received some funding from governmental organizations e.g. research and development financing from Tekes, the Finnish Funding Agency for Technology and Innovation (Finland).

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3.2.1
External Recognition and Awards

During year 2009 our extensive work in sustainability was recognized in several forums.

Nokia's long-standing commitment to environmental action was recognized at the Mobile World Congress in Barcelona in February 2009 where the company received the GSMA's first CEO Award for Outstanding Environmental Contribution. The Environmental Award was given to our CEO, Olli-Pekka Kallasvuo. The award is designed to recognize outstanding environmental performance through innovative, sustainable business practices on a significant scale. It honours personal or organization–wide achievement in the area of environmental responsibility, notably tangible progress by organizations within the mobile industry and the innovative use of the mobile platform to tackle climate change challenges on a global basis. This discretionary award is a personal honour for the recipient who is chosen solely by GSMA's CEO. Nokia's global environmental program was chosen as the best in the industry due to its global scale and commitment.

Nokia is the world's most sustainable technology company according to the 2009-10 edition of the prestigious Dow Jones Sustainability Indexes. Already rated for several years as the leader within the Europe and Communications categories, this year Nokia was also chosen as "World Technology Supersector Leader" making it number one across the entire global technology sector. The Dow Jones Indexes are globally respected rankings of how well the world's leading corporations are integrating sustainability into their businesses. Selecting components from 2,500 companies in over 50 countries, the indexes are relied upon by leading institutional investors.

In August Nokia India was awarded double accolades during the V&D 100 Awards, which is the most comprehensive annual survey of the Indian telecom services and equipment industries. Nokia was chosen as the Top Mobile Handset Company of the year as well as the Green Company of the Year. The V&D 100 ranking is the most trusted and widely used survey for those seeking statistics on Indian telecommunications. The 2008-2009 Indian Telecom Industry survey covered over 650 equipment and services companies. For the last six consecutive years Nokia India has been winning the No 1 Telecom and Equipment vendor but what makes the award special this year is the recognition for its take back campaign.

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Nokia was one of the companies included in the group of 12 best performing companies in Carbon Disclosure Project performance rating which assesses actions taken by 500 major multinationals to respond to, and reduce their contribution to, climate change. Nokia was also one of the six disclosure score leaders in Carbon Disclosure Project with fifth highest scores among 111 information technology companies.

Nokia was also included in the FSTE4Good index.

During 2009 Nokia came top in every time in Greenpeace's quarterly greener electronics ranking.

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3.2.2 Accessibility

Accessibility is about making Nokia devices and services usable and accessible to the greatest possible number of people, including customers with disabilities. We have been working on accessibility concerns for more than 10 years, and going into 2010 we continued to offer dozens of device features or applications aimed at providing greater accessibility for people with limitations in hearing, speech, vision, mobility and cognition.

With the Nokia Wireless Loopset LPS-5, for example, t-coil equipped hearing aid users can use a mobile device in a convenient way. We work together with representatives from disability organizations, regulators and academia to discuss accessibility priorities and development.

Nokia Wireless Loopset LPS-5

During 2009, we offered new functionalities for accessibility, including:

- enhanced voice functions on some device models, allowing users to make and receive calls, read messages and send audio messages in eyes-free, hands-free mode
- an improved version of Nokia Magnifier. Available for download at Ovi Store, this is an application that uses the device's camera as a magnifier, helping users read small print
- Nokia Braille Reader, an experimental application that helps visually impaired people read text messages using Braille and tactile feedback

Nokia Braille Reader

Members of the Forum Nokia developer community have also introduced new voice feedback, screen magnification and other applications and services for mobile devices.

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3.3
Health and safety of product use

Electromagnetic fields

All Nokia products, including mobile devices and base stations, operate below relevant international exposure guidelines and the limits that are set by public health authorities, such as the International Commission on Non-Ionizing Protection (ICNIRP). Nokia is committed to making information, such as device Specific Absorption Rate (SAR) values, available for consumers. Our website, www.nokia.com/emf, has more information and links to other sources.

Nokia is also a member of Mobile Manufacturers Forum (MMF), an international association of telecommunications equipment manufacturers with an interest in mobile and wireless communications. The MMF was formed in 1998 to facilitate joint funding of key research projects and cooperation on standards, regulatory issues and communications concerning the safety of wireless technology, accessibility and environmental issues. More information about MMF activities can be found at www.mmfai.org/public

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3.4 Customer satisfaction

Nokia aims to provide products and services that meet the needs of trade customers and consumers. We research the views of both groups to understand where we are succeeding and how we can do better.

3.4.1 Trade customers

We research trade customers' views on Nokia through the Listening to Trade customer survey. An independent research company carries out the survey every year. It reaches executive and operational contacts in a sample of customers that accounts for around 80 percent of Nokia's revenue each year. In 2009, about 500 contacts from 200 customer companies in 70 countries took part. The responses showed satisfaction with Nokia had remained very high, although marginally declined. Comparison with others in our industry placed us strongly ahead of traditional telecoms competitors and marginally ahead of other more recent competitors.

The research revealed that the following Nokia strengths drive customer satisfaction:

- durability and diversity of product range to meet local needs
- ease of use of products
- relationships with our account teams
- high-performing logistics services

We use the consolidated feedback to understand where we can make systematic improvements.

Our account managers discuss initial survey results with their teams and prepare actions relevant to individual accounts. We inform customers of the key local actions planned for their account and send them a response letter highlighting the survey's overall findings and the key improvements. We welcome customer feedback on our plans.

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3.4.2 Operators

Nokia continues to receive enquiries and assessment requests about social and environmental performance from our operator customers. We respond to those requests through our normal customer account management interface.

3.4.3 Consumers

Nokia Care provides support services to consumers through online, email and call centre services, supported by a network of authorized service centers. The support includes basic product information, guides and demonstrations, discussion boards, software updates, advice on specific issues, and warranty repairs. It also helps consumers to find out where to recycle their old products.

We aim to get a wide picture of consumer experience by using different consumer feedback channels and respond with targeted improvement actions. The main feedback channels include consumer satisfaction surveys, feedback through independent market research companies and Nokia Care contacts.

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3.5
Privacy and security

Respect for privacy is part of our commitment to observing high standards of integrity and ethical conduct in all our operations. We aim to adhere to strict privacy standards when we store or process personal data, and when we develop new products and services.

User privacy has become more important for Nokia as we have developed new services to take advantage of the convergence of internet and mobile technologies. Our goal is to develop services users want in ways that ensure their privacy, minimize the amount of sensitive information that is handled and, when sensitive information is shared, that it is treated appropriately.

Personal data

We aim to store and process personal data (including photographs and voice recordings) in ways that protect people's private lives by:

- informing users clearly on privacy and data issues and the choices open to them
- getting the consent of the data subject in advance
- collecting and keeping only relevant data
- ensuring appropriate security of files
- taking special care when transferring data to third parties or across borders
- respecting the right to opt out of having personal data used in marketing communications
- where applicable, complying with the legal requirements of some countries for individual consent to the use of personal data in unsolicited communications

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4.1 Employment practices

Our success depends on the talent and commitment of all of our employees. We strive to create an inclusive workplace that welcomes men and women of different cultural or ethnic backgrounds, skills and abilities, lifestyles, generations and perspectives. We provide excellent opportunities for career development, and are strongly committed to the highest standards of ethical conduct towards everyone who works with us. This has helped us to build the diverse and robust community that is Nokia today.

4.1.1 Consultation and communication

Employees are a vital stakeholder group. We value their feedback on how we run our business. It is equally important that we keep them informed and consult them about changes that affect them.

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4.1.2 Employee forums and collective bargaining

Nokia recognizes the right of employees to join unions and enter collective bargaining agreements. Almost all of our manufacturing facilities have collective agreements in place with one or more labor union, however practicalities vary according to country laws and practices. Employees in our largest factory in India are in the progress of organizing themselves and negotiating. A collective agreement will start immediately once this is complete.

In Finland, legislation stipulates issues on which employees or employee representatives must be informed or consulted. To fulfil the specifics of the legislation we operate several different employee representative bodies. The Nokia EuroForum aims to strengthen dialogue with European employees. Employee representatives typically meet with management twice a year through the Forum to discuss business issues affecting employees. For example, in the meeting on May 6 and 7, 2009 there were 27 employee representatives from eight different countries, including two countries new to the Forum: Romania and Norway. In this meeting, the discussion centered on Nokia's strategy and business updates as well as employee engagement and wellbeing.

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4.1.3 Employee survey

In 2009, 88 percent of our employees in more than 50 countries participated in Listening to You, our annual employee survey. This was our highest ever survey response (85 percent in 2008). The results showed that employees are generally enthusiastic and engaged in the company.

Of the respondents, 68 percent said they are proud to work for Nokia. Some 79 percent of employees see a clear link between their work and Nokia's objectives, and 66 percent enjoy their day-to-day tasks. Around 58 percent of employees surveyed say that Nokia's corporate responsibility activities have increased their overall employment satisfaction. The survey provides feedback from our employees on a range of important issues. We use this feedback when designing our people policies and practices. This report includes a selection of employee responses to questions about specific CR issues, such as inclusion and development opportunities.

Employees can also ask questions about our business, anonymously if they wish, through the company intranet and receive a prompt and openly published response.

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4.2 Nokia Way

4.2.1 The Nokia Way and Values

A flat, networked organization with speed and flexibility in decision-making characterize the Nokia Way of working. Equal opportunities and openness towards people and new ideas are also key elements we want to nourish. Nokia is straightforward when dealing with customers and suppliers, and we always look for innovative ways of creating and introducing products and solutions to the market. We provide individuals with a platform for personal growth in a challenging environment with a clear vision, goals and shared management principles – the Nokia Way. The Nokia Way brings together talented individuals who share these principles, and therefore share success.

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4.2.2 Defining our values

The Nokia Way defines our core values. We reviewed and refined these values in 2007 to engage employees and reflect changes to our business and the way we work. We asked employees to explain what was most important to them to help us create a new set of values that define our company. More than 500 employees from around the world took part in 16 regional events to help us come up with the key themes for our new values. Involving employees at every stage of the process helped us embed a strong values culture throughout the business. The new values are an evolution of the previous Nokia values.

The four values (see below) of our company make us different. They provide a sense of direction for consistent behavior as employees and citizens of the world, and in our quest to become more of an internet company. They act as a foundation for our evolving culture and are the basis of our operational mode. Living up to our values every day is our shared philosophy.

Engaging you

For us, "Engaging you" incorporates the "customer satisfaction" ethic and deals with engaging all our stakeholders, including employees, in what Nokia stands for in the world.

Achieving together

"Achieving together" is more than collaboration and partnership. As well as trust, it involves sharing, having the right mind-set and working in formal and informal networks.

Passion for innovation

"Passion for innovation" is based on a desire we have to live our dreams, to find courage and make the leap into the future through innovation in technology, ways of working and through understanding the world around us.

Very human

Being "Very human" encompasses what we offer customers, how we do business and the impact of our actions and behavior on people and the environment. It is about being very human in the world – making things simple, respecting and caring. In short, our desire is to be a very human company.

For more about the Nokia Way and Nokia Values, visit the careers section in our website.
www.nokia.com/careers/nokia-as-an-employer

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4.2.3 Labor practices and employment guidelines

It is extremely important to Nokia that labor conditions at all our production sites meet recognized international standards. Each of our sites must comply with our global employment guidelines. We assess their performance regularly as well as those of our suppliers. Our global employment guidelines determine how we handle employment issues at each site. They cover:

- compensation
- working time and location
- employee wellbeing
- equal opportunities
- confidentiality and privacy issues
- guidance on external assignments
- conflicts of interest
- efficient communications
- freedom of association, including collective bargaining rights

As part of the human right impact assessments we follow up and take action on operations identified as having risks related to freedom of association, child labor, forced and compulsory labor as well as businesses units at risk from corruption. We monitor actions and the number of incidents of discrimination and corruption in our internal grievance mechanisms and assessment processes.

When making operational changes, we always follow local legislation. In cases of multi-country changes we always take the longest required notice period to inform our employees.

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4.2.4
Labor conditions standard

In 2006, on top of our global employment guidelines and to improve the management of working conditions at factories, we developed the Nokia labor conditions standard. It is based on International Labour Organization and UN Human Rights conventions, and has been benchmarked against international labor laws and standards. The standard provides information and guidelines on how to address the following issues:

- discrimination
- forced labor
- child labor
- freedom of association
- occupational safety
- occupational health
- disciplinary practices
- working hours
- compensation
- management systems

This standard provides a framework to monitor and assess labor conditions in a consistent manner across the business, and improves our communication with external stakeholders on these issues. It makes it easier to follow up after assessments to ensure factory managers implement recommendations in line with the standard. Implementation of it began in 2007 and was completed at all Nokia factories in 2008. We have developed a classroom-based interactive training package to improve awareness of the labor conditions standard among our factory employees. Training is also available online for employees at other sites.

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4.2.5
External temporary labor in production

The percentage of external temporary labor in our total production workforce fluctuates throughout the year. These workers help us meet demand in peak production periods and provide cover when our permanent employees are absent. Our global policy on direct external labor in factories determines how our sites manage external staff. External temporary labor is hired through agencies for a maximum time period, normally 12 months. When selecting agencies, we ensure they have complied with all applicable labor practices.

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4.2.6
Factory assessments

We monitor labor conditions in all our factories to check they comply with our employment guidelines and labor conditions standard. Sites are assessed regularly and plans are developed to address any issues identified. The implementation of these changes is checked through site self-assessment. Labor condition assessments are conducted every second year at all production sites. The most recent assessments took place in 2008.

In 2008, all nine of our main device manufacturing facilities were assessed by a professional external assessment company (STR-CSCC) against our assessment framework. The results showed that the factories had successfully implemented the framework into employment processes. Areas for improvement were overtime control and occupational safety, mainly related to fire safety. We took corrective action where necessary and these facilities received a reassessment in 2009 to ensure full compliance with the framework. To support the framework implementation, all manufacturing facility employees undertake training on the framework principles as part of their induction.

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4.2.7 Employment breakdown

At the end of 2009 our total headcount was 54,717. Of this, 95 percent of the workforce have a regular contract and 5 percent are temporary workers. Analysing the headcount by gender shows us 59 percent of the workforce are men, and 41 percent women. (NAVTEQ is not included in the figures shown in this text).

Employees break down by region:

Asia	36.6%
Europe	49.4%
MEA	0.8%
North America	10.2%
South America	3.0%

Total population by age group Dec 2009

Age Group (years)	
Under 20	3%
20-29	36%
30-39	37%
40-49	19%
50+	5%

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4.3 Diversity

Inclusion

We believe that diversity and inclusion in the workplace bring competitive advantage. Employees from diverse cultures and backgrounds bring insights into our customer base around the world, adding value to our business. Nokia is committed to equal opportunities and does not condone discrimination of any kind. This commitment is embedded in our Code of Conduct. Having a plan for actively managing equality and diversity has shown us that employees stay longer in the company; they have better company loyalty and have higher levels of satisfaction toward their work in general. To further educate our workforce on the benefits of being a more diverse company we have developed and begun deployment of the Nokia Cultural Connections Game.

Being a global company with teams all over the world brings challenges as well as benefits. Studies have shown the biggest challenges facing diverse virtual teams are language difficulties and feelings of loneliness when a team member is working remotely from other team members. We have recognized this challenge and are working on enhancing employees' ability to work in these teams.

The benefits that effective diverse team-working can bring are remarkable. They include complex problem solving, creative thinking, system flexibility and cost savings, to name just a few. Leading a diverse team can also be a challenge. As wellbeing-at-work studies have shown, taking care of every team member by making them feel part of the team is extremely important and can increase both the wellbeing of an individual as well as company performance. We offer a range of options that promote flexible working to help employees balance the demands of work and home life.

We are integrating diversity targets into our global people management processes. For example, we ask our leaders how they create an inclusive environment as part of their general performance self-assessment questionnaire. Their responses are used to identify areas for improvement and share best practice across the business.

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We are tracking our progress in this area using qualitative and quantitative targets. In 2009, 69 percent of employees, participating in our annual employee survey, felt that all our employees are treated as individuals regardless of age, race, gender or physical capabilities. In 2009, 13.8 percent of senior managers were women, up from 13.7 percent in 2008. Additionally in 2009, 50.7 percent of the senior managers were non-Finnish, an increase from 47.4 percent in 2008. Our policy is to employ local people wherever we work. Around 115 different nationalities work at Nokia. The way we calculate the non-Finnish and women figures was changed to the year-end figure for the 2009 report to enable direct comparison with NSN data. Previously we used figures based on averages across the whole year. (NAVTEQ is not included in the figures).

Cross-unit solutions teams

Like many companies, we tend to work structurally across our units. However, we believe the future is about everybody working more collaboratively. To best meet the needs of consumers, we need to move away from working in technology silos to working in teams spanning all our areas of work, from services to markets and product offerings.

Because change often happens informally and from the ground up, at Nokia we need to have teams that start to change things for themselves. Diversity, inclusion and gender balance will play a very important part in this transformation.

Our head of HR in Finland recently highlighted the following key points about the importance of diversity:

- Increasing diversity has been an important focus area in Nokia for many years. Working in a global market requires a diversity of employees to match. We monitor the percentage of women in our top management positions.
- As the service component of our business offering has become more important, our understanding of the similarities and differences in the standpoints of both women and men has increased.
- We have recently tried to better understand the specific challenges our business units face in increasing diversity.
- We have improved but we could do more to strengthen our diversity programs (see below).

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4.4 Talent development

4.4.1 Education policy

In a knowledge-based economy, education is key to providing younger generations and adults with the required skills and competences to manage their lives. It also helps provide the talented new recruits companies need.

Our Education Policy team talks with governments and educational institutions to help them shape and modernise education systems and syllabuses to better reflect the needs of global competition and the ICT revolution. The team also has a role in communicating with our business units to identify their long-term competence requirements and help them find partners in the training and education of personnel.

Raising the profile of ICT among girls

In 2007, to raise the profile of technology companies as interesting, international and human places to work, Nokia joined an EU-wide effort to promote careers in ICT among girls. Set up by EU commissioner Viviane Reding, the industry-wide program encourages schoolgirls to shadow female engineers during a typical working day. We are pleased to be able to support the program, which offers us an insight into the consumer habits of teenagers while giving girls the chance to find out that studying maths, sciences and technology can be fun, inspiring and can lead to international careers in ICT.

For many years we have also sponsored the Finnish website www.techgirls.fi

Ensuring Asian experience in future management

Our Asian Talent Pipeline (ATP) is a long-term global umbrella for multiple initiatives that the organization has been steadily investing in and working upon over the past two years. Its aim is to build a significant proportion of leaders in global management teams that have Asian experience and that can lead and deliver on the strategic business vision that we have for these markets in the future.

Through the ATP initiatives, we have successfully identified and provided training opportunities for more than 100 senior leaders across our Asian operations. We have also maintained a skills databank used for job rotation, decision-making, mentoring, short-term assignments, and cross-cultural competence development.

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4.4.2
Training and development

We fully believe in training and want employees to be able to develop with us, both personally and professionally. To achieve this we offer an integrated package of classroom training, on-the-job learning, individual coaching, and mentoring. We encourage people to learn through active participation by trying new roles.

We provide a variety of mandatory and voluntary training opportunities for our employees to help them develop a broad range of skills for the workplace, as well as the competencies specific to their role. We offer thousands of internal training options, as well as many external training opportunities. To match local needs, training may be tailored and may also be available in local languages. We operate the 70-20-10 approach to training, where 70 percent of training is on-the-job learning (projects, assignments, and international transfers). Mentoring and coaching accounts for 20 percent, while only 10 percent of employee learning and development comes from traditional classroom training or e-learning. We encourage e-learning opportunities where possible as these are environmentally preferable and cost efficient.

We do not track training hours, only the costs of training. During 2009, we spent EUR 25 million on training for employees working in areas other than production (NAVTEQ is not included in the figures). This equates to EUR 748 for each employee.

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4.5 Performance management

4.5.1 Performance evaluation

Open dialogue about performance and opportunities for development helps to motivate our employees. We encourage managers to coach employees continually as well as having at least one formal personal development discussion every year.

Our 2009 employee survey showed that 71 percent of those surveyed felt that their manager helped them know what is expected of them, 61 percent said that they received regular feedback from their manager to improve their performance and 62 percent indicated they understand how their performance is evaluated. We understand that praise is an important motivator and want to create a culture where team members recognize achievement and help each other perform well.

