

Nokia Solutions & Networks India private limited

Corporate Social Responsibility (CSR)
Report

2023-2024

The Nokia logo is displayed in white, uppercase letters within a large, white, stylized arrow shape that points to the left. The arrow is composed of two thick, parallel lines that converge to a point on the left side. The background of the entire slide is a gradient of blue, transitioning from a darker blue at the top to a lighter teal at the bottom.

Message from the Chairperson



Tarun Chhabra

Country Manager, Nokia

Readers,

With the conviction that the most important aspect of our business is people, we at Nokia are working towards supporting social development through our corporate social responsibility (CSR) initiatives. We develop innovative solutions that address challenges impeding sustainable development by leveraging our expertise in information and communications technology.

By engaging key stakeholders, including national, state and local governments, civil society organizations, and - most crucially - communities across 9 states in India, we design and implement our projects to meet the needs and priorities of marginalized communities. Our flagship CSR initiative, Smartpur, was created to transform access to livelihood opportunities, healthcare, financial inclusion, education, and governance by communities living in rural regions through the power digital inclusion. Since the project's inception, 365 Smartpur Centers have been established in partnership with Bal Raksha

Bharat and the Digital Empowerment Foundation. In 2023-24, Smartpur created significant impact by reaching over 20,77,700 individuals across rural India.

With our dedication towards developing technology-enabled solutions to further Sustainable Development Goals, we collaborated with the Indian Institute of Science (IISc) to innovate a state-of-the-art network robotics laboratory. Our research focuses on developing innovative solutions in the fields of agriculture, disaster response and management, and environmental sustainability. Further, we partnered with the Telecom Sector Skill Council (TSSC) to establish a Center of Excellence for Skill Development to skill India's youth. Our initiative involves promoting employment to youth in Ahmedabad, Gujarat by facilitating training in job roles such as 5G, Internet of Things (IoT), Advanced Security, Handheld Device Technician, and Line Assembly. We are also implementing the Green School Transformation Project in collaboration with Bal Raksha Bharat and Yuva Unstoppable

Alliance to transform schools into being green and smart. The initiative involves promoting water conservation, enabling the use of renewable energy, introducing sustainable waste management techniques, and holding tree plantation drives in school campuses.

Through our investments in corporate social responsibility, we remain firmly committed to promoting inclusive and equitable development of communities.

**With warm regards,
Tarun Chhabra
Country Manager, Nokia**

About Nokia

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

As a B2B technology innovation leader, we are pioneering networks that sense, think and act by leveraging our work across mobile, fixed and cloud networks. In addition, we create value with intellectual property and long-term research, led by the award-winning Nokia Bell Labs.

Service providers, enterprises and partners worldwide trust Nokia to deliver secure, reliable and sustainable networks today – and work with us to create the digital services and applications of the future.

For our latest updates, you can visit us online www.nokia.com

Nokia in India

We've played a pivotal role in contributing to India's remarkable strides in technology and connectivity in recent decades.

Our journey has witnessed several milestones, including first ever GSM call in India in 1995 on a Nokia phone over a Nokia supplied network, bringing 3G services in 2011, pioneering 4G/LTE technology in 2012, and introducing 5G to India in 2022.

We stand as a major equipment supplier and technology partner for leading private and public operators, major enterprises, and utility firms.

For our latest updates, you can visit us online www.nokia.com/we-are-nokia/worldwide-presence/india/

Our Business and UN SDGs

UN SDGS and Nokia – Global Priorities

Our Global Priorities

Through our business and actions, we aim to support the United Nations Sustainable Development Goals (SDGs) and their targets.

We have identified SDG 8 (Good jobs and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure) and SDG 13 (Climate Action) to be the most significant to our business. We, however, believe that digitalization and technology will continue to play a key role in accelerating and achieving all 17 SDGs.



8 DECENT WORK AND ECONOMIC GROWTH
Promote inclusive and sustainable economic growth, employment and decent work

By delivering broadband through fixed and wireless networks, especially to rural communities, businesses and educational institutions globally, we seek to bridge the digital divide.



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Build resilient infrastructure, promote sustainable industrialization and foster innovation

Our innovative work in technology development creates significant improvements in improving efficiency, productivity and digitalization of industries.



