# Nokia Annual CSR Report

India Market 2016-17

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# Message from Sanjay Malik

India is a country with tremendous potential to reap its demographic dividend. But this is possible only when our children and our communities are kept safe and empowered. Through our Corporate Social Responsibility (CSR) initiatives in India, Nokia is committed towards enhancing lives of local communities and providing opportunities for them to lead productive lives through technology interventions. Our strength in telecommunication technology and our carefully chosen implementation partners' ability to engage at the ground level have helped build unique sustainable models that could address these challenges faced by local communities - be it strengthening the most disaster-prone communities and giving them technology and know-how to be resilient to disasters and
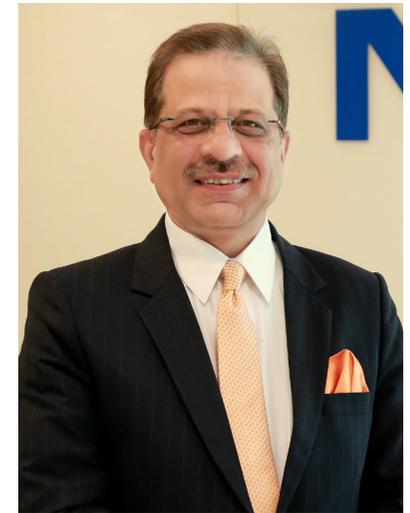
everyday risks, or engaging communities to revive wetlands, or getting children back into mainstream education. Together with our implementation partners, we have created a set of initiatives that aim to make a positive and sustainable difference.

Children, their communities, and the environment they live in are critical pillars of our CSR programme in India. Our efforts to make their lives safer and more productive involves engaging with multiple stakeholders so the programme remains sustainable and long term. Beyond our stated corporate sustainability commitments, we believe in creating value and engaging across local, regional and national governments, NGOs, educational institutions, and our local communities.

We believe we have just made a beginning and there are multiple areas where we can improve. But our approach to corporate social responsibility and sustainability is a long-term one and in this endeavour we are pushing ourselves to do better, achieve more and look at holistic sustainable solutions while being operationally efficient.

We continue in our pursuit of building sustainable planet and making a difference to the communities and environment around us.

Warm regards,
Sanjay Malik
Head of India Market

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# Awarded best entry in CSR

Nokia was awarded the Best Newcomer to Corporate Social Responsibility (CSR) for its work in disaster resilience and social protection at the National CSR leadership Congress & Awards in India. This recognition was given for our collaboration with Save the Children. The award is a testimony to the fact that we offer a balanced framework to position our sustainability strategy around the social elements.

NATIONAL AWARDS FOR EXCELLENCE IN CSR & SUSTAINABILITY

# About Nokia

We create the technology to connect the world. Powered by the research and innovation of Nokia Bell Labs, we serve communications service providers, governments, large enterprises and consumers, with the industry's most complete, end-to-end portfolio of products, services and licensing.

From the enabling infrastructure for 5G and the Internet of Things, to emerging applications in virtual reality and digital health, we are shaping the future of technology to transform the human experience.

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# Nokia in India

The manufacturing operations, global delivery centers and research and development setups in India reflect Nokia's unwavering belief in India's potential. From launching and rapidly growing 2G/GSM technology in early 2000s, to bringing high quality 3G services in 2011 to pioneering 4G/LTE technology in India in 2012, Nokia has been at the forefront of partnering with telecom operators in India. Nokia has top market share in GSM and WCDMA, Packet Core and GSM-Railways. The company is a partner of choice for mobile operators to usher mobile data revolution in the country as the Nokia 'MBIT Index' indicates 4G as India's fastest growing mobile broadband technology contributing 60% of the incremental data traffic in 2016.

**Nokia business in India – key highlights**

India's largest 4G equipment vendor with commercial LTE and VoLTE deployments

Over ~280 million subscribers in India across over 265,000 sites are served by our equipment.

Recognised amongst Top 25 Innovative organisations for Chennai manufacturing operations by CII.

Global Delivery Centers in Noida and Chennai managing 310,000 base stations with millions of subscribers, across 85 countries.

India's largest international telecom infrastructure manufacturer with the first to manufacture 3G and LTE products locally.

Global R&D center in Bengaluru with 6000 people

Recognised as top Network R&D leader 2016 and Top Managed Services Company 2015 by Amity University

# Our approach to corporate social responsibility

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## Our approach to corporate social responsibility in India

### Enhancing lives through corporate community investment

- **Building resilience in children and their communities against risks and disasters** Implementation by Save the Children

- **Remedial education for out of school children** Implementation by Samridhdhi Trust

### Connecting people and things

- **Design and Development of Rural Communications for India to boost rural broad-band connectivity** Research by IIT Madras – Center of Excellence Wireless Technology

- **Improving people's lives with technology** ROSA, FARM, EWS

### Protecting the environment

- **Wetlands Conservation** Implementation by WWF-India

### Being responsible when it matters most

- Vardah Cyclone in Tamil Nadu

- Floods in Bihar

- Fire in Pallam Village in Andhra Pradesh

### Making change happen together

- Employee Engagement

- Working with Government and Communities

"We believe in a data-driven approach to corporate social responsibility, and lay a high emphasis on accountability. We set ourselves ambitious goals and measure our progress in terms of efficiency and efficacy at regular intervals. The aim is to ensure a long-term impact to the communities and environment we operate in"

Sunil Syal
Chief Financial Officer

Nokia partners with credible and engaged implementation partners in this endeavour. At present, Nokia's CSR activities are spread across seven states (Andhra Pradesh, Bihar, Delhi, Rajasthan, Karnataka, Uttar Pradesh and Tamil Nadu) across India. Nokia focuses on leveraging technological advancement for improved delivery of basic services and involving local communities and government for enhanced capacity for action in each of these interventions.

Nokia's active CSR programmes in India are aligned with Nokia's key themes of Corporate Community Investment and with Section 135 and Schedule VII of the Companies Act 2013 and Companies (CSR Policy) Rules 2014. These programs actively seek to improve the overall quality of life and have a positive impact on the local communities where the company operates as well as the society at large. Nokia India has a stated CSR policy that places special emphasis on keeping children and their communities safer and more resilient, and the environment cleaner.

