Nokia Solutions and Networks GRI Index 2012

GRI Guideline Item			Inclusion	Location
Strategy and analysis				
1.1	Core	Statement from the most senior decision maker, about the relevance of sustainability to the organization and its strategy.	No	
1.2	Core	Description of key impacts, risks and opportunities.	Yes	Managing sustainability [Sustainability Report Pages 7-9] Our approach [http://nsn.com/about-us/sustainability/our-approach]
Profile-most items are available on the corporate website				
2.1		Name of the organization.	Yes	Nokia Solutions and Networks
2.2		Primary brands, products, and/or services.	Yes	Who we are and what we do [Sustainability Report Page 5-6] Portfolio [http://nsn.com/portfolio]
2.3		Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures.	Yes	Who we are and what we do [Sustainability Report Page 5-6] Portfolio [http://nsn.com/portfolio]
2.4		Location of organization's headquarters.	Yes	Espoo, Finland About us/Directory of Contacts [http://nsn.com/about-us/directory-of-contacts]
2.5		Number of countries where organization operates, and names of countries with either major operations or that are specifically relevant to the	Yes	About us/Directory of Contacts [http://nsn.com/about-us/directory-of-contacts] We are operating in 110 countries.

		sustainability issues covered in the report.		
2.6		Nature of ownership and legal form.	Yes	Nokia Solutions and Networks is a privately held company. Financial results are consolidated into Nokia's accounts.
2.7		Markets served (including geographic breakdown, sectors served and types of customers/ beneficiaries).	Yes	Who we are and what we do [Sustainability Report Page 5-6] Portfolio [http://nsn.com/portfolio]
2.8		Scale of the reporting organization including: Number of employees; Net sales; Total capitalisation broken down in terms or debt and equity; Quantity of products or services provided.	Yes	Who we are and what we do [Sustainability Report Page 5-6] Portfolio [http://nsn.com/portfolio] Employees [Sustainability Report Pages 19-23] Nokia 20-F [http://company.nokia.com/sites/default/files/download/investors/form20-f-12-pdf.pdf]
2.9		Significant changes during the reporting period.	Yes	About this report [Sustainability Report Page 2]
2.10		Awards received in the reporting period.	Yes	Awards [http://nsn.com/news-events/2013-awards]
Report Parameters				
3.1		Reporting period for information provided.	Yes	Jan-Dec 2012 About this report [Sustainability Report Page 2] Sustainability/Reporting [http://nsn.com/about-us/sustainability/reporting]
3.2		Date of most recent previous report.	Yes	2011

				Sustainability/Reporting [http://nsn.com/about-us/sustainability/reporting]
3.3		Reporting cycle.	Yes	Annual Sustainability/Reporting [http://nsn.com/about-us/sustainability/reporting]
3.4		Contact point for questions regarding the report or its contents.	Yes	sustainability.global@nsn.com

Report scope and boundary

3.5		Process for defining report content.	Yes	About this report [Sustainability Report Page 2] Managing sustainability [Sustainability Report Pages 7-9]
3.6		Boundary of the report.	Yes	About this report [Sustainability Report Page 2]
3.7		State any specific limitations on the scope or boundary of the report.	Yes	About this report [Sustainability Report Page 2] Managing sustainability [Sustainability Report Pages 7-9]
3.8		Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations.	Yes	Who we are and what we do [Sustainability Report Page 5-6] Portfolio [http://nsn.com/portfolio]
3.9		Data measurement techniques and the bases of calculations.	Yes	About this report [Sustainability Report Page 2] Environment: Operations [Sustainability Report Pages 11-14] Sustainability/Reporting

				[http://nsn.com/about-us/sustainability/reporting]
3.10		Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	Yes	About this report [Sustainability Report Page 2] Sustainability/Reporting [http://nsn.com/about-us/sustainability/reporting]
3.11		Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	Yes	About this report [Sustainability Report Page 2] Sustainability/Reporting [http://nsn.com/about-us/sustainability/reporting]

GRI content index

3.12		Table identifying the location of the Standard disclosures in the report.	Yes	This GRI Index

Assurance

3.13		Policy and current practice with regard to seeking external assurance.	Yes	About this report [Sustainability Report Page 2]

