

## NOKIA TRAVEL SOP FOR EXTERNAL SERVICE PROVIDERS

### 1 PRINCIPLES

This SOP is for external service providers (“externals”) who are traveling on Nokia’s request.

The main objectives of this SOP is to ensure that business trips are implemented in a safe, results oriented, efficient and cost effective manner and include:

- Guidelines for making domestic and international travel arrangements
- Clear definitions of the expenses that are reimbursable while traveling on business for Nokia

### 2 DEFINITIONS

**Business Trip:** a business trip is defined as a trip temporarily taken by externals to perform work-related tasks outside his / her normal place of work. Clearly, commuting between externals’ home and permanent workplace is not a business trip. Unless defined differently in the supplier agreement, a business trip starts when the externals leave the office or home, and ends when the externals arrive back in the office or at home.

**Long haul flight:** a flight with a total flight time of six hours or more, excluding time spent on layovers and changing of aircrafts or flight delays. Flights crossing five or more time zones are also defined as ‘long haul’.

**Short haul flight:** all flights not defined as ‘long haul’

**Expense claim:** list of costs by which externals inform their employer about the costs of their business related travel and asks for their reimbursement.

**Daily allowance (sometimes called a ‘per diem’):** to compensate for the increased living costs incurred on a business trip, typically including the cost of food and small incidental expenses.

**Meal reimbursement:** specific reimbursement for meals.

**Approvers:** Nokia Business Project Owner/ Business contact/ Nokia Project Manager

### 3 APPROVALS

Approvers are empowered to approve travel for the externals and to manage the travel costs cascaded to their respective teams.

Externals must ensure that they have obtained and archived the relevant approvals before booking any flight, hotel, or rental car.

In the following cases travel approval is void and must be obtained again before departure:

- Increase of the total estimated cost of the trip compared to the earlier approved estimated cost
- The trip starts and / or end date changes by 30 days or more
- The main destination of the trip changes
- The business reason of the trip changes

### 4 TRAVEL PROCESS

Plan > request > book > travel > expense

#### Plan

- Before planning a business trip, consider utilizing virtual technology as an alternative
- Start planning a trip at least 14 days in advance to ensure optimized total cost
- Ensure needed validity of your passport and obtain needed visas and other travel documents for the destination country when required

- Ensure you are aware of any entry requirements in the destination country and comply with them.
- Externals are not permitted to apply for a Nokia corporate credit card
- Externals traveling at Nokia's expense shall have valid travel insurance coverage from their own employer.

## **Request**

- Request for a business trip should be made at least 14 days in advance towards the approvers
- Written approval for the business trip must be obtained from the approvers
- All travels must be in economy class

### **Hotel booking policy:**

- o All hotel bookings must be below the hotel cap of the destination country/city (Exhibit 1)
- o Any exception is agreed in written in the service agreement between service provider and Nokia which are during sold-out periods (no economical hotel available), a hotel in close proximity, of similar quality and at the most economical rate shall be booked, and the attendance at a business / education meeting or trade show that requires that the external to stay at a specific hotel.
- o The externals are responsible for cancelling any hotel reservations that will not be used.

### **Airfare booking policy:**

- o All externals shall always obtain the most economical applicable economy class fare for all travel,
- o Any exception shall be agreed in written in the service agreement.

## **Book**

- It is the externals' responsibility to book as early as possible and to ensure that the most economical total cost option is taken when making travel arrangements.
- The most economical price option shall be booked keeping in mind "total cost of travel" concept.

## **Travel**

- Utilize public transportation and share cost of taxis with colleagues and / or accompaniment where possible and safe.
- All externals should be conscious of their safety and security during business trips.
- Taxis can be used where it is not feasible to use other less expensive forms of transport while conducting Nokia business trips. This also applies for travels between work or residence and the airport or other point of departure.
- It is the externals' responsibility when traveling and conducting Nokia business to exercise sound business judgment, and to be aware of and strictly observe this SOP.
- Nokia does not assume any liability or responsibility for any unsafe practices, or any activities performed by externals during the business trip.

## **Expense**

- The travel expense claims of the externals shall be completed with their own employer, according to the instructions given by the employer and in accordance with this SOP.

- All approved and documented travel costs related to Nokia business travel, evidenced with details invoices, will be borne by Nokia in accordance with the process agreed in the service agreement.
- Only reasonable expenses are allowed. Expenses that are not essential or lack a business justification are presumptively unreasonable.
- Travel time will not be compensated by Nokia
- When necessary, externals will be paid for checked luggage fees (one bag).
- Daily allowances, laundry / dry-cleaning and meals shall not be compensated by Nokia for any reason.

## 5 EXHIBITS

### Exhibit 1

Nokia hotel caps (cost per night)

Scroll down for country wide caps in case a city is not listed.