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4.5.2 Leadership

Strong leadership is vital for the continued success of our company. In 2007, we launched a new leadership model – True Nokia Leader – alongside our new strategy and values. The True Nokia Leader must bring our values to life, consistently ensuring that they form relationships based on trust and deliver extraordinary achievement, growth and development for individuals, teams and our business. The model will guide our leadership development activities and the performance evaluations of managers and leaders.

In the same year we were named number one company in Europe and number three in the world in a Top Companies for Leaders study conducted by human resources company Hewitt Associates, in partnership with Fortune magazine. The study examines how organizations identify and develop future leadership capability and analyzes the links between leadership practices and organizational performance.

Our annual all-employee survey showed that there was a growing gap between our most and least engaging leaders. To address this, we are launching a program called Leaders Coaching Leaders, in which recognized top managers take a coaching role to inspire other managers to improve. Good leadership and the engagement of employees are especially crucial in this time of transformation.

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4.6
Performance-based rewarding

Nokia rewards employees competitively through a global reward framework designed to recognize individual contribution and achievement. Levels of compensation are determined by local labor markets and take into account both individual and company performance.

In 2009, 28 percent of those participating in our annual employee survey felt their pay was competitive. This was a decrease from the previous year and is partially due to the economic crisis, which led us to initiate a cost savings program. On top of this, bonus payouts were significantly lower than previous years as these are directly linked to the key company financial performance.

In response to this, we have launched a new program called Kudos. Kudos are given by a manager to thank and recognize an employee for demonstrating the Nokia values in the way they do their job, or delivering something special and being an exceptional team member.

Gender demographics vary greatly both between the many countries where we operate and employee categories. For our indirect (non-production staff) we use a global framework to set salary bands which are applied to people regardless of gender/age, etc. We also regularly benchmark with other companies in the industry to ensure we are paying competitively. For our production staff, we have agreements which specify the salary for each role and experience level. These are applied consistently irrespective of gender.

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4.6.1 Incentives

Our reward programs – including bonuses – recognize performance based on individual, team and company results. A wide number of employees are eligible to join our equity programs, based on rewarding performance and retaining top employees. Our broad-based equity compensation programs include stock options, performance shares and restricted shares. Performance shares are the main element of the company's broad-based equity compensation program to further emphasize the performance element in employees' long-term incentives. Our compensation programs promote long-term value sustainability of the company and ensure that remuneration is based on performance. The rationale for using both performance shares and stock options for employees in higher job grades is to build an optimal and balanced combination of long-term equity-based incentives. The equity-based compensation programs intend to align the potential value received by participants directly with the performance of Nokia. We also have granted restricted shares to a small selected number of key employees each year. The equity-based incentive grants are generally conditioned upon continued employment with Nokia, as well as the fulfillment of performance and other conditions, as determined in the relevant plan rules.

Some of the highlights of our various incentive programs operating in 2009 include; cash incentive/bonus plans (100 percent of our non-production employees participate in short-term incentive); R&D incentive; sales incentive and short-term bonus plans.

We communicate with employees about the effect of business results on their incentives after each quarterly announcement through articles and video messages on our intranet news channel, the News Hub. We also communicate through quarterly letters, blogs, webcasts and face-to-face meetings. Information is also available on the Know Your Business section of our intranet.

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4.7
Reorganization and restructuring

We had several restructuring events within Nokia in 2009. One was an announcement that our R&D group would reorganize. The goal was to ensure R&D adds maximum value to our competitiveness by better understanding our consumers, bringing new experiences and creating devices people truly desire - while increasing productivity. After several months of rebuilding and defining new ways of working, day one for the new R&D organization, and its more than 12,000 employees was, 1 July 2009.

Another key event was an announcement in early 2009 of plans to increase cost-efficiency and adapt to the challenging market environment. Specific financial targets were given to the financial and investor community, which have been actively followed. While there were significant savings from various programs, ultimately we realised the need to reduce the employee base to match the new market conditions. In line with our values, in February 2009 we announced new voluntary measures aimed at reducing personnel-related costs while reducing the need for involuntary redundancies. The initiatives included the global voluntary resignation package and the wider use of short-term unpaid leave and sabbaticals. Employees and their representatives also proposed many ideas to help reduce personnel-related costs. For example, employees based in Finland were encouraged to take their "holiday bonus" as time off instead of taking cash compensation.

Thanks to these programs we were successful in reducing the need for involuntary redundancies. Of the total reductions that we made in 2009, less than 25 percent were involuntary. During 2009, the rate of voluntary attrition at Nokia was 12.8 percent. This is a significantly higher figure than in previous years (9.3 percent in 2008) and is directly related to the cost saving programs announced in early 2009.

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4.8 Health, safety and wellbeing

4.8.1 Management practices

The health, safety and wellbeing of our employees is vital to the success of our business. Our Occupational Health and Safety (OHS) Policy sets out our commitment to provide safe and healthy working conditions for all our employees and promote wellbeing at work. We work with our contractors, suppliers and customers to continuously monitor health and safety issues and meet our commitments.

As a global company we have selected the Occupational Safety & Health Administration (OSHA) guidelines for accident and illness reporting. OSHA has issued specific guidelines and reporting instructions (documented in part 1904: Recording and Reporting Occupational Injuries and Illness) that we use for all global reporting. If we need to report locally, we refer to the appropriate local standards. Local reporting of these figures is not within the scope for Form 20-F, corporate responsibility reporting or assurance procedures. Read the OSHA regulations www.osha.gov

Health and safety is managed by the global OHS unit, part of our human resources department. The unit is responsible for developing our health and safety strategy, and annual action plans. The global OHS team coordinates and facilitates health and safety arrangements in individual countries, each of which have their own health and safety services. The team also develops standard operating procedures to help us standardize procedures for hazard identification, risk assessment and incident reporting across our global operations. We run a range of campaigns and training programs to raise awareness about health and safety issues.

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4.8.2
Health and safety performance

As of December 31, 2009, we had 22,935 employees working directly in production, including manufacturing, packaging and shipping, at our 10 mobile device manufacturing facilities. During 2009, the injury and illness rate among all our employees at our nine major production facilities was 0.49 (a decrease from 0.6 in 2008). Work related absences are included in the calculation, however general absences (e.g. someone getting the flu) are not included.

In 2009, Nokia's global injury and illness rate was 0.49, continuing a three-year downward trend (it was 0.82 in 2006). There were no fatal injuries. There is no global industry average to compare against, but as an example of the range, our injury and illness rate in 2009 was lower than the United States Bureau of Labor Statistics' injury and illness rate, which was 1.8 for computer and electronic product manufacturing in 2008. The USBLS numbers for 2009 are not yet available. (NAVTEQ is not included in the figures mentioned above). During 2009, a comprehensive program was developed and deployed at all our sites in response to the H1N1 virus pandemic. This included education about the virus, advice on methods to control the spread and additional hygiene supplies in cafeterias and bathrooms. Where possible, the vaccine was offered to employees and contingency plans were developed in case large numbers of employees became sick.

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4.8.3 Employee wellbeing

The general wellbeing of employees makes a big difference to their engagement and productivity at work. In the 2009 employee survey, 61 percent of the respondents felt that their manager supports them in their efforts to maintain a work/life balance. Over the past three years, there has been a steady increase in the proportion of positive responses on wellbeing, indicating an improvement in awareness and attitudes among our managers. We created a global Wellbeing Policy as part of our HR strategy in 2008. The policy is based on our existing wellbeing-at-work model and guidance from our wellbeing working group, which includes employees.

We are pleased that the majority of employees feel supported but recognize there is still room for improvement. We are encouraging managers to discuss with employees how work affects wellbeing and to set wellbeing targets. We encourage our employees to make use of our products to increase their mobility and work from home where possible in accordance to practices and rules. We held a summit for employees to discuss new ways of working this year. We do not discriminate against existing or potential employees with chronic health conditions that do not prevent them from working. However, where applicable, new recruits may be asked to complete a medical evaluation to ensure they are fit enough to do their work safely.

Our increasing focus on employee wellbeing and physical fitness has sparked new initiatives. In 2009, we organized a first global fitness event - a five kilometre running/walking event at over 60 Nokia sites. Before and during the events we offered information on health promoting exercise and also introduced our thinking on the importance of employee wellbeing, as outlined in the People Strategy. Besides increasing the attention on physical fitness, the target is to make the events fun and inspiring, thus also increasing the Nokia spirit and feeling of togetherness.

In 2009 we developed an internal Wellbeing Survey in cooperation with researchers from Helsinki University of Technology (now known as Aalto University of Science and Technology) and Stanford University. The survey includes elements such as health and habits, job satisfaction, organizational resources, personal resources, life balance and recovery and stress management. The survey can be used to get an understanding on the wellbeing level of both teams and individuals and it provides information on the areas where actions to promote wellbeing are needed the most. The survey was piloted on a limited scale in 2009 and will be launched globally in 2010.

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4.9 Working together, making a difference

Our mission is to make meaningful contributions to communities in the countries where we operate. However, we do not have a global one-size-fits-all volunteering policy. Instead, our program is an umbrella for locally relevant volunteering activities.

Volunteering is an important part of our global corporate responsibility approach. Thousands of our employees contribute their time and effort to worthy causes in their communities. The program revolves around connecting people. We aim to engage our employees as well as influence our corporate culture in a sustainable way.

Through volunteering we are able to learn new skills and gain new perspectives. Volunteering also helps to create a balance between our personal convictions and professional lives.

It is important to encourage and support employees who want to contribute. In recognition of this, employees can take one to two working days per year as a Nokia Helping Hands day. Through this, employees can go out into the community and contribute to a good cause.

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4.10 Code of Conduct

Nokia's Code of Conduct is based on the highest ethical standards. It defines the context of our ethical and sustainable business practices. The Code was introduced in 1997 and its last revision was January 1, 2009 following Group Executive Board approval. The revision has expanded sections on areas such as environmental and privacy issues with continued emphasis on ethical, responsible and sustainable business conduct. It has been translated into the 34 most widely spoken languages in the company.

A company-wide training program on the new code began in the spring of 2009, with the aim of raising employee awareness of the way we conduct business. The training additionally covers topics such as bribery and corruption, and labor conditions. By the end of the year, 85 percent of all Nokia employees had taken the associated e-learning or classroom training. The training module is offered in 11 languages. The training program was also launched at NAVTEQ and Nokia Siemens Networks. Further training continues during 2010 with the goal of reaching 100% of employees.

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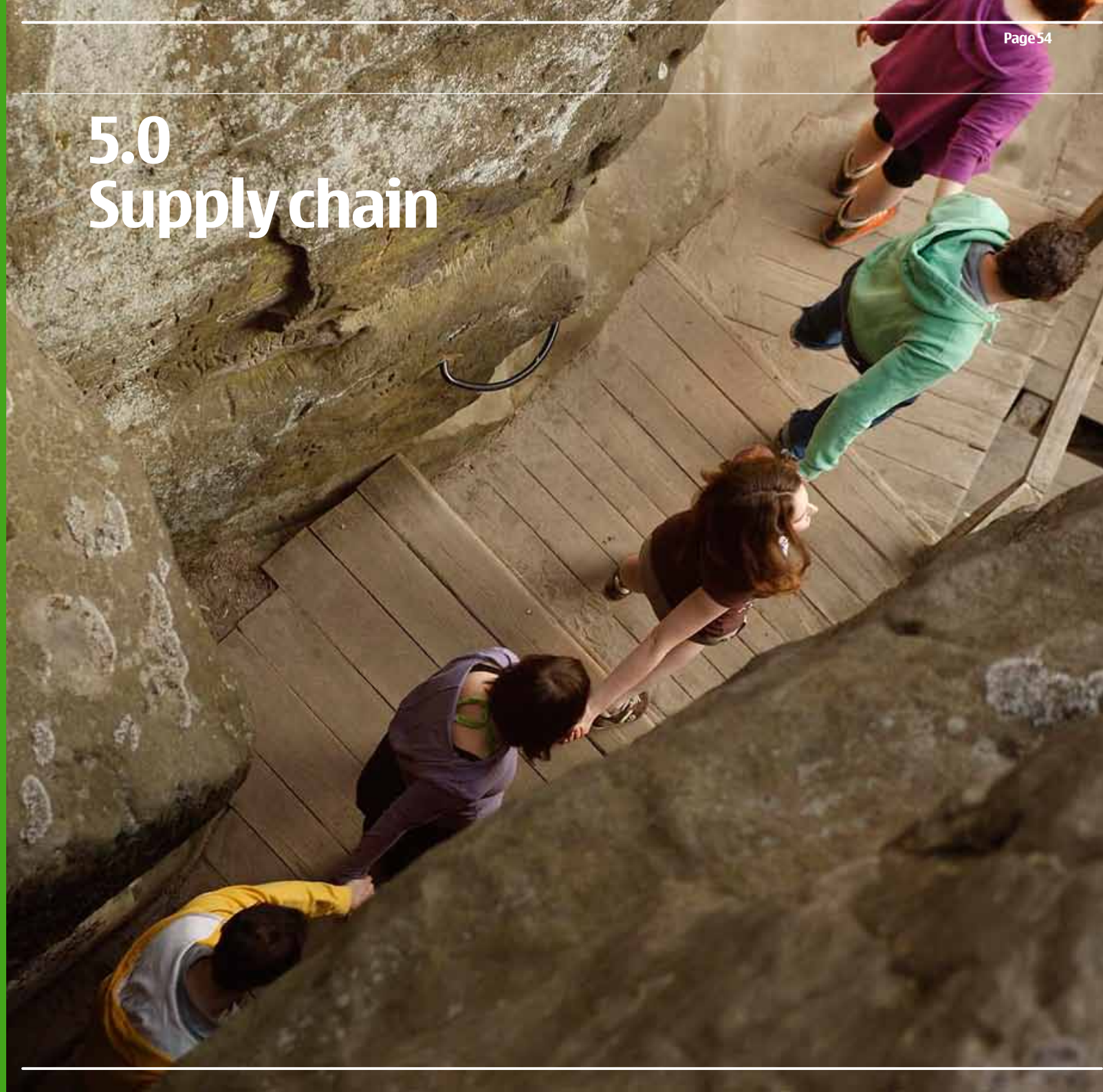
5.0 Supply chain



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5.1
Supplier requirements

An essential part of our work is to define clear expectations for our suppliers wherever they are located. We have developed a comprehensive set of global Nokia Supplier Requirements (NSR), which include environmental and social requirements based on international standards: ISO 14001, SA 8000, OHSAS18001, PCMM and ILO, and UN conventions. Our list of environmental and social supplier requirements can be found from our webiste www.nokia.com/corporate-responsibility/supply-chain/nokia-supplier-requirements (NAVTEQ has its own approach to supply management which are not included in the figures shown here).

One NSR-defined supplier requirement is having a company level code of conduct in place. Codes of conduct are specified as covering topics such as corruption, general business routines, health and safety, human rights, working conditions, social rights and environmental standards. We surveyed our suppliers' code of conduct implementation and found that 92 percent met our requirements. We have asked those suppliers that have not met our expectations to take corrective action.

From an environmental perspective we require all suppliers to have an environmental management system in place. Certain suppliers are required to have certified EMS (for example, ISO 14001). At December 31, 2009, 92 percent of our direct suppliers' sites were certified to ISO 14001. These certified suppliers accounted for more than 98 percent of our hardware purchasing expenditure during the year.

We source components, materials and services from suppliers all over the world and continually strive to improve our way of working as we learn how to be more effective and efficient.

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5.2
Supplier performance

Openness and trust are important aspects when working together with suppliers and driving compliance and performance improvements. We find that some suppliers have well-developed corporate responsibility programs, while others need more support. We use supplier assessments (self and on-site) to understand individual supplier performance level and compliance to our requirements. We also conduct supplier satisfaction surveys to get feedback on our approach.

The results of the supplier satisfaction survey reflect how we perform on topics such as planning, relationship management and whether other business expectations force suppliers to compromise on their environmental and ethical level of compliance.

In 2009, on average, the respondents of the supplier satisfaction survey gave an overall rating for doing business with Nokia as 79 percent on a scale where zero percent represents an unacceptable level and 100 percent an excellent level. Furthermore, on average the respondents rated the overall level of Nokia's approach to corporate responsibility as 91 percent.

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5.2.1 Supplier self-assessments

In July 2009 we started to replace our previous SER self-assessments with the self-assessment questionnaire (SAQ) delivered through the online Electronic Tool for Accountable Supply Chains (E-TASC). E-TASC is a joint effort of the Global e-Sustainability Initiative (GeSi) and the Electronic Industry Citizenship Coalition (EICC). It is a web-based information management system to help companies collect, manage, and analyze social and environmental responsibility data provided voluntarily by their suppliers.

By the end of 2009, 14 Nokia suppliers had completed a total of 59 E-TASC SAQs. Of these, 12 were corporate-level (covering overall company performance on environmental and social criteria) and 47 were facility-level (covering performance at the production, administrative and service unit level). The average corporate SAQ score was 89.5 percent and the facility score was 87.4 percent. A higher score indicates a lower risk that the supplier's labor, health and safety, ethics and environmental practices and processes are falling short of expectations.

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5.2.2 Supplier on-site assessments

Although every Nokia employee has the opportunity to spot issues of environmental and social responsibility concern when visiting a supplier facility, officially we have two types of on-site assessments: system and in-depth assessments.

We monitor compliance with the Nokia supplier requirements (NSR) through regular system assessments. These involve a review of the supplier's complete processes and management system against NSR. All new suppliers must undergo a system assessment, together with suppliers who have undergone significant organizational changes and those considered to be at highest risk of non-compliance or with a strong need for development. Key suppliers are generally assessed every two years. During 2009, we conducted 58 system assessments.

Read more about system assessments
www.nokia.com/corporate-responsibility/supply-chain/supplier-performance

The second type of on-site assessment is called an in-depth assessment. These provide an opportunity for more insight into how a supplier is managing and performing against the ethics, environment, labor and health and safety requirements defined in NSR. Suppliers undergo in-depth assessments for a variety of reasons. These include if they are:

- new and strategically important
- identified as having significant or potential risks (from risk assessments, system assessments, feedback from sourcing personnel or third parties)
- located in a new country where we have little knowledge of potential issues of concern

In 2009 we conducted five in-depth labor, health and safety and environmental assessments.
Read more about in-depth assessments
www.nokia.com/corporate-responsibility/supply-chain/supplier-performance

Assessments are useful because they highlight a supplier's best practices as well as risks and opportunities for improvement. However, they typically provide a snap shot of a situation and, used alone, they do not always provide the right solution. To drive sustainable change we often need to combine assessments with other tools and approaches including face-to-face meetings, performance metrics and targets, development programs, trainings and supplier-focused events.

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5.3
Supplier performance metrics and targets

A Nokia product has environmental impacts at each stage of its life cycle, from raw material extraction through to end-of-life disposal. In sourcing, our aim is to reduce the environmental impact of the supply chain part of the life cycle. As well as driving performance improvements through our requirements and assessments, we also work to drive improvements through environmental performance metrics and target setting.

In 2009, we further increased the visibility of our suppliers' environmental performance and target setting, concentrating on four key areas: energy consumption, carbon dioxide (equivalent) emissions, water use and waste generation. Looking at the suppliers of commodities (representing 70 percent of our overall expenditure on hardware), which have the highest impact from a life cycle analysis perspective, 93 percent have company level reduction targets for energy, carbon dioxide (equivalent), water and waste in place and monitored. In 2010, we plan to extend this scope further as part of continuous improvement.

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5.4
Training and building capability

Building capabilities within our suppliers' and our own organization is important for sustainable improvements. Before our suppliers can be expected to meet our requirements, it is first important that our own sourcing personnel are familiar with our requirements and commitments so that they can support implementation and talk to suppliers in a consistent way. During 2009, sourcing personnel received the following:

- training on Nokia's Code of Conduct
- in-depth labor, health and safety and environmental assessor training
- Nokia Substance List v2010 training
- Nokia approach to REACH info-sessions

In 2009, to help suppliers understand our expectations and so they can implement requirements and support continuous improvement, we provided them with training on:

- the Nokia Substance List v2010
- the Nokia approach to REACH
- Nokia environmental product requirements

We also continued development programs with key suppliers.

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5.5
Sourcing materials

In addition to our suppliers' operations we also need to consider the materials they provide. Our main objective is that we know all the materials in our products, not just those that raise concerns, and that they are safe for people and the environment when used properly. Our sourcing organization and suppliers play a key role in ensuring our components and parts are safe and compliant with the Nokia Substance List (NSL).

