Nokia Corporate Social Responsibility (CSR) Report

2022-2023

Content

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Message from the Chairman

Readers,

As Nokia, we see the potential of digital to create a more sustainable, productive and accessible world.

By helping the world act together, we can solve the world's toughest challenges with our customers and partners. As a key enabler of the digital world, we strive to maximize our positive impact and reduce our footprint. We also bring the power of networks to enterprises and communities not yet served and develop skills to provide inclusive access to opportunity.

Our initiatives are developed and implemented through meaningful partnerships with key stakeholders including national, state and local governments, not-for-profit organizations, and – most significantly – communities across 11 states in India by engaging and prioritizing their needs. Our flagship initiative, Smartpur, was developed to revolutionize access to livelihood opportunities, healthcare, financial inclusion, education, and governance for rural communities by utilizing the transformative power of technology. As the project has been a crucial source of digital inclusion for marginalized communities in India, through concerted efforts, we successfully scaled Smartpur from 260 centers in 9 states in 2021-22 to 350 Smartpur centers in 10 states in 2022-23. In addition to supporting entrepreneurship, the project has been enabling access to education and training in digital literacy and science, facilitating livelihood and skill enhancement trainings and enabling the uptake of telemedicine. These centers have aided participation in social protection schemes and services by rural communities. Our project has created significant social impact. In 2022-23 alone, Smartpur reached over 800,000 direct beneficiaries across rural India.

Through a close collaboration with the Indian Institute of Science (IISc), we have established a state-of-the-art network robotics laboratory dedicated to developing technologically-enabled solutions to advance sustainable development goals. Our research is focused on developing automated agriculture, aerial robots (drones) and ground robots for practical use, such as in disaster response and management. Additionally, in our effort to support productive employment, capacity development and skilling of India's youth, we have partnered with the Telecom Sector Skill Council (TSSC) to establish a Center of Excellence which offers certified training in futuristic and in-demand job roles in 5G and Internet of Things. Through our endeavor, we will be building awareness and boosting the availability of skilled manpower for the telecommunications industry.

By supplementing national efforts towards socio-economic development, we hope to fulfill our purpose as a responsible corporate and aid underserved communities through our business and actions.

With warm regards,

Sanjay Malik

Senior Vice President and Head of India Market, Nokia

Sanjay Malik

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At Nokia, we create technology that helps the world act together

When the world's people, machines and devices are in sync with each other, we can realize the full potential of digital:

- Sustainable business growth

- Productivity in industry

- Inclusive digital access

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Who we are today

A B2B technology innovation leader, realizing the potential of digital in every industry

Our brand promises

Future-ready performance

Impact at scale

Collaborative advantage

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Realizing the potential of digital to create a more sustainable, productive and accessible world

Environment

Minimizing our industry's footprint

Industrial digitalization

Enabling sustainable growth

Bridging the digital divide

Providing inclusive access and digital skills

Security and privacy

Protecting the world's critical assets

Responsible business

Driving systemic change

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Our Business and UN SDGs

UN SGDs and Nokia – Global Priorities

Our Global Priorities

The United Nations Sustainable Development Goals (SDGs) act as crucial framework that navigate sustainability at Nokia; both for our business and our customers.

SDGs 8 (Good jobs and economic growth), 9 (Industry, innovation and infrastructure) and 13 (Climate action) are pertinent for Nokia and provide a glimpse of the domains which are believed to have the scope of creating a greater degree of positive impact. Furthermore, digitalization and connectivity will also play a pivotal role in expediting the achievement all 17 SDGs by Nokia.

8 Good Jobs and Economic Growth **9** Industry, Innovation And Infrastructure **13** Climate Action

Beyond priority areas

Beyond the pertinent SDGs areas, Nokia has also diversified their initiatives across all the other SDGs globally with the belief that technology will always be the core of achieving them. In India, examples include programs focusing on the fulfilment of SDGs such as SDG 2 (Zero Hunger) and SDG 15 (Life on Land):

2 Zero Hunger
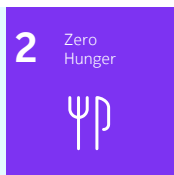
End hunger, achieve food security and improved nutrition and promote sustainable agriculture
Nokia collaborated with Vi CSR, the CSR arm of Vodafone Idea Limited, to improve farming practices amongst 50,000 farmers in India through the establishment of smart and sustainable agricultural practices via a "smart agriculture-as-a-service" solution. The solution deployed Nokia's Worldwide IoT Network Grid (WING) solution to help farmers in seeking information related to improvement of crop yields such as soy and cotton and reduce their negative environmental impact.

