

GRI Content Index 2019

NOKIA



GRI content index 2019

This GRI content index relates to **Nokia People & Planet Report 2019**. Our report is prepared in accordance with the GRI Standards: Core-option.

Unless otherwise stated, the reporting boundary is Nokia Group, including Nokia's Networks segment; Nokia Software; Nokia Technologies; and Group Common and Other. Disclosures related to supply chain sustainability cover only the suppliers of the Networks segment. Some disclosures are covered only partly as not all information required within a disclosure is relevant for our business and stakeholders.

We are committed to contributing to the Sustainable Development Goals (SDGs) and have evaluated how our business supports reaching these goals. We have also mapped the SDGs with the GRI standards in our content index.

GRI content index

GRI standard and disclosure		Response / Location	Further information / Omissions	Related SDGs
GRI 102: General Disclosures 2016				
Organizational profile				
102-1	Name of the organization	Nokia Corporation		
102-2	Activities, brands, products, and services	People & Planet 2019: Nokia today p. 6 Nokia Annual Report 2019: Business groups pp. 22–39	In 2019, none of these products were banned in any markets.	
102-3	Location of the headquarters	Espoo, Finland		
102-4	Location of operations	People & Planet 2019: Nokia today p. 7		
102-5	Report the nature of ownership and legal form	Nokia Annual Report 2019: Shares pp. 130–133 ; Corporate information p. 146		
102-6	Markets served	People & Planet 2019: Nokia today p. 7 Nokia Annual Report 2019: Business groups pp. 22–39		
102-7	Scale of the organization	People & Planet 2019: Nokia today pp. 6–7		
102-8	Information on employees and workers	People & Planet 2019: Nokia today p. 7 ; Who we are p. 65 ; Key data and reporting principles p. 99		8, 10
102-9	Supply chain	People & Planet 2019: Responsible sourcing p. 54		
102-10	Significant changes to the organization and its supply chain	Nokia Annual Report 2019: Shares and share capital p. 69 ; Segment information p. 162		
102-11	Precautionary Principle of approach	People & Planet 2019: Managing sustainability p. 14 We are committed to the UN Global Compact's ten principles, including principle 7 on supporting a precautionary approach to environmental challenges. We follow the precautionary principle, especially in areas involving environmental risks.		
102-12	External initiatives	Global Reporting Initiative (GRI Standards), UN Global Compact, UN Sustainable Development Goals, UN Guiding Principles for Business and Human Rights, UN Standards of Conduct for Business, The Universal Declaration of Human Rights, International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work, Global Network Initiative Principles, Science Based Targets initiative, ICC business charter of sustainable development, OHSAS 18001, ISO 14001, OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High Risk Areas (OECD 2016), Commitment2050 (Sitoumus2050 in Finland), Greenhouse Gas Protocol.		

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102-13	Membership of associations	<p>Main industry cooperation: The World Economic Forum, GSMA, Global mobile Suppliers Association (GSA), DIGITALEUROPE, European Telecommunications Network Operators' Association (ETNO), The European Round Table of Industrialists (ERT), Technology Industries of Finland in Finland, Cellular Telecom Industry Association (CTIA), Telecommunications Industry Association (TIA), The French Alliance of Digital Industries (AFNUM), Bitkom, International Institute of Communications (IIC)</p> <p>Main standardization and technology cooperation: 3rd Generation Partnership Project (3GPP), European Telecommunications Standards Institute (ETSI), International Telecommunication Union (ITU), Internet Engineering Task Force (IETF), 5G Infrastructure Public Private Partnership (5G PPP), Linux Foundation, 5G Automotive Association (5GAA), 5G Alliance for Connected Industries and Automation (5G-ACIA), Broadband Forum (BBF), Alliance for Telecommunications Industry Solutions (ATIS), China Communications Standards Association (CCSA), Institute of Electrical and Electronics Engineers (IEEE), Open RAN Alliance (O-RAN)</p> <p>Main memberships related specifically to sustainability: United Nations Broadband Commission for Sustainable Development, EQUALS, the United Nations Global Compact, Global e-Sustainability Initiative, Global Network Initiative, Finnish Business and Society FiBS, UN Global Compact Finland, Responsible Mineral Initiative