In June 2007, the EU regulations on the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) came into force. According to this regulation, companies have obligations to ensure that the chemical substances they manufacture, import or are found in their products that are considered as "substances of very high concern" are registered, authorized or notified according to legal requirements. During 2009, we continued to monitor the candidate list of "substances of very high concern" and to compare it against our material content data that we collect from suppliers, to identify potential risks and necessary actions.

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5.5.1 Origin of raw materials

Even though we do not source or buy metals directly, we are very concerned about poor practices at some mine operations around the world. We require high ethical standards in our own operations and our supply chain. Mining activities that fuel conflict or benefit militant groups are unacceptable.

We became aware of the potential link between the mining of coltan and the financing of the conflict in the Democratic Republic of Congo (DRC) in 2001 and took action immediately. Coltan is an ore that contains tantalum, which is a material used in many consumer electronics products.

Our Nokia Substance List 2010 requirements, backed up by written statements from our suppliers, are aimed at ensuring that our products do not include tantalum derived from illegally mined coltan.

Despite the complexity and the fact that there are typically four to eight supplier layers between Nokia and any mining activities, we are actively working to tackle these issues. This work involves increasing the transparency of the supply chains of these materials, understanding the commitments of each tier, working at an industry level (through the Global e-Sustainability Initiative and the Electronics Industry Citizenship Coalition extractives working group) and with stakeholders. We are also working with suppliers of other minerals, such as cobalt and tin, to improve transparency in our supply chain and understand how we can promote standards and use alternative new substances, such as biomaterials.

Read more about raw materials from our website
www.nokia.com/corporate-responsibility/supply-chain/substance-management

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5.6
Industry collaboration

We have been a full member of the Global e-Sustainability Initiative (GeSI) since 2007 and a member of the GeSI Supply Chain Working Group (SCWG) since 2004. This group works closely with the Electronics Industry Citizenship Coalition (EICC).

The main aims of this collaborative effort are to promote good conduct and to develop and deploy a consistent set of tools and processes to measure, monitor and improve CR performance across the ICT sector supply chain. As part of our membership of the GeSI SCWG, we continue to actively participate in the Learning and Capability Building, Validated Audit Programme and Extractives working groups' collaboration with EICC.

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6.0
Corporate social investment

We aim to bring value to society through our everyday actions.

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6.1
Corporate social investment strategy

We aim to bring value to society through our everyday actions. This means recognizing that mobile phones have become important tools for social development. Many governments, UN agencies and non-profit organizations have also recognized the potential for mobile communications to transform the delivery of essential services to people of all income levels. With our devices in the hands of about one billion people around the world, the challenge for us is how to fulfil our potential.

Against this backdrop, Nokia reshaped its corporate social investment focus in late 2009. We looked at where we felt we could make the largest impact and how we could align our goals with priorities established by credible, independent agencies. As a result, our aim will be to use mobile technology to help achieve education for all – that is, to use our products, services and technology to help achieve the United Nations' UNESCO's Education for All objectives. We have aligned our plans with the program's 2015 timeframe and we will report against its objectives in future years.

Our shift is due to two main factors: a marked reduction in the cost of mobile phones and the significant expansion of mobile networks. As a society, we have barely scratched the surface of what mobile communications can achieve. We expect to see significant change by 2015, especially if the affordability of mobile data services can be improved. This change does not mean an end to more traditional philanthropy. We will, for example, continue to invest resources in disaster relief and the specific activities of non-profit organizations around the world.

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6.2
The development of our corporate social investment programming

In the 1860s, our founders paid for the schooling of employees' children. In 2009, we continued to build on this 140 year-old legacy of youth development with projects tailored to local needs. The vast majority of our multi-year projects from 2008 continued in 2009. These ranged from youth employability projects in ten Latin American countries to youth volunteering projects in central Europe. Our work in 2009 focused on two main areas: youth development and mobile communications for development.

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6.2.1 Mobile technology for development

Data gathering

Nokia Data Gathering software continued to be taken up by government and non-profit clients. With this system, organizations can replace traditional data-gathering methods (such as paper questionnaires) with mobile phones. By transmitting data in real time rather than relying on carrying paper around, this system saves organizations a great deal of time. It also saves money because it removes the need to duplicate data entries from form to form. Most importantly, it improves outcomes.

In 2008, we reported the first case of Nokia Data Gathering used to manage a dengue fever outbreak in the Amazon. In 2009, the number of cases of dengue fever fell by 90 percent. This result was due to a concerted effort by local authorities, and we believe the software played an important role in helping to identify the precise location of dengue larvae and enabling faster response times. We cannot claim that the software was responsible for this great result, however, because speed is so important to identifying and eradicating dengue larvae, being able to transmit GPS-precise data in real-time made a big difference.

This software was also adopted by the Liberian government for use in a birth and death registration system. Liberia has re-emerged as a vibrant, independent country after its civil conflict. By properly recognizing and identifying its citizens, such a system will help Liberia establish and protect important rights, such as eligibility for pensions and ownership of property. In addition to these cases in Liberia and Brazil, we have seen uptake of the software by others across a wide variety of organizations, geographies and sectors. We aim to share the details of these projects in future at www.nokia.com

Education delivery

The Nokia Education Delivery is a software set-up that allows high-quality education materials to be delivered to schools over mobile networks. This system expanded in 2009, due to the growth of mobile networks across the world. Following the success of the project in the Philippines, where it has improved access to materials for one million children, we donated software licenses to build a similar project in Tanzania. Led by the Tanzanian Ministry of Education and Vocational Training, the project has already reached tens of thousands of children. It succeeds largely due to the unique partnership structure, drawing on the strengths of organizations like the Pearson Foundation, Vodacom, USAID and the International Youth Foundation. We are expecting Latin America to take up the system in 2010.

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Nokia Education Delivery relies on the use of one phone per classroom. However, in 2009, we also worked with the South African Ministry of Education to prepare a proof-of-concept for individualised mobile learning. The concept is based on the social media application Mxit, which is already used by 18 million youths in South Africa. The project covered eight schools and 280 students across the country, with encouraging results. As a result, we aim to extend the concept to 30 schools and 3,000 students in 2010. We also plan to test the same concept in Finland in 2010, with a view to rolling it out elsewhere.

Another educational program we funded is the mobilisation of our Ekapeli software. This software, created originally for PCs used by the University of Jyväskylä, helps students with dyslexia learn by taking part in a game. Students playing the game on the phone saw greater improvement than students using the same game on a PC – a surprising result, because it had been assumed that the smaller screen would be less engaging. It has been suggested that the benefit of playing the game on a phone is that it allows shorter but more frequent interactions.

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6.2.2 Youth development

In 2009, we continued to support a diverse range of youth development projects across the world, all aimed at addressing needs identified by local partners. Nokia's youth life skills initiative with the International Youth Foundation continued to deliver benefits to youth and communities in more than 20 countries. This included an expansion of our commitment to the Inter-American Development Bank's Entra 21 (employability) program in Latin America. Nokia's participation in Entra 21 is now entering its fifth year and has opened doors for thousands of disadvantaged young people.

Across Africa, we continued to support the work of Plan in projects designed to improve awareness of child rights. These projects, spanning 15 countries, highlight the different needs across regions and within them. While not drawing on mobile communications in their program design, we are currently reviewing whether similarly modelled projects can be enhanced through the introduction of readily available and affordable technology.

The evolution of our approach towards UNESCO's Education for All goals will result in further investment in youth programs, as educational projects tend to skew towards younger audiences. It will also see a search for concepts that we can scale up without a linear increase in cost. This is important because we want to have a positive impact on a global scale. The changes we plan for 2010-2015 mean stronger participation in achieving communities' educational goals.

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6.3 Disaster relief

We try to respond to disaster crises appropriately, working together with our non-profit partners around the world. Our response depends on the severity of the situation, our presence and ability to make a meaningful contribution. In 2009, we gave financial or in-kind support in several locations, including Chile, the Philippines and Indonesia.

In 2010, we are focussing more on disaster preparedness including the development of mobile based tools and applications. We believe there are ways that mobile technology can greatly improve the ability of organizations to respond more quickly and effectively. Furthermore we intend to explore ways to deploy our knowledge and skills for the benefit of disaster relief efforts.

6.4 Employee volunteering

Employee volunteering is an important part of Nokia's global corporate responsibility approach. Every year, thousands of our employees contribute their time and effort to worthy causes in their communities.For more about employee volunteering, see Working together, making a difference.

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7.1 Environmental strategy

Nokia aims to be a leading company in environmental performance. Our vision is a world where everyone is connected and contributing to sustainable development. We want to shape our industry and drive best practices in this area.

We recognize the importance of evaluating our value chain's use of ecosystem elements like water and fibre as well as our emissions to the environment. We have started to study this more closely using different analytical methods.

In 2009, we continued to look for possibilities to reduce the environmental impact of our devices and operations. The areas we looked at included our use of materials, energy efficiency, our take-back of used products and the eco services we provide with our phones to help people make sustainable choices and consider the environment in their everyday lives. More than one billion people use a Nokia phone, so we have a unique opportunity to make an impact that goes beyond our own activities.

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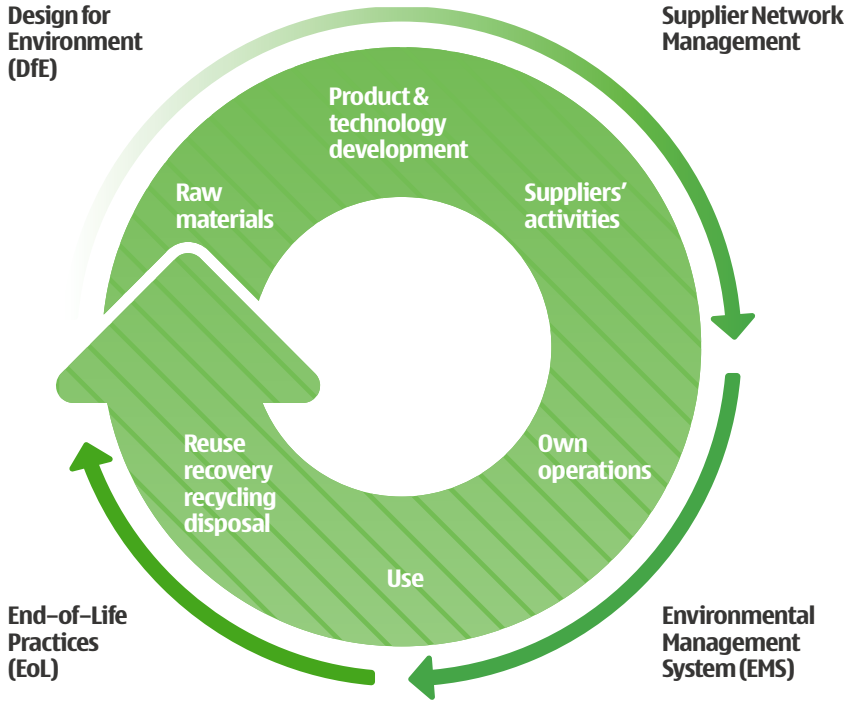
7.1.1 Minimizing our environmental footprint

Our environmental work is based on life cycle thinking. This means that we aim to minimize the environmental impact of our products at every stage of our operations, beginning with the extraction of raw materials and ending with recycling, treatment of waste, and recovery of used materials. We achieve this by better product design, close control of the production processes, and greater material reuse and recycling.



Nokia strives to reduce the possible harmful environmental impact of its products, services and operations over the entire product life cycle.

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7.1.2 Key focus areas

Our environmental efforts focus on four issues:
Substance management. We work closely with our suppliers and require full declaration of the substances we use in our devices. Our work is based on the precautionary principle and we aim to continuously reduce the amount of substances of concern. We also explore opportunities for using new, more environmentally friendly materials.

Energy efficiency:
Over the last decade, we have reduced the average no-load energy consumption of our chargers (the amount of energy the charger continues to consume after the phone has already charged) by over 80 percent, and our best-in-class chargers by over 95 percent. We also work to reduce the energy consumption of our own operations, as well as contributing generally to reducing energy by the nature of the products and services we make – for instance, through dematerialization (removing the need for a hard product by introducing an equivalent internet service).

Take-back and recycling:
We take part in collective recycling schemes with other equipment manufacturers in Europe and Australia and have our own 5,000 collection points for recycling used mobile devices and accessories in around 85 countries. We also engage in local recycling awareness with retailers, operators, other manufacturers and authorities around the world. We work with qualified recyclers to ensure that obsolete devices are treated and disposed of properly at the end of their lives.

Promoting sustainability through services and software:
We have developed eco services for our phones to help people to make sustainable choices and consider the environment in their everyday lives. A variety of eco services are freely downloadable in Nokia devices and Ovi Store.

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7.1.3 Climate strategy

Nokia's climate strategy includes specific targets covering areas that contribute to our direct and indirect CO_2 emissions. In 2009, the four main areas continued to be:

- our products and services
- our operations
- our facilities
- making the most of mobile and virtual tools in our way of working and management practices

Goals

We created a climate strategy in 2006. The strategy includes a range of targets (below) marked [V] and our performance in meeting these targets is externally verified. The statement of the latest verification round (June 2010) can be found from our website www.nokia.com/environment

Products and services

- Reduce the average charger's no-load power consumption from 2006 level by 50 percent by the end of 2010 (V).
- Continue to study new technologies that use renewable energy resources, such as solar panels and kinetic energy.
- Continue to look at ways to reduce data centers' energy consumption.

Operations (including suppliers and service providers)

- Ensure that improvements in energy efficiency meet and exceed the general efficiency targets per units manufactured.
- Ensure that all our key suppliers set energy efficiency and CO_2 reduction targets.
- Reduce CO_2 emissions associated with logistics by 20 percent below 2008 level by 2012.

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Facilities

- Create 6 percent of new energy savings in technical building maintenance systems between 2007 and 2012 compared to the baseline year 2006, in addition to the savings of 3.5 percent achieved already in 2003–2006.
- In 2009–2010, begin deploying green electricity purchases to those countries where we operate and where buying green electricity makes the most impact on CO_2 savings. This will depend on how carbon intensive the local power generation industry is and where green electricity purchases are available.
- Reduce CO_2 emissions through these measures by a minimum of 10 percent in 2009 and by a minimum of 18 percent in 2010, compared to a 2006 base year.

Work and management practices

- Reduce work-related travel and commuting by increasing remote work and remote working possibilities and reduce office space to gain savings in energy consumption and CO_2 emissions.
- Offer employees the possibility to offset their CO_2 emissions from air travel.
- Use energy-saving technologies in offices and in office equipment/hardware.

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7.2 Environmental management at Nokia

Our environmental work is based on global principles and standards. Our targets are not driven by mere regulatory compliance but are set clearly beyond mandatory legal requirements. Environmental issues are fully integrated in our business activities and are the responsibility of everyone at Nokia.

Environmental issues are part of the responsibility of The Corporate Responsibility Steering Group. This Group is made up of top managers of business units and corporate functions. It supports our corporate structures in helping to integrate sustainability into our core business for instance through approving the work of the Nokia Sustainability Management Team (NSMT). The NSMT represents all relevant Nokia units, develops and agrees the group-wide sustainability framework containing strategy, targets and priorities.

Our sustainability network acts as a virtual team across the organization and is led by Vice President, Head of Sustainability Operations. Our sustainability teams drive both sustainability initiatives within the business, and monitoring performance across our operations. Each of our key business functions has people responsible for building and implementing processes to achieve our environmental and social targets. Our sustainability framework provides guidelines on embedding our sustainability strategy within our operational planning across the business.

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7.2.1 Environmental Management Systems

We use environmental management systems (EMS) and the ISO 14001 standard to control and manage the environmental aspects of our production sites and large offices. Nokia has a corporate level ISO 14001 certificate in place for all production sites. We also require this of our contract manufacturers, and an EMS is one of our supplier requirements. We have also implemented an internally verified EMS in our large offices and R&D sites.

Our environmental management system consists of:
- our Environmental Policy
- identification of environmental aspects, and evaluation of their significance
- objectives and programs for achieving environmental targets
- compliance with legal and other regulatory requirements
- audits, assessments, management reviews and continuous improvement
- operational management (data and processes) for energy and water use, waste and waste utilization etc

The goal of the Nokia EMS is to improve our environmental performance, focussing on:
- energy consumption (increase the energy efficiency of our production processes as well as sites)
- waste management (avoid generating waste, increase waste utilization)
- water use
- air emissions (avoid VOC emissions)
- ozone-depleting substances

Our environmental management system is integrated with the quality management system and we are using the overall management processes to drive both issues in our production. We have set global guidance and reporting to follow up the agreed activities.

We make sure that we continuously improve and maintain the EMS through updated ISO 14001 audits by external auditing organizations, as well as internal assessments. In the cases where the internal and external audits raise an issue or highlight an action point, we follow it up, correct it and monitor it until it is resolved.

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7.2.2 Participation in external initiatives

We continue to investigate opportunities to join further voluntary initiatives to promote energy efficiency across the industry. One way we achieve these is by providing solutions and influencing policy makers to realise the role and potential of ICT in reducing economies' overall energy consumption when addressing climate change policies.

Since January 2008, we have been a member of WWF's Climate Savers, a program where WWF and businesses collaborate to address climate change. Being a member of this program reinforces our commitment to energy saving in our operations, ways of working and products.

In 2009, Nokia joined the UN Global Compact's Caring for Climate initiative, and took part in WWF's Earth Hour globally.

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7.2.3 Environmental stakeholder engagement

We believe we can maximize our environmental contribution by working with others in our industry and beyond. In 2009, we continued our global cooperation with WWF by focusing on raising environmental awareness among our employees. WWF provided environmental training material for our employee training modules, and employees took part in WWF's One Planet Leaders training.

WWF representatives attended and presented at various Nokia events, such as virtual info sessions and sustainability forums. WWF has also worked with us on bio-regional environmental impact assessments in some of our sites, as well as providing content for the mobile sustainability services we offer through Ovi. Together with WWF and the International Union for the Conservation of Nature (IUCN), we continued to develop connect2earth.org, an online green community. The service was launched in early 2008 as a way for young people to share their ideas about the environment through images, videos and writing. During 2009 we provided expert points of view on topics such as climate change, renewable energy and natural habitats and encouraged participants to discuss and share ideas.

Active contributors from the community were rewarded with a trip to Copenhagen to take part in WWF and IUCN activities during the climate change negotiations in December 2009.

Nokia also continued supporting several environmental initiatives all over the world, as covered in other sections of this report.

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7.2.4 Training and development

Our employees can take part in a wide range of internal events and training that help raise awareness and develop understanding of environmental issues, both inside and outside the company.

We hold global sustainability forums (previously known as eco-forums) twice a year. These bring together senior management and employees to engage in open dialogue around our environmental strategic directions and activities. They are supported by area forums, which focus on environmental issues from a regional perspective.

We regularly run a series of environmental virtual information sessions covering a wide range of topics related to our environmental work. Presented by both internal and external experts, these sessions are held as online teleconferences, which makes it possible to join from anywhere in the word. Fourteen environmental virtual information sessions were held in 2009.

Environmental road shows are held regularly at our offices and production sites throughout all regions. Helping to increase environmental awareness, the road shows focus on environmental issues at both a Nokia-level as well as a site specific-level, while also providing tips about how to make sustainable choices in everyday life.

In 2009, we continued to offer a platform for We:champions, an internal volunteer program for people who are interested in environmental matters and want to play an active role in driving internal environmental improvements even further. We highlight our strategic environmental focus areas in our internal employee engagement activities and in 2009 we ran internal energy-saving campaigns at our sites.

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7.3 ICT as an enabler

There is good evidence that information and communications technology (ICT) makes a major contribution to GDP growth while at the same time reducing general energy use. ICT-based services and working methods such as remote working and video conferencing can also result in lower overall CO_2 emissions. The environmental gains from using an ICT service rather than a product, known as dematerialization, can be significant. Convergence, or incorporating the functions of several products into one product, can further contribute to dematerialization and energy efficiency.

In 2009, we continued to collect and communicate cases where mobile technology has led to a reduction in energy consumption and CO_2 emissions. The views of Nokia CEO, Olli-Pekka Kallasvuo on climate change have been covered in several international newspapers and magazines

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7.4 Environment and our products

At Nokia, we take the impact of our activities on the environment seriously. The way we make products is guided by life cycle thinking, where we aim to minimize the environmental impacts of a product at every stage of its life, from manufacture through to use and disposal.

Life cycle assessments help us identify and focus on the areas where we can make the biggest contribution to reducing impacts. Our approach is to continuously improve the environmental sustainability of all our products.