Governance, Commitments and Engagement

Governance

4.1		Governance structure of the organization.	Yes	Company/Executive Board [http://nsn.com/about-us/company/executive-board] Company/Board of Directors [http://nsn.com/about-us/company/board-of-directors] Managing sustainability [Sustainability Report Pages 7-9]
4.2		Indicate whether the Chair of the highest governance body is also an executive officer.	Yes	Company/Board of Directors [http://nsn.com/about-us/company/board-of-directors]

4.3		For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Not applicable (privately held company)	NSN Board of Directors consists of NSN and Nokia representatives.
4.4		Mechanisms for stakeholders and employees to provide recommendations or direction to the highest governance body.	Partial	Managing sustainability [Sustainability Report Pages 7-9] Employees [Sustainability Report Pages 19-23]
4.5		Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements) and the organisation's performance (including social & environmental performance.)	Yes	Governance [2012 Annual Report Pages 54-60]
4.6		Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Yes	Our Code of Conduct, which covers conflicts of interest, applies to all NSN board members. Sustainability/Our approach/Code of Conduct [http://nsn.com/about-us/sustainability/our-approach/code-of-conduct]
4.7		Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental and social topics.	Yes	NSN's Executive Board is responsible for sustainability. See company financial reports Governance [2012 Annual Report Pages 54-60]
4.8		Internally developed statements of mission or values, codes of conduct, and principles.	Yes	Overview and approach [Sustainability Report Pages 1-9] Our approach [http://nsn.com/about-us/sustainability/our-

				approach]
4.9		Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance.	Yes	Managing sustainability [Sustainability Report Pages 7-8] NSN's Executive Board reviews sustainability performance at least once a year, and provides guidance. The Head of Marketing and Corporate Affairs is the board member directly responsible for sustainability. Governance [2012 Annual Report Pages 54-60]
4.10		Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Yes	Governance [2012 Annual Report Pages 54-60]

Commitments to external initiatives

4.11		Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Yes	Our approach [http://nsn.com/about-us/sustainability/our-approach] In the area of sustainability, we follow the precautionary principle, especially in the areas involving environmental risks.
4.12		Externally developed economic, environmental, and social charters, principles or other initiatives to which the organization subscribes or endorses.	Yes	Who we are and what we do [Sustainability Report Page 5-6] Sustainability/Our approach/Policies [http://nsn.com/about-us/sustainability/our-approach/policies] Employees [Sustainability Report Pages 19-23] Health and Safety [Sustainability Report Pages 24-27] Ethics and human rights [Sustainability Report Pages 29-33]

| 4.13 | | Members in associations and/or national/international advocacy organizations. | Yes | NSN is a member of:
Digital Europe's ICT for Energy Efficiency Working Group
Mobile Manufacturers Forum
European Telecommunications Network Operators' Association Sustainability Working Group
Global e-Sustainability Initiative
WWF Climate Savers program |

Stakeholder engagement

4.14		List of stakeholder groups engaged by the organization.	Yes	Stakeholder engagement [Sustainability Report Page 9]
4.15		Basis for identification and selection of stakeholders with whom to engage.	Yes	Managing sustainability [Sustainability Report Pages 7-9] Sustainability/Our approach/Stakeholder engagement [http://nsn.com/about-us/sustainability/our-approach/stakeholder-engagement]
4.16		Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Yes	Managing sustainability [Sustainability Report Pages 7-9] Sustainability/Our approach/Stakeholder engagement [http://nsn.com/about-us/sustainability/our-approach/stakeholder-engagement] Employees [Sustainability Report Pages 19-23] Suppliers [Sustainability Report Pages 38-42]
4.17		Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded.	Yes	Managing sustainability [Sustainability Report Pages 7-9]

Performance: Economic

Disclosure on Management approach

		Organization-wide goals.	Yes	Our approach [http://nsn.com/about-us/sustainability/our-approach] Performance Summary [Sustainability Report Pages 43-49]
		Brief, organization-wide policy (or policies) that defines the organization's overall commitment.	Yes	Our approach [http://nsn.com/about-us/sustainability/our-approach] Performance Summary [Sustainability Report Pages 43-49] Sustainability/Our approach/Policies [http://nsn.com/about-us/sustainability/our-approach/policies]
		Additional relevant information.	Yes	Our approach [http://nsn.com/about-us/sustainability/our-approach]