15 Life On Land

Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss
Nokia has been dedicated to the cause of protecting biodiversity through technology that can provide insights through data related to environmental risks. These efforts were sustained by Nokia in 2020 through our partnership with WWF for the rejuvenation, restoration and further conservation of wetlands around the city of Bengaluru.

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Nokia's Global Social Responsibility
Global Strategy

Nokia's Global Approach to Social Responsibility

We support development projects that encourage long-term positive social impact for communities in need. Our Corporate Social Responsibility (CSR) initiatives can be divided into three types: corporate programs, which are managed centrally; key regional programs, implemented in India and China; and local programs, operationalized by Nokia's global offices.

We implement our social responsibility interventions across four domains: increasing digital inclusion by devising innovative solutions to address barriers to access, climate and environmental protection by implementing eco-friendly and environmentally sustainable projects; supporting inclusion, equity and diversity by taking meaningful actions towards reducing social inequalities; and aiding in disaster relief by executing strategies to reduce the adverse effects of natural calamities on communities.

In 2022, our corporate social responsibility initiatives directly benefitted 614,149 globally. In our effort to reach disadvantaged groups in need of social interventions, our projects predominantly benefitted women, and minority groups.

Key Highlights of Nokia's Social Responsibility Initiatives

Our social responsibility projects are diverse, aimed at creating large-scale and comprehensive positive social impact. A few notable initiatives include increasing access to digital education for teachers and students in Sengal and offering mental health support by augmenting access to mental healthcare in the region, supporting social innovation and entrepreneurship in Morocco through capacity development workshops, and encouraging STEM education amongst girls and combating gender-based violence by generating awareness amongst local communities in Kenya, South Africa, and Saudi Arabia. Additionally, in 2022, our University Donations Program sponsored research and innovation in sustainability-oriented projects concerning climate change and loss of biodiversity.

Our global investment in social initiatives increased by over 85%, rising from EUR 7 million in 2021 to EUR 13 million in 2022.
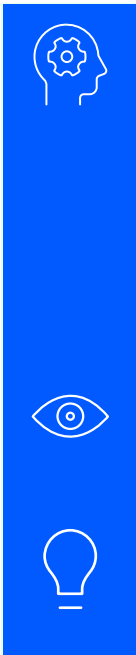
Our commitment to social responsibility is supported by our employees, who provide charitable sponsorships and donations such as IT equipment and medical supplies, and volunteer to help implement social development projects and in providing disaster relief.

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Nokia India's CSR Policy
Regional Strategy

Strategy

We, at Nokia, are committed to supporting sustainable and inclusive economic social development through our CSR initiatives. Our CSR strategy involves developing and implementing unique and impactful interventions that support disadvantaged communities.

Our CSR projects are guided by the United Nations Sustainable Development Goals (UN SDGs). We aim to actively contribute to SDG targets and support national and international efforts to meet these targets by 2030.
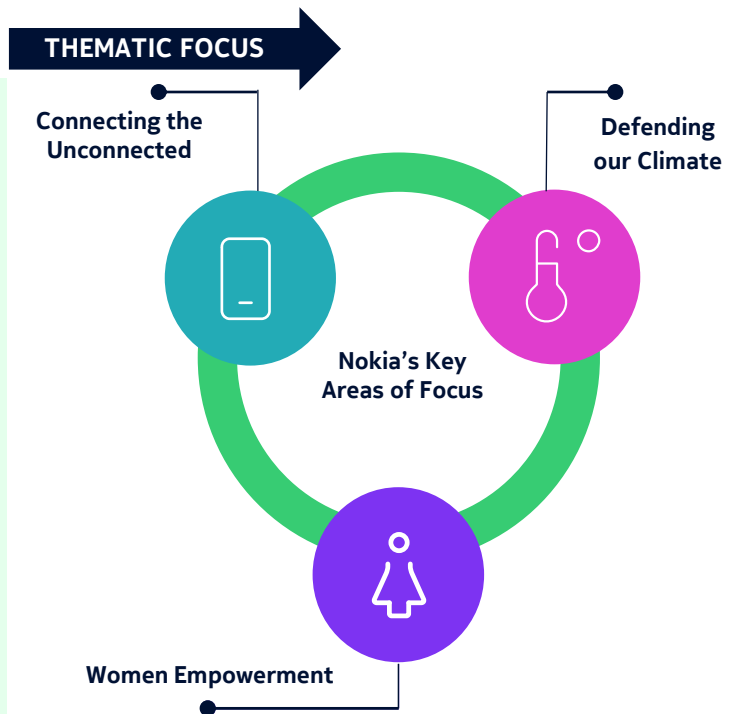
Our programs are developed and implemented in compliance with legal regulations and amended in accordance with latest developments in CSR policy.