13 CLIMATE ACTION
Take urgent action to combat climate change and its impacts

We seek to reduce environmental footprints through efforts to improve energy and material efficiencies across our portfolio of products.

Beyond Priority Areas

We, at Nokia, believe that technology will be a crucial enabler of sustainable development. We contribute to global efforts towards furthering all 17 SDGs through our work in information and communications technology and our community investment initiatives.

Nokia's ESG Strategy

Key strategic ESG areas

Sustainability at Nokia

Our environment, social and governance (ESG) strategy is guided by five key areas of focus where we can generate the most impact.

These areas include:

Environment	Security and Privacy	Industrial Digitalization	Bridging the Digital Divide	Responsible Business
<p>We seek to support energy efficiency by promoting circularity of our materials and by optimizing our operations to be environmentally sustainable.</p>	<p>We develop products by adhering to the Design for Security methodology in addition to aligning with various national regulations to ensure the preservation of the security and privacy of our customers.</p>	<p>We cultivate innovative solutions to promote decarbonization, resource efficiency and safety for industries. We also promote the transformation of industries by leveraging our expertise in digital connectivity.</p>	<p>We support equitable access to digital connectivity through our portfolio of products and social development initiatives dedicated to bridging the digital divide.</p>	<p>We are committed to championing responsible business conduct across our value chain by supporting environmental sustainability, preventing the misuse of technology, and promoting ethics, human rights and working conditions.</p>
				

Nokia's global social responsibility

Global CSR strategy

Nokia's Global Approach to Social Responsibility



Nokia is among the first 87 companies to stabilize its commitments and reset its emissions targets to contribute to restrict global warming to maximum 1.5°C. As a 'natively green' next-generation mobile connectivity solution, 5G is more energy efficient than 4G, yielding lower energy usage per bit.

In 2021, we announced a new target to purchase 100% of our electricity from renewable sources by 2025 to power our offices, R&D labs and factories. We became a founding member of the World Economic Forum's First Movers Coalition which aims for greater appreciation of zero-emissions products and services by 2030.

Our latest AirScale and FP5 products can improve energy efficiency by 50-75% in comparison to the previous generations. Improving performance and energy efficiency is both a financial and environmental win along with being a major motivator for our business, especially when customers are progressively prioritizing sustainability when deciding on their partners.

In 2023 alone, we invested over EUR 8 million in community development initiatives. Our projects extend support to particularly disadvantaged groups such as women and minority groups.

Key Highlights of Nokia's Global Social Responsibility Initiatives



Our CSR projects promote holistic and comprehensive development for people and the planet. For instance:

In Senegal, we partnered with UNICEF to help bridge the digital divide by implementing digital education programmes.

We launched a two-year program in the Philippines that supports the Department of Education in strengthening alternative learning for out-of-school adolescents and youth.

Our intervention in Morocco empowers disadvantaged youth (aged 15-24 years), particularly girls, by promoting entrepreneurship. The initiative enables youth to be trained to augment their capacities in social innovation.

Our employees believe in the vision of our firm and support our commitment to social responsibility through charitable sponsorships and donations, such as IT equipment, medical supplies, toys, clothes and essential goods.

Nokia India's CSR Strategy

Strategy

Our CSR projects aim to meet the needs of underserved communities. We seek to promote inclusive and sustainable development by implementing initiatives that are innovative, unique and impactful.

Our projects are executed to support national developmental goals and UN SDGs. By aligning with national and international objectives for social development, our projects are designed to create positive impact.

Nokia India's CSR initiatives are implemented in compliance with provisions listed in Section 135 of The Companies Act 2013 and relevant amendments to the Act.



Vision

Nokia's key CSR objectives include bridging the digital divide in India by facilitating access to information and communications technology, supporting the empowerment of women, and encouraging environmental sustainability.



Mission

We intend to utilize our expertise in digital technology to empower communities and promote equitable development.



Our Approach to CSR

We are motivated to embark upon new frontiers in collective societal development by supporting inclusivity and sustainability through our business and actions.

We are guided by the United Nations Sustainable Development Goals (UN SDGs) in our endeavor to contribute to positive social impact.