During a product's creation we focus on energy efficiency, sustainable use of materials and smart, sustainable packaging. We choose the materials for our products and packaging with the environment in mind.

We have also improved the energy efficiency of our products when they are in use. For example, we have developed a feature in our devices that reminds you to unplug your charger when the battery is full. With over a billion people using Nokia phones around the world, small steps like these make a big difference.

By providing tutorials, green pages in our products' user guides, eco applications and services, we increase awareness of environmental choices and promote a sustainable way of living for our customers. At the end of a product's life, we have effective practices such as take-back schemes www.nokia.com/environment that put energy and valuable materials back into circulation, starting the life cycle process again.

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7.4.1 Rolling out eco improvements across the product portfolio

Rather than introducing one-off green devices, we aim to roll out sustainable innovations across our product range.

Some environmentally improved devices launched during 2009 include Nokia E72, Nokia E55, Nokia 6720 Classic, Nokia 6710 Navigator, Nokia 6730 Classic, Nokia E52 and Nokia 5630 XpressMusic devices. These all come with a full bundle of our latest environmental features.

For example, the materials of these devices have been chosen with the environment in mind. Each of them comes with the we:offset application, Power Save mode and a high-efficiency charger, as well as a feature that reminds you to unplug your charger once your phone has charged. Our products now have less packaging than their predecessors and feature access to Ovi Store, where more sustainability-related services and applications can be found.

We are rolling these environmental innovations out across our full product range to maximize their impact and help people make more sustainable choices.

Nokia E72

Nokia E55

Nokia 5630 Xpress Music

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7.4.2 Environmental impact of our products

During 2009, we published the results of a life cycle assessment made of a typical Nokia mobile device. This assessment measured the energy consumed across the entire life cycle of the device, from the acquisition of raw materials and the production of the device to using it and, ultimately, recycling it when it reaches the end of its life.

The amount of energy consumed during the entire life cycle is around 270 megajoules (MJ), of which roughly half is consumed during the acquisition of raw materials and the manufacturing of components. Our mobile device production facilities account for three percent of our total energy consumption, transportation is 18 percent, device usage 30 percent, and recycling one percent. Read more from our webiste www.nokia.com/lca

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7.4.3 Materials and substance management

Our main objective is that we know all the substances in our products, not just those that raise concerns, and that they are safe for people and the environment when used in the proper way. All our mobile devices worldwide are fully compliant with the EU Directive on the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment (EU RoHS).

We have also voluntarily phased out PVC from all mobile devices and enhancements since 2006. We are voluntarily phasing out the use of brominated and chlorinated compounds and antimony trioxide in our new models. At the end of 2009, 25 new Nokia models were already free of these substances.

Nokia in close cooperation with suppliers is the first mobile phone manufacturer to have full material declaration for all its mobile devices. Our devices and accessories do not contain substances included in the current EU candidate list of Substances of Very High Concern, which the EU REACH legislation requires to be reported. We voluntarily give full information on our substance management in the Nokia Substance List www.nokia.com/substances

Since the introduction of the Nokia 3110 Evolve in 2007, we have continued to research and implement bio-based materials in selected parts of our products.

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7.4.4 Product energy efficiency

We focus on introducing energy saving features throughout our product portfolio, including energy efficient chargers. Over the last decade, we have reduced the average no-load energy consumption of our chargers (in other words, the amount of energy the charger continues to consume if you forget to unplug it from the mains after the phone is fully charged) by over 80 percent, and our best-in-class chargers by over 95 percent. We are well on track to reach our target of reducing no-load power used by our chargers by 50 percent from 2006 to 2010.

We have introduced two new energy efficient chargers during 2009: the Nokia High-Efficiency Charger AC-10 and the Compact Travel Charger AC-15. They consume just 0.03W in no-load mode. This is 90-95 percent less than the amount typical chargers can waste.

The AC-15 features the standard Nokia 2mm charging plug, while the AC-10 provides an energy-efficient option for micro-USB charging. The addition of these to our portfolio of chargers means that, today, most Nokia chargers meet the strictest, five-star charger energy rating criteria. In 2009, most of our new models were shipped with our five-star chargers.

Based on the EU pilot project on Integrated Product Policy, (EU IPP) voluntary agreement, Nokia together with other manufacturers created and began using a Mobile Device Charger Energy Rating at the end of 2008. The star rating is based on the charger's no-load power consumption. It is shown as a specific label that raises awareness and encourages the use of more energy efficient chargers. All new Nokia chargers are specified to meet the criteria of voluntary agreements such as the EU Code of Conduct and US Environmental Protection Agency's Energy Star as well as the highest four and five star criteria of EU IPP. Nokia was the first mobile manufacturer to put alerts into mobile devices reminding people to unplug their chargers once they are fully charged. Such alerts are incorporated across our mobile devices range.

All Nokia devices come with energy-saving settings like display time-outs and radio and volume controls. Our mobile devices have also started to feature power save mode and energy-efficient OLED displays. Nokia mobile devices are aligned with EU Directive 2005/32/EC (EuP) and 2009/125/EC (ErP). For mobile devices, Commission Regulation (EC) No 278/2009 of 6 April 2009 is overruling Commission Regulation (EC) No 1275/2008 and therefore Nokia Mobile devices comply with both regulations. Compliance is part of CE marking.

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7.4.5 Packaging

We continue to improve our packaging. We have increased our use of renewable, paper-based materials to over 95 percent of total packaging materials. Our packages are 100-percent recyclable.

From August 2008, the sales packages of all new devices have been smaller than their earlier equivalents, and the reductions continue. Smaller and lighter packaging has also reduced transportation loads, and these factors together have translated into big cost savings.

Many Nokia customers looking to buy a new device already own at least one compatible charger. In January 2009, we started a pilot that gave customers the option of buying mobile devices without chargers. This pilot was conducted with N79 in Nokia online stores in UK, Spain, Italy and France.

By offering a device without a charger, we were able to reduce packaging, minimize the use of raw materials and energy consumption in the production phase and also reduce transportation and end-of-life treatment needs. In the related online survey, our customers warmly welcomed the approach.

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7.5 Promoting sustainability through Nokia services

We have developed services to help people make sustainable choices and to consider environment in everyday life. A range of eco services is freely available to download to Nokia devices from Ovi Store.

Green Explorer

The beta-version of Green Explorer, introduced in December 2008, was developed further in 2009. Green Explorer is a free service designed to promote sustainable travel and local living by offering a combination of high-quality travel guide information and tips about sustainable travel and living shared by users themselves. Green Explorer is compatible with all PCs and mobile devices with a browser. We have also developed a widget that allows users to access their favourite Green Explorer information offline.

WWF has provided much of the content for Green Explorer's information about local living in different destinations. Following our global partnership agreement with UNESCO begun in 2009, we can also provide all UNESCO's World Heritage Sites in Nokia Maps through Green Explorer. The service is available at www.greenexplorer.ovi.com

Nokia Eco zone

With Nokia Eco zone, owners of Nokia devices can view and download a range of eco content varying from wallpapers and applications to links. This service can be used with 200 million Nokia devices, and already has around 300,000 monthly downloads. Continuing the developments of we:offset, the world's first CO_2 emission offsetting tool for mobile devices, we launched S40, touch and Maemo versions of the tool during 2009. Eco zone is now available in Ovi Store.

Climate Mission

During 2009 we developed our Climate Mission game, launched at the beginning of 2010. Climate Mission is a game that makes users think about climate change and topical issues in a fun and playful way. It consists of four different mini games and is available free from Ovi Store.

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7.6 Take-back and recycling 2009

Our 2008 consumer study showed us that the main obstacle to recycling is the lack of awareness. Three out of four respondents said that they do not consider recycling their phones. Nearly half were not even aware of the possibility, despite the fact that an average household has around five unused phones.

In 2009 we have worked to raise consumers' awareness globally on the potential for mobile phones to be recycled. We encourage consumers first of all to pass them on to their family and friends for further use. Our recycling programs only target the removal of unusable products from domestic waste, to avoid them ending up in landfill or incineration. We aim to build up and widen our collection and recycling infrastructure for old phones and we have expanded this service to many new markets during 2009.

We are continuously studying the most efficient and easy ways for consumers to return their phones and how to best motivate people to act, so that we can put best practices to global use. We are using different types of incentives in the markets where consumers need encouragement: for example by partnering with non-government organizations, donations, access to events, giveaways, and free services. Results have been positive and we are seeing the slow development of a recycling culture with the increased awareness, developing infrastructure and ease of recycling leading to slowly increasing collection volumes.

Across the world during 2009 we collected and recycled a total of 373 tonnes of e-waste including 4.7 million mobile phones. This included products returned by consumers and from our service network.

Following are examples of our recycling activities in various markets.

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7.6.1 Our long-term commitment to partner networks – the story of China Green Box

The China Green Box Project is a partnership between Nokia, telecommunication operator China Mobile and other mobile phone manufacturers to encourage people to recycle their old phones.

The program started in 2005 with 1,500 recycling bins installed in retail shops and repair centers in 40 large Chinese cities. In the first year, six tonnes of devices and accessories were collected. In 2007 the program expanded to 700 Nokia Care Points. In 2009, more than 20 tonnes of e-waste were collected, of which 3.5 tonnes originated with Nokia.

China Mobile and Nokia have used different incentives to encourage consumers to take part in the scheme – for example, by giving away prepaid cards and environmentally friendly bags. The impact of the incentives can be seen in the amounts of the products being recycled. When incentives were not given, the amount of recycled material dropped.

As Green Box was the first take-back scheme launched in China it has provided a useful take-back model for the industry. Our experience of running the Green Box program has also been invaluable for building up larger waste infrastructures in China, particularly since China's waste electrical and electronic equipment (WEEE) regulations will start at the beginning of 2011.

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7.6.2 Expansion to new regions – Middle East and Africa

During 2009 we offered a take-back service in seven countries in the Middle East and Africa region, including the first-ever take-back campaigns in Nigeria, Ghana, Lebanon and Egypt. In the take-back campaigns Nokia installed recycling bins in Care Centers and used the local media to raise awareness about recycling.

We launched our South African take-back campaign in 2008. The following year's campaign used roundtable discussions, interviews and radio promotion to show people how they can make a difference. The campaign also encouraged consumers to return their old phones to big shopping malls for collection. In 2009, collection amounts were up by four times on the previous year in some of the malls.

This year we also worked with the South African NGO Food Gardens Foundation to link our campaign with a project to create a food garden at an under-privileged school in Johannesburg. By supporting the food garden project we are now helping to provide sustainable food for the 360 children who attend the school.

In the United Arab Emirates we ran a Borrow a Bin take-back campaign in 2009 at 10 schools and five companies in Dubai. The idea was to run short, focussed campaigns in the organizations to raise awareness around a borrowed recycling bin through promotional material on take-back, lectures on e-waste and by providing incentives. The incentives included music vouchers, eco pencil cases, organic food vouchers and our Wild Ocean DVD. We managed to collect between 25 and 120 phones per school and up to 25 per company.

Internal awareness-raising continues to be an important issue for us as well. Our Dubai office collected 600 items for recycling.

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7.6.3 Cooperating with the Finnish Post Office on take-back

In 2009 in Finland, we started a joint campaign in cooperation with the Finnish Post Office, Itella, to encourage consumers to send us their old mobile phones in pre-paid envelopes for recycling. In return, they received a free voucher to try one of our three service options: a seven-day navigation license, an N-Gage game or one song of their choice from the music store.

Altogether, 150 post offices in Finland distributed the envelopes, which could also be downloaded from the internet. The download option proved to be a simple, effective way to return devices, so it was left up and running after the campaign.

We collected 17,000 phones during the two-month campaign. Sixteen percent of consumers recycled without any incentive at all.

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7.6.4 Take-back campaigns in South East Asia Pacific (SEAP) in 2009

In our SEAP region we continued our take-back projects and ran a number of successful events throughout 2009 with our NGO partners as an incentive for consumers to recycle their old phones. The campaigns successfully engaged consumers and we donated money to many important charity programs.

In the Philippines we invited people to donate an old phone for recycling in exchange for entry into a charity run. We collected over 18,000 pieces of equipment and made a donation for each kilo we received. The donation went towards a project to rehabilitate the La Mesa Watershed outside Manila, which is a source of water for over 12 million people.

In another take-back project in Vietnam, we donated money for each phone recycled to the Vietnamese Ministry of Natural Resources and Environment to purchase 120 rubbish bins, which will be placed throughout Ho Chi Minh City and Hanoi. The Vietnam project collected 18,000 phones.

In Indonesia we collected more than 10,000 phones and sponsored WWF Indonesia in planting 4,000 trees in the Jakarta Ciliwung river area.

In Malaysia and Singapore we continued using our automated phone-recycling kiosk. In return for a phone the kiosk gives a code for a webpage where the consumer can see the tree that has been planted by WWF in his or her name. Trees are donated to the Indonesia Re-forestation Project with WWF Indonesia, with which we are in the second of three years of sponsorship.

In Thailand we partnered with WWF's Thailand Elephant Protection Program at Kuibury National Park. The Nokia Loves Earth campaign collected 15,000 phones and accessories in 2.5 months. Many schools, universities and other cooperational events joined the campaign during the year, allowing us to reach a big audience with a recycling message. Participating organizations included Nanyang Technological University Green Awareness Campaign with 32,000 students, Republic Polytechnic with 15,000 students and KK Women and Children Hospital with nearly 5,000 employees and visitors.

In Australia we continued to participate in the MobileMuster project, which has been running since 1998. At the beginning the collection amounts for mobile phones were around 250,000 units while last year a record 800,000 units were collected.

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7.6.5 USA goes to the movies

In 2009 we launched a new take-back and recycling program in the United States. As well as offering free and easy take-back and recycling solutions, our aim was to make people more aware of recycling opportunities. For example, recycling messages were a part of our sponsorship of the Giant Screen Imax film, Wild Ocean, shown at museum venues including the Smithsonian National Museum of Natural History and the Fernbank Museum in Atlanta. Eighteen million visitors saw our recycling message via display stands and kiosks, and two million more saw our public service announcement and call to action.

During the campaign, consumers and visitors to our flagship stores were offered a free ticket to Wild Ocean in exchange for a recycled phone. Prompted by the campaign, nearly 5,000 consumers recycled unwanted devices. Earth Day was also celebrated by several recycling events throughout the US.

Our USA mail back program collected 11,300 phones during the 2009 and 4,000 phones were returned by using envelopes distributed in sales packs during 2007. A similar phenomenon has been seen in Finland, where envelopes keep coming back years after the actual campaign has finished.

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7.6.6 Latin America collection network

We held awareness-raising events in Chile, Ecuador, Colombia, Argentina and Mexico. Mexico's take-back program has been running since 2007 and here we also saw an increase in the number of consumers returning old products for recycling. The network operator Movistar added another 58 collection points to its original number of 102, including points at schools and universities.

The campaign resulted in 105,000 phones collected by Moviestar, with 70,400 at the schools. Seven tonnes of batteries and 200,000 accessories were also collected. In Argentina, 10 new operator collection points were added. Altogether more than 80 kilos of phones and accessories were collected.

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7.6.7 Indian take-back campaign kick off and expansion

Our Indian take-back campaign pilot was launched in Delhi, Gurgaon, Ludhiana and Bangalore in early 2009. Prior to the campaign, 1,400 recycling bins were placed at Nokia priority dealers and Nokia Care centers. We also installed recycling bins in shopping and residential areas, and used different media such as outdoor advertising, print, radio and TV to promote recycling. The 45 day pilot phase resulted in the collection of 68,000 phones and accessories and raised the awareness of recycling significantly.

In the second phase, the campaign was expanded to cover all Nokia priority dealers, care centers and concept stores in nearly 30 cities. Care and retail activities were supported by an extensive media campaign. Recycling drives were also organized in 175 corporate offices of 21 companies. The campaign was carried out in partnership with the charity, TERI. As part of TERI's Light a Billion Lives Initiative Nokia is sponsoring the lighting of three Indian villages.

To encourage consumers to participate, incentives such as music vouchers, discount coupons and tree planting were offered in exchange for the phone recycling. We also launched the 'Planet Ke Rakhwale' community web portal, which contains more information about recycling, compares different recycling points and allows visitors to pass the recycling message on to friends. The campaign has so far reached around 145 million consumers and we have collected 16 tonnes or almost 500,000 phones and accessories and the figure keeps on rising.

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7.6.8 Europe – producer associations

Since 2005 it has been mandatory for all EU member states to operate specific collection and recycling schemes for all household waste, electrical and electronic equipment. This has ensured that all consumers, all over the EU, are able to recycle and return used waste equipment in an easy and responsible way. The various collection and recycling schemes are operated and financed by the equipment producers, while municipal collections, waste management sites and shops selling equipment are the main collection channels.

The level of public awareness and the scale of publicity campaigns about this area of waste management varies across the EU and there is still a lack of consumer awareness in many EU countries. A target of collecting four kilos per inhabitant per year has been set, but there are huge variations in the success rates achieved between countries.

The legal basis for the schemes- the WEEE Directive- is presently undergoing revision. One of the main problems to be tackled is the so-called 'leakage' of waste equipment. Leakage is waste equipment that is not monitored by existing national collection channels. It occurs because a lot of household electronics' waste still has a residual value at disposal and is sold for second-hand use (often abroad) or for recycling of its materials content.

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8.0 Operations

In 2009 we had almost 600 facilities around the world and energy consumption at these sites is the main environmental focus area.

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8.1
Facility energy consumption, emissions and water use

In 2009 we had almost 600 facilities around the world, including 10 production sites and around 40 Nokia and Vertu retail sites. Compared to 2008, the number of small offices increased by around 200 with the inclusion of NAVTEQ facilities in our reporting scope. Energy consumption at these sites is the main environmental focus area. These locations, with a total surface of 1,300,000 square meters, collectively consumed 77 GWh of direct and 595 GWh of indirect energy in 2009. This energy consumption caused 16,000 tonnes of direct and 211,100 tonnes of indirect greenhouse gas (CO_2e) emissions. Direct energy means our use of gas and oil while indirect energy refers to our use of electricity, district heating and district cooling. In addition to CO_2e emissions caused by energy usage, direct greenhouse gas emissions include greenhouse gas warming potential caused by HFC- refrigerants. Without our purchase of certified green energy the (above mentioned) indirect emissions would have been greater by 69,500 tonnes.

Nokia consumed 1,367,000 m3 water in our facilities in 2009.

Our activities in our facilities do not cause significant impacts on biodiversity.

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8.2 Factory initiatives

8.2.1 Dongguan, China

At our Dongguan factory in Guangdong Province, China, several energy-saving projects took place during 2009 resulting in over 6,000 MWh saved annually. The factory installed timers on integrated ventilation/heating and air filtration units, drinking water units and canteen lighting to allow for different energy needs at different times of day. Heating and chilling machinery was also upgraded, with an air-source heat pump helping to cut canteen energy bills.

Waste was another feature of the environmental campaigns at Dongguan. The factory replaced the cardboard boxes used for the user guide, chargers and cables with reusable plastic containers. These environmental initiatives and others led to the facility being awarded as a Clean Production Company by Guangdong Province and Dongguan City.

8.2.2 Chennai, India

Simple changes to the way we make packaging have brought about significant environmental improvements at our Chennai factory in India. Concerted efforts to optimize labels, sticky tape, and corrugated card packaging has saved significant amounts of materials, as well as saving the company more than EUR 1.5 million in costs per year. Energy use has also been cut through more effective vacuum pumps, and the factory has raised internal environmental awareness through its participation in Earth Hour 2009.

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8.2.3
Salo, Finland

Reducing unnecessary lighting in offices and the production area led to a significant 19 percent fall in Salo's electricity use during 2009. Centralising waste handling in the factory pushed waste purity to 98 percent from 74 percent over the year. It also resulted in fewer waste bins and reduced the amount of waste going to landfill from 1.8% to 1.4%.

8.2.4
Masan, South Korea

Waste issues have been at the forefront of our Masan factory's environmental programs in 2009. Better waste sorting and the separation of fluorescent and battery waste has increased the recycling rate by 19 percent compared to 2008. One area where the plant has been particularly successful is in reducing the waste food from the canteens by 33 percent.

8.2.5
Other plants

At our Cluj factory in Romania, reduced ventilation, heating and cooling outside of production hours and other programs together resulted in an 11 percent reduction of electrical energy and a 21 percent reduction in heating energy. Similar power-downs out of production time and better office air-conditioning management at our Beijing plant also saved on energy. Over 1,300 MWh were saved at our Mexican plant in Reynosa during 2009 by following similar initiatives.