Economic Performance indicators

Economic Performance				
EC1	Core	Direct economic value generated and distributed.	Partial	Nokia 20-F [http://i.nokia.com/blob/view/-/2246090/data/2/-/form20-f-12-pdf.pdf]
EC2	Core	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Yes	Environment [Sustainability Report Pages 11-17] Suppliers [Sustainability Report Pages 38-42]
EC3	Core	Coverage of the organization's defined benefit plan obligations.	No	
EC4	Core	Significant financial assistance received from government.	No	

Market Presence

EC5	Addition al	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	No	
EC6	Core	Policy, practices, and proportion of spending on locally based suppliers at significant locations of operation.	No	
EC7	Core	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	No	

Indirect Economic Impacts

EC8	Core	Development and impact of infrastructure investments and services.	Partial	Managing sustainability [Sustainability Report Pages 7-9] Sustainability/Connectivity and development [http://nsn.com/about-us/sustainability/connectivity-and-development]
EC9	Addition al	Understanding and describing significant indirect economic impacts.	Yes	Managing sustainability [Sustainability Report Pages 7-9] Sustainability/Connectivity and development [http://nsn.com/about-us/sustainability/connectivity-and-development] Sustainability/Community [http://nsn.com/about-us/sustainability/community]

Performance: Environmental

Disclosure on Management approach

		Organization-wide goals regarding environmental performance.	Yes	Our approach [http://nsn.com/about-us/sustainability/our-approach] Environment [Sustainability Report Pages 11-17] Performance Summary [Sustainability Report Pages 43-49] Sustainability/Our approach/Policies [http://nsn.com/about-us/sustainability/our-approach/policies]
		Brief, organization-wide policy (or policies) that defines the organization's overall environmental commitment.	Yes	Our approach [http://nsn.com/about-us/sustainability/our-approach] Environment [Sustainability Report Pages 11-17] Performance Summary [Sustainability Report Pages 43-49] Sustainability/Our approach/Policies [http://nsn.com/about-us/sustainability/our-approach/policies]
		The most senior position with operational responsibility for environmental aspects.	Yes	Managing sustainability [Sustainability Report Pages 7-9]
		Procedures related to training and raising awareness.	Yes	Environment: Operations [Sustainability Report Pages 11-14] Sustainability/Environment/Minimizing the impact of our operations [http://nsn.com/about-us/sustainability/environment/minimizing-the-impact-of-our-operations]
		Procedures related to monitoring and corrective	Yes	Environment [Sustainability Report Pages 11-17]

		and preventive actions, including those related to the supply chain.		Suppliers [Sustainability Report Pages 38-42]]
		Additional relevant information.	Yes	Environment [Sustainability Report Pages 11-17]

Environmental Performance indicators

Materials

EN1	Core	Materials used by weight or volume.	No	
EN2	Core	Percentage of materials used that are recycled input materials.	No	

Energy

EN3	Core	Direct energy consumption by primary energy source.	Partial	Environment: Operations [Sustainability Report Pages 11-14]
EN4	Core	Indirect energy consumption by primary source.	Partial	Environment: Operations [Sustainability Report Pages 11-14]
EN5	Additional	Energy saved due to conservation and efficiency improvements.	Yes	Environment: Operations [Sustainability Report Pages 11-14]
EN6	Additional	Initiatives to provide energy-efficient or renewable-based products and services, and reductions in energy requirements.	Yes	Environment: Operations [Sustainability Report Pages 11-14]
EN7	Additional	Initiatives to reduce indirect energy consumption and reductions achieved.	Yes	Environment: Operations [Sustainability Report Pages 11-14]

Water

EN8	Core	Total water withdrawal by	Partial	Environment: Operations

		source.		[Sustainability Report Pages 11-14]
EN9		Water sources significantly affected by withdrawal of water.	No	Not material
EN10		Percentage and total water volume of water recycled and reused.	No	Not material
Biodiversity				
EN11	Core	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity outside protected areas.	No	Not material
EN12	Core	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	No	Not material
EN13	Additional	Habitats protected or restored.	No	Not material
EN14	Additional	Strategies, current actions and future plans for managing impacts on biodiversity.	No	Not material
EN15	Additional	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	No	Not material
Emissions, effluents and waste				
EN16	Core	Total direct and indirect greenhouse gas emissions by weight.	Yes	Environment: Operations [Sustainability Report Pages 11-14]
EN17	Core	Other relevant indirect	Yes	Environment: Operations