Vision

We hope to build an inclusive and sustainable society by connecting people and bridging the digital divide, supporting environmental sustainability, and improving the lives of marginalized groups, particularly women.

Mission

We aim to leverage technology to implement innovative projects that address developmental and environmental challenges efficiently and effectively.

THEMATIC FOCUS

Connecting the Unconnected

Defending our Climate

Nokia's Key Areas of Focus

Women Empowerment

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Our Approach to CSR

We believe that technology can be adopted to meet the needs of marginalized communities and improve the lives of people.
We empower communities by leveraging technology to increase access and awareness on social protection schemes and services, train communities and develop their capacities in science and technology, enable access to digital financial services, support telemedicine services and increase awareness on health and sanitation, and augment livelihood opportunities by facilitating vocational training and life skill training.
Our CSR initiatives aim to advance the United Nations Sustainable Development Goals (UN SDGs). In addition to supporting government efforts towards socio-economic development., our projects are designed to be sustainable and involve collaborations with non-governmental organizations with extensive experience in implementing community development projects.

CSR ALIGNMENT TO SUSTAINABLE DEVELOPMENT GOALS

SDG 3: Good Health and Wellbeing
Target 3.8: Achieve universal health coverage.
We complement the wide range of medical facilities offered by the Government by increasing the awareness of rural populations on health and hygiene, connecting populations with telemedicine services and linking them with state health schemes.

SDG 8: Decent Work and Economic Growth
Target 8.A: Universal access to banking, insurance, and financial services economic and health dangers.
We support the Government's efforts to increase access to financial services by rural and remote communities by augmenting capacities of communities in banking and allied financial services and supporting digital financial transactions.
Target 8.6: Promote youth employment, education, and training.
We facilitate context-specific skill and capacity building sessions tailored to local market needs to assist Government efforts to boost gainful employment.

SDG 9: Industry, Innovation and infrastructure
Target 9.3: Increase access to financial services and markets
We aid national initiatives to achieve universal financial inclusion by facilitating ease of banking amongst local communities and by promoting access to markets by facilitating sessions between job seekers and job providers.
Target 9.8: Universal access to information and communications technology
We offer affordable access to internet by rural communities living in remote regions of India, thereby increasing digital connectivity.
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SDG 17: Partnerships for the goals
Target 17.H: Encourage effective partnerships
We promote public-private partnerships and active stakeholder engagement with local governments, non-governmental organizations, and local communities.

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Monitoring and Evaluation

Monitoring and Evaluation

Nokia is committed to monitoring, evaluating and reporting the progress and outcomes of our CSR initiatives – the implementation, reach and impact of our projects are closely recorded and monitored. The progress of projects are reported fortnightly, monthly, quarterly and yearly, while the impact of our projects on target beneficiaries is assessed by independent third-party organizations with demonstrated experience in conducting impact evaluations.

We conduct periodic financial and operational reviews of our projects and evaluate project progress with the aim of ensuring sustainability of our interventions. We track progress vis-à-vis detailed exit rubrics to assess the viability and feasibility of interventions becoming self-sustainable following Nokia's exit.

The CSR working group comprising of professionals skilled in the field of social development supports the monitoring and evaluation of our CSR initiatives. Our team identifies challenges faced in implementing projects across locations and devises appropriate solutions to address these challenges. We also recognize best practices in executing project objectives and seek to replicate these practices as appropriate. Nokia's CSR Committee of the Board provides strategic inputs in developing and implementing CSR projects.

Monitoring Tool

Nokia utilizes a customized Management Information System (MIS) to track our CSR projects. The MIS is a reliable and efficient tool that enables monitoring of fund utilization by implementation partners, the implementation of projects in different geographic locations, and the reach of projects on targeted beneficiaries.