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Nokia lays a lot of emphasis on ensuring that all CSR projects run efficiently and are effective in the long term. Nokia partners with niiti Consulting Pvt. Ltd. to monitor and evaluate projects, and assess and audit them at regular intervals. The evaluation of the programmes are based on the project's logic model, as defined by the Organisation of Economic Co-operation and Development (OECD) for development evaluations.

The CSR Committee of the Board provides strategic direction, guidance and policy inputs whilst also periodically reviewing the physical and financial progress of deployment of CSR projects across locations against plans.

## Our CSR committee

Sanjay Malik
**Chairman of CSR Committee and Head of India Market**
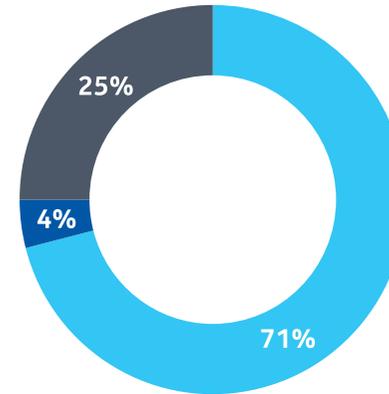
Sunil Sayal
**Chief Financial Officer**
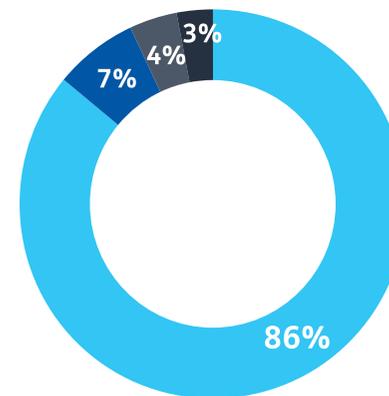
Saguna Vaid
**Head of Legal & Compliance**

Sanjay Ajmera
**India Country Controlling.**

## Spread of CSR projects by sector focus



- Building resilience in children and their communities against risks and disasters
- Building a sustainable environment
- Building a digitally inclusive India

71%
25%
4%

## Spread of CSR projects by implementation partner



- Save the Children
- IIT - Madras
- Samridhdhi Trust
- World Wide Fund for Nature - India

86%
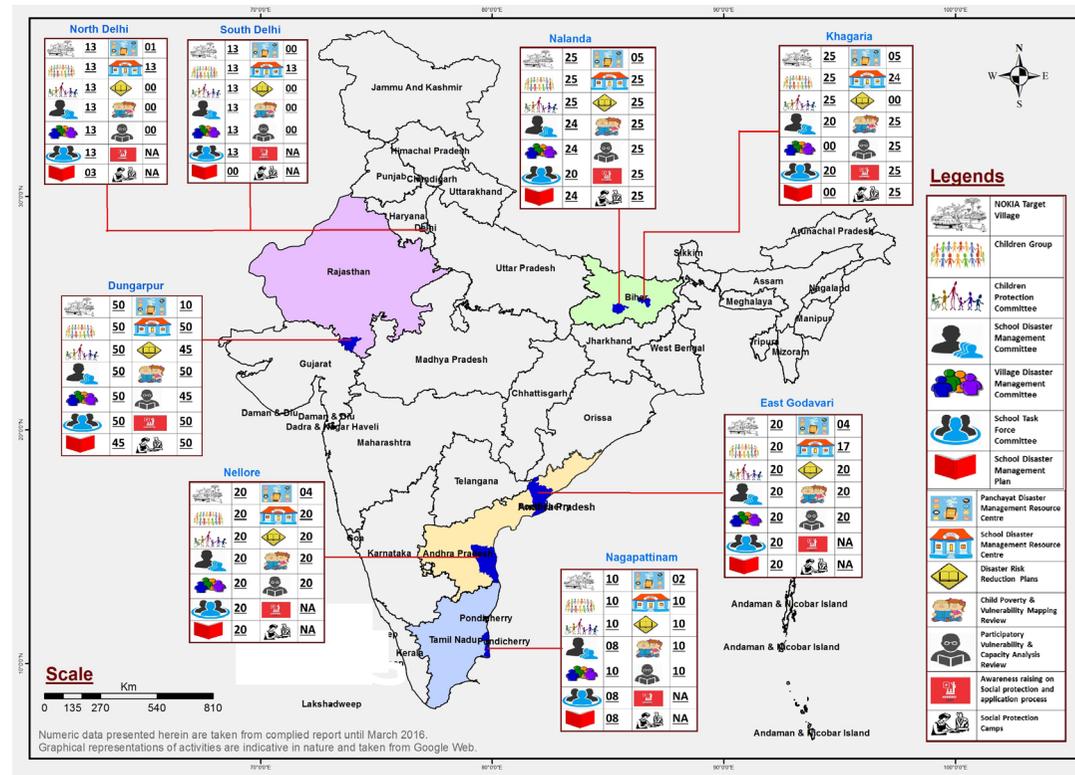7%
4%
3%

# Enhancing lives through corporate community investment

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# Building resilience in children and their communities against risks and disasters

The Save the Children and Nokia partnership was forged in 2014 with a vision to create resilience among children and their communities through improved access to social protection and increased capacity to reduce disaster risks. The initiative aims to build resilience of vulnerable children, their families and communities in five states of India (Andhra Pradesh, Bihar, Delhi, Rajasthan and Tamil Nadu) through an innovative approach integrating information technology, Disaster Risk and Relief (DRR) and Child Sensitive Social Protection (CSSP).