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8.3 Energy efficiency

To be an environmental leader, we must address energy use as broadly as we can. We are improving the energy efficiency of our operations and reducing the impact on climate by increasing our use of renewable energy. Our strategy includes changing workplace practices to reduce travel as well as improving the energy efficiency of our buildings.

Since 2003 we have carried out new energy saving projects in our offices and production sites each year. As of 2007, our target has been to save a further six percent of our technical building maintenance systems' energy consumption between 2007 and 2012, compared to 2006. Our new savings in 2009 were around 35,000 MWh which brings our 2007-2009 cumulative savings to more than 40,000 MWh. This means we have already reached the target we set ourselves to be reached by 2012.

The energy consumption in offices and R&D premises was reduced by 2% in kWh/sqm, and 10% in kWh/people working in our offices. This shows that the mobile office concept not only provides a flexible way of working that suits the needs of different employees – it's also effective from an environmental point of view. In manufacturing, energy consumption fell by around 15,000 MWh from the previous year, mainly thanks to intensive improvement efforts on Komarom, Chennai, Dongguan and Beijing sites.

In 2009 we launched a major energy awareness-raising campaign targeted at our employees. Including many suggestions for saving energy, the campaign was rolled out at most of our office and R&D premises. At the same time we also worked closely with our external technical collaborators to improve energy efficiency in our manufacturing sites.

Since 2007, following our global property strategy, we have included LEED Gold certification in the specification of our key real estate projects – both new construction and major renovation. For more about this, see green buildings.

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8.4 Factory energy efficiency projects

Following the 2007-2008 energy audits of our factories, various energy efficiency improvements took place in our Komarom, Chennai, Dongguan and Beijing factories. The resulting factory-level savings ranged from 7.5 to 27 percent (altogether 23,800 MWh), against the target saving level of 10 percent.

The savings are the result of a range of measures, including refrigeration efficiency improvements, line voltage reductions, light-fitting changes and compressed air leakage investigations and subsequent adjustments. Altogether these measures saved around 19,000 tonnes of CO_2, equivalent to the emissions from a petrol-driven car driven more than 2,700 times round the globe.

During 2009, we also began metering improvements in these factories to verify the energy savings and improve energy efficiency target setting. Full implementation of these improvements will be completed in 2010.

Manufacturing improvement projects will expand in 2010 and 2011 to all Nokia factories. We hope to match the energy savings achieved in 2009 (around 24,000 MWh). The project is part of an holistic approach to optimize not only energy consumption, but also maintenance costs and risks.

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8.5 Renewable energy

Our global renewable electricity ambition has been to focus renewable energy purchases in countries where our energy consumption and the emission factors of energy production are both high. We have found that the availability of renewable electricity in our key countries is very limited and expanding more slowly than expected. There is also a growing discussion about the "additionality" effect of green energy certificates, and whether they will be an adequate replacement for fossil fuel production, especially when nations already have binding targets for the renewable energy share of their national electricity production portfolio.

Nevertheless, in 2009 we were able to reduce our CO_2 emissions by 12 percent (16 percent when excluding NAVTEQ, which was not part of Nokia when the targets were set) through renewable energy purchases and energy efficiency measures, compared with the 2006 level. In order to reach our target of reducing CO_2 emissions by 18 percent in 2010, compared with the 2006 level, we will expand our strategic choices to compensate for the CO_2 emissions which we cannot cover with the current means, especially as no major changes in the renewable electricity markets are expected. As part of our 2010 Climate Change strategy update we are extending the strategy for future facilities' CO_2 emissions management, including a set of different Key Performance Indicators.

In 2009 we covered 35 percent (37 percent excluding NAVTEQ) of our electricity with renewables by buying renewable electricity certificates for 100 percent of our consumption in Finland (RES-E Guarantee of Origin), North America (Green-e wind) and France (RECS). In addition we purchased smaller scale certificates for our Australia office. Altogether, the purchased 188,600 MWh of renewable energy certificates reduced our CO_2 emissions by 69,500 tonnes.

See performance for full details of our energy use. See Key Data 2009 for full details of our energy use.

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8.6 Green buildings

Since 2007, following our global property strategy, we have included Leadership in Energy and Environmental Design (LEED) Gold certification in the specification of our key real estate projects, both new construction and major renovation. In 2009 we achieved a LEED Gold certification for our most recent factory construction project in Jucu, Romania, as well as for the office refurbishment in Gurgaon, India.

Some concrete examples of the sustainable features implemented in Jucu include:

- various energy saving features, including a thermal envelope around the core of the building; high efficiency glazing; reduced lighting power density, and occupancy sensors to manage heat and lighting. These systems enable the building to use over 50 percent less heating energy and 26 percent less electricity than a standard building.
- water-saving devices and systems such as flow limiters that save 30 percent of water compared with an ordinary factory
- considering recycling in both during the construction and in operations. Around 30 percent of the materials used to construct the factory were made from recycled materials and additional ones sourced locally. Around half of the construction waste was reclaimed and recycled. The factory has a best practice waste management system, including dedicated recycling of materials such as cardboard, paper, plastic, glass, and metals.
- sustainable transport alternatives for factory employees including a shuttle service to reduce personal car use, 18 preferential parking places for low-emitting vehicles, and provisions for bicycle storage and cyclist showers

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The sustainability features of our LEED Gold Commercial Interiors-certified office in Gurgaon include:

- a range of energy-saving features including high-efficiency chillers and a smart lighting system, high-performance double-glazing, and a heat recovery system to pre-cool the fresh air ventilating the building. Thanks to these features, the building consumes 33 percent less energy than a standard office building
- energy efficient IT equipment and appliances in the staff canteen, 85 percent of which are Energy Star rated to further reduce the building's energy consumption
- water-saving devices and systems such as flow limiters and sensor-based equipment, which together result in 44 percent less water consumed than in a comparable building
- treating and recycling wastewater on-site, and using the reclaimed water for irrigating the grounds
- renewable and recycled materials used wherever possible in the office interiors. This includes items such as green guard certified furniture and carpets made from 100 percent recycled materials. Additionally, only paints and adhesives with low levels of VOCs (volatile organic compounds) were used
- an online CO_2 monitoring system and a ventilation system that provides 30 percent more fresh air as well as maintaining an automatic temperature control in the building
- minibuses that provide transport for employees to and from the office

The LEED commercial interiors projects in Southwood, UK and Paris, France were completed in the first quarter of 2010. Both projects earned Gold level certification.

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8.7 Other sustainability projects

One Planet Business project: Singapore. In 2009 we continued using WWF's One Planet Business concept and carried out an ecological footprinting study of our Singapore office. The June 2009 study looked at data collected over the previous two years period and assessed the physical set-up of the office. The results shows Nokia Singapore is already performing well in some areas, such as minimizing waste generation, has good local transportation with shuttle buses and low water use. The office was also recommended to reduce its impact, better understand its energy consumption, use more recycled materials and implement a waste audit to further reduce waste.

Our plan is to continue with local One Planet Business studies to identify local priorities and to raise employees' environmental awareness by engaging them in the project. We have two new projects coming up in 2010 and are planning follow-up footprinting studies.

Mobile offices

The improved office space efficiency that resulted from our head office's change to mobility is paying off. In the first completed building (out of three) around 1,500 m2 of office space has been saved. This means a reduction of around 42 tonnes of CO_2 emissions annually.

Canteens

We have set global requirements related to energy and water efficiency, waste, bottled water, materials, chemicals, ethical and organic food for our canteen and cafeteria services.

Nokia owned stores

Nokia Retail further updated its sustainability guidelines in 2009. In the latest concept for owned stores, careful attention has been paid on improving building sustainability for example; on lighting and AV-equipment energy efficiency and on the environmental and health aspects of all materials. Internal audits have been carried out against these criteria to ensure operational performance after the design phase.

Employee PCs

We continue to improve the environmental performance of employee PCs by standardizing our Green PC concept. Due to the better energy efficiency of our new PC and monitor models, we estimate that we reduced energy consumption by 2,500,000 kWh or seven percent during 2008-2010, resulting in energy cost savings and a reduction of 1,300 tonnes in CO_2 emissions.

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8.8 Green logistic

Nokia logistics covers the transportation of components from suppliers to Nokia manufacturing sites and transportation of finished goods from Nokia sites to the customers. We also have Care logistics, which covers transportation related to recycling and reuse of materials.

Our transportation is done by external logistic service providers. Consequently, emissions associated with logistics belong to GHG Protocol, Scope 3. However, we do have a target to reduce the CO_2 emissions associated with logistics by 20 percent below 2008 level by 2012.

We calculate CO_2 emissions from logistics from data received mainly from our logistics service providers. Currently we are recalculating these figures, and the baseline, based on new GHG Protocol Scope 3 standardization work. The baseline and the figure for 2009 will be published in August 2010. Figures for Care logistics are also in progress.

Nokia continuously takes actions to reduce CO_2 emissions from transportation. Actions taken so far include smaller sales packages, improved packaging efficiency during transportation and use of alternative modes of transportation.

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8.9 Travel and commuting

We have made various efforts to reduce energy use and CO_2 emissions related to the daily working of employees. The 2009 highlights and results include:

Air travel

During 2009 we made various efforts to further reduce unnecessary business travel following our travel awareness campaigns held at the end of 2008. These included a stricter approach for business travel approvals together with the availability of 33 customised Halo suites and 178 high quality video conferencing facilities globally (at the end of 2009). This has helped to reduce the annual air travel related CO_2 emissions by 41 percent from the 2008 level i.e. from 125,853 tonnes to 73,811 tonnes.

The figure covers more than 90 percent of Nokia's (excluding NAVTEQ) air travel with a conservative interpretation applied to GHG Protocol emission factors.

We also continued a voluntary carbon offset scheme for flights on Nokia business. After a trip, the traveller can pay to offset the associated CO_2 emissions and we will reimburse the cost. The payments will help to fund a balanced portfolio of projects around the world that focus on renewable energy and energy efficiency.

Leasing cars and employee commuting

Nokia Finland introduced a new environmentally friendly leasing car policy in January 2008. The policy promotes cars with CO_2 emissions of less than 180g/km. At implementation, 55 percent of Nokia Finland's cars met the emissions criteria. This increased to over 95 percent during 2009. The average of the whole fleet was about 159 g/km as compared to 180 g/km before the new policy implementation.

Nokia Finland supports public transportation for employee commuting. Approximately 1,000 employees were using the benefit during 2009.

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8.10 Other environmental impacts

While energy efficiency is the most significant area where we can improve the environmental performance of our operations, we also continue to manage other important issues. Our performance in these areas is shown in Key Data 2009.

Water use

Water at Nokia facilities is mainly used for sanitary and catering purposes, and to a smaller extent in gardening and facilities management, such as cooling towers. Production processes do not consume water.

VOCs

Volatile organic compounds (VOC) arise from the use of solvents in the soldering and cleaning processes.

Ozone depleting substances (ODS)

Ozone depleting substances are not used in our products or production. The reported ODS figures are due to refrigerants (HFC and HCFC types) contained in the cooling systems in facilities. According to our latest data, no CFC is used.

Waste

Our goal is to reduce all waste to a minimum, especially the waste destined to end up untreated in landfills and, as much as possible, to find uses for the waste we do produce.

All factories have extensive recycling programs and the unrecycled items typically come from our factories' support functions, for example canteens. Our total waste amount increased by four percent between 2008 and 2009, but this is mainly due to the increased reporting of reused packaging materials in factories. For instance together with suppliers we reuse the same component trays many times. This increasing of the reuse figure decreases the non-utilized waste while also increasing our total waste volumes. We managed to increase the waste utilization rates for the whole company, including offices, from 84 percent to 91 percent. This includes solid waste that is reused directly, recycled into materials, or used as a source of energy.

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We do not transport hazardous waste across borders. Our waste batteries and products do not fall under the hazardous waste classification in most countries/regions when transported after pre-treatment. There are minor amounts of common hazardous waste, like fluorescent lights, solvents and oil coming from factories and offices. We use approved recycling sub-contractors for our waste handling. These companies receive our waste flows locally. Recyclers have their own downstream supply chain that sometimes include trans-boundary waste shipments, when suitable treatment facilities, like metal refineries do not exist locally.

Spills

There were no significant spills from Nokia facilities in 2009.

Assessments related to new factory constructions

In all cases of new factory construction Nokia always requires an Environmental Impact Assessment (EIA) of the site prior to development. The objective of an EIA is to analyze to what extent the physical, biological and built environment will be affected by the construction, operation and maintenance of the facilities (e.g. factory, industrial park). Actions identified in the EIA are managed through management systems. Human rights, impact assessments have also been used to assess and manage the social impacts of operations on communities, including entering, operating, and exiting.

Biodiversity

Our leased San Diego office in the USA is located next to a local wildlife protection area. Our owned factory in Manaus, Brazil is located close to a non-protected, albeit high biodiversity area. We are following local requirements closely and taking voluntary action to avoid negative impacts on local biodiversity.

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9.0 Key data 2009

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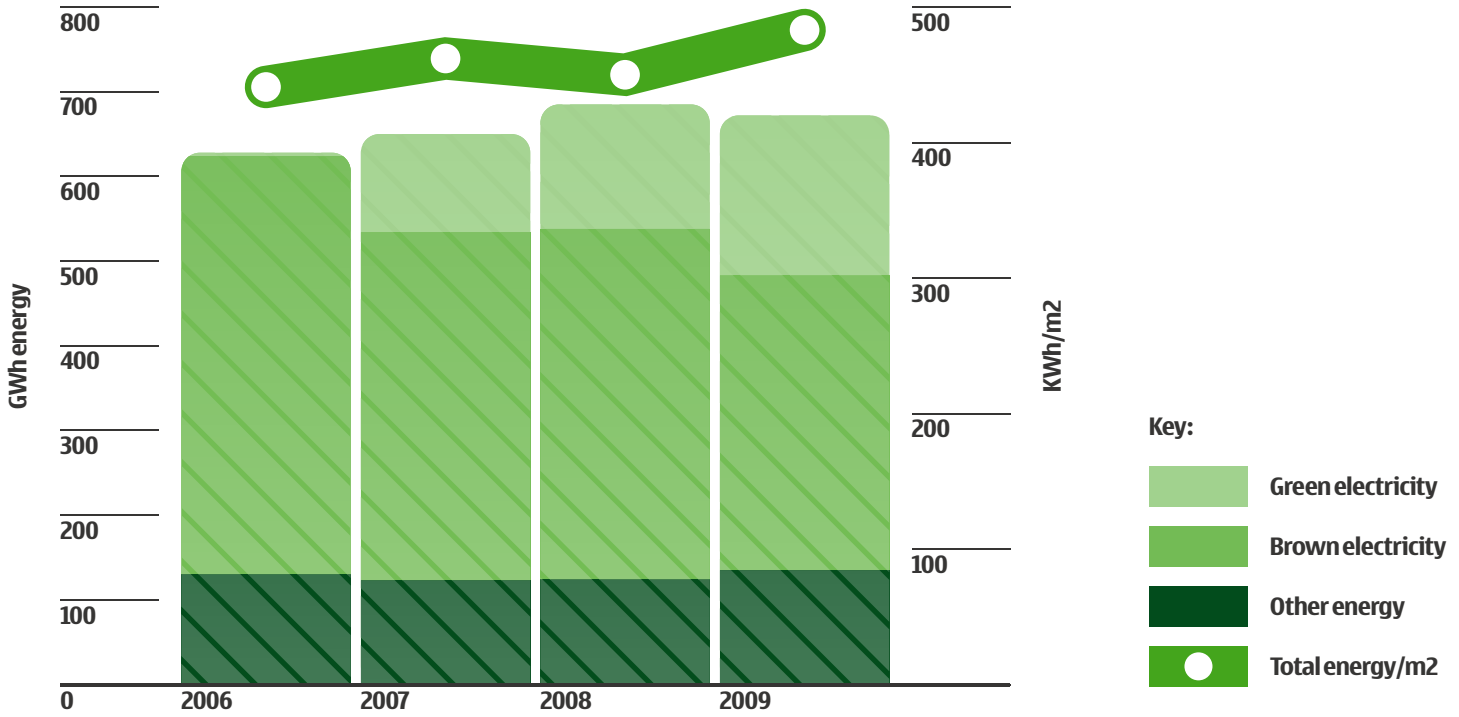
9.1
Energy Consumption



In 2009 our absolute energy consumption decreased with 2% compared to year 2008. Energy consumption per m2 increased somewhat, which is actually not so negative a trend, as it tells also about more efficient space usage, i.e. our facility area decreased more than our headcount. With green energy certificate purchases we have been able to decrease brown electricity usage since 2006.

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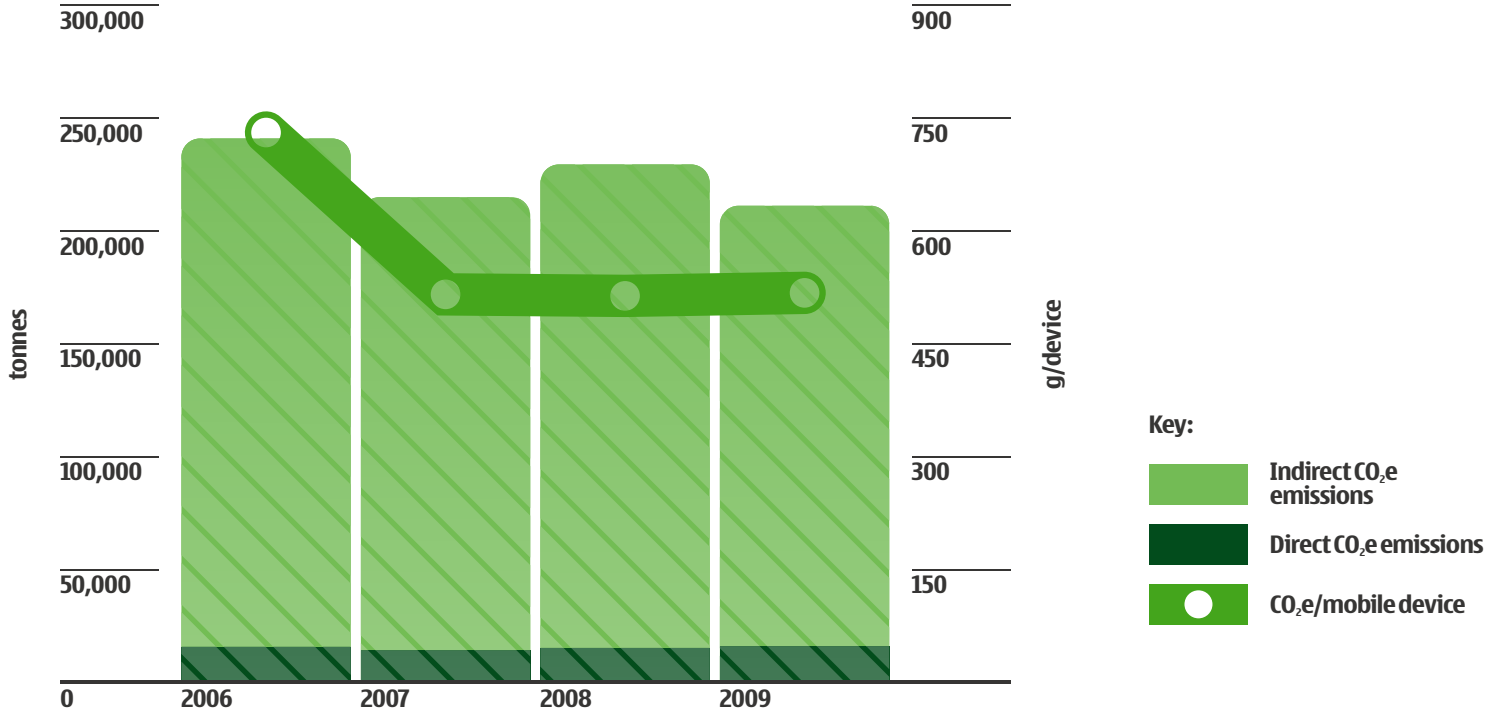
9.2 Facility Greenhouse Gas Emissions



Facility greenhouse gas emissions are caused by the energy consumption in our buildings (offices and factories) and from minor part by refrigerants used in cooling systems. As electricity consumption is the main contributor for our CO_2 emissions, in addition to amount of energy usage, the energy source of electricity generation plays a key role (fossil-based vs. renewable energy). In 2009 our facilities' CO_2e emissions decreased 7% compared to year 2008 and 12% compared to base year 2006.