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Highlights of 2022-23

Our Partnerships

We collaborate closely with experienced implementation partners in operationalizing our CSR projects. We also engage with other key stakeholders, including local governments, to ensure effective implementation of our projects. Our efforts towards enabling stakeholder coordination and engagement are key to assisting in the success, sustainability and longevity of our CSR interventions.

Our Projects

Smartpur

01

Center of Excellence for Skill Development

03

02

Robotics Research
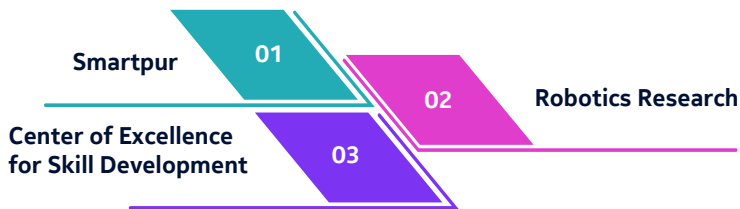
Smartpur: developing digitally enabled ecosystems in India

Smartpur, Nokia's flagship CSR initiative, is a digital village ecosystem project aimed at integrating technology in the daily lives of communities living in remote villages across India.

The project is executed in partnership with Save the Children India (Bal Raksha Bharat) and Digital Empowerment Foundation.

Research on network robotics and its application towards enhancement of SDGs

Nokia, in partnership with IISc Bangalore, has established a network robotics laboratory that will be available to the academic and innovation ecosystem to undertake research in using 5G and Artificial Intelligence technologies for socially relevant problems.

Center of Excellence for Skill Development

Nokia established a Centre of Excellence for Skill Development at ITI Kuber Nagar, Kaushalya – The Skill University in Ahmedabad, Gujarat. The project involves the creation of five laboratories that provide skill-based training in the domains of 5G, Internet of Things, Advanced Security and Surveillance, Handheld Device Technician and Line Assembly.

The project is implemented in collaboration with the Telecom Sector Skill Council (TSSC).

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Our Projects - Smartpur

Smartpur- Developing digitally enabled ecosystems in India

Smartpur, Nokia' flagship CSR initiative, intends to empower and support local communities through digital technology, aligning closely with our thematic area of 'Connecting the Unconnected'. The project involves supporting local youth entrepreneurs by providing them with facilities to make services across the pillars of Livelihood, Health, Education, Financial Inclusion, and Governance accessible at the village level through Smartpur centers. Beneficiaries of the project leverage digital tools to access livelihood opportunities and skill-based training programs, telemedicine services, education in technology and computer literacy, financial services such as banking, and government schemes and services.

The Smartpur project is implemented for the benefit of marginalized and socio-economically underprivileged communities. The project is implemented following thorough baseline and needs assessments to establish robust rationales for implementing the project in specific locations.

SMARTPUR

Education
Livelihood
Healthcare
Governance
Financial Inclusion

A key component of the project involves the establishment of technologically driven infrastructure, such as radio frequency internet connectivity and installation of network towers with a peer-to-peer network, and energy efficient infrastructure, such as solar panels. This infrastructure supports youth from local communities to run and operate centers and become Smartpur entrepreneurs, computer instructors, and community mobilizers.

Smartpur is designed to be sustainable, scalable, and replicable. The project was first implemented in 2017 with 10 Smartpur centers established in the state of Haryana. The number of centers has since grown to 350 in 2023, established in 10 states across India. Between 2017 and 2022, 40 centers have been exited sustainably. These centres continue to provide the intended services to rural communities and generate a livelihood for the entrepreneur.

Smartpur Centers in Bharatpur (top) and Jammu (bottom)

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Our Projects - Smartpur

Providing AID to the healthcare infrastructure during the time of covid

Inauguration of Smartpur Centers in Jammu, held on National Panchayati Raj Day -24th April, 2023

Smartpur in Jammu

On 24th April 2023, 24 new Smartpur Centers were launched in Samba (18 Centers) and Anantnag (6 Centers) districts of Jammu and Kashmir.