The programme focuses on leveraging technology for delivering basic services as well as generate enhanced capacity for action. Information and communication technology linked to mapping and network solutions play an extremely important role in laying the framework for targeting, tracking, linking and distribution of social protection entitlements on the one hand, and enable the community and the government to respond to local risks and disasters rapidly, efficiently and at scale on the other. The project is expected to cover 350 villages/urban slums in 5 states of India over a period of 3 years.
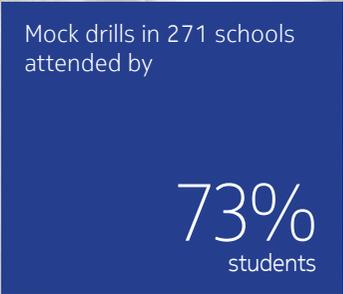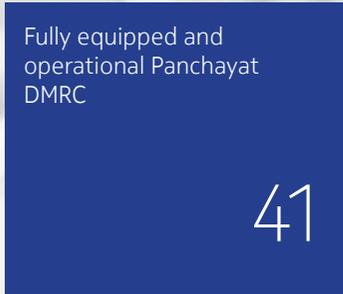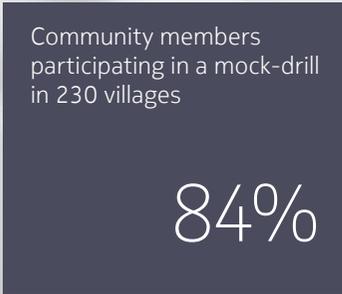


## 350
villages / urban slums in

## 5
states of India over a period of

## 3
years

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# Theme I: Disaster risk reduction

Implementation Partner - Save the Children

## Our achievements

The project aims at creating appropriate means and infrastructure to enable protection of children and their communities during times of disaster and providing relief and rehabilitation in such an event.

Village Disaster Management plans created in

**300**
villages

Community members participating in a mock-drill in 230 villages

**84%**

Fully equipped and operational Panchayat DMRC

**41**

Villages where task forces have been created and equipped with kits

**350**

Mock drills in 271 schools attended by

**73%**
students

Participatory Vulnerability and Capacity Assessment conducted and endorsed by village panchayats in

**350**
villages

DMRCs established and fully functional in villages and schools

**334**

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## Key result areas

- Children and communities have increased coping capacity to shocks induced by natural hazards and everyday risks by safeguarding protection, education, health & nutrition (including WaSH - Water, Sanitation, Hygiene) and other lifeline services

- School and ICDS centres have been strengthened to promote safety and well-being of children

- Strengthened district level planning for institutionalisation of child centred resilience approach

**Key highlights of the programme in 2016-17:**

### What is DMRC?


Launch of P-DMRC in Dungarpur, Rajasthan


Launch of S-DMRC in Dungarpur, Rajasthan

The Disaster Management Resource Centre (DMRC) is a nodal hub for resilience building established at the Panchayat/ward level that will act as a resource centre for disaster risk reduction, social scheme awareness and disseminating critical information for community members. These centres are equipped with increased access to social protection schemes. Each centre is provided with necessary equipment for early warning, search and rescue, as well as medical aid. Each DMRC is also equipped with 40 inch computer LED, CPU, Solar Panel and UPS.

Some communities in Andhra Pradesh also use the Panchayat DMRC (P-DMRC) for other purposes such online shopping, update on market prices for commodities, information on upcoming competitive exams, etc. Rajasthan inaugurated 10 P-DMRCs this year, among which the P-DMRC in Mandwa village was formally inaugurated by Superintendent of Police (SP) Dungarpur, Mr. Anil Jain.

In addition to the P-DMRCs there are 350 School DMRCs (S-DMRC) that are being set up in this project. At present, 334 S-DMRCs are functional.

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**Highlights:**



Villagers in Nagapattinam drawing a rangoli depicting the PVCA for
the village



VDMP presentation to a panchayat in Rajasthan



Task Force Kit being reviewed by the SP during inauguration of P-DMRC,
Mandwa, Rajasthan

### Community level PVCA and its analysis

In the year April 2016 - March 2017, Participatory
Vulnerability and Capacity Analysis (PVCA) has been
completed in all 350 villages. PVCA, in each village, is
the first step towards disaster resilience planning and
action. In order to respond without delay at the time
of an emergency, collating data on community level
vulnerabilities and available resources is essential. PVCA
is a mapping exercise which is participatory in nature
involving collective wisdom of communities.

### Creation of Village Disaster Management Plans (VDMP) and School Disaster Management Plans (SDMP)

Creating VDMP and SDMP is the first step towards
creating the foundations of disaster resilient
communities and schools. A VDMP is created by
community members and an SDMP is created by
students and teachers.

In each of these plans, potential for hazards in the
village / slum is chalked out and appropriate
interventions are identified. In 300 communities and
334 schools, disaster management plans have been
created as of March 2017. To institutionalise the VDMPs
and ensure action at scale in Andhra Pradesh, Bihar,
Rajasthan and Tamil Nadu the VDMPs were submitted to
and endorsed by the local Panchayat, which is the local
statutory body to manage disaster preparedness.

### Identification and formation of task forces

Any disaster response plan is only as effective as the
level of readiness of the communities to leverage
it. Task forces play a critical role as catalysts within
communities who are especially trained and assigned
specific responsibilities to implement the disaster
relief plan in an effective and efficient manner. Each
task force comprises of five sub-groups which are Early
warning, Search & Rescue, Shelter management, First
aid & Psychosocial Support. Task forces have been
formed in all 350 operational villages / urban slums.
RedR, a professional agency, adept and experienced in
humanitarian training was engaged to conduct training
of trainers across the four states. 65% of total task force
members in 339 villages were trained this year on four
themes. All 350 villages have received Task force kits at
the village level. The task force kits will be immediately
deployed during any disaster.

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Training of Task Forces in different states



Dainik Navjyoti, Dungarpur, July 22, 2016



Deccan Chronicle, Nellore, May 18, 2016

"Save the Children and Nokia have implemented various activities that involved children and the community. Regular meetings were held with VDMC, taskforces & children groups to disseminate information through videos & presentations. Children have benefitted through S-DMRC centres through education related videos, Teachers have learnt computer and they are also able to engage children in different activities through the P-DRMC. Village level and school level task force kits have been distributed and their use was demonstrated. These kits are useful to handle any emergency situation."

Mr. Kanti Lal Parmar - VDMC member
Rama Village, Kolkhanda,
Dungarpur, Rajasthan
03 Sep 2016

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## Specific interventions to reduce risks

One of the focus areas for this programme has been to provide sustainable solutions to avert or manage everyday risks for the local community. They could range from an open well to a potential fire hazard or even lack of access to clean potable water. In 7 villages across 4 states, appropriate solutions to provide clean and potable drinking water are being explored.