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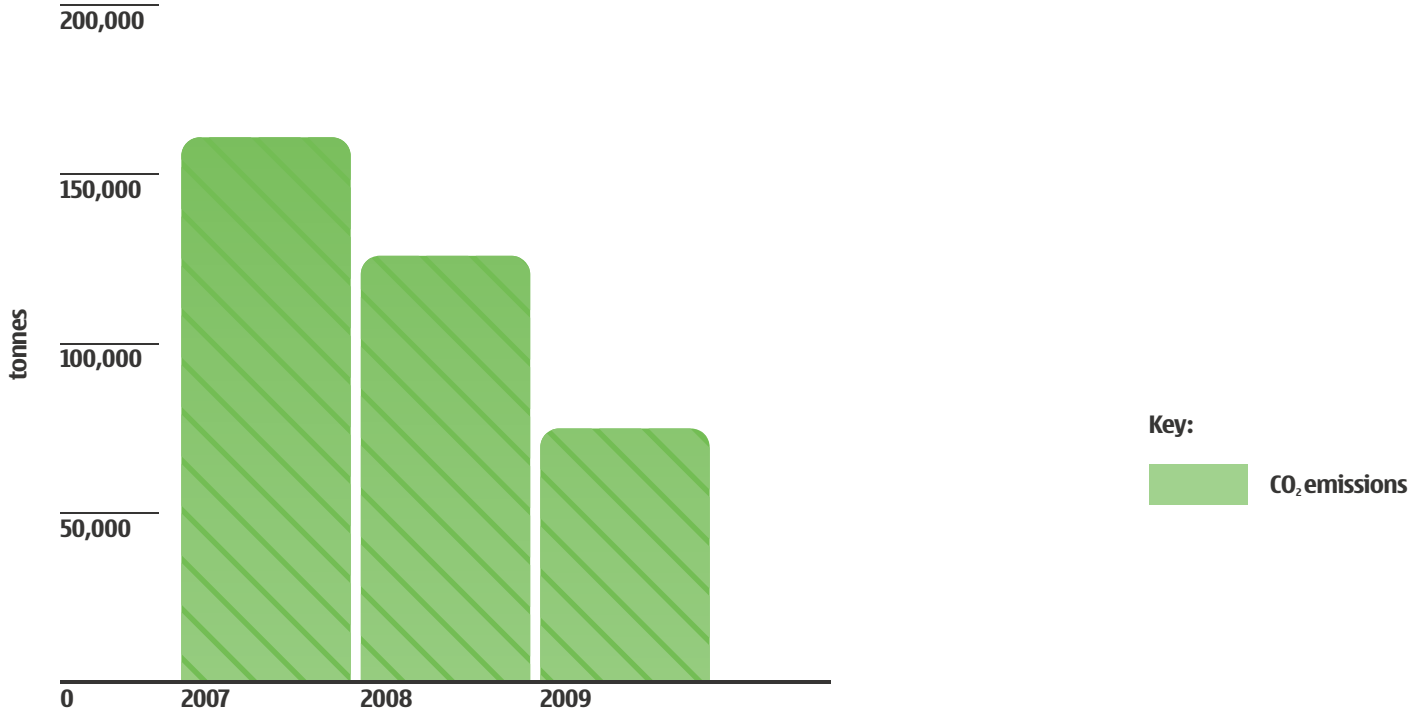
9.3
Nokia Air Travel Related Emissions



During 2009 we made various efforts to further reduce unnecessary business travel following our travel awareness campaigns held at the end of 2008. These included a stricter approach for business travel approvals together with the network of high quality video conferencing facilities globally. This has helped to reduce the annual air travel related C02 emissions by 41 percent from the 2008 level. Nokia Networks figures are included still in Q1 2007 data. (NAVTEQ emissions (minor) are excluded).

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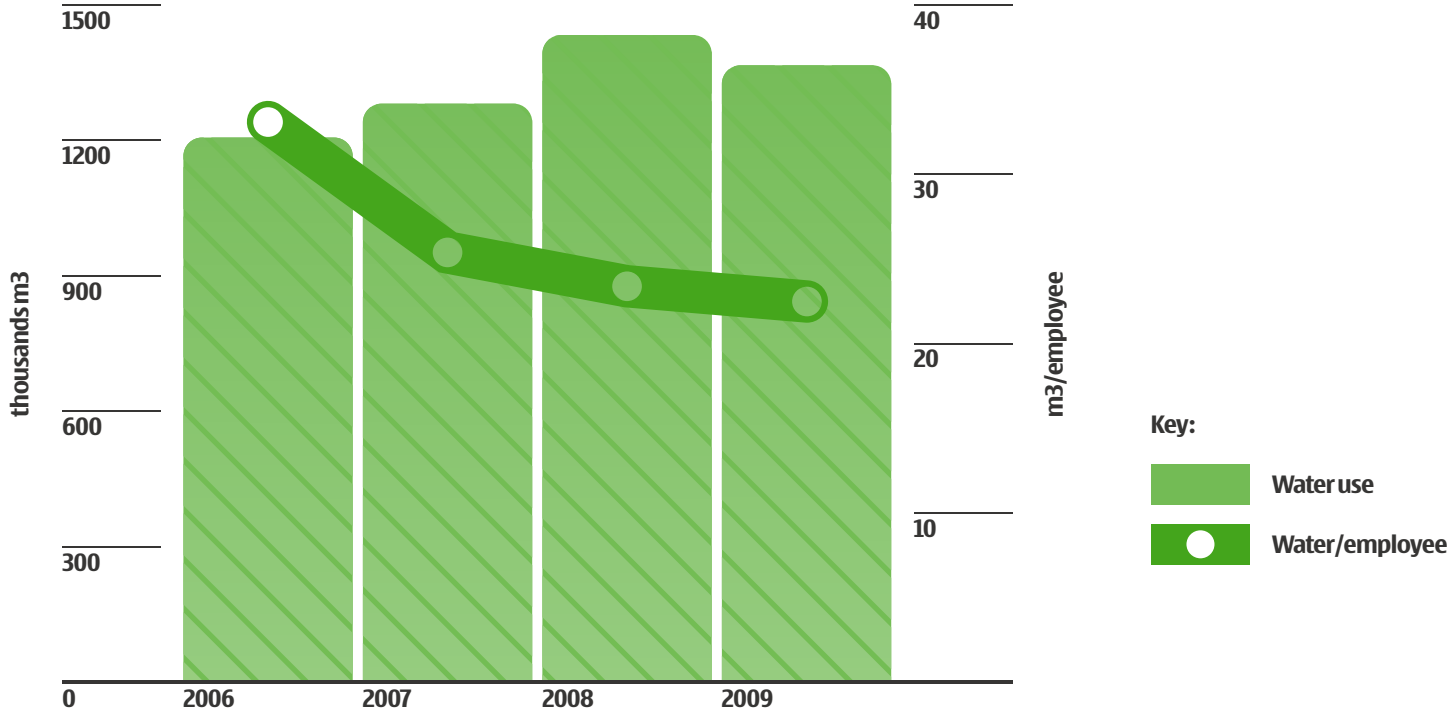
9.4
Water use



Water at Nokia facilities is mainly used for sanitary and catering purposes, and to a smaller extent in gardening and maintenance, such as cooling towers. Production processes do not consume water. Consumption per employee has a decreasing trend. 6% of water is withdrawn straight from ground water, the rest from municipal supply.

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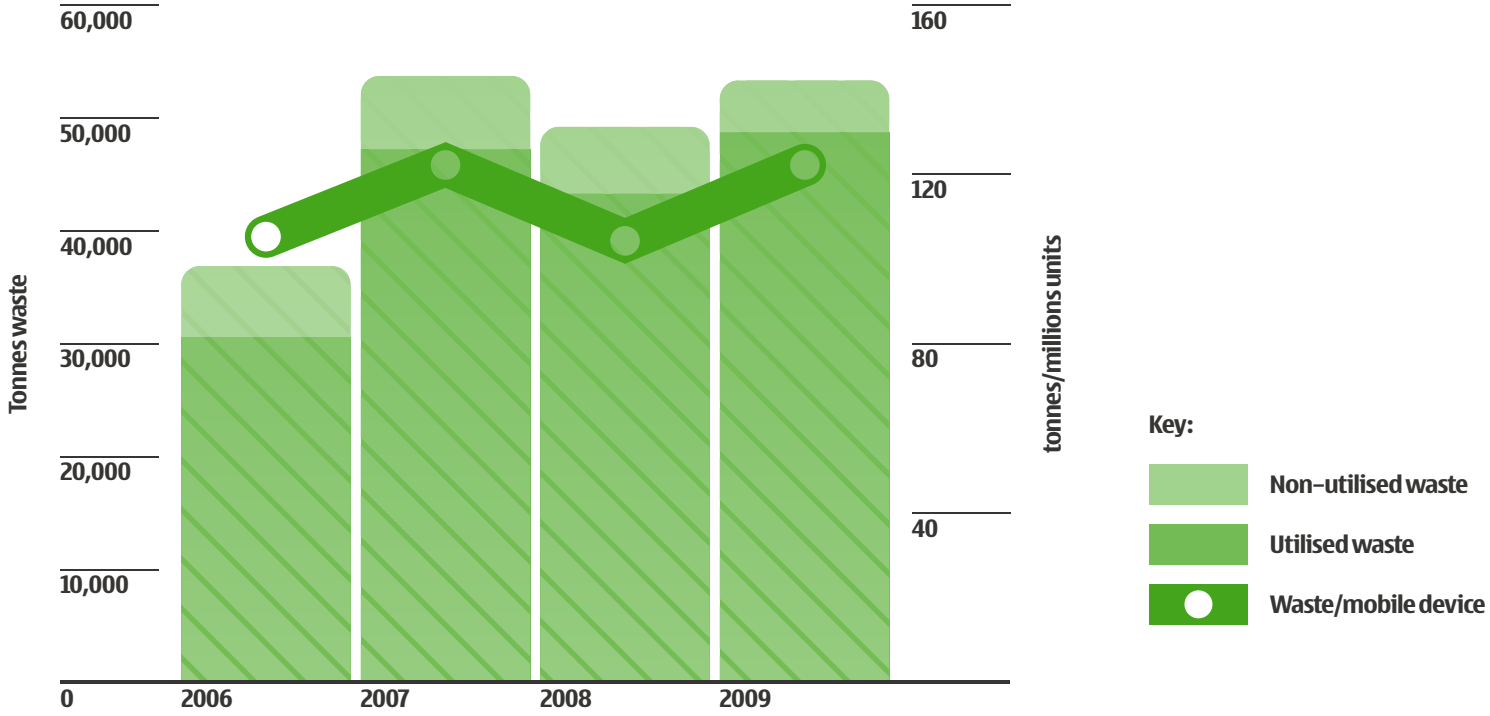
9.5
Waste utilization



In 2009 we managed to increase the waste utilization rates for the whole company, including offices, from 88 percent to 91 percent. This includes solid waste that is reused directly, recycled into materials, or used as a source of energy. Our total waste amount increased by 8 % between 2008 and 2009, but this is mainly due to the increased reporting of the reused packaging materials in factories: the non-utilized waste leaving Nokia premises has at the same time decreased.

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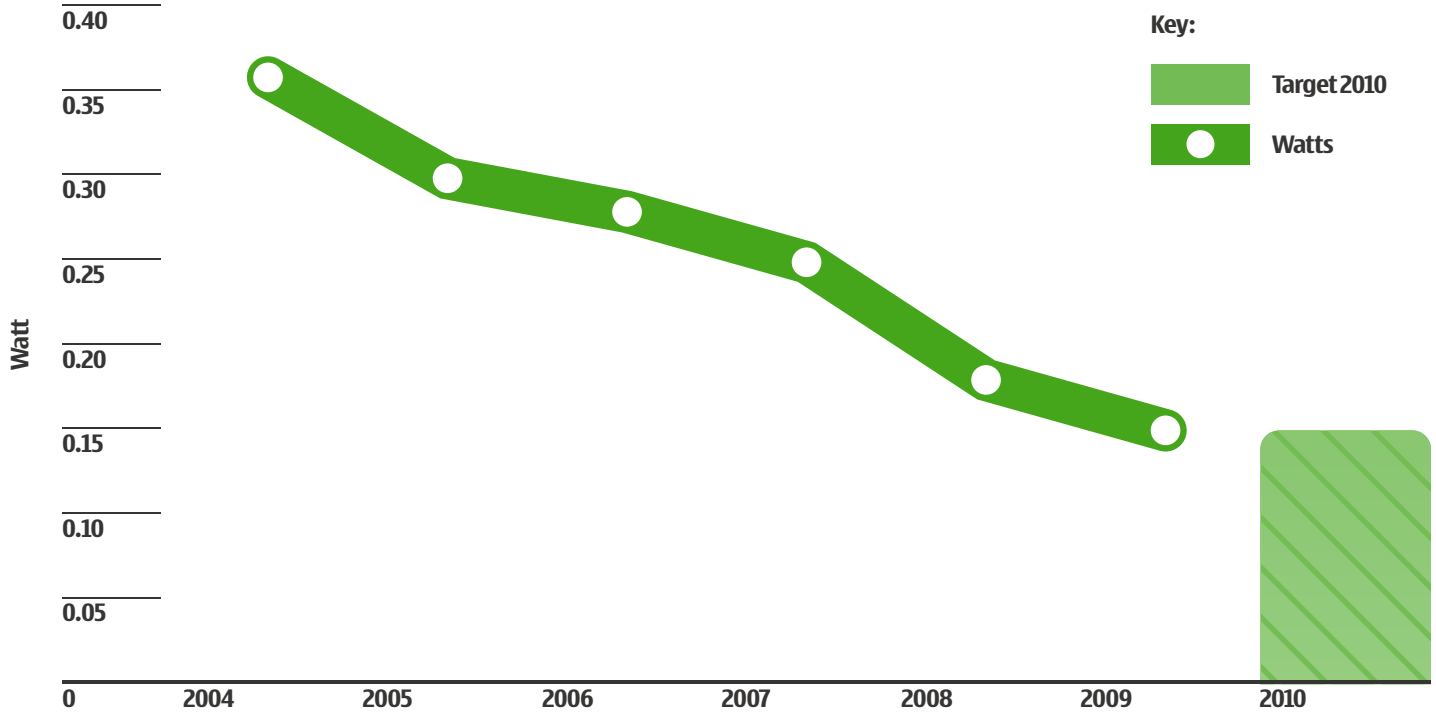
9.6 No-load power consumption of Nokia's chargers



We focus on introducing energy saving features throughout our product portfolio, including energy efficient chargers. Over the last decade, we have reduced the average no-load energy consumption of our chargers (in other words, the amount of energy the charger continues to consume if you forget to unplug it from the mains after the phone is fully charged) by over 80 percent, and our best-in-class chargers by over 95 percent. We are well on track to reach our target of reducing no-load power used by our chargers by 50 percent from 2006 to 2010

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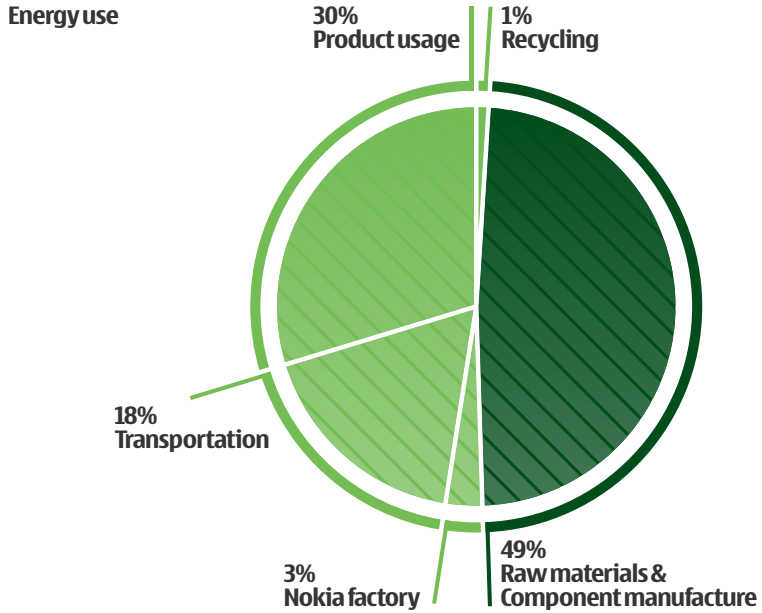
9.7 Life cycle assessment of energy use and GHG emission of our products and processes



Life cycle assessment of energy use and GHG emission of our products and processes.

Life cycle thinking helps us continuously improve the environmental aspects of our products and processes. Life cycle assessment (LCA) is a tool we use for calculating the environmental impacts, the energy use and greenhouse gas emissions of our products and processes. Our calculations include the entire mobile device life cycle, from raw material acquisition to the end of life of the product.

The picture visualizes how the energy use is split between the different life cycle phases of a mobile device. The total energy consumption for creating, using and recycling a typical Nokia mobile device is 270 MJ and emissions are 17,5 kg C02e. This equals 170 km driven with a hybrid car.

Based on the identification of the largest sources of emissions and energy use over the lifecycle, we have already taken many actions to improve the footprint of Nokia mobile devices.

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9.8 Nokia key data

Greenhouse Gas Emissions (tonnes)	2009	2008	2007	2006	2005
Emissions from facilities in CO2e [1]	**227,100**	**244,700**	**229,100**	**256,700**	**282,000**
Carbon Dioxide (CO_2) [2]	225,500	243,000	228,000	255,300	281,700
Hydro-Fluoro-Carbon (HFC)	1,600	1,700	1,100	1,400	300
CH4	29	27	26	29	29
N2O	12	11	10	12	12
Direct CO_2e emissions from facilities total	16,000	15,300	14,200	15,800	15,000
Indirect CO_2 from facilities total (emission reduction from green energy taken into account)	211,100	229,400	214,900	240,900	281,700
Green electricity effect on CO_2 emissions	69,500	46,700	26,700	1,800	0
CO_2e, total (tonnes/m2)	0.16	0.16	0.16	0.18	0.16
CO_2 emissions from car fleet [3]	**2,700**	**2,100**	**1,700**	**1,200**	
GHG Scope 1 (direct facility & car fleet)	18,706	17,416	15,851	17,019	
GHG Scope 2 (emission reduction from green energy taken into account)	211,100	229,400	214,900	240,900	
GHG Scope 3 (see below)					
CO_2 emissions from air travel [17]	73,811	125,853	161,000		
CO2 emissions from employee commuting (tonnes) [4]	27,648				
Logistics [5]	See LCA based emission calculations above (a revised measured figure will be available in August)				
CO2 emissions from the use of devices	See LCA based emission calculations above				
CO2 emissions from supply chain	See LCA based emission calculations above				

Other air emissions (tonnes)	2009	2008	2007	2006	2005
Volatile Organic Compounds (VOC) Emissions to air total (tonnes) [6]	65	47	43	28	30
Emissions of Ozone Depleting Substances (ODS), as ODP [7]	0.17	0.04	0.09	0.23	0.10

These figures cover Nokia sustainability data and exclude Nokia Siemens Network (NSN) a company approximately 50% owned by Nokia, which publishes its own sustainability report and figures. In addition to separate data tables of Nokia and NSN we have consolidated some key figures in a Nokia group key figure table which can be found after the notes part of this table. See footnotes for more information about the reporting scope and boundaries.

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Nokia key data (continued)

Energy consumption (1 GWh = 3,600 GJ)	2009	2008	2007	2006	2005
Nokia facilities [8]					
Electricity, total (GWh)	537	561	527	498	639
District heating, total (GWh)	56	50	51	52	96
District cooling, total (GWh)	2	2	2	2	2
Gas, total (GWh)	72	66	66	67	71
Oil, total (GWh)	5.2	5.6	3.5	9	2
Energy, total (GWh)	**672**	**684**	**649**	**628**	**810**
Direct energy, total (GWh)	77.2	71.6	69.5	76	72.7
Indirect energy, total (GWh)	595	613	580	552	737
Renewable energy (GWh) [9]	189	147	116	4	0
Renewable energy share of electricity [9]	35%	26%	22%	1%	0%
Energy, total kWh/m2	486	450	462	441	447
Nokia device chargers' no–load power consumption (average volume weighted in W)	**0.145**	**0.185**	**0.250**	**0.280**	**0.300**

These figures cover Nokia sustainability data and exclude Nokia Siemens Network (NSN) a company approximately 50% owned by Nokia, which publishes its own sustainability report and figures. In addition to separate data tables of Nokia and NSN we have consolidated some key figures in a Nokia group key figure table which can be found after the notes part of this table. See footnotes for more information about the reporting scope and boundaries.