CSR alignment with UN SDGS

SDG 9: Industry, Innovation and infrastructure	SDG 8: Decent Work and Economic Growth	SDG 11: Sustainable Cities and Communities
<p>Target 9.b: Promote research, innovation and development of technologies</p> <p>We supported the development of research and innovation in the field of robotics to encourage their practical application in socially-relevant challenges.</p> <p>Target 9.c: Increase access to information and communications technology</p> <p>We support access to digital technology by remote and rural communities in India by enabling individuals to access a variety of digital services, such as digital banking, telemedicine, and education in digital literacy.</p>	<p>Target 8.6: Promote employment, education, and training of youth.</p> <p>We enable youth to be trained in technology-driven domains such as cybersecurity to promote gainful employment.</p> <p>We also train and connect local communities with livelihood opportunities in alignment with their needs and interests.</p>	<p>Target 11.b: Support resource efficiency and adaptation to climate change</p> <p>We encourage the use of renewable energy, particularly solar energy and enable rainwater harvesting for water conservation through our CSR initiatives.</p> <p>Further, we raise awareness regarding sustainable waste management practices and facilitate the use of recycled materials to encourage sustainable practices.</p>

Monitoring and Evaluation

Pictures of assets and infrastructure of Nokia's flagship CSR project, Smartpur, as taken during field monitoring visits.



Robust monitoring and evaluation is integral to identifying the progress of our CSR initiatives, assessing whether our initiatives reach target beneficiaries and understanding bottlenecks in the implementation of initiatives.

We closely monitor all our CSR projects by:

- Reviewing project-related documentation, such as project performance reports.
- Holding regular meetings – on a fortnightly, monthly, and quarterly basis – to assess project performance with implementation partners and the CSR working group.
- Conducting field monitoring visits to project locations to interact with beneficiaries, verify physical assets and infrastructure of projects, and assess the implementation of projects on ground.
- Examining challenges and limitations in the implementation of projects and developing practical strategies to mitigate these challenges.
- Facilitating the assessment of the impact of our projects by an independent third party in compliance with Section 135 of The Companies Act 2013.



Highlights of 2023-24

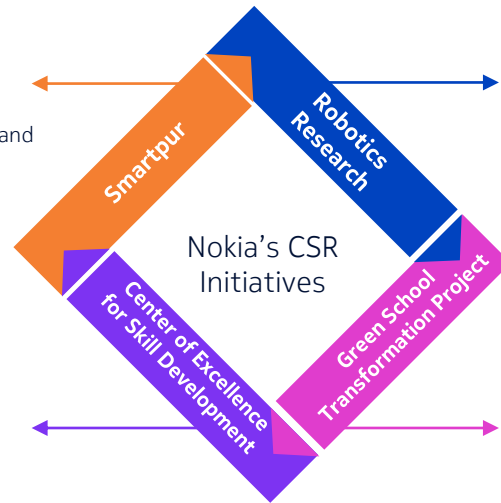
Our partnerships

We implement our CSR initiatives in close collaboration with key stakeholders such as local and state government authorities, organizations with expertise and experience in implementing social development projects, and local communities. We strive to encourage collaboration and engagement to ensure that our projects are impactful and meet the needs and priorities of underserved communities.

Our Projects

Smartpur: Nokia's flagship CSR initiative seeks to provide digital services across the pillars of Education, Governance, Livelihoods, Financial Inclusion, and Health to rural communities across India. Smartpur is implemented in collaboration with Bal Raksha Bharat and the Digital Empowerment Foundation.

Center of Excellence for Skill Development: The project seeks to enhance the skills of youth and promote employment opportunities in digital technology and telecommunications. Through the project, laboratories for 5G, Internet of Things, Advanced Security and Surveillance, Handheld Device Technician and Line Assembly have been established to train youth. The project is implemented in collaboration with the Telecom Sector Skill Council (TSSC).



Robotics Research: Nokia supports research in robotics to promote their use and applications in socially relevant problems such as disaster management. The project is implemented in collaboration with the Indian Institute of Science (IISc) Bangalore.

Green School Transformation Project: The project aims to transform schools to be green by enabling schools to use solar electricity, conserve water through rainwater harvesting, and sustainably manage waste through targeted sessions on waste management with students. Further, the project involves the upgradation of WASH infrastructure in schools, enables the use of recycled play material, supports tree plantations drives in campuses, and enables the establishment of smart classrooms. The project is implemented in collaboration with Bal Raksha Bharat and Yuva Unstoppable Alliance.