		greenhouse gas emissions by weight.		[Sustainability Report Pages 11-14]
EN18	Additional	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Yes	Environment: Operations [Sustainability Report Pages 11-14]
EN19	Core	Emissions of ozone-depleting substances by weight.	Yes	Environment: Operations [Sustainability Report Pages 11-14]
EN20	Core	NOx, SOx, and other significant air emissions by type and weight.	Partial	Environment: Operations [Sustainability Report Pages 11-14]\n\nGlobal warming impact of CH_4 and N_2O emissions are reported as part of the total CO_2 emissions (tonnes CO_2 equivalent).
EN21	Core	Total water discharged by quality and destination.	No	Not material
EN22	Core	Total weight of waste by type and disposal method.	Partial	Environment: Operations [Sustainability Report Pages 11-14]
EN23	Core	Total number and volume of significant spills.	Yes	No significant spills to report in 2012.
EN24	Additional	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	No	
EN25	Additional	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected but the reporting organisation's	No	Not material

		discharges of water and runoff.		
Products and services				
EN26	Core	Initiatives to mitigate environmental impacts of products and services.	Yes	Environment: Products and services [Sustainability Report Pages 15-17] Sustainability/Environment/Minimizing product impacts [http://nsn.com/about-us/sustainability/environment/minimizing-product-impacts]
EN27	Core	Percentage of products sold and their packaging materials that are reclaimed by category.	Partial	Environment: Products and services [Sustainability Report Pages 15-17]
Compliance				
EN28	Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Yes	No significant fines to report in 2012.
Transport				
EN29	Addition al	Significant environmental impacts of transport.	Yes	Environment: Operations [Sustainability Report Pages 11-14] Sustainability/Environment/Minimizing the impact of our operations [http://nsn.com/about-us/sustainability/environment/minimizing-the-impact-of-our-operations]
Overall				
EN30	Addition al	Total environmental protection expenditures and investments by type.	No	

Performance: Labour Practices and Decent work

Disclosure on management approach

		Organization-wide goals.	Yes	Our approach [http://nsn.com/about-us/sustainability/our-approach] Employees [Sustainability Report Pages 19-23] Health and Safety [Sustainability Report Pages 24-27] Performance Summary [Sustainability Report Pages 43-49] Ethics and human rights [Sustainability Report Pages 29-33] Sustainability/Our approach/Policies [http://nsn.com/about-us/sustainability/our-approach/policies]
		Brief, organization-wide policy (or policies).	Yes	Our approach [http://nsn.com/about-us/sustainability/our-approach] Employees [Sustainability Report Pages 19-23] Health and Safety [Sustainability Report Pages 24-27] Ethics and human rights [Sustainability Report Pages 29-33] Performance Summary [Sustainability Report Pages 43-49] Suppliers [Sustainability Report Pages 38-42] Sustainability/Our approach/Policies [http://nsn.com/about-us/sustainability/our-approach/policies]

		Training and raising awareness in relation to the labor aspects.	Yes	Employees [Sustainability Report Pages 19-23] Health and Safety [Sustainability Report Pages 24-27] Ethics and human rights [Sustainability Report Pages 29-33] Suppliers [Sustainability Report Pages 38-42]
		Procedures related to monitoring and corrective and preventive actions.	Yes	Employees [Sustainability Report Pages 19-23] Health and Safety [Sustainability Report Pages 24-27] Ethics and human rights [Sustainability Report Pages 29-33] Suppliers [Sustainability Report Pages 38-42]
		Additional relevant information.	Yes	Employees [Sustainability Report Pages 19-23] Health and Safety [Sustainability Report Pages 24-27] Ethics and human rights [Sustainability Report Pages 29-33] Suppliers [Sustainability Report Pages 38-42]

Labour Practices and Decent Work Performance Indicators

Employment				
LA1	Core	Total workforce by employment type, employment contract and region.	Partial	Employees [Sustainability Report Pages 19-23]
LA2	Core	Total number and rate of employee turnover by age group, gender and region.	Partial	Employees [Sustainability Report Pages 19-23]