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Nokia key data (continued)

Water (Nokia facilities)	2009	2008	2007	2006	2005
Water use total (thousands m3)	**1,367**	**1,434**	**1,282**	**1,207**	**1,197**
Water withdrawal by source (thousands m3) [10]					
Municipal water supply	1,259	1,347	1,211	1,146	1,123
Ground water	81	87	71	61	74
Recycled waste water	27	0	0	0	0
Discharges to Water, Total (tonnes) [11]					
BOD5	364	368	303	219	353
TSS	481	486	400	289	466
N	58	59	48	35	57
P	15	15	12	9	14
Water discharge destination (thousands m3)					
Municipal treatment facility	935	1,026	880	928	1,018
Nokia treatment facility [12]	432	408	402	279	179
Recycled/reused water (thousands m3)	**27**				

These figures cover Nokia sustainability data and exclude Nokia Siemens Network (NSN) a company approximately 50% owned by Nokia, which publishes its own sustainability report and figures. In addition to separate data tables of Nokia and NSN we have consolidated some key figures in a Nokia group key figure table which can be found after the notes part of this table. See footnotes for more information about the reporting scope and boundaries.

Waste from Nokia facilities [13]	2009	2008	2007	2006	2005
Total	53,200	49,100	53,600	36,800	35,200
Reuse	8,000	2,000	2,100	1,400	100
Recycle	38,700	39,000	43,400	27,100	25,900
Energy recovery	1,900	2,200	1,600	2,000	2,200
Incineration without energy recovery	200	400	200	500	400
Landfill	4,400	5,500	6,300	5,800	6,600
Utilization rate % [14]	**91%**	**88%**	**88%**	**83%**	**82%**
Non-hazardous waste [15]	**52,900**	**48,800**	**53,300**	**36,600**	**34,612**
Hazardous waste	**300**	**270**	**340**	**240**	**624**
E-waste collected outside own facilities (tonnes) [16]	**373**	**316**			

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Nokia key data (continued)

Employees & Ethics [17]	2009	2008	2007	2006	2005
Average number of employees	56,462	57,443	49,887	44,716	
Total number of permanent employees, average for year	53,261	56,512	49,560	62,851	50,839
Employees in production	22,935	25,576	28,096	33,031	25,437
Total employee training cost for non production staff, excluding NSN as of 2007, EUR million	25	55	70	125	103
Average cost of training per employee, EUR	748	1,721		1,908	1,850
Injury/illness rate within production, IIR [18]	0.49	0.6	0.73	0.82	1.08
Women in senior management, % [19]	13.8	13.7	14.3	12.5	12
Non-Finnish nationalities in senior management, % [19]	50.7	47.4	44.1	45.1	41
Voluntary attrition, %	12.8	9.3	8.5	6.2	4.8
Countries with community involvement programs	40	57	45	37	35
Employee Code of Conduct awareness, %	85	86	98	81	75
Languages of the Code of Conduct	34	34	32	31	25

These figures cover Nokia sustainability data and exclude Nokia Siemens Network (NSN) a company approximately 50% owned by Nokia, which publishes its own sustainability report and figures. In addition to separate data tables of Nokia and NSN we have consolidated some key figures in a Nokia group key figure table which can be found after the notes part of this table. See footnotes for more information about the reporting scope and boundaries.

Supply Chain [17]	2009	2008	2007	2006	2005
Number of assessments [20]	58	70	90	120	137
Supplier ISO14001 certification, % [21]	92	91			
Supplier satisfaction survey, % [22]	79	78			
Supplier's Code of Conduct implementation % [23]	92				
Supplier's environmental performance % [24]	93	82			

Economic	2009	2008	2007	2006	2005
Net sales, EUR million	27,853	35,099	37,705	33,684	
Operating profit, EUR million	3,314	5,816	7,584	4,865	
Research & development, EUR million	2,984	3,127	2,879	2,717	

Note: Includes only our Devices & Services reportable segment. More financial figures can be found in Nokia Group level data table.

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Notes

The following scope has been used for facility related data (energy, emission from facilities, other air emissions, waste and water) in the above table: NAVTEQ figures have been included in year 2009 report, which is the first full year for NAVTEQ being part of Nokia Group. NAVTEQ increased Nokia consumption values with around 5%. Although NAVTEQ has been part of Nokia Group only from mid 2008 onwards, NAVTEQ data has been included also for 2007 and 2006 according to WRI/WBCSD Greenhouse Gas Protocol requirements to recalculate acquisition's effect until base year, which is 2006 in case of Nokia. Nokia's former Networks business group and functions supporting Networks have been excluded from year 2006 and 2007 figures. Data covers 100 % of square meters managed by Nokia in 2006-2009; data collection coverage has been 90-92% of all square meters, including all production sites and other sites greater than 3000 sqm. Data from smaller than 3000 sqm sites has been estimated based on Nokia averages.

Due to above explained scope definitions year 2006-2009 data in the above table are comparable between each other but differ from figures published in previous reports. Year 2005 figures have not been recalculated and hence are not directly comparable with the rest of the data.

1) Our approach to measuring greenhouse gas emissions follows the Greenhouse Gas (GHG) Protocol (www.ghgprotocol.org) developed by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD). The GHG Protocol defines three scopes of CO_2 emissions:

Scope 1 - direct emissions, from sources owned or controlled by the company
Scope 2 - indirect emissions, from the consumption of purchased electricity, heat, and/or steam
Scope 3 - indirect emissions, as a consequence of the activities of the company, but from sources not owned or controlled by the company.

Organizational boundaries

We use the "operational control" approach (instead of equity share approach) , which means we include entities based on whether we can introduce and implement operating policies rather than on the basis of financial control. Thus, Nokia Siemens Networks' energy consumption and emissions are included in Nokia Group's performance and shown in summary tables. As Nokia Siemens Networks' daily operations are separate, detailed data management and reporting are done separately.

Our GHG measurements have been verified by third party since 2003 and verifications will continue on an annual basis. Read the assurance report.

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Direct CO_2e emissions from Nokia facilities include emissions from gas and oil usage in Nokia facilities and HFC emissions. Emissions are calculated by a WRI/WBCSD GHG Protocol Initiative calculation tool: "Calculation Tool for Direct Emissions from Stationary Combustion, version 4.0", by using Higher heating values. The effect of greenhouse gases CH4 and N20 produced during burning process have been included in CO_2e emissions (CH4 and N20 effect being 0.3% of direct CO_2 emissions). HFCs are refrigerants and emissions are minor fugitive emissions from facilities' cooling systems. Nokia uses also CFCs and HCFCs as refrigerants, but they are not included in the inventory because the are not covered by the Kyoto Protocol. These refrigerants are anyhow included in the published Ozone Depleting Potential -figure. Out of Kyoto protocol greenhouse gases Perfluorocarbons (PFCs) and Sulphur hexafluoride (SF6) are not applicable for Nokia.

Indirect CO_2-emissions (Scope 2 emissions) include emissions from purchased electricity and district heating and cooling. Emissions are calculated by A WRI/WBCSD GHG Protocol Initiative calculation tool: "Indirect CO_2 Emissions from the Consumption of Purchased Electricity, Heat, and/ or Steam", which takes values from IEA. The latest version published in GHG website is used to calculate new data: data from previous years has not been updated with new factors. The year 2006 emissions are calculated with tool worksheet version 1.2 and 2007 & 2008 with version 2.0 and 2009 with version "GHG emissions from purchased energy, version 21". As an exception to get more specific district heating emission factor for Finland, which uses around 90% of Nokia total district heating, Finland year 2008 emission factor is based on energy production data from year 2007 (Statistics Finland, Environment and Energy), calculation method being "benefit sharing" (in stead of alternative "energy method") and the year 2007 factor is based on Finnish Environmental Institute publication. As no update for "benefit sharing" value was available for 2009 calculation, Finland figure was calculated with the GHG-tool value for purchased energy. As CO_2 typically represents over 99 percent of the GHG emissions in electricity and heat production, indirect emission factors in GHG-tool are for CO_2 only, not for CO_2e."

2)

Total CO_2 emissions in Nokia facilities by regions (tonnes)	2009	2008	2007	2006	2005
Total	225,500	243,000	228,000	255,300	281,700
Americas	14,200	26,400	57,500	56,800	64,300
Asia-Pacific	157,400	151,900	121,500	94,300	70,000
Europe & Africa	53,900	64,700	49,000	104,200	147,400

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3) Car fleet emissions include NAVTEQ fleet used in Digital Mapping Operations. Sources of carbon conversion factors (i.e. for converting distance driven to kg of CO_2) are following:

Europe: Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting. Factors based on an equal split between medium sized petrol and medium .

North America: Calculated with data from www.Fueleconomy.gov and based on the composition of NAVTEQ car fleet.

Rest of the World: DECC's GHG Conversion Factors for Company Reporting. Factors based on medium sized petrol cars only.

In 2008 and 2009 actual driving activities included through Q3, and Q4 estimated."

4) CO_2 emissions from employee commuting is calculated based on figures and estimates available on Nokia employee number, mode of transport, emissions from the cars used by employees, commuting distance and frequency.

5) These figures are being recalculated based on the new GHG Protocol Scope 3 standardization work. The updated figures will be published in August 2010.

6) Volatile organic compounds (VOC) arise from the use of solvents in the soldering and cleaning process. Consumption has increased due to more accurate reporting and changes in the production process, but in general, consumption is still on a low level.

7) Nokia uses no Ozone Depleting Substances (ODS) in its products or production. The reported ODS figures are due to minor leakage of ODS contained in cooling systems in facilities. Annual emissions vary due to changing annual maintenance needs. ODP (Ozone Depleting Potential) = emission in kg of CFC-11 equivalent.

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8) Energy consumption in Nokia facilities by regions. Direct energy means fuel (gas and oil) used on site and indirect energy puchased electricity and heat, in case of Nokia district heating and district cooling.

(1 GWh = 3 600 GJ)	2009	2008	2007	2006	2005
Electricity, total (GWh)	**537**	**561**	**527**	**498**	**639**
Americas	110	119	119	122	139
Asia-Pacific	196	196	154	122	106
Europe & Africa	231	246	254	254	394
District heating, total	**56**	**50**	**51**	**52**	**96**
Americas	0	0	0	0	0
Asia-Pacific	0	0	0	0	0
Europe & Africa	56	50	51	52	96
District cooling, total	**2**	**2**	**2**	**2**	**2**
Americas	0	0	0	0	0
Asia-Pacific	0	0	0	0	0
Europe & Africa	2	2	2	2	2
Gas, total	**72**	**66**	**66**	**67**	**71**
Americas	13	11	16	18	20
Asia-Pacific	26	23	19	14	11
Europe & Africa	33	32	31	35	40
Oil, total	**5.2**	**5.6**	**3.5**	**9**	**1.7**
Americas	2.0	3.1	1.8	1.6	0.9
Asia-Pacific	3.2	2.5	1.7	7.4	0
Europe & Africa	0	0	0	0	0.8
Energy, total	**672**	**684**	**649**	**628**	**810**
Americas	125	132	137	142	160
Asia-Pacific	225	222	175	143	117
Europe & Africa	322	330	337	343	533

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9) In 2007- 2009 major part of the renewable ("green") electricity is from the purchase of RES-E Guarantee of Origin certificates, but in 2008 includes also 30 MWh and in 2009 40 GWh Green-e wind certificates. In 2009 also RECS-certificates were purchased in Europe and Greenpower-certificates in Australia. Green certificates have been bought also in United Kingdom in 2006-2008: the amounts are included as renewable energy in the table, but due to new UK governmental guidance in 2008, no CO_2 reduction has been calculated to result from the purchase in 2008.

10) Water withdrawal indicates if water used in Nokia is reused internally as grey water, bought from municipal water supplies or taken from own ground water well or separately sourced ground water. Municipal supplies include water from various sources, including also ground water.

11) Discharges to water are coming from sanitary waste water and are calculated based on the headcount. BOD5 (Biological Oxygen Demand for 5 days) measures the amount of oxygen required or consumed for the microbiological decomposition (oxidation) of organic material in water. TSS means Total Suspended Solids, N stands for Nitrogen and P for Phosphorus.

12) Year 2006-2008 Nokia treatment facility amounts were corrected in 2009 report to include one facility, which was accidentally missed in earlier year reporting. Nokia is not measuring water discharge volume but estimates volume to be the same than water withdrawal, although there is some water evaporated.

13) Accuracy of waste data is not as high as with energy and water, as waste vendors often report amounts based on number of waste bins emptied and average weight for waste type, instead of weighing each container. In factories and biggest offices most of the reporting is based on actual weighed amounts.

14) Utilised waste includes waste that has been either reused, recycled or energy of it has been utilised. Remaining waste has been either sent to landfill or incinerated without energy recovery. Composting of biowaste is recorded under recycling.

15) The definitions for what is reported under hazardous and non-hazardous waste have been done on global level to keep simplicity in corporate reporting. E.g. all discarded batteries are reported globally under hazardous waste, although many types of batteries are not defined hazardous in many countries. On the other hand all electronical waste is reported under non-hazardous , although different sub-categories of it are defined hazardous in different countries. The actual waste treatment is always done according to local legal requirements.

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16) E-waste figure includes electronics waste collected by Nokia outside of own offices, R&D and production, for example as part of phone and accessories take-back campaigns.

17) NAVTEQ is not included in the figures.

18) IIR = Number of occupational injuries and illnesses per total hours worked by all employees during calendar year multiplied by 200 000 (the number of hours theoretically worked by 100 full time employees in a year).

19) The calculation rule was changed for the 2009 report from an average for the year to be year end figure. This was done to enable a direct comparison with NSN data.

20) Number of assessments; Number of Nokia Supplier Requirements system assessments conducted during the year. 2008 figure is including Nokia direct sourcing supplier system assessments and in-depth assessments. 2009 figure is including Nokia direct and indirect sourcing system assessments excluding in-depth assessments.

21) Supplier ISO14001 certification%; Hardware supplier environmental management system ISO14001 certification status at Supplier sites serving Nokia.

22) Supplier satisfaction survey %; Nokia conducts an annual Supplier Satisfaction Survey. In 2009, the overall satisfaction survey result was 79%, on a scale where 0% represents an unacceptable level and 100% represents an excellent level. Overall satisfaction reflects how Nokia performs on areas such as planning, relationship management and whether other business expectations force suppliers to compromise on their environmental and ethical level of compliance.

23) Supplier's Code of Conduct implementation %: One expectation for suppliers is that they have a company-level Code of Conduct in place. Codes of conduct set out requirements in several areas, such as corruption, general business routines, health and safety, human rights, working conditions, social rights and environmental standards.

24) Supplier's environmental performance %: Suppliers' environmental performance and target setting status, concentrating on four key areas: energy consumption, carbon dioxide (equivalent) emissions, Water use and waste generation.

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9.9 Key sustainability data Nokia Group

This data table consolidates some key Sustainability performance related figures of Nokia, including NAVTEQ and Nokia Siemens Networks (a company approximately 50% owned by Nokia). More detailed company specific data on Nokia Siemens Networks can be found from Nokia Siemens Network's own CR Report.

Economic key data[1]	2009	2008	2007	2006	2005
Net sales, EUR million	40,984	50,710	51,058	41,121	34,191
Operating profit, EUR million	1,197	4,966	7,985	5,488	4,639
Earnings/share diluted, EUR	0.24	1.05	1.83	1.05	0.83
Market capitalization at year–end, EUR million	33,078	41,046	101,995	61,390	64,463
Research & development, EUR million	5,909	5,968	5,636	3,897	3,825
Total tax, EUR million	702	1,081	1,522	1,357	1,281
Liquid assets at year–end, EUR million	8,873	6,820	11,753	8,537	9,910
Total liabilities at year–end, EUR million	20,989	23,072	20,261	10,557	9,938
Retained earnings at year–end, EUR million	10,132	11,692	13,870	11,123	13,308

Environmental key data[2]	2009	2008	2007	2006	2005
Energy consumption, GWh	1,223	1,285	1,223	892	873
Indirect CO_2e from facilities energy consumption, tonnes	413,500	434,500	418,900	334,200	307,300
Direct CO_2e from facilities, tonnes	20,100	23,000	18,500	19,200	16,600
CO_2 avoided due renewable energy, tonnes	107,300	62,200	39,000	1,800	0
Water use, thousand m3	2,167	2,293	2,091	1,547	1,354
Total waste, tonnes	58,930	55,200	60,810	51,900	36,880
Total waste utilization, %	0.91	0.88	0.88	0.83	0.82
Emissions of ODS, kg of CFC–11 equivalent[3]	186	42	108	326	101
E–waste collected outside own facilities (tonnes)	373	316			
Data reported from Facility area, 1000 m2	2,641	2,743	2,996	2,158	2,063

Employees	2009	2008	2007	2006	2005
Total number of employees at year–end	123,553	125,829	112,262	68,483	58,874
Total payroll & benefits, EUR million	5,658	5,615	4,664	3,457	3,127
Pension expenses net, EUR million	427	478	420	310	252

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1) The financial data has been derived from our consolidated financial statements for the years indicated. For specifications on our reportable segments and financial performance for the years indicated, please see Nokia's annual reports on Form 20-F and Nokia's Annual Accounts which are available at www.nokia.com/financials

The financial data for the years indicated is not directly compatible, among other factors, because of the following reasons:

* for year 2007 Nokia Siemens Networks data was consolidated in our financials for 9 months, and the data for the periods prior to April 1, 2007 included our former Networks business group only;

* for year 2008 Nokia Siemens Networks data was consolidated in our financials for 12 months and NAVTEQ for approximately 6 months: and

* for year 2009 Nokia Siemens Networks and NAVTEQ data were both consolidated in our financials for 12 months.

2) Updates for previously published environmental figures: Addition of NAVTEQ consumption to year 2008 and update for NSN consumption in 2007, as the original calculations for the first operational year 2007 were improved after collection of full year 2008 data.

3) Nokia uses no ODS (Ozone Depleting Substances) in its products or production. The reported ODS figures are due to ODS contained cooling systems in facilities. ODP (Ozone Depleting Potential) = emission in kg of CFC–11 equivalent.

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10.1 Independent assurance report

To the Management of Nokia Corporation

We have been engaged by the Management of Nokia Corporation to perform a limited assurance engagement on selected Nokia Corporation's Corporate Responsibility information for the year ending December 31, 2009 (hereinafter the "Selected CR information") included in Nokia Corporation's Sustainability Report 2009 and Nokia Siemens Networks' Corporate Responsibility Report 2009, as disclosed on Nokia Corporation's and on Nokia Siemens Networks' website.

The Selected CR information consists of the following performance indicators and other items in the areas of Environment, HR and Supply Chain. Unless otherwise stated below, the scope of the Selected CR information covers Nokia Group.

Environment:

- Facility related direct and indirect energy consumption and related greenhouse gas emissions.
- Comparison of year 2009 CO_2 emissions to base year 2006 emissions (Nokia Group excluding Nokia Siemens Networks Group) and to base year 2007 emissions (Nokia Siemens Networks Group). CO_2 emissions in base years 2006 and 2007 have originally been assured by Ecofys Germany GmbH, and for that part PricewaterhouseCoopers Oy has relied on their assurance work. PricewaterhouseCoopers Oy has performed assurance procedures on base year recalculations.
- Green electrical energy portion of total electricity consumption.
- Energy savings in 2009 and 2009 year-end current status against the cumulative minimum savings target by 2012 (Nokia Group excluding NAVTEQ). Energy consumption in base year 2006 and energy savings in 2007 (Nokia Group excluding NAVTEQ and Nokia Siemens Networks Group) and in base year 2007 (Nokia Siemens Networks Group) have been assured by Ecofys Germany GmbH, and PricewaterhouseCoopers Oy has relied on their assurance work. Hence no assurance procedures have been performed by PricewaterhouseCoopers Oy on these amounts.
- Water usage in facilities.
- ROHS compliance of products (Nokia Group excluding NAVTEQ and Nokia Siemens Networks Group).
- New chargers' compliance with EU CoC / Energy Star (Nokia Group excluding NAVTEQ and Nokia Siemens Networks Group).