Our Projects | Smartpur

Smartpur- developing digitally enabled ecosystems in India - Bal raksha bharat & Digital empowerment foundation

Motivated by the need for equitable access to information and communication technology in India and our commitment to Corporate Social Responsibility (CSR), we at Nokia have leveraged our expertise in telecommunications to design, develop and execute our flagship CSR initiative, Smartpur.

Smartpur is a digital village ecosystem that offers technology-enabled services across the five pillars of Education, Governance, Livelihood, Financial Inclusion, and Health in rural regions in India. The initiative is implemented in collaboration with two partners: Bal Raksha Bharat and the Digital Empowerment Foundation (DEF).



The project is tailored to suit the Indian socio-economic context in order to deliver positive impact relevant to local needs.

Smartpur intends to empower and support local entrepreneurs through digital technology.

- Entrepreneurs are provided 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 digital banking, and linkage government schemes and services.



Smartpur supports Nokia's objective of Connecting the Unconnected by supporting access to technology in rural and remote regions across India.



Smartpur is implemented in compliance with Section 135 and Schedule VII of the Companies Act 2013 and Companies (CSR Policy) Rules 2014.



The community-led project utilizes the rural entrepreneurship-based model in order to create a Sampoorna Gaon (holistic village).

Our Projects- Smartpur

Digital literacy classes
After school support
STEM learning workshops



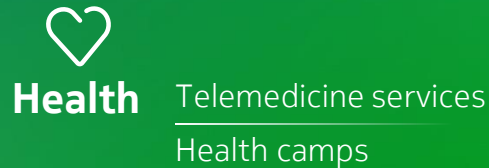
Livelihood skill enhancement and training workshops
Career counselling workshops



Micro ATM services
Facilitating digital banking services
Financial awareness workshops



Connecting people with government schemes
Governance awareness camps



Smartpur Highlights 2023-24

365 Smartpur Centers established across 10 states since the project's inception

Jammu and Kashmir

Haryana

Rajasthan

Uttar Pradesh

Maharashtra

Assam

Telangana

Andhra Pradesh

Karnataka

Tamil Nadu

Over
38,700
students sought digital literacy and STEM education in Smartpur Centers

Over
6.9 lakh
people supported with governance services in Smartpur Centers

Over
27,000
people accessed health services in Smartpur Centers

Over
12.8 lakh
people availed financial services such as digital banking in Smartpur Centers

Over
28,900
people were connected with livelihood training and opportunities through Smartpur

Over
INR 211 crores
worth of financial transactions facilitated by Smartpur

Over
INR 5.5 crores of total revenue generated by Smartpur entrepreneurs

Smartpur reached over 20,77,700 individuals in FY 2023-24.

Our Projects: Smartpur

Success story

Diksha Budha, a little girl from Mulegaon's tribal community in Maharashtra, sought to attend school in Bhokarwadi, a small village in Maharashtra, but faced a crucial hurdle: school authorities required her to submit identification documents, such as an Aadhar card and birth certificate, to complete her enrollment.

When Diksha and her mother, Durga, attempted to acquire Diksha's Aadhaar card, they realized that Diksha's birth certificate was not accessible to them due to family disputes. Her father's refusal to provide the birth certificate cast a shadow over Diksha's education, making Diksha's access to education an uphill battle.

Hope dawned on July 28, 2023, when Vijay Pawar, a compassionate social worker from Bal Raksha Bharat, discovered Diksha during a home visit. A conversation with Diksha and Durga unveiled a

poignant truth - the absence of Diksha's birth certificate left her unable to access education. In this dire situation, Smartpur became a guiding light of hope. Samadhan Bhagat, as Center Facilitator of the Smartpur Center, offered guidance to Durga, assisting her in navigating the complexities of securing an Aadhaar card for her ward. The turning point came on September 5, 2023, when the first Aadhaar card within the family, belonging to Diksha's cousin, was successfully updated with their assistance, paving the way for Diksha's own card.

The culmination of this transformative journey occurred on September 14, 2023, as Diksha's Aadhaar card was officially issued, symbolizing not only the acquisition of a document but the restoration of Diksha's identity, her rightful access to education and other government entitlements.



Linkage to Aadhar cards in Maharashtra facilitated by Smartpur.