In Tiruvallur district of Tamil Nadu, Reverse Osmosis (RO) plants are being installed in three locations which will cater to approximately 1000 households. In East Godavari, an RO plant will be set up in one village. In Khagaria, Bihar a community level Slow Sand filter technique is being used in two villages to address the presence of high arsenic and iron in groundwater. In Nalanda, Bihar, household level filters are being procured for 150 households to combat high iron content in ground water. Watershed development and management training for communities was organised in Rajasthan.

Since water scarcity and quality issues have emerged in all project locations in the 5 states, trainings were organised in all districts to empower communities to monitor and gauge water quality. In each district, 25 participants were trained by trainers from People's Science Institute.

In Yellayyapetal village, East Godavari district Andhra Pradesh, the MPUP school ground was being used as a dumping ground by villagers. The debris turned into slush during monsoon posing severe health hazard as well as making it difficult for children to reach their school. The school task force and child protection committee members raised the issue and with the help of the Panchayat, cleaned up the debris and also appointed a caretaker at school premises.



Water testing workshop at Nagapattinam on Nov 25, 2016



Dainik Bhaskar, Dungarpur, March 11, 2017



School premises in Yellayyapetal Village, East Godavari District before the intervention



Increased attendance due to cleaning of debris from the school

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**Construction of compound wall in school in east Godavari district in Andhra Pradesh**

In Danavaipeta village in Andhra Pradesh, attendance of female children dropped drastically since the school did not have a compound wall. Any passerby could walk into the school and even walk into wash rooms. The communities around were also using the school compound as a dumpyard, and the noise from the road nearby made it impossible for children to concentrate on their studies.

The school task force raised this issue and recommended the building of a compound wall in the school. The school head master and the village panchayat made a request to district officials, which was implemented.



School without the compound wall



School premises secured with construction of a compound wall

Mapping disasters digitally leveraging open source technologies

To ensure long-term sustainability in terms of assessing risk vulnerabilities for any village or slum area, it is critical to ensure that the local risks and interventions are mapped digitally. Google Earth Pro (A Virtual Web- based application) is being used to visualise and map key risks, vulnerabilities and infrastructural interventions and to create village level maps. These maps, created through carefully taken geo-tagged photos at field locations help in assessing village level resource and intervention planning in a realistic and sustainable manner. 176 villages have been mapped and digitised showing different physical features as on date. All district and category wise maps can be viewed from any location across the country.

A two-day comprehensive training on digital photography using GPS to the field staff was delivered to help them click and upload geo-tagged photos.

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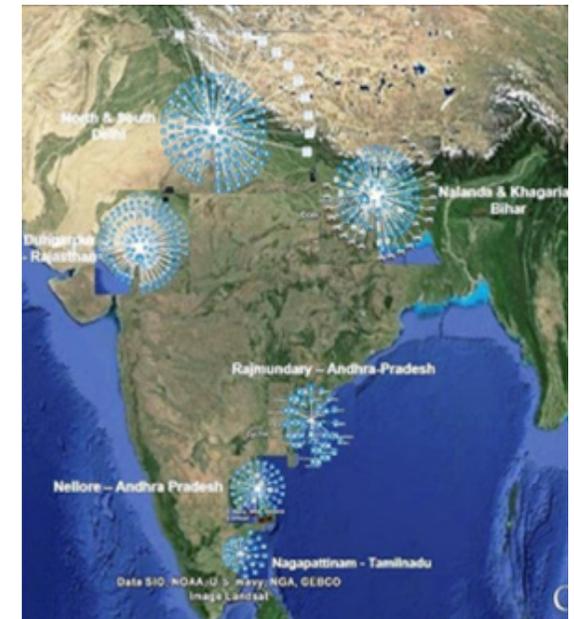
# Theme II: Child sensitive social protection

Implementation Partner - Save the Children

## Our achievements

| Adults & children reached through awareness camps | Applications submitted to state govts for availing social protection schemes | Individuals availing social scheme benefits |
|---|---|---|
| 46000 | 2984 | 559 |

| Individuals trained on transparency & accountabiliity tools | Teachers sensitised on children's issues | Children trained on their rights, responsibility & entitlements | Trained groups monitoring village schools & anganwadis |
|---|---|---|---|
| 4943 | 770 | 3158 | 183 |
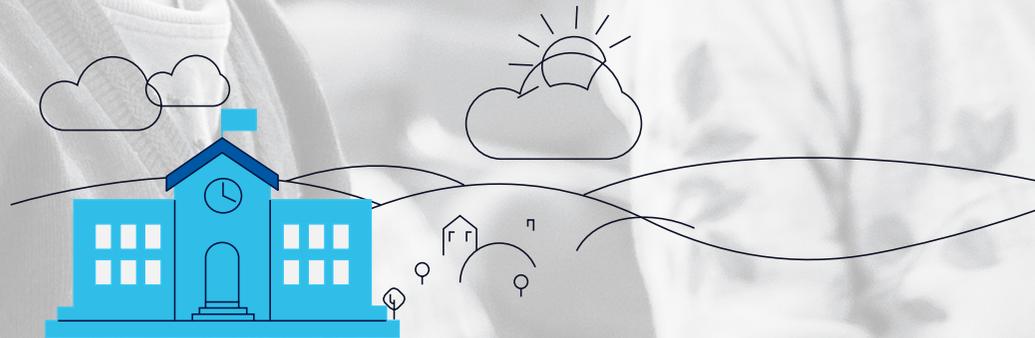
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## Key result areas

- Improved access to Social Protection through transparency & accountability (and technology in selected location/s)

- Enhanced child sensitivity of parents and community to promote investment in children

**About the Project:**

Social Protection is a subset of public actions to address risk and vulnerabilities for poor and most marginalised people. Social Protection such as cash support, food transfers and insurance provide buffers that support communities not only during and after disasters, but also make them less vulnerable. This project aims at creating awareness and improving demand for these schemes at the community level through an accessible Management Information System (MIS). Child Poverty and Vulnerability Mapping (CPVM) is the first step in developing a road-map for addressing childhood vulnerabilities and risks. Based on this map, appropriate government schemes are identified that address the risks and vulnerabilities and communities are encouraged through training programmes to avail them. Creation of a robust MIS is a critical enabler for communities to have easy access to these schemes in a sustainable manner.