First Anniversary of Smartpur in Jammu

The occasion marked the 1-year anniversary of the first Nokia Smartpur Centre established in Palli Panchayat on 24th April 2022 on National Panchayati Raj Day.
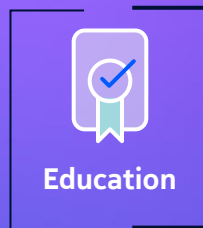
Inauguration of 24 Centers in Jammu

24 new Smartpur Centers were inaugurated by Lieutenant Governor of Jammu and Kashmir, Manoj Sinha in the presence of representatives from Nokia and KPMG.

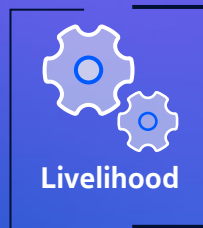*Smartpur Center in Gauran, Jammu (top) and Badi Brahna (bottom)*

Services provided at a Smartpur center

Education
- → Digital literacy classes
- → After school support
- → STEM learning workshops

Livelihood
- → Livelihood skill enhancement and training workshops
- → Career counselling workshops

Financial inclusion
- → Micro ATM services
- → Facilitating digital banking services
- → Financial awareness workshops

Health
- → Telemedicine services
- → Health camps

Governance
- → Connecting people with government schemes
- → Governance awareness camps

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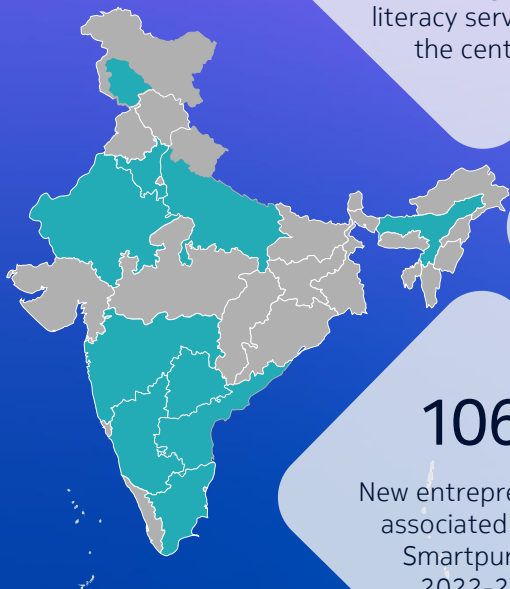
More than

26,900

People sought digital literacy services at the centers

350

Smartpur Centers across

10 states

Transactions worth

120 crores

were undertaken by beneficiaries across the centers

Over

835,000

beneficiaries reached in total.

₹ 9 lakh

The highest revenue generated by an entrepreneur

Approximately

4.8 Lakh

People supported with governance services

106

New entrepreneurs associated with Smartpur in 2022-23

Over

17,500

accessed Health services

289

beneficiaries were linked to seed grants and started their own ventures

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Our Projects - Smartpur

Success Story

Pramod Verma has emerged as a dedicated leader in his village and has been creating transformative impact by facilitating digital services, fostering community engagement and empowerment through technology. He is an exceptional Smartpur Center coordinator who has been managing the Jalalabad Hub Center at Ghazipur (Uttar Pradesh). He serves as a positive influence on his peers, and his unwavering dedication to the Smartpur initiative is evident through his active involvement as an entrepreneur to help deliver services to his community through the digitally enabled sustainable business model.

He actively facilitates governance camps and workshops to raise awareness and enables access to government schemes and entitlements through these workshops. Additionally, he has become an agent of change for the people of his locality as he regularly undertakes informative sessions on creating awareness about financial services and schemes, the importance of early health emergency diagnosis, and preventive measures related to water, sanitation and hygiene. Recently, he conducted awareness programs in schools and *anganwadi* centers on the importance of digital education and online educational resources for children.

Through Pramod's astute leadership, the Gazipur Smartpur's hub has generated sufficient revenue to sustain operations, and moreover employ additional resources to manage the workload efficiently.

Pramod registered himself for Smartpur's three-month digital literacy course and developed basic to advanced level of digital literacy. He is now a well-known digital resource person in his village. This course has enabled him to further facilitate digital literacy classes for communities in his area. Alongside this, Pramod believes he has made significant contributions to the growth and development of aspiring students in his village by actively connecting them with scholarship, helping them pursue further education. His efforts, supported by Nokia's Smartpur initiative, has enabled students to gain access to quality education and improve their prospects for the future. People in his village have developed trust in him and often seek his assistance for governance and financial services related assistance.