Our Projects: Smartpur

Success story

Kamla Tailoring Center is frequented by the local community of Rasta Paal village, Dungarpur, Rajasthan. Here, amidst the rustle of fabric and whirring of machines, Kamla's journey unfolds—a tale of resilience, determination, and triumph against all odds.

“After separating from my husband, I moved back in with my parents, facing challenging times. Despite this, I was determined to complete my studies. Unfortunately, my father passed away, adding to our financial strain. I didn't want to burden my family, so I started thinking about how I could earn money. The uncertainty was overwhelming”, shares Kamla, her voice tinged with the echoes of past struggles. Determined to carve her own path to success, Kamla turned to tailoring as a means of livelihood.

However, the lack of training centers in Rasta Paal posed a formidable obstacle. It was then that fate intervened, in the form of Kavita Yadav, the Field Coordinator of Smartpur. “Kavita motivated me and connected me to a skill training program offered by the Mahaveer International Society in Dungarpur. The training significantly improved my tailoring skills”, Kamla recalls; gratitude evident in her words. The three-month tailoring course became Kamla's stepping-stone to success, equipping her with the

expertise needed to embark on her entrepreneurial journey. With determination and grit, she began stitching at home, using an old sewing machine to fulfill orders from her neighborhood.

Kamla's aspirations soared beyond the confines of her humble abode. Recognizing the need for expansion, she endeavored to learn new techniques and cater to a wider clientele. However, her dreams were hindered by the limitations of her outdated equipment. “Once again, (the Smartpur) project team came to my rescue”, Kamla says, her eyes brimming with emotion. “They provided me with the professional machine I needed to expand my business. I could not afford such an expensive machine with my modest savings.” With support from Smartpur, Kamla's business flourished, enabling her to achieve financial independence.

Armed with ambition and resilience, Kamla has set her sights on new horizons. “Tailoring meets my current needs, but I refuse to rest on my laurels”, Kamla declares with determination. “I have completed my B.Ed. and am now pursuing a government job.” Through her firm determination, she has stitched together a future of hope, prosperity, and endless possibilities.



Beneficiaries of Smartpur in Rajasthan receiving counselling on livelihood opportunities.



Our Projects: Smartpur

Success story

Rahul Shid, a resident of the tribal community in Pungatwadi, Mulegaon, Maharashtra, India is a shining example of resilience and determination. Born into a family struggling with poverty, Rahul was forced to discontinue his education.

Rahul was introduced to vocational training through livelihood programs of Smartpur. Mahabank RSETI (Rural Self-Employment Training Institute) provided him with training opportunities that aligned with his priorities and interests, allowing Rahul to be trained in Men's Parlor training, a decision that empowered him and supported the village's needs. Through the month-long training program, this young man gained expertise in a range of skills, including beard cutting, massage, bleaching, hair dyeing and facials.

To support Rahul in starting his Men's Parlor business, financial support was provided by Smartpur's Center Facilitator, Samadhan Bhagat. This assistance enabled him to purchase necessary equipment and supplies for his shop. Rahul's journey exemplifies the transformative power of vocational training and community-focused initiatives. From

overcoming poverty and limited education, Rahul emerged as a pillar of strength for his family and community. His newly acquired skills not only fostered personal growth but also contributed to the economic development of Pungatwadi.

The inauguration of Rahul Shid's Men's Parlor shop was a moment of great pride for the community. Rahul started by offering his services to the children of the Zilla Parishad school and eventually expanded to offer services to the local community. Rahul is grateful to Smartpur for their support, stating, "My entrepreneurial journey has taught me the value of perseverance, adaptability and continuous learning. I constantly seek new avenues for growth and improvement".

His success has inspired his peers to pursue employment opportunities through vocational training. Smartpur is offering them hope and a chance to break free from the cycle of poverty. Through determination, guidance and appropriate access to augment skills, youths like Rahul can overcome adversity and achieve success.



Beneficiaries of Smartpur in Maharashtra receiving counselling and training on livelihood opportunities.



Our Projects: Smartpur

Success story

Amidst the verdant fields in Dhemaji, Assam, Ajay Doley stands out as a symbol of hope. At 32, Ajay took on the mantle of an entrepreneur under Smartpur, Nokia's flagship CSR project. Since December 2022, Ajay has been the driving force behind the Smartpur Centre in his village, thus connecting his community with digital technology. His mission has been to connect his fellow villagers with essential government social welfare schemes through digital platforms.