**Some examples of social protection schemes being availed by communities:**

**Education, Nutrition and Health Support for Pre-School and School-aged Children**
- National Programme of Mid Day Meal in Schools

**Social Health Protection**
- Rashtriya Swasthya Bima Yojana (RSBY)

**Employment and Livelihood Security for the Rural and Urban Poor**
- Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS)
- Swarna Jayanti Gram Swarozgar Yojana or (SGSY)

**State Assisted Pensions for the Poor (National Social Assistance Programme - NSAP**
- National Old Age Pension Scheme (NOAPS)
- Indira Gandhi National Widows' Pension Scheme (IGNWPS)
- Indira Gandhi National Disability Pension Scheme (IGNDPS)
- Atal Pension Yojana

**Housing for the Poor**
- Indira Awas Yojana (IAY)

**Social Health Protection**
- Rashtriya Swasthya Bima Yojana (RSBY)

**Life and Disability Cover for the poor**
- Aam Admi Bima Yojana (AABY)
- National Family Benefit Scheme (NFBS) (component of the NSAP)
- Pradhan Mantri Jeevan Jyoti Bima Yojana
- Pradhan Mantri Suraksha Bima Yojana

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## Highlights:

### Childhood Poverty and Vulnerability Mapping (CPVM)

Child Protection Vulnerability Maps (CPVMs) have been created across 350 villages and slums across indentified districts in Andhra Pradesh, Bihar, Rajasthan, Tamil Nadu and Delhi.

The task force members and project staff from Tamil Nadu have used the CPVM data for distribution of relief materials during cyclone Vardah. The readily available data of vulnerable household data helped in providing timely relief (within 48 hours) from the landfall of the cyclone.


CPVM in progress in a village in Tamil Nadu

### Awareness around applying for social protection schemes

Awareness on social protection schemes were created via street plays, mobile campaigns and meetings with communities. Over 30,000, 15,000 children and 17,000 members of village level institutions were reached out to in 2016-17 through the awareness campaigns and informed about various social protection schemes relevant for them.

### Social protection camps


Social protection camp in Dungarpur, Rajasthan


3 days' mobile van campaign in 15 panchayats in Dungarpur, Rajasthan


Social protection schemes pamphlets distribution in 50 villages in Rajasthan

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## Training on transparency and accountability tools

Training on institutional tools that are formally recognised by the government, including the Right to Information Act (RTI), Public Hearing, Grievance Redressal mechanism (Public Guarantee Act), etc. and non-institutional tools such as Community Score Card have proven to be a very effective tool to ensure long term sustainability of creating a social protection platform for vulnerable communities. In 2016-17, nearly 5000 individuals have been trained on various transparency and accountability tools, both institutional and non-institutional, across the five states. Out of the trained individuals, 94 have started using the institutional tools in their respective communities.


Scorecard preparation by villagers

## Strengthening village or panchayat level institutions

In 2016-17, members of village & panchayat level institutions in 109 villages have been sensitized on issues related to safety of children in their communities and trained on concrete steps to mitigate them.


Community Based Norms on child labour initiated by panchayats - mass mobilisation


Inauguration of Community based Norms in Nagapattinam

## The following norms have been adopted by communities under CSSP:

### Community Based Norms in Rajasthan

a. Every family seeking benefits from MGNREGA scheme should enrol their children in schools

b. Children should not be engaged at MGNREGA site

c. Community should develop a mechanism to support marginalised children

d. Children issues should be raised at different forums of Panchayat meetings

e. Social pressure to ensure retention of Children in school is needed

### Community Based Norms in Tamil Nadu

a. No child to be engaged in the fishing and allied activities below 14 years

b. To support enrolment of drop out children back to school and in availing sponsorship support from the government social protection scheme

c. No local shop should sell a tobacco product to children below 18 years

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## Meetings/sessions and consultations with service providers

In 2016-17, nearly 267 meetings and consultations were undertaken with service providers such as anganwadi workers, ward councillors etc to ensure accountability and active participation of local government officials in CSSP implementation.



### विशेष बाल सभा में बच्चों ने रखे अपने मुद्दे

Dainik Bhaskar, Dungarpur, Jan 25, 2017



Children Group members drafting the application for village electrification in Bhiryahi village, Khagaria, Bihar

**Inspiring and empowering children to address their vulnerabilities**

In Khagaria, Bihar, the Child Protection Committee which has a significant participation of children raised the issue of electrification of their village. They were supported by the field staff in preparing application and gathering support of the elders in the village. The demand was then discussed with teachers, PRI members and ward members.

Due to the reluctance of the village elders to pursue the issue, the children directly went and coordinated with the members of Bihar State Electricity Board (BSEB), Khagaria district. They submitted the application to the District Magistrate, Khagaria in the "Janta Darbar who immediately ordered BSEB to work on the electrification of the village. The village was electrified within 3 months.

*"I always thought that our village should have electricity but it was very difficult for us as we did not know what we could do. But with the intervention of Save the Children and Nokia, we feel empowered to solve our problems on our own. We feel resilient."*

Neeraj
Child taskforce member
Khagaria, Bihar

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Teachers during training on the Power Walk Exercise in Nagapattinam, Tamil Nadu

## Teacher sensitisation programme

Teachers are a critical community to empower in order to create more resilience in children. 770 teachers have been sensitised on children's issues ranging from creating inclusive classrooms to handling / reducing discrimination and effective disciplining without the use of force. To support the teachers' sessions, children have been trained on understanding their rights and process of issue resolutions. 3158 children have been trained in 2016-17.

## Development of IEC

An essential aspect of creating awareness is the development of Information, Education and Communication (IEC) material. IECs make sessions more interactive and create opportunities for children and communities to participate actively.

The IECs have been designed keeping in mind cultural differences of communities from each project area so that communities are able to relate to the visuals and comprehend the message being conveyed.