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- No-load energy consumption of chargers including also progress in reaching the target of reducing the average charger's no load energy consumption by 50 % from the 2006 level by the end of 2010 (Nokia Group excluding NAVTEQ and Nokia Siemens Networks Group). The chargers' average energy consumption in base year 2006 and consumption reductions in 2007 have been assured by Ecofys Germany GmbH, and PricewaterhouseCoopers Oy has relied on their assurance work. Hence no assurance procedures have been performed by PricewaterhouseCoopers Oy on these amounts.
- Air travel emissions (Nokia Group excluding NAVTEQ and Nokia Siemens Networks Group).
- Assessment of logistics emissions calculation methodology (only Nokia Siemens Networks Group).

HR:

- Employees in production (Nokia Group excluding NAVTEQ and Nokia Siemens Networks Group).
- Total training cost (Nokia Group excluding NAVTEQ and Nokia Siemens Networks Group).
- Training cost / employee (Nokia Group excluding NAVTEQ and Nokia Siemens Networks Group).
- Injury/illness rate in production (Nokia Group excluding NAVTEQ and Nokia Siemens Networks Group).
- Women in senior management (Nokia Group excluding NAVTEQ).
- Non-Finnish nationalities in senior management (Nokia Group excluding NAVTEQ).
- Voluntary attrition (Nokia Group excluding NAVTEQ).

Supply Chain:

- Percentage of suppliers having certified ISO 14001 system in place for sites serving Nokia Group (Nokia Group excluding NAVTEQ).
- Percentage of suppliers having reduction targets for energy, CO_2, water, and waste in place and monitored (Nokia Group excluding NAVTEQ and Nokia Siemens Networks Group).
- Suppliers' compliance with Nokia Supplier Requirements: number of suppliers under E-TASC and % average supplier E-TASC self assessment score (Nokia Group excluding NAVTEQ and Nokia Siemens Networks Group).
- Suppliers' compliance with Nokia Siemens Networks Supplier Requirements: number of suppliers under E-TASC (Nokia Siemens Networks Group).
- Suppliers' compliance with Nokia Supplier Requirements: number of supplier assessments and in-depth assessments (Nokia Group excluding NAVTEQ and Nokia Siemens Networks Group).
- Suppliers' compliance with Nokia Siemens Networks Supplier Requirements: number of supplier assessments and in-depth assessments (Nokia Siemens Networks Group).

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- Supplier Code of Conduct implementation % (Nokia Group excluding NAVTEQ and Nokia Siemens Networks Group).
- Supplier Satisfaction Survey results (Nokia Group excluding NAVTEQ).
- E-TASC data verification (only Nokia Siemens Networks Group).

Management's Responsibility

The Management of Nokia Corporation is responsible for preparing the Selected CR information in accordance with the Reporting criteria as set out in Nokia Corporation's own documented standards, GHG Protocol, and ISO 14001 standard.

Practitioner's Responsibility

Our responsibility is to express a conclusion on the Selected CR information based on our work performed. Our assurance report has been made in accordance with the terms of our engagement. We do not accept, or assume responsibility to anyone else, except to Nokia Corporation for our work, for this report, or for the conclusions that we have reached.

We conducted our work in accordance with the International Standard on Assurance Engagements (ISAE) 3000 'Assurance Engagements Other than Audits or Reviews of Historical Financial Information'. This Standard requires that we comply with ethical requirements and plan and perform the assurance engagement to obtain limited assurance whether any matters come to our attention that cause us to believe that the Selected CR information has not been prepared, in all material respects, in accordance with the Reporting criteria.

In a limited assurance engagement the evidence-gathering procedures are more limited than for a reasonable assurance engagement, and therefore less assurance is obtained than in a reasonable assurance engagement. The procedures selected depend on the practitioner's judgment, including an assessment of the risks of material misstatement of the Selected CR information. Our work consisted of, amongst others, the following procedures:

- Making inquiries of relevant management of Nokia Corporation and Nokia Siemens Networks Oy.
- Assessing how Nokia Group employees apply Nokia Corporation's reporting guidelines and procedures.
- Visiting Nokia Corporation's and Nokia Siemens Networks Oy's Head Offices as well as a sample of six manufacturing sites in China, India and Romania.

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- Interviewing employees responsible for collection and reporting of the Selected CR information at Nokia Group and at Nokia Siemens Networks Group level and at the different manufacturing sites where our visits took place.
- Inspection of relevant documents and systems for gathering, analyzing and aggregating the Selected CR information as well as tests on a sample basis.
- Assessing the data consolidation process of the Selected CR information at Nokia Group level and at Nokia Siemens Networks Group level.

Conclusion

Based on our limited assurance engagement, nothing has come to our attention that cause us to believe that the Selected CR information has not been prepared, in all material respects, in accordance with the Reporting criteria. Our assurance report should be read in conjunction with the inherent limitations of accuracy and completeness for corporate responsibility information. This independent assurance report should not be used on its own as a basis for interpreting Nokia Corporation's performance in relation to its principles of corporate responsibility.

Helsinki, June 3rd, 2010

PricewaterhouseCoopers Oy

Merja Lindh
Authorized Public Accountant

Sirpa Juutinen
Director, Sustainable Business Solutions

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11.1 GRI Index for Sustainability report 2009

GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
1	**Strategy and Analysis**				
1.1	Statement from the most senior decision-maker of the organization (e.g. CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy	●	1.0 CEO's Message		
1.2	Description of key impacts, risks and opportunities	●	3.1.5 Sustainability opportunities and risks		
2	**Organizational Profile**				
2.1	Name of the organization	●	First title page		
2.2	Primary brands, products, and/or services	●	2.0 Nokia in 2009; 4B. Business overview	34 - 39	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures	●	2.0 Nokia in 2009; 4A. History and development of the company - organizational structure	33	
2.4	Location of organization's headquarters	●	2.0 Nokia in 2009; First title page		
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	●	2.0 Nokia in 2009; 4D. Property, plants and equipment	64	
2.6	Nature of ownership and legal form	●	Introduction and use of certain terms. 7A. Major shareholders	4, 149	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	●	2.0 Nokia in 2009; 3C. Risk factors; 4B. Business overview	11, 39	

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GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
2.8	Scale of the reporting organization, including:	●	2.0 Nokia in 2009; ITEM 4. Information on the company	32	
	- number of employees	●	6D. Employees	141	
	- net sales (for private sector organizations) or net revenues (for public sector organizations)	●	3A. Selected financial data	7	
	- total capitalization broken down in terms of debt and equity (for private sector organizations)	●	5A. Operating results (Net financial income and expenses)	98	
	- quantity of products or services provided	●	5A. Operating results (Devices & Services)	68	
	- total assets	●	3A. Selected financial data	8	
	- beneficial ownership (including identity and percentage of ownership of largest shareholders)	●	7A. Major shareholders	149	
	- breakdowns by country/region (sales/ revenues, costs, employees)	●	2. Segment information, 4. Personnel expenses	F-27, F-28	
2.9	Significant changes during the reporting period regarding:	●			
	- size, structure, ownership	●	5A. Operating results	88	
2.10	Awards received in the reporting period	●	3.2.1 External recognition and awards		
3	**Report Parameters**				
	Report profile				
3.1	Reporting period	●	3.1 Introduction to reporting principles		
3.2	Date of most recent previous report	●	3A. Selected financial data	7	
3.3	Reporting cycle	●	3.1 Introduction to reporting principles		

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11.1 GRI Index for Sustainability report 2009 (continued)

GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
3.4	Contact point for questions regarding the report or its contents	●	3.1 Introduction to reporting principles		
	Report scope and boundary				
3.5	Process for defining report content including: - determining materiality - prioritizing topics within the report - identifying stakeholders the organization expects to use the report	●	3.1 Introduction to reporting principles		
3.6	Boundary of the report	●	3.1 Introduction to reporting principles; 9.0 Key data 2009		
3.7	State any specific limitations on the scope or boundary of the report	●	3.1 Introduction to reporting principles; 9.0 Key data 2009		
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations	●	3.1 Introduction to reporting principles; 9.0 Key data 2009		
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report	●	3.1 Introduction to reporting principles; 9.0 Key data 2009		

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11.1 GRI Index for Sustainability report 2009 (continued)

GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/ acquisitions, change of base years/periods, nature of business, measurement methods)	●	9.0 Key data 2009; 3A. Selected financial data	8	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	●	9.0 Key data 2009; 3A. Selected financial data	8	
	GRI content index				
3.12	Table identifying the location of the Standard Disclosures in the report	●	3.1.1 GRI; This index		
	Assurance				
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s)	●	3.1 Introduction to reporting principles		

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11.1 GRI Index for Sustainability report 2009 (continued)

GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
4	**Governance, Commitments, and Engagement**				
	Governance				
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	●	6A. Directors and senior management	112	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer	●	6A. Directors and senior management	112	
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members	●	6A. Directors and senior management	112	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	●	3.1.3 Sustainability governance		
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance)	●	6B. Compensation (Board of Directors)	121	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	●	6C. Board practices. The board of directors	138	

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GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics	●	6A. Directors and senior management (Board of Directors)	122	
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation	●	4B. Business overview (Employees - Corporate Responsibility)	55	
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles	●	3.1.3 Sustainability governance; 4B. Business overview (Corporate Responsibility, Code of Conduct)	54, 55	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	●	6B. Compensation (Executive Compensation)	123	
	Commitments to external initiatives				
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	●	3.1.5 Sustainability opportunities and risks		

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GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	●	3.1 Introduction to reporting principles		
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations	●	3.2 Stakeholder engagement; 5.6 Industry collaboration		
	Stakeholder engagement				
4.14	List of stakeholder groups engaged by the organization	●	3.2 Stakeholder engagement		
4.15	Basis for identification and selection of stakeholders with whom to engage	●	3.2 Stakeholder engagement		
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	●	3.2 Stakeholder engagement		
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	●	3.1 Introduction to reporting principles; 3.2 Stakeholder engagement		

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GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
	Economic Performance Indicators				
	Disclosure on Management Approach				
		●	3.1.5 Sustainability opportunities and risks; 3.2 Stakeholder engagement; 9.0 Key data 2009; 20-F		Economic Performance
		●	4.3 Diversity; 5.1 Supplier requirements		Market Presence
		●	6.0 Corporate social investment		Indirect Economic Impacts
	Economic performance				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	●	9.0 Key data 2009	20-F	Data presented in Key data table (not in GRI table format).
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	○	3.1.5 Sustainability opportunities and risks		
EC3	Coverage of the organization's defined benefit plan obligations	●		20-F: F-13. Pension	
EC4	Significant financial assistance received from government	●	3.2 Stakeholder engagement		
	Market presence				
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	○	5.1 Supplier requirements		

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GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	●	4.3 Diversity		
	Indirect economic impacts				
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	●	6.0 Corporate social investment		
	Environmental Performance Indicators				
	Disclosure on Management Approach				
		●	7.2 Environmental management at Nokia		
		●	7.4 Environment and our products; Product specific material declarations in Nokia.com		Materials
		●	7.1.3 Climate strategy, Facilities; 8.0 Operations; 9.0 Key data 2009		Energy
		●	8.1 Facility energy consumption, emissions and water use; 9.0 Key data 2009		Water
		●	1.0 CEO's Message; 7.1 Environmental strategy; 8.0 Operations		Biodiversity
		●	5.3 Supplier performance metrics and targets; 7.0 Environment; 8.0 Operations; 9.0 Key data 2009		Emissions, Effluents, and Waste

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GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
		●	5.3 Supplier performance metrics and targets; 7.0 Environment; 9.0 Key data 2009		Products and Services
		●	3.1.4 Regulatory compliance		Compliance
		●	8.8 Green logistics; 9.0 Key data 2009		Transport
	Materials				
EN1	Materials used by weight or volume	○	7.4 Environment and our products; Product specific material declarations in Nokia.com		
EN2	Percentage of materials used that are recycled input materials	○	7.4 Environment and our products, 7.4.5 Packaging		
	Energy				
EN3	Direct energy consumption by primary energy source	●	8.1 Facility energy consumption, emissions and water use; 9.0 Key data 2009		
EN4	Indirect energy consumption by primary source	●	8.1 Facility energy consumption, emissions and water use; 8.5 Renewable energy; 9.0 Key data 2009		
EN5 (add)	Energy saved due to conservation and efficiency improvements	●	8.3 Energy efficiency		
EN6 (add)	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives.	●	8.3 Energy efficiency		
EN7 (add)	Initiatives to reduce indirect energy consumption and reductions achieved	●	7.1.3 Climate strategy, Facilities; 8.3 Energy efficiency		

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GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
	Water				
EN8	Total water withdrawal by source	●	8.1 Facility energy consumption, emissions and water use; 9.0 Key data 2009		
	Biodiversity				
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	○	8.10 Other environmental impacts		
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	●	1.0 CEO's Message; 7.1 Environmental strategy;8.1 Facility energy consumption, emissions and water use		
	Emissions, Effluents, and Waste				
EN16	Total direct and indirect greenhouse gas emissions by weight	●	8.1 Facility energy consumption, emissions and water use		
EN17	Other relevant indirect greenhouse gas emissions by weight	●	7.1.3 Climate Strategy; 8.7 Other sustainability projects; 8.8 Green logistics; 8.9 Travel and commuting; 9.0 Key data 2009		

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GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
EN18 (add)	Initiatives to reduce greenhouse gas emissions and reductions achieved	●	5.3 Supplier performance metrics and targets; 7.1.2 Key focus areas; 7.1.3 Climate strategy; 7.3 ICT as an enabler; 7.4 Environment and our products; 7.5 Promoting sustainability through Nokia services; 7.6 Take-back and recycling 2009; 8.0 Operations		
EN19	Emissions of ozone-depleting substances by weight	●	9.0 Key data 2009		
EN20	NOx, SOx, and other significant air emissions by type and weight	●	9.0 Key data 2009		
EN21	Total water discharge by quality and destination	●	9.0 Key data 2009		
EN22	Total weight of waste by type and disposal method	●	9.0 Key data 2009		
EN23	Total number and volume of significant spills Products and services	●	8.10 Other environmental impacts		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	●	5.3 Supplier performance metrics and targets; 7.1 Environmental strategy		
EN27	Percentage of products sold and their packaging materials that are reclaimed by category	○	7.2.1 Environmental management systems; 9.0 Key data 2009		

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GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
	Compliance				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	●	3.1.4 Regulatory compliance		
	Transport				
EN29 (add)	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce	●	8.8 Green Logistics; 9.0 Key data 2009		
	Social Performance Indicators				
	Labour Practices & Decent Work				
	Disclosure on Management Approach				
		●	4.2.7 Employment breakdown; 4.7 Reorganization and restructuring; 20-F, 6D. Employees		Employment
		●	4.1.2 Employee forums and collective bargaining; 4.2.3 Labour practices and employment guidelines		Labor/Management Relations
		●	4.2.6 Factory assessments; 4.8 Health, safety and wellbeing; 4.8.2 H&S performance		Occupational Health and Safety
		●	4.4.2 Training and development; 4.5.1 Performance evaluation; 4.6.1 Incentives		Training and Education

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GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
		●	4.2.7 Employment breakdown; 4.3 Diversity; 4.6 Performance-based rewarding; 4B. Business overview, promoting diversity in the workplace; 6D. Employees	56, 141	Diversity and Equal Opportunity
	Employment				
LA1	Total workforce by employment type, employment contract, and region	●	4.2.7 Employment breakdown; 20-F, 6D. Employees	141	
LA2	Total number and rate of employee turnover by age group, gender, and region Labor/Management relations	●	4.7 Reorganization and restructuring		
LA4	Percentage of employees covered by collective bargaining agreements	●	4.1.2 Employee forums and collective bargaining		
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements Occupational health and safety	●	4.2.3 Labour practices and employment guidelines		
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities by region	●	4.2.6 Factory assessments; 4.8.2 H&S performance		
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	●	4.8. Health, safety and wellbeing		

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GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
	Training and Education				
LA10	Average hours of training per year per employee by employee category	○	4.4.2 Training and development		
LA11 (add)	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	●	4.4.2 Training and development		
LA12 (add)	Percentage of employees receiving regular performance and career development reviews	●	4.5.1 Performance evaluation; 4.6.1 Incentives		
	Diversity and Equal Opportunity				
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity	●	4.2.7 Employment breakdown; 4.3 Diversity; 4B. Business overview, promoting diversity in the workplace; 6D. Employees	56, 141	
LA14	Ratio of basic salary of men to women by employee category	○	4.6 Performance-based rewarding		
	Human Rights Performance Indicators				
	Disclosure on Management Approach				
		●	3.1 Introduction to reporting principles, Global compact; 4.0 Employees; 5.0 Supply chain		Investment and Procurement Practices
		●	4.2.3 Labour practices and employment guidelines		Non-discrimination
		●	4.2.3 Labour practices and employment guidelines		Freedom of Association and Collective Bargaining

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11.1 GRI Index for Sustainability report 2009 (continued)

GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
		●	4.2.3 Labour practices and employment guidelines		Child Labor
		●	4.2.3 Labour practices and employment guidelines		Forced and Compulsory Labor
	Investment and Procurement Practices				
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	○	4.2.4 Labour conditions standard; 3.1 Introduction to reporting principles, Global compact		
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken	●	5.2.1 Supplier self-assessments; 5.2.2 Supplier on-site assessments; 5.4 Training and building capability		
HR3 (add)	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	○	4.2.4 Labour conditions standard; 4.10 Code of Conduct.		
	Non-discrimination				
HR4	Total number of incidents of discrimination and actions taken	○	4.2.3 Labour practices and employment guidelines		
	Freedom of Association and Collective Bargaining				
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	○	4.2.3 Labour practices and employment guidelines		

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11.1 GRI Index for Sustainability report 2009 (continued)

GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
	Child Labor				
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor	●	4.2.3 Labour practices and employment guidelines		
	Forced and Compulsory Labor				
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor	●	4.2.3 Labour practices and employment guidelines		
	Society Performance Indicators				
	Disclosure on Management Approach				
		●	8.10 Other environmental impacts		Community
		●	4.2.3 Labour practices and employment guidelines; 4.10 Code of Conduct		Corruption
		●	3.1.4 Regulatory compliance; 3.2 Stakeholder engagement		Public Policy
		●	3.1.4 Regulatory compliance		Anticompetitive Behavior
		●	3.1.4 Regulatory compliance		Compliance
	Community				
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting	○	8.10 Other environmental impacts		

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GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
	Corruption				
SO2	Percentage and total number of business units analyzed for risks related to corruption	●	4.2.3 Labour practices and employment guidelines		
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures	●	4.10 Code of Conduct		
SO4	Actions taken in response to incidents of corruption.	●	4.2.3 Labour practices and employment guidelines		
	Public Policy				
SO5	Public policy positions and participation in public policy development and lobbying	●	3.1.4 Regulatory compliance; 3.2 Stakeholder engagement		
SO6 (add)	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country	●	3.1.4 Regulatory compliance		
	Anticompetitive Behavior				
SO7 (add)	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	●	3.1.4 Regulatory compliance		
	Compliance				
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	●	3.1.4 Regulatory compliance		

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11.1 GRI Index for Sustainability report 2009 (continued)

GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
	Product Responsibility Performance Indicators				
	Disclosure on Management Approach	●			
		●	3.3 Health and safety of product use; 5.5. Sourcing materials; 7.0 Environment; 9.0 Key data 2009 / LCA		Customer Health and Safety
		●	3.3 Health and safety of product use; 3.4.3 Consumers; 5.5. Sourcing Materials; 7.0 Environment		Product and Service Labeling
		●	3.1.4 Regulatory compliance		Marketing Communications
		●	3.1.4 Regulatory compliance		Compliance
	Customer Health and Safety				
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	○	3.3 Health and safety of product use; 5.5. Sourcing materials; 7.1.1 Minimizing our environmental footprint; 7.1.2. Key focus areas; 7.4.2. Environmental impact of our products;7.4.3 Materials and substance management; 9.0 Key data 2009 / LCA		

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GRI Indicator	Disclosure items	● Disclosed ○ Disclosed partially	CR report / 20-F heading reference	Annual report (20-F) page reference	Comments
	Products and Service Labeling				
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	○	3.3 Health and safety of product use; 3.4.3 Consumers; 5.5 Sourcing materials; 7.1.1 Minimizing our environmental footprint; 7.1.2. Key Focus Areas; 7.4.3 Materials and substance management		
	Marketing Communications				
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	●	3.1.4 Regulatory compliance		
	Compliance				
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	●	3.1.4 Regulatory compliance		

A third-party GRI Application Level check conducted by a corporate responsibility specialist, Tofuture Oy has confirmed Nokia's self-declaration that the Report meets the requirements for GRI's Application Level A+.