One such scheme, the PM Kisan Samman Nidhi, provides crucial income support to farmers. However, the local community in Dhemaji faced hurdles in accessing the scheme due to incomplete KYC (know-your-customer) documents. Undeterred, Ajay embraced the challenge in one of the remote regions in India.

When the Ministry of Agriculture and Family Welfare, Government of India, launched an Electronic-Know

Your Customer (E-KYC) campaign in February 2024 to rectify these gaps, Ajay sprang into action. His dedication and tireless efforts bore fruit as he completed a staggering 339 E-KYCs within the campaign period, thus earning him the prestigious 2nd position in number of E-KYCs completed nationwide. Ajay's remarkable achievement not only brought pride to the Smartpur project but also garnered him a cash prize of INR 10,000 and an Appreciation Certificate from the Ministry. He embodies the spirit of local entrepreneurship, supporting the Government of India's vision of Digital India.

Ajay Doley's story is not just about individual achievement; it is a testament to the power of grassroots' innovation and community-driven change. Through initiatives like Smartpur, rural India is not just embracing technology; it's harnessing it to shape a brighter, more inclusive future for all.







Beneficiaries of Smartpur in Assam receiving counselling and training on livelihood opportunities.



Our Projects: Center of Excellence

Center of Excellence for skill development – TSSC

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 project seeks to augment the skills of youth by training them on 5G, Internet of Things (IoT), handheld device technicians, advanced security, and line assembly- through the establishment of laboratories for the courses. Laboratories are equipped with relevant tools and infrastructure to facilitate practical learning by students. Over 2023-24, Nokia has supported the employment of 46 youth.

Handheld Device Technician Laboratory	IoT Laboratories	Line Assembly Laboratory	5G Laboratory
<p>Students are trained to perform hardware and software repairs and are taught soft skills to develop their entrepreneurial capabilities. 125 youth have been trained in the course.</p> 	<p>Students are trained in applications of IoT, cyber security and surveillance including protection from cybersecurity attacks and malware. 30 youth have been trained in the course.</p> 	<p>Students are trained in the assembly of electronic boards, components and related accessories. 90 youth have been trained in the course.</p> 	<p>Students are trained in the installation of 5G network equipment and carrying out the 5G active network installation. 60 youth are under training in the course and will complete their training by June 2024.</p> 



Beneficiaries of Smartpur in Maharashtra receiving counselling and training on livelihood opportunities.



Our Projects: Robotics Research

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

Nokia, in partnership with the Indian Institute of Science (IISc), is supporting research on network robotics to develop innovative solutions to socially relevant challenges and to further sustainable development goals.

Research focus

Through the initiative, we have enabled students to conduct research on:

- Multi-agent collaborative frameworks for automated agriculture
- Leveraging fixed infrastructure cameras for collaborative multi-view perception for indoor autonomous mobile robots
- Reinforcement learning based sequential optimization for multi-robot intersection management
- Safe autonomous exploration of unknown environment with correctness guarantees
- Multi-agent navigation using person tracking and trajectory predic

Target use cases

Our research can support in addressing diverse challenges hindering sustainable development by assisting in practical applications of robotics in precision agriculture, search and rescue operations, exploration of hazardous regions (such as nuclear plants), and environmental sustainability.



Flight experiment conducted during research in automated agriculture.



Robots demonstrated during research in multi-robot intersection management

Our Projects: Green School transformation program

Green schools – Bal Raksha Bharat & YUVA unstoppable Alliance

Nokia, in collaboration with Bal Raksha Bharat and YUVA Unstoppable Alliance, is transforming schools in Nashik, Maharashtra and Dungarpur, Rajasthan to be green and smart. The project involves:

- Installing solar panels in schools to promote the use of renewable energy.
- Establishing rainwater harvesting systems in schools to promote water conservation.



- Holding sessions with students to promote sustainable waste management.
- Installing recycled play material in playgrounds to reduce waste and promote physical wellbeing of students,
- Implementing plantation drives in schools to increase green cover.



- Developing WASH infrastructure in schools to promote sanitation and hygiene.
- Installing smart televisions in classrooms to increase student engagement and educational outcomes.



Schools transformed to be green and smart in Nashik, Maharashtra and Dungarpur, Rajasthan.

NOKIA