





















Our targets and achievements


























# Our commitments, targets, and performance

Priority area	Material topic	Targets	Achievements 2017	Status
<b>Improving people's lives with technology</b>                 	Connecting People and Things	<b>2022</b> Helping our customers to connect the next billion measured by number of subscriptions in Nokia radio customers' networks and by number of fixed network lines shipped to our customers.	At the end of 2017, the radio networks we delivered to our customers served around 5.7 billion subscriptions worldwide, compared to around 5.5 billion at the end of 2016. ✓ <b>Assured</b>	 On-going - on track
	Sustainability related products and services	<b>2018</b> 3-4 Nokia Saving Lives solution kits provided and supported by Nokia and used by selected partner organizations in the humanitarian field proving that Nokia technology save lives.	By the end 2017, Nokia Saving Lives approach and solution is being showcased and receiving strong interest from humanitarian actors and from authorities in charge of disaster preparedness and support. The technical solution is progressing and first deployment is planned now for Summer 2018. Given the innovative use of technology introduced by Nokia Saving Lives and the need of collaborating with humanitarian actors, local operators and volunteers from Nokia the target number of deployed systems has been adjusted to 2-3 solutions deployed for 2018.	 On-going - not on track
		<b>NEW target 2018:</b> 2-3 Nokia Saving Lives solution kits provided and supported by Nokia and used by selected partner organizations in the humanitarian field proving that Nokia technology save lives.		
		<b>2025</b> Improve the life of 2 000 000 persons through our corporate and key regional community investment programs (baseline 2016) focusing our action on gender balance, education and health and on how Nokia products and services improve people's lives.	In 2017, around 254 100 lives were improved through our corporate and key regional community investment programs. Since baseline, already around 1 122 400 people have benefitted from our programs. ✓ <b>Assured</b>	 On-going - on track


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Priority area	Material topic	Targets	Achievements 2017	Status
<b>Improving people's lives with technology</b>                 	Sustainability related products and services	<b>2018</b> Ensure participation of all Nokia employees in corporate health programs to reduce the incidence of Cardio Vascular Disease.	We organized three wellness challenges this year. Program was made available to all employees. 15 000 smart health devices were ordered to track their health. Over 5 000 people participated in our programs.	 On-going – on track
		<b>2020</b> Support the extension of remote patient monitoring of chronic diseases, by rolling out patient care solutions using Nokia devices to over 100 000 patients.	Nokia released a HIPAA compliant remote monitoring platform this year (2017) for chronic diseases. The B2B Nokia Care unit sold 50 000 devices this year (2017), with half used for patient remote monitoring (by third party platforms today mostly).	 On-going – on track
		<b>2020</b> Reduce the rate of uncontrolled hypertension from an average 50% of hypertensive adults to less than 10% among the Nokia wireless blood pressure user community.	25% of our users have high blood pressure in the U.S. (that is uncontrolled blood pressure), against 50% on average according to CDC statistics (As can be seen at <a href="#">Nokia Health Observatory</a> .)	 On-going – on track
		<b>2020</b> Ensure integration of data from smart health devices into all major electronic health records accessible to doctors.	Our devices are integrated with major EHRs (Electronic Health Records) including EPIC, Ocshner, Allscripts (companies mostly in the U.S.).	 On-going – on track

