







Our targets and achievements



Our commitments, targets, and performance

Priority area	Material topic	Targets	Achievements 2018	Status
<p>Conducting business with integrity</p>  	Ethical Business Practices and Corporate Governance	<p>2020 Employee/Line Manager engagement on importance of ethics and compliance. 75% favorable answers targeted.</p>	Progress of this target is measured with a question in our anonymous employee survey (CCT) "Does your line manager periodically talk with you and your team members about the importance of ethics and compliance?" In 2018 77% (72% in 2017) of responding employees gave a favorable response.	 Achieved
		<p>2030 Employee/Line Manager engagement on importance of ethics and compliance. 85% favorable answers targeted.</p>		 Ongoing - on track
		<p>2018 Ethical Business Training (EBT) completion: 95%.</p>	The training was completed by 95 % of Nokia employees. ✓ Assured	 Achieved
		<p>2020 EBT completion: 98%.</p>		 Ongoing - not on track
		<p>2030 EBT completion: 100%.</p>		 Ongoing - not on track
		<p>NEW target 2020 (to replace the 2020 and 2030 targets): Ethical Business Training (EBT) completion: 95%.</p>		

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<p>Conducting business with integrity</p>  	Privacy and Data Security	<p>2020 Our aim for 2020 is that Nokia be recognized as an industry leader in security and privacy. This will be assessed through external benchmarking.</p>	Protection of critical information ecosystems on target level, 95% of identified critical and high audit findings closed. Employee engagement with security culture program clearly above targets.	 <p>Ongoing - on track</p>
	Preventing product misuse	<p>2018 Conduct a formal Human Rights Impact Assessment for the new Nokia product portfolio with an externally verified expert.</p>	Human Rights Impact Assessment for the Nokia product portfolio was conducted with an externally verified expert between July 2018 and March 2019.	 <p>Achieved</p>
		<p>2019 Successful completion of the first GNI assessment.</p>	Preparation for the GNI assessment was started in late 2018 and will be completed by October 2019.	 <p>Ongoing - on track</p>
		<p>2020 Nokia as externally recognized leader in vendor related issues in freedom of expression and right to privacy according to external benchmarking, e.g. Ranking Digital Rights.</p>	In 2018 we continued our strong Human Rights Due Diligence (HRDD) program to mitigate potential misuse of technology to limit freedom of expression and privacy. We published further anonymized cases in this report and continued to engage in stakeholder dialog through speaking and other events.	 <p>Ongoing - on track</p>

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<p>Conducting business with integrity</p>  	Labor conditions / suppliers and partners	<p>2020 Comprehensive supplier sustainability risk mitigation (90% of suppliers assessed with Satisfactory Sustainability Score and 100 on-site audits conducted per year).</p>	74% suppliers achieved a satisfactory EcoVadis score (71% in 2017) and we conducted 75 on-site audits (72 in 2017). ✓ Assured	 Ongoing - not on track
		<p>2020 Establish supplier worker empowerment program (enabling trainings on NokiaEDU and Worker Tollfree Helpline).</p>	Nokia Ethics Helpline enables capturing supplier grievance. Channel is communicated to suppliers at Suppliers Corporate Responsibility Workshops.	 Ongoing - on track
	Materials traceability and conflict minerals	<p>2018 Achieve full traceability to the smelters in our supply chain and their conflict-free status (Mobile Networks).</p>	<p>97% of our suppliers have achieved full visibility into the smelters in our supply chain.</p> <p>84% of smelters identified as part of Nokia's supply chain were validated as conflict-free or are active in the validation process. ✓ Assured</p>	 Not achieved
		<p>2020 Achieve full traceability to the smelters in our supply chain and their conflict-free status (Nokia Group).</p>	<p>(The same percentages are valid both for Mobile Networks and Nokia Group).</p>	 Ongoing - on track

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<p>Conducting business with integrity</p>  	Health, Safety, and Wellbeing	<p>2018 100% of all suppliers delivering high-risk activity to be assessed using Nokia H&S Supplier Maturity Assessment Process.</p>	100% of suppliers delivering high risk activities were covered by H&S Maturity Assessments. ✓ Assured	 Achieved
		<p>2020 50% of suppliers delivering high risk activity to meet or exceed “H&S preferred supplier” status.</p>	We are first focusing on getting 100% of suppliers to “compliant”-level (score 3/5; 89% of suppliers in 2018) ✓ Assured and concentrating then gradually to “preferred”-level (score 4/5).	 Ongoing - on track
		<p>2030 100% of supplier delivering high risk activity to meet or exceed “H&S preferred supplier” status.</p>	We have an active program ongoing, please see comments on 2018 and 2020 targets.	 Ongoing - on track