Distribution of IEC material in villages in Tamil Nadu



An example of IEC material

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# Remedial education for out-of-school children through bridge and after school

Implementation Partner - Samridhdhi Trust

## Our achievements

| Number of children enrolled in 2016 to bridge schools | Number of children retained in 2017 in bridge and after school | Number of children enrolled in mainstream schools in 2016-17 |
|---|---|---|
| 459 | 333 | 217 |

| Students have books, bags and stationary | School fee sponsored by Nokia for children in 2016 | Community meetings held during 2016-17 |
|---|---|---|
| 100% | 50% | 12 |

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Nokia

Our approach
to CSR

Enhancing lives through
corporate community
investment

Connecting people
and things

Protecting the
environment

Being responsible
when it matters

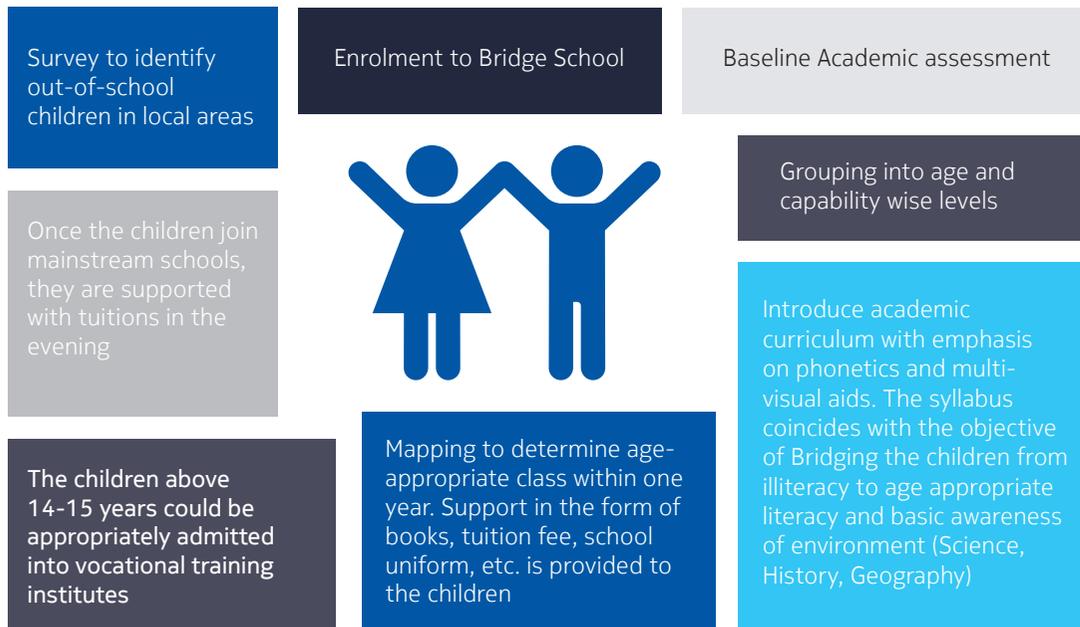Making happen
things together

**About the project:**

The project is focussed on providing vulnerable children, mostly living on streets or temporary slums around Noida and Bengaluru, with access to age-appropriate education. Out-of-school children are brought upto speed through a focussed bridge school where they are not just taught regular school syllabus but also necessary soft skills to build their confidence.

They are subsequently provided support to get admitted into an age-appropriate grade in a regular mainstream school. The project also covers after school tuition support to help them cope with school education. The project also aims to equip the children with life skill training through exposure visits to other learning centres, and extracurricular activities including music, dance and drama.

Survey to identify out-of-school children in local areas

Enrolment to Bridge School

Baseline Academic assessment

Once the children join mainstream schools, they are supported with tuitions in the evening

Grouping into age and capability wise levels

The children above 14-15 years could be appropriately admitted into vocational training institutes

Mapping to determine age-appropriate class within one year. Support in the form of books, tuition fee, school uniform, etc. is provided to the children

Introduce academic curriculum with emphasis on phonetics and multi-visual aids. The syllabus coincides with the objective of Bridging the children from illiteracy to age appropriate literacy and basic awareness of environment (Science, History, Geography)

"I came to know about the Samridhdhi Bridge School project from the photos and mailers shared at the office. When I went to the school some months back to interact with the kids informally, I was pleasantly surprised to see the children's literacy levels and their attitudes towards education. I realised that though the kids were now literate, there was still lot to work on before they could join mainstream schools. So, I volunteered to teach the children general knowledge and English every day. It has been an eye opener seeing the interest and the smartness of these kids who in a short period had improved so much. Given the opportunity and resources, a lot of these kids can go on to become educated and independent. "

Deepak Ramani
Employee volunteer at the Bridge School
Bengaluru

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**Highlights:**

459 out-of-school children of marginalised communities enrolled into bridge school in Indrapuram and Sadarpur in Delhi NCR and Hebbal, Bengaluru.

One of the key purposes of this programme has been to provide a solid opportunity for migrant out-of-school children to get access to basic education. Access to school coping mechanisms and school supplies, as well as are critical drivers to keep these children in school.

Under this project, meals, books, bags and uniforms have been given to children attending bridge & after school classes at all location.

Several events and camps like Annual Sports Day, Excursion, Community meetings etc. have been organised. Science and Maths Experiential learning through tools from Yodogyan & Convegenius Global have been organised to help children experience Maths & English in a simple yet effective manner.




Bags & Shoes being distributed to Indrapuram Bridge Children


A group of mainstreamed children 2016-17


Survey to enrol children conducted at the beginning of the year


Community meetings to motivate parents

I am very happy to be associated with Nokia in the noble cause of upliftment for underprivileged children via education. I remember the Chinese proverb: "Give a man a fish and you feed him for a day; teach a man to fish and you feed him for a lifetime".

I have been part of this journey starting from the first ever activity, where we went to the scrap dealers in slums and visited every house, encouraging parents to send their children to Bridge school. Now, when I see these kids in school, the knowledge what they have acquired, it is amazing and I feel a sense of fulfilment. When I saw the attendance of the kids in school, I was surprised. Back then during the survey, I never expected these many kids would attend school. The response from both parents and children is overwhelming.

Venkatesh M
Employee volunteer at the Bridge School
Bengaluru

# Creating a
# more digitally
# inclusive India

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The Government of India launched the "Digital India" campaign in 2015, focused on building digital infrastructure, governance and services on demand, and digital empowerment of citizens. The primary aim of this initiative is to leverage the demographic dividend of the country through technology. Giving a digital edge to critical focus areas like broadband highways, internet access for all, IT for jobs, electronics manufacturing, e-governance, healthcare and agriculture, the government aims to engage key sectors and industries (India and abroad) to bring in administrative transparency, expediency, and accountability.