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Our Projects - Smartpur
Success Story

Mustkeem, who belongs to Bainsi, a small village in Haryana's Rohtak District, is all praises when he reflects on his journey with the Smartpur Initiative. He has been independently running the Bainsi Smartpur Center – which started in one small room but has since expanded to two rooms following the rise in revenue earned from his center. Mustkeem uses one room to conduct regular day to day activities while the other room caters to providing digital literacy classes. Mustkeem strives to leverage digital tools to bring productivity in the daily lives the community in Bainsi.

He has collaborated with HDFC bank and has expanded the spectrum of banking related services in his center. This has enabled access to digital banking services, public payment infrastructure, and has enabled transactions like deposits, withdrawal, opening and operating of new bank accounts with the help of a MicroATM which is made available at Smartpur centres.

Musktkeem now earns a revenue of approximately INR 40,000 every month as a spoke coordinator at Smartpur. This steady revenue stream has enabled him to build his own assets in addition to the assets already provided by Smartpur to run the center. This growth has allowed him to purchase two plots of his own and acquire a bike. He is ever grateful to Smartpur for not just providing him with financial stability and a steady source of income, but also for lending him an opportunity to work for his people and impact them in ways that are invaluable.
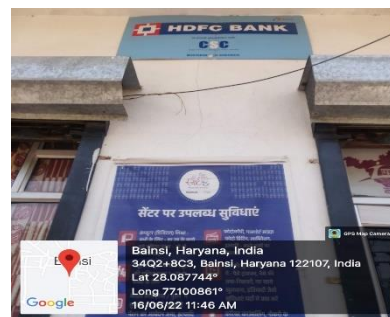
Mustkeem (top) and the Smartpur center where he works as an entrepreneur (bottom)

Mustkeem believes that the Smartpur initiative has contributed immensely to his transformation with respect to his socio-economic standing in his community. His remarkable achievements have not only awarded him financial gains - he has also gained community admiration and appreciation. He is looked upon as a role model in his community and has been encouraged to contest Panchayat elections.

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Our Projects - Smartpur
Success Story

Mohan is a 43-year-old resident of the Simalwara village, Dungarpur district of Rajasthan. He is a farmer and daily wager labourer who resides in the village along with his wife and two children. Mohan is the sole bread winner of his family as his wife is a homemaker and his children are currently completing their secondary and higher secondary education, respectively.

During the course of his lifetime, Mohan had never enrolled himself in any insurance scheme as he lacked awareness regarding the procedure of availing such service and had a fear of the documentation process - he was suspicious as he thought that these processes led to financial frauds.

As part of the Smartpur project in Dungarpur , Nokia established a Smartpur center where community members were linked with Insurance schemes as part of the financial inclusion pillar. In September 2022, awareness camps on insurance schemes were organized in the region where Mohan interacted with the field coordinator, Maanshankar. Maanshakar provided Mohan with information pertaining to the *Pradhan Mantri Suraksha Bima Yojana*, a governement insurance scheme. He apprised Mohan about the benefits of the scheme and supported him with completing the documentation process and enrollment.

Mohan was successfully enrolled in the scheme and is now able to avail its benefits, enabling a financially secure future for both him and the members of his family.

"I am very grateful to Maanshankar and Smartpur who guided, supported, and linked me with this insurance scheme"

A Smartpur center providing services to beneficiaries

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Our Projects - Smartpur
Success Story

Nagji is a farmer by profession and lives in Dowda village in Rajasthan. He is 78 years old and has been living alone since the death of his wife a few years ago. He has five children who live independently, and his only source of income is a monthly old age pension amount.

Nagji was diagnosed with Polyuria and was experiencing a burning sensation in his foot for week. He was seeking treatment from the locally available doctors but there were no relief. The nearest community health center to his village was at a distance of 20 kms which was not suitable for him.

A Smartpur center providing services to beneficiaries

In December 2022, when Nagji visited the Smartpur center for seeking linkages to governance schemes, he came across telemedicine services provided at the center, such as teleconsultations and health screenings by the Paramedical Officer (PO). Nagji shared his medical concerns with the PO and underwent a health screening of his vitals such as blood pressure and blood sugar levels. Teleconsultations with a doctor via the E-Sanjeevani Application was also organized and Nagji was diagnosed with Diabetes Mellitus. He was prescribed the correct medication and was provided with a referral for the district hospital. He then saw an improvement in his blood sugar levels and symptoms.