LA3	Addition al	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	No	
Labour/management relations				
LA4	Core	Percentage of employees covered by collective bargaining agreements.	Partial	Nokia Solutions and Networks has production facilities in four countries-Finland, Germany, India and China. We respect employees' right to assembly and collective bargaining, and recognize local works councils in the countries where they exist. In Finland and Germany all employees are covered by country-wide collective bargaining agreements, signed between employee unions and employer associations. In India both our Kolkata and Chennai factories have operational workers committees in place who meet monthly with management to address employee welfare issues. In China, employees in our Shanghai production factory are covered by collective bargaining agreements. There are also trade unions in our factories in Shanghai, Beijing and Suzhou.
LA5	Core	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	No	These are country-specific.
Occupational health and safety				
LA6	Addition al	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	No	
LA7	Core	Rates of injury, occupational diseases, lost days, absenteeism, and number of work related fatalities by region.	Yes	Health and Safety [Sustainability Report Pages 24-27] Our illness and injury, and fatality rates are the material indicators of our Health and Safety performance in areas of risk.

LA8	Core	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	No	
LA9	Addition al	Health and safety topics covered in formal agreements with trade unions.	No	
Training and education				
LA10	Core	Average hours of training per year per employee by employee category.	Partial	Employees [Sustainability Report Pages 19-23]
LA11	Addition al	Programmes for skills management and lifelong learning.	Yes	Employees [Sustainability Report Pages 19-23]
LA12	Addition al	Percentage of employees receiving regular performance and career development reviews.	Yes	Employees [Sustainability Report Pages 19-23]
Diversity and equal opportunity				
LA13	Core	Composition of governance bodies and breakdown of employees per category.	Partial	Employees [Sustainability Report Pages 19-23]
LA14	Core	Ratio of basic salary of men to women by employee category.	No	We are committed to equal pay for equal skill and level of responsibility irrespective of factors such as employee gender and nationality. We monitor compensation as normal business practice within business units and functions in order to ascertain fair compensation throughout the entire organization.

Performance: Human rights

Disclosure on management approach

		Organization-wide goals relevant to human rights aspects.	Yes	Our approach [http://nsn.com/about-us/sustainability/our-approach] Ethics and human rights [Sustainability Report Pages 29-33] Performance Summary [Sustainability Report Pages 43-49]
		Brief, organization-wide policy (or policies).	Yes	Our approach [http://nsn.com/about-us/sustainability/our-approach] Ethics and human rights [Sustainability Report Pages 29-33] Performance Summary [Sustainability Report Pages 43-49] Sustainability/Our approach/Policies [http://nsn.com/about-us/sustainability/our-approach/policies]
		The most senior position with operational responsibility for human rights.	Yes	Managing sustainability [Sustainability Report Pages 7-9]
		Procedures related to training and raising awareness.	Yes	Ethics and human rights [Sustainability Report Pages 29-33]
		Monitoring and corrective and preventive actions.	Yes	Ethics and human rights [Sustainability Report Pages 29-33] Suppliers [Sustainability Report Pages 38-42]
Human rights indicators				
Investment and procurement activities				
HR1	Core	Percentage and total number of significant investment agreements that include human rights	Yes	No significant investments.

		clauses or that have undergone human rights screening.		
HR2	Core	Percentage of significant suppliers and contractors that have undergone screening on human rights.	Partial	Suppliers [Sustainability Report Pages 38-42]
HR3	Addition al	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees that are trained.	Partial	Ethics and human rights [Sustainability Report Pages 29-33]

Non-discrimination

HR4	Core	Total number of incidents of discrimination and actions taken.	Partial	Ethics and human rights [Sustainability Report Pages 29-33] Suppliers [Sustainability Report Pages 38-42] 3 cases out of 139 investigations by our Ethics and Compliance Office in 2012 were related to discrimination. Cases were handled according to our Code of Conduct.

Freedom of Association and Collective Bargaining

HR5	Core	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Yes	Suppliers [Sustainability Report Pages 38-42]

Child Labour

HR6	Core	Operations identified as having a significant risk for incidents of child labour, and measures taken to	Yes	Suppliers [Sustainability Report Pages 38-42]

		contribute to the elimination of forced or compulsory labour.		