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Priority area	Material topic	Targets	Achievements 2017	Status
<b>Protecting the environment</b> 	Product energy efficiency and GHG emissions	<b>2030</b> GHG reduction 75% compared to 2014 (scope 3, use of sold products) (This target is accepted by Science Based Target initiative)	Scope 3 emissions included in SBT are on target ✓ <b>Assured</b>	 On-going – on track
	Energy efficiency and GHG emissions in own operations	<b>2017</b> Achieve at least 20% utilization of renewable electricity, as compared to total purchased electricity.	20% of our total purchased electricity was from renewable sources ✓ <b>Assured</b>	 Achieved
		<b>NEW target 2018:</b> Achieve at least 25% utilization of renewable electricity, compared to total purchased electricity		
		<b>2017</b> Achieve a total facility energy usage reduction of 1.8%, as compared to 2016 levels (Scopes 1+2)	Our total energy consumption across our facilities decreased by 3% as compared to 2016 ✓ <b>Assured</b>	 Achieved
		<b>NEW target 2018:</b> Achieve a facility electricity usage reduction of 3%, compared to 2017 level		
		<b>2030</b> GHG emission reduction of 41%, as compared to the 2014 baseline level (Scopes 1+2). (This target is accepted by Science Based Target initiative)	Scope 1&2 emissions included in SBT are on target ✓ <b>Assured</b>	 On-going – on track
		<b>NEW target 2018:</b> GHG emission reduction of 1.8% from facilities, compared to 2017 level (Scopes 1+2)		

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Priority area	Material topic	Targets	Achievements 2017	Status
<b>Protecting the environment</b>     	Energy use and GHG emissions in supply chain	<b>2018</b> 150 suppliers setting emission reduction targets  <b>NEW target 2020:</b> 180 suppliers setting emission reduction targets	This was already achieved in 2017. 153 of our suppliers had emission reduction targets in place. <b>✓ Assured</b>	 Achieved
		<b>2018</b> 90 dedicated one-to-one reviews with suppliers, collaborative emission reduction projects.	The one-to-one reviews of suppliers emissions data is done in collaboration with CDP. By the time of issuing of this report 51 of our suppliers have registered for the feedback session.	 On-going – on track
	Waste and water in own operations	<b>2017</b> Reduce the water use in our facilities by 2% compared to 2016 level  <b>NEW target 2018:</b> Reduce the water use in our facilities by 2% compared to 2017.	Water use decreased by 14% compared to 2016 <b>✓ Assured</b>	 Achieved
		<b>2017</b> Establish a new baseline and related targets for waste reporting on account of changed waste reporting scope.	New Facilities Waste Management Guidelines were published and measurement accuracy was improved.	 Achieved
	Waste and water in supply chain	<b>2018</b> Deployment of non-carbon related projects with suppliers	In 2017 we shared awareness on waste reduction practices. In 2018 we will initiate a pilot program on water consumption in collaboration with CDP.	 On-going – on track
	Sustainable product design & materials	<b>2017</b> Eliminate PVC from Nokia products, where technically, economically, and environmentally feasible.	PVC was eliminated in Nokia products where suitable alternatives were available. Remaining PVC used predominantly in mature/older products where either flammability or price is a key issue.	 Achieved

# Our commitments, targets, and performance

Priority area	Material topic	Targets	Achievements 2017	Status
<b>Conducting business with integrity</b>  	Ethical Business Practices and Corporate Governance	<b>2017</b> Set the baseline based on new Culture Cohesion question “Does your line manager periodically talk with you and your team members about the importance of ethics and compliance?”	In 2017, the average score for this question, across the two rounds, was 72% favorable.	 Achieved
		<b>2020</b> Employee/Line Manager engagement on importance of ethics and compliance. 75% favorable answers targeted.		 On-going – on track
		<b>2030</b> Employee/Line Manager engagement on importance of ethics and compliance. 85% favorable answers targeted.		
		<b>2017</b> Ethical Business training (EBT) completion: 95%	In 2017 the result for EBT completion stood at 86% of our employees. ✓ <b>Assured</b> This was below the target. We will continue to work hard to improve this.	 Not achieved
		<b>New target 2018:</b> EBT completion: 95%		
		<b>2020</b> EBT completion: 98%  <b>2030</b> EBT completion: 100%		 On-going – on track