"I would like to thank the (Smartpur) Center where I received the teleconsultation and referral service and I also received health facility at my doorstep "

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Our Projects - Smartpur
Success Story

Sanvi is a 2-year-old girl, born in the village of Palli, Samba in Jammu and Kashmir. Her parents were facing financial constraints, had limited awareness of government schemes, and were illiterate which were hindering Sanvi's development.

Sanvi and her parents were made aware of Nokia's Smartpur project in August 2022 - they gained awareness about government schemes and were enlightened about the Ladli Beti Scheme, an initiative by the Government of Jammu and Kashmir to support the education and prospects of girl children. The scheme entailed a monthly contribution of INR 1,000 by the Jammu and Kashmir Government, starting from the girl child's birth (or the date of opening the account) and continuing for the next 14 years. Over the course of this period, a total contribution of INR 168,000 would be made by the government, ensuring a financial foundation for Sanvi's future endeavors, including her education.

The Ladli Beti Scheme brought about a transformative impact on Sanvi's family, instilling a sense of security and hope for their daughter's future. With the government's contribution, they feel assured that financial barriers will not hinder Sanvi's education. The scheme has lifted the weight of uncertainty and has provided hope tha for their little girl's dreams will flourish.

Sanvi's parents extend their heartfelt gratitude to the Nokia Smartpur Center in Palli for their invaluable support in creating awareness and facilitating their access to the Ladli Beti Scheme. They recognize the impact of this government initiative and its role in ensuring a brighter and more promising future for their beloved daughter. The family expresses profound appreciation for the project's efforts in raising awareness and providing vital linkages to government schemes.

Smartpur centers in Jammu

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Our Projects - Smartpur

Center of excellence for skill development – telecom sector skill council

Nokia, in collaboration with the Telecom Sector Skill Council (TSSC), has established a Center of Excellence for Skill Development in ITI Kubernagar, Ahmedabad, Gujarat. The Center of Excellence provides skill development to youth in futuristic and in-demand job roles with the aim of improving technological awareness and increasing access to gainful employment. The Center of Excellence consists of the following five laboratories:

5G Laboratory

The 5G laboratory is furnished with equipment such as Network in a Box (NiaB) setup, allowing for effective skill development and training in 5G technology.

Internet of Things (IoT) Laboratory

The IoT laboratory is furnished with IoT environmental weather kits and models of smart irrigation systems, amongst other equipment, enabling students to gain practical experience in deploying IoT solutions.

Handheld Device Technician Laboratory

The Handheld Device Technician Laboratory is furnished with motherboards, scrap smart phones and other equipment required to train students in handset repair.

Advanced Security Laboratory

The advanced security laboratory is furnished with security technology, including 5G-enabled security systems, television video wall and Boom Barrier systems, enabling training in security and surveillance.

Line Assembly Laboratory

The Line Assemble laboratory is furnished with equipment such as conveyor pallets and rework stations in order to train students in assembly of handsets and telecommunication equipment.

The Center of Excellence

Surveillance Cameras

Environmental Weather Kit

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Our Projects - Robotics Research

Research on network robotics and its application towards enhancement of SDGs – IISC Bangalore

In partnership with the Indian Institute of Science (IISc), Nokia is supporting research on network robotics and its practical applications in enhancing Sustainable Development Goals (SDGs).
Through our research, we aim to study existing challenges and potential solutions in controlling and coordinating robots.

Research Focus

In 2022-23, we sought to assist in advancing pioneering technological innovations to develop joint aerial (drones) and ground robot operations.

Target Use Cases

We hope that our research will lead to practical applications in automated or remoted delivery of:
- Emergency medical and food supplies
- Management of agricultural orchards
- Support for first responders in emergencies
- Surveillance to predict and prevent crop and forest fires

Nokia is committed to supporting robust and high-quality meaningful research that helps leverage the power of technology for social good.
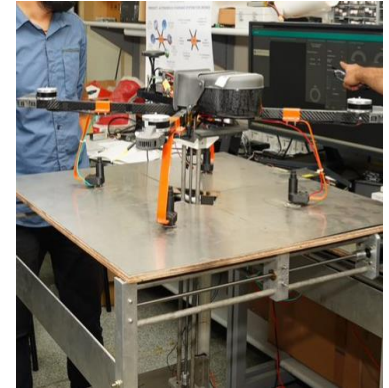
Aerial Robot

Ground Robots (left and bottom right)

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