Nokia has through its CSR initiatives attempted to contribute to this endeavour by the government. Nokia works with many partners like IIT, Save The Children and others towards this aim.

# Boosting broadband connectivity in rural India

Implementation Partner - IIT Madras

### Objective of the project:

Design and develop rural communication leveraging unlicensed spectrum to enhance broadband connectivity in rural India and to enable the government's vision of 'Digital India'

### About the project:

The project aligns with Nokia's vision of a connected world and improve people's lives with technology. The research project by IIT Madras' Center of Excellence for Wireless Technology aims to bridge the connectivity divide in India by broadening the reach of broadband in rural areas. As part of this research, the CEWiT is undertaking the following initiatives:

• Verify the feasibility of using unlicensed spectrum radio access technologies for cost-efficient, last-mile broadband connectivity

• Complement the Indian government's ambitious plans of providing fiber optic connectivity to 230,000 gram panchayats by providing last-mile connectivity from gram panchayats to their respective villages

• Create effective low cost rural access solutions based on Wi-Fi technology



IIT-M and Nokia project Team

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# Technology/Mobile App: Road safety app for urban spaces

# Technology: Forecast Application for Risk Management (FARM)

**About the initiative:**

A road safety application 'ROSA' was launched on 14th October 2016 in collaboration with the South East Delhi District Disaster Management Authority (DDMA). The application sends an alert to linked essential services like police department, nearby hospitals at the time of a road accident. ROSA has been developed for both vehicle owners and non-vehicle owners. Non-vehicle owners can click and send a picture of the victim and share it with the concerned department of necessary response. The center has received appreciation from the District Magistrate Mr. B. S. Jaglan, IAS. At the time of inauguration, he emphasized the need for communities to be resilient as they are the first responders during emergencies. He also expressed his delight to work in collaboration with Nokia-Save the Children in creating resilient communities.



Launch of ROSA by DM South Delhi



Punjab Kesari, Delhi, October 15, 2016

**About the initiative:**

Forecast Application for Risk Management (FARM) is a pioneering initiative that would enable farmers to reduce input costs and risks of crop failure by taking informed farming decision and invest the savings on improving the quality of life of their families and most importantly children. This technology aims to galvanize the farmers against the ill-effects of changing climatic patterns.

It is currently being implemented in Nagapattinam district, Tamil Nadu.

This project is being led by Save the Children taking on board the District Agriculture Department. It endeavours to build capacities of the farmers on Climate Change Adaptations and be better prepared with alternative planting and cropping strategies based on digitally available weather information.





Training of Trainers workshop on FARM
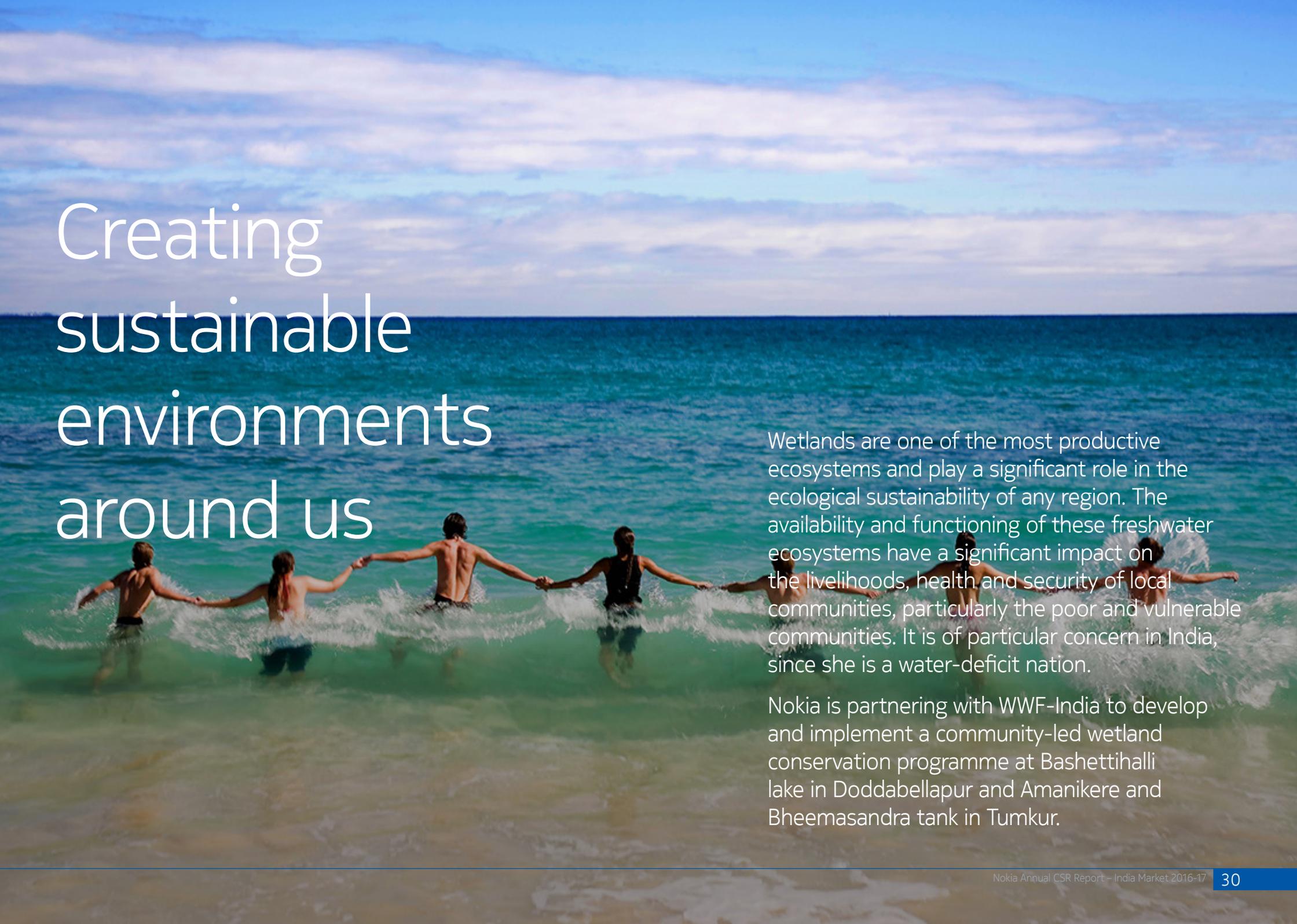
# Creating sustainable environments around us

Wetlands are one of the most productive ecosystems and play a significant role in the ecological sustainability of any region. The availability and functioning of these freshwater ecosystems have a significant impact on the livelihoods, health and security of local communities, particularly the poor and vulnerable communities. It is of particular concern in India, since she is a water-deficit nation.