# Our commitments, targets, and performance

Priority area	Material topic	Targets	Achievements 2017	Status
<b>Conducting business with integrity</b>  	Privacy and Data Security	<b>2017</b> Nokia has approved company-wide security baseline requirements. Plans for the deployment of both security and privacy requirements to all businesses and product programs will be in place and underway.	We achieved this target providing ourselves with a solid foundation to fulfil our 2020 target to be recognized as an industry leader in security and privacy.	 Achieved
		<b>2020</b> Our aim for 2020 is that Nokia be recognized as an industry leader in security and privacy. This will be assessed through external benchmarking.	Our activities in 2017 provide us with the foundation to achieve this target.	 On-going – on track
	Preventing product misuse	<b>2017</b> Conduct a formal Human Rights Impact Assessment for the new Nokia product portfolio with an externally verified expert.	The Human Rights Impact Assessment project was moved to 2018 to align it with GNI self-assessment. Work is currently ongoing.	 Not achieved
		<b>NEW target 2018:</b> Conduct a formal Human Rights Impact Assessment for the new Nokia product portfolio with an externally verified expert.		
		<b>2018</b> Successful completion of the first GNI assessment	Target reset. We will complete the GNI Assessment in 1Q/2019 as per decision made by the GNI Board in 10/2017.	 On-going, -not on track
		<b>NEW target 2019:</b> Successful completion of the first GNI assessment		
		<b>2020</b> Nokia as externally recognized leader in vendor related issues in freedom of expression & right to privacy according to external benchmarking e.g. Ranking Digital Rights.	During 2017, with an aim to further increase transparency and dialog, we published more HRDD cases around the issue of dual use. We also began internal work on impact assessment as we work towards this 2020 target.	 On-going – on track

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Priority area	Material topic	Targets	Achievements 2017	Status
<b>Conducting business with integrity</b>  	Nokia's direct economic impact – Tax & other payments to the stakeholders	<b>2017</b> We will disclose country specific information to the tax authorities regarding 2016 according to the new reporting requirements (so-called country by country reporting within the framework of OECD BEPS action 13).	Large multinationals are obliged to disclose country-specific information to the tax authorities (so called country by country reporting within the framework of OECD BEPS action 13). We are compliant with the new reporting requirements.	 Achieved
	Labor conditions / suppliers & partners	<b>2020</b> Comprehensive supplier sustainability risk mitigation (90% of Suppliers assessed with Satisfactory Sustainability Score and 100 on-site audits conducted per year).	71% achieved a satisfactory EcoVadis score in 2017 and we conducted 72 audits. <b>✓ Assured</b>	 On-going – on track
		<b>2020</b> Establish supplier worker empowerment program (enabling trainings on NokiaEDU and Worker Tollfree Helpline).	Ongoing: no major progress in 2017, increased actions planned for 2018.	 On-going – on track
	Materials traceability and conflict minerals	<b>2018</b> Achieve full traceability to the smelters in our supply chain and their conflict-free status (Mobile Networks).	90% of our suppliers have achieved full visibility to the smelters in our supply chain.	 On-going – not on track
		<b>2020</b> Achieve full traceability to the smelters in our supply chain and their conflict-free status (Nokia Corporation).	83% of smelters identified as part of Nokia Corporation's supply chain were validated as conflict-free or are active in the validation process.* <b>✓ Assured</b>	 On-going – on track
			* The same traceability percentage is valid also for Mobile Networks	



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Priority area	Material topic	Targets	Achievements 2017	Status
<b>Conducting business with integrity</b>  	Health, Safety, and Wellbeing	<b>2017</b> 80% of all suppliers delivering high risk activity to be requalified using Nokia H&S Supplier Maturity Assessment Process.	975 suppliers delivering high-risk activity were assessed by our H&S Maturity Assessment Process and 81% of assessed suppliers met “H&S compliant supplier”-status. (Compliant=3/5 scores) <b>✓ Assured</b> Over 90% of suppliers delivering high risk activities were covered by H&S Maturity Assessments	 Achieved
		<b>2018</b> 100% of all suppliers delivering high risk activity to be assessed using Nokia H&S Supplier Maturity Assessment Process .	By end of 2017, over 90% of suppliers delivering high risk activities were covered by H&S Maturity Assessment.	 On-going – on track
		<b>2020</b> 50% of suppliers delivering high risk activity to meet or exceed “H&S preferred supplier” status.	We have an active program on-going, please see comments on 2030 and 2017 targets.	 On-going – on track
		<b>2030</b> 100% of supplier delivering high risk activity to meet or exceed “H&S preferred supplier” status.	We are first focusing on getting 100% of suppliers to “compliant”-level (score 3/5; 81% of covered suppliers in 2017) and concentrating then gradually to “preferred”-level (score 4/5)).	 On-going – on track