### CITY HOTEL CAPS

Metro/City	IATA (nearest) Airport Code	Country (Sorted)	Currency	Cap
ABIDJAN	ABJ	COTE D'IVOIRE	XOF	115,000
ABU DHABI	AUH	UNITED ARAB EMIRATES	AED	332
ADDIS ABABA	ADD	ETHIOPIA	USD	216
AHMEDABAD	AMD	INDIA	INR	5,600
AMSTERDAM	AMS	NETHERLANDS	EUR	209
ANTWERP	ANR	BELGIUM	EUR	130
ATHENS	ATH	GREECE	EUR	174
ATLANTA	ATL	USA	USD	208
AUCKLAND	AKL	NEW ZEALAND	NZD	256
AUSTIN	AUS	USA	USD	163
BANGALORE	BLR	INDIA	INR	7,068
BANGKOK	BKK	THAILAND	THB	3,744
BEIJING	BJS	CHINA	CNY	650
BELEM	BEL	BRAZIL	BRL	414
BELO HORIZONTE	CNF	BRAZIL	BRL	647
BERLIN	BER	GERMANY	EUR	160
BOGOTA	BOG	COLOMBIA	USD	128
BRISBANE	BNE	AUSTRALIA	AUD	149
BRISTOL	BRS	UNITED KINGDOM	GBP	140
BUCHAREST	BBU	ROMANIA	EUR	92
BUDAPEST	BUD	HUNGARY	EUR	119
BUENOS AIRES	EZE	ARGENTINA	USD	177
CAIRO	CAI	EGYPT	USD	172
CALAIS	CQF	FRANCE	EUR	94

CHANGCHUN	CGQ	CHINA	CNY	336
CHANGSHA	CSX	CHINA	CNY	313
CHATSWOOD		AUSTRALIA	AUD	212
CHENGDU	CTU	CHINA	CNY	407
CHENNAI	MAA	INDIA	INR	7,000
CHICAGO	ORD	USA	USD	144
COCHIN	COK	INDIA	INR	7,725
COPENHAGEN	CPH	DENMARK	DKK	1,262
CURITIBA	CWB	BRAZIL	BRL	300
DALLAS-FORT WORTH-ARLINGTON	DAL	USA	USD	209
DAPHNE	MOB	USA	USD	151
DENVER-AURORA	DIA	USA	USD	219
DHAKA	DAC	BANGLADESH	USD	177
DOHA	DOH	QATAR	QAR	350
DUBAI	DXB	UNITED ARAB EMIRATES	AED	567
FUZHOU	FOC	CHINA	CNY	450
GOTHENBURG	GOT	SWEDEN	SEK	1,195
GREENWOOD	GSP	USA	USD	158
GUADALAJARA	GDL	MEXICO	MXN	1,618
GUANGZHOU	CAN	CHINA	CNY	449
GURGAON		INDIA	INR	12,685
GUWAHATI	GAU	INDIA	INR	6,851
GWANGJU	KWJ	KOREA, REPUBLIC OF	KRW	132,892
HAIKOU	HAK	CHINA	CNY	320
HANGZHOU	HGH	CHINA	CNY	426
HANOI	HAN	VIETNAM	VND	2,306,572
HEFEI	HFE	CHINA	CNY	378
HELSINKI	HEL	FINLAND	EUR	160
HO CHI MINH CITY	SGN	VIETNAM	VND	2,127,483
HONG KONG	HKG	HONG KONG	HKD	1,166
HOUSTON	IAH	USA	USD	110
HYDERABAD	HDD	INDIA	INR	5,107
INDIANAPOLIS	IND	USA	USD	165
JAKARTA	CGK	INDONESIA	IDR	2,843,500
JINAN	TNA	CHINA	CNY	376
JOHANNESBURG	JNB	SOUTH AFRICA	ZAR	1,443
KUALA LUMPUR	KUL	MALAYSIA	MYR	320
KUNMING	KMG	CHINA	CNY	400
KUWAIT CITY	KWI	KUWAIT	KWD	55
LAS VEGAS	LAS	USA	USD	295
LIMA	LIM	PERU	USD	101
LISBON	LIS	PORTUGAL	EUR	147
LONDON	LHR	UNITED KINGDOM	GBP	277
LOS ANGELES-LONG BEACH-SANTA ANA	LAX	USA	USD	284
MADRID	MAD	SPAIN	EUR	121
MANILA	MNL	PHILIPPINES	PHP	6,923