Nokia is partnering with WWF-India to develop and implement a community-led wetland conservation programme at Bashettihalli lake in Doddabellapur and Amanikere and Bheemasandra tank in Tumkur.

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# Restoration and conservation of urban wetlands

Implementation Partner - World Wide Fund for Nature - India

### Objective of the project:

Promote better management practices of wetlands for conservation of biodiversity and welfare of communities, through community engagement, policy intervention and participatory institution building.

### Project status:

**Year 1: 2016-17**

- Situational analysis completed
- Created a stakeholders platform
- Supply chain mapping done for Bashettihalli wetland
- Bio-diversity survey done in both wetlands
- Trainings on water quality

### About the project:

The aim of this project is to leverage the lessons of participatory wetland management into one peri-urban and one urban wetland around Bengaluru, involving the local government, local communities, village panchayat and grassroot NGOs.

### Highlights:

Stakeholder involvement is critical in developing and retaining a sustainable environment around us.

Nokia and WWF - India have been leveraging modern technology as well as community wisdom to analyse the ground situation in Bashettihalli lake in Doddabellapur and Amanikere and Bheemasandra tank in Tumkur.

The project aims to leverage Nokia employees as well as other influencers in the community to address the issues that have emerged in the baseline data collected over the last few months.


Cattle grazing on wetland fringes


Solid Waste Dumping


Bashettihalli Wetland

I am an employee volunteer at the Nokia-WWF CSR project and worked on the wetland health assessment and Bio-diversity survey. It was quite an engaging and enriching experience as we learnt how to access wetlands at Bashettihalli lake. We performed water testing experiments and realised how important it is to rejuvenate the lakes and had a firsthand experience of how human greed affects the environment. The Bio-diversity survey in terms of Bird watching at the Amanikere lake opened our eyes to many species of Birds present, we could identify quite few of them. The activity proved how alive the wetland ecosystem is and how important it is to take care of our environment".

Sowmya Lingaiah
Nokia employee volunteer
Bengaluru

# Being responsible when it matters most

Most of Nokia's CSR initiatives are conceived and implemented with a view of long-term sustainable development. However, the company has not shied away from being a responsibile citizen when disaster strikes.

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A major flood ravaged the state of Bihar during the monsoon in 2016-17, that caused 175 deaths and nearly half a million people evacuated from their homes. The rise in water levels led to the submergence of several villages including 4 where Nokia projects are operational.

The Save the Children team in the field played an active role to relieve the suffering of the people caused by the floods. They leveraged the task force kits provided to the villages effectively and complemented the efforts of the district administration in initial search and rescue as well as emergency relief to the affected communities.

In these villages, over 5000 individuals were provided early warning about the floods. In 9 villages, materials from the P-DMRC kit such as ORS, Chlorine tablets, personnel floatation devices, tarpaulin, soaps, and other first aid material were used to address needs that arose due to the flood situation. The team also rescued a drowning youth in the fast current of water and admitted a girl who was bitten by snake in the district hospital.

In Andhra Pradesh, a major fire occurred in Pallam Village, as a result of which 11 homes were totally burnt and 2 partially damaged. To support the 76 affected people from 21 families, the task force members trained in disaster support set up a community kitchen to provide temporary relief to affected families.

In 2016-17, we witnessed the effective response of our task force members in severe catastrophic incidents that helped save lives and support them in their time of crises.

Saguna Vaid
Head of Legal and Compliance

The Vardah Cyclone hit the coastal areas of Tamil Nadu and severely impacted lives and livelihoods around Chennai in 2016-17. Save the Children and its supporting partners reached out immediately and provided clean drinking water to 11 villages. 876 families across 14 villages were provided with fresh food, bed sheets, floor mats, tarpaulins, water cans and solar lights.



Immediate response to Bihar flood victims



Immediate response to Vardah Cyclone victims in Tamil Nadu

# Everyone counts

For any initiative to succeed and sustain in the long-term, partnering with key stakeholders is not only a reasonable wish, it is also mandatory. Nokia believes in working closely with the local communities to get them to engage and eventually lead the initiatives; work with the local government to ensure the initiatives on ground have a scalable value; and encourage employees to participate in all its initiatives to ensure long-term success.

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## Working closely with the government



Delhi, June 28, 2016

## Bihar DRR Roadmap 2015-2030: Rolling out resilient village workshop on 'Village Disaster Management Planning-Strategy and process'



DRR roadmap workshop with government in Bihar on May 21, 2016

A workshop to outline the Bihar DRR Roadmap 2015-2030 was conducted in Khagaria, Bihar in 2016 and attended by senior bureaucrats of the state government as well as experts from UNICEF, CARITAS, CASA and local NGOs working in Bihar.

The objective of this workshop was to get technical inputs on preparing Village Disaster Management Plans (VDMPs) by assessing the fine lines of risks, vulnerabilities and hazards.

## Integration of DRR into school curriculum in Andhra Pradesh



Launch of DRR Curriculum in Andhra Pradesh by Additional Director School Education

Comprehensive School Safety (CSS) is a crucial part of the disaster preparedness for communities. Department of Education, Government of Andhra Pradesh organised a three-day workshop with education and environment experts, who identified areas for comprehensive school safety curriculum under the guidance of Prof. Dr Jeelani Basha of AP-SCERT. After many round of reviews, the curriculum was released by Mr. Prabhakar Rao, Additional Director, School Education, Ms. M.V. Rajyalakshmi, Director, SCERT, Mr. JVM. Naidu.

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