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Priority area	Material topic	Targets	Achievements 2017	Status
<b>Respecting our people in everything we do</b> 	Employee satisfaction, Engagement, and Development	<b>2020</b> 90% employee engagement  Due to changed measurement of employee engagement, we discontinue to track progress against the % employee engagement.	In 2017, we continued to measure the favorability of employee perceptions across a wide variety of topics about company and culture with an anonymous employee survey (CCT). The result rose from 76% to 80% favorability towards the company. CCT has following two target questions: <ul style="list-style-type: none"> <li>• “Overall, as a company, Nokia is heading in the right direction.” (83% favorability)</li> <li>• “Overall, Nokia’s culture is heading in the right direction.” (80% favorability) Arithmetic average for % favorability for these two CCT Target Questions was 81%.</li> </ul> <b>✓ Assured</b>	 On-going - on track
		<b>NEW target 2020:</b> Sustained focus on CEO-sponsored Nokia Culture Principles		
		<b>2020</b> Nokia to be the “employer of choice” (in our size) for all of our major hubs in locations around the world and become the best regarded employer in our industry globally.	Through implementation of our global Location Development program, all of our major Nokia sites continue to roll out programs and initiatives to create a best-in-class talent acquisition ecosystem. These ecosystems leverage connections with local communities and universities to improve our reputation as a best-in-class employer and foster robust and diverse local talent pipelines.	 On-going - on track
		<b>2020</b> Foster the spirit of employee volunteerism across the company and increase their engagement.	New volunteering guidelines introduced in 2017 .	 On-going - on track

# Our commitments, targets, and performance

Priority area	Material topic	Targets	Achievements 2017	Status
<b>Respecting our people in everything we do</b> 	Employee satisfaction, Engagement, and Development	<b>2018</b> Introduction of the renewed Employee Engagement model with increased frequency and depth.	Project was kicked off and phase one business case ongoing. Review of external market offering and internal development projects ongoing. A no-go or go decision regarding business case to be taken in Q2. In 2017, employee perceptions regarding Nokia and the experience of working here was measured using the Culture Cohesion Tracker. See Employee satisfaction target status above.	 On-going – on track
	Diversity inclusion and anti-discrimination	<b>2017</b> 2000 Nokia leaders, managers, and employees to participate in Gender Balance training.	We trained 2300 leaders and employees on Gender Balance. ✓ <b>Assured</b>	 Achieved
		<b>2020</b> Increasing the % of women in leadership by 25% (baseline 2016)	In 2017, we had 15.2% women in leadership positions, meaning a slight drop compared to 2016 baseline of 15.5%. We continue working, within our five-year gender balance action plan, towards the 2020 target.	 On-going – not on track
	Health, Safety, and Wellbeing	<b>2017</b> H&S Awareness – 100% of employees to undertake mandatory training on health and safety behaviours and values. Nokia internal training “Making tomorrow safer”	94% employees completed the training. We will continue to drive for for 100% awareness.	 Not achieved



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Priority area	Material topic	Targets	Achievements 2017	Status
<b>Making change happen together</b>           	Corporate community investment	<b>2018</b> 100% of corporate community investment activities aligned with our group-wide strategy, business drivers and SDGs.	99.5% of our global and key regional programs were aligned with the three thematic priority areas. Across all contributions, 96% were aligned to the three thematic priorities.	 On-going - on track
		<b>2018</b> 100% of corporate community investment programs to be measured against a monitoring and evaluating system.	All identified global and key regional programs were measured against a monitoring and evaluation system by Corporate Citizenship methodology.	 On-going - on track