MELBOURNE	MEL	AUSTRALIA	AUD	205
MEXICO CITY	MEX	MEXICO	USD	189
MIAMI	MIA	USA	USD	197
MILAN	BGY	ITALY	EUR	150
MONTEVIDEO	MVD	URUGUAY	USD	90
MUMBAI	BOM	INDIA	INR	9,750
MUNICH	MUC	GERMANY	EUR	112
MUSCAT	MCT	OMAN	OMR	39
NAGPUR	NAG	INDIA	INR	9,088
NAIROBI	NBO	KENYA	USD	119
NANCHANG	KHN	CHINA	CNY	400
NANJING	NKG	CHINA	CNY	377
NAVI MUMBAI	BOM	INDIA	INR	7,434
NEW DELHI	DEL	INDIA	INR	8,151
NEW YORK-NEWARK	EWR	USA	USD	274
NOIDA		INDIA	INR	6,500
NORTH PLATTE	LBF	USA	USD	123
NORTH SYDNEY	SYD	AUSTRALIA	AUD	276
NUREMBERG	NUE	GERMANY	EUR	150
OSLO	OSL	NORWAY	NOK	1,411
OTTAWA	YOW	CANADA	CAD	189
OULU	OUL	FINLAND	EUR	112
PARIS	CDG	FRANCE	EUR	165
PERTH	PER	AUSTRALIA	AUD	203
PHNOM PENH	PNH	CAMBODIA	USD	110
QINGDAO	TAO	CHINA	CNY	622
RALEIGH	RDU	USA	USD	143
READING	RDG	UNITED KINGDOM	GBP	144
RIO DE JANEIRO	GIG	BRAZIL	BRL	472
RIYADH	RUH	SAUDI ARABIA	SAR	785
ROME	FCO	ITALY	EUR	190
SAN JOSE	SJC	USA	USD	337
SANTIAGO	SCL	CHILE	USD	165
SAO PAULO	GRU	BRAZIL	BRL	346
SEATTLE	BFI	USA	USD	267
SEOUL	ICN	KOREA, REPUBLIC OF	KRW	273,460
SHANGHAI	PVG	CHINA	CNY	501
SHENZHEN	SZX	CHINA	CNY	450
SINGAPORE	SIN	SINGAPORE	SGD	276
SPANISH FORT	MOB	USA	USD	131
STOCKHOLM	ARN	SWEDEN	SEK	1,622
STUTTGART	STR	GERMANY	EUR	131
SUZHOU	WUX	CHINA	CNY	560
SYDNEY	SYD	AUSTRALIA	AUD	276
TAGUIG		PHILIPPINES	PHP	10,200
TAICHUNG	RMQ	TAIWAN	TWD	3,051

TAIPEI	TPE	TAIWAN	TWD	3,350
TAMPERE	TMP	FINLAND	EUR	112
THE HAGUE	HAG	NETHERLANDS	EUR	135
TIANSHUI	THQ	CHINA	CNY	311
TOKYO	HND	JAPAN	JPY	36,239
TORONTO	YYZ	CANADA	CAD	400
TRIESTE	TRS	ITALY	EUR	133
VALBONNE	NCE	FRANCE	EUR	122
VIENNA	VIE	AUSTRIA	EUR	140
VIENTIANE	VTE	LAOS	USD	122
VIJAYAWADA	VGA	INDIA	INR	5,310
WARSAW	WAW	POLAND	PLN	420
WASHINGTON	IAD	USA	USD	175
WELLINGTON	WLG	NEW ZEALAND	NZD	275
WROCLAW	WRO	POLAND	PLN	330
WUHAN	WUH	CHINA	CNY	450
XIAMEN	XMN	CHINA	CNY	400
ZAGREB	ZAG	CROATIA	EUR	107
ZHANGYE	YZY	CHINA	CNY	251
ZHENGZHOU	CGO	CHINA	CNY	376

## COUNTRY HOTEL CAPS

Country	Currency	Cap
ARGENTINA	USD	177
AUSTRALIA	AUD	207
AUSTRIA	EUR	124
BANGLADESH	USD	177
BELGIUM	EUR	122
BRAZIL	BRL	473
CAMBODIA	USD	110
CANADA	CAD	172
CHILE	USD	140
CHINA	CNY	407
COLOMBIA	USD	114
COTE D'IVOIRE	XOF	115,000
CROATIA	EUR	107
DENMARK	DKK	945
EGYPT	USD	169
ETHIOPIA	USD	172
FINLAND	EUR	112
FRANCE	EUR	124
GERMANY	EUR	106
GREECE	EUR	139
HONG KONG	HKD	1,166
HUNGARY	EUR	108
INDIA	INR	6,323

INDONESIA	IDR	1,089,000
ITALY	EUR	118
JAPAN	JPY	26,672
KENYA	USD	119
KOREA, REPUBLIC OF	KRW	207,256
KUWAIT	KWD	52
LAOS	USD	119
MALAYSIA	MYR	320
MEXICO	MXN	2,155
NETHERLANDS	EUR	163
NEW ZEALAND	NZD	233
NORWAY	NOK	1,391
OMAN	OMR	36
PERU	USD	101
PHILIPPINES	PHP	8,914
POLAND	PLN	347
PORTUGAL	EUR	116
QATAR	QAR	307
ROMANIA	EUR	92
SAUDI ARABIA	SAR	618
SINGAPORE	SGD	224
SOUTH AFRICA	ZAR	1,268
SPAIN	EUR	118
SWEDEN	SEK	1,195
TAIWAN	TWD	3,158
THAILAND	THB	3,476
UNITED ARAB EMIRATES	AED	399
UNITED KINGDOM	GBP	165
URUGUAY	USD	90
USA	USD	165
VIETNAM	VND	2,028,710