Forced and Compulsory Labour

HR7	Core	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.	Yes	Suppliers [Sustainability Report Pages 38-42]
HR8	Addition al	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	No	

Indigenous rights

HR9	Addition al	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not applicable	

Performance: Society

Disclosure on management approach

		Organization-wide goals relevant to the society aspects.	Yes	Our approach [http://nsn.com/about-us/sustainability/our-approach] Sustainability/Connectivity and development [http://nsn.com/about-us/sustainability/connectivity-and-development] Sustainability/Community [http://nsn.com/about-us/sustainability/community] Sustainability/Our approach/Policies [http://nsn.com/about-us/sustainability/our-

				approach/policies] Focus on the restructuring of the company and supporting our people meant that activity in community and connectivity has diminished.
		Brief, organization-wide policy (or policies) relating to the society aspects.	Yes	Our approach [http://nsn.com/about-us/sustainability/our-approach] Sustainability/Connectivity and development [http://nsn.com/about-us/sustainability/connectivity-and-development] Sustainability/Community [http://nsn.com/about-us/sustainability/community]
		The most senior position with operational responsibility for society aspects.	Yes	Managing sustainability [Sustainability Report Pages 7-9]
		Procedures related to training and raising awareness in relation to the society aspects.	No	
		Additional relevant information.	Partial	Sustainability/Connectivity and development [http://nsn.com/about-us/sustainability/connectivity-and-development] Sustainability/Community [http://nsn.com/about-us/sustainability/community]

Society performance indicators

Community

| SO1 | Core | Nature, scope and effectiveness of any programs and practices that assess and manage the impacts of operations on communities. | Partial | Sustainability/Connectivity and development [http://nsn.com/about-us/sustainability/connectivity-and-development]

Sustainability/Community |

				[http://nsn.com/about-us/sustainability/community]
Corruption				
SO2	Core	Percentage and total number of business units analysed for risks related to corruption.	No	
SO3	Core	Percentage of employees trained in organization's anti-corruption policies and procedures.	Yes	Ethics and human rights [Sustainability Report Pages 29-33]
SO4	Core	Actions taken in response to incidents of corruption.	Yes	Ethics and human rights [Sustainability Report Pages 29-33]
Public policy				
SO5	Core	Public policy positions and participation in public policy development and lobbying.	Yes	Stakeholder engagement [Sustainability Report Page 9]
SO6	Additional	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.	Not applicable	NSN does not provide financial support to political parties or other political groups.
Anti-competitive behaviour				
SO7	Additional	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes.	No	
Compliance				
SO8	Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Yes	No significant fines to report.

Performance: Product responsibility

Disclosure on management approach				
		Organization-wide goals regarding product responsibility aspects.	Yes	Radio waves and health [Sustainability Report Page 16] Environment: Products and services [Sustainability Report Pages 15-17] Ethics and human rights [Sustainability Report Pages 29-33]
		Brief, organization-wide policy (or policies) relating to the product responsibility aspects.	Yes	Our approach [http://nsn.com/about-us/sustainability/our-approach] Ethics and human rights [Sustainability Report Pages 29-33] Sustainability/Our approach/Policies [http://nsn.com/about-us/sustainability/our-approach/policies]
		The most senior position with operational responsibility for product responsibility aspects.	Yes	Managing sustainability [Sustainability Report Pages 7-9]
		Additional relevant information.	Yes	Radio waves and health [Sustainability Report Page 16] Environment: Products and services [Sustainability Report Pages 15-17] Sustainability/Environment/Minimizing product impacts [http://nsn.com/about-us/sustainability/environment/minimizing-product-impacts]
Product responsibility Performance indicators				
Customer Health and Safety				
PR1	Core	Life cycle stages in which	Yes	Radio waves and health

		health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.		[Sustainability Report Page 16] Environment: Products and services [Sustainability Report Pages 15-17] Sustainability/Environment/Minimizing product impacts [http://nsn.com/about-us/sustainability/environment/minimizing-product-impacts]
PR2	Addition al	Total number of incidents of noncompliance with regulations and voluntary codes concerning health and safety impacts of products and service during their life cycle, by type of outcome.	No	

Product and service labelling

PR3	Core	Type of product and service information required by procedures, and percentage of significant products and service subject to such information requirements.	No	
PR4	Addition al	Total number of incidents of noncompliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	No	
PR5	Addition al	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	No	

Marketing Communications

PR6	Core	Programmes for adherence to laws,	Not	

		standards and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship.	applicable	
PR7	Addition al	Total number of incidents of noncompliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not applicable	
Customer Privacy				
PR8	Addition al	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	No	
Compliance				
PR9	Core	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Yes	No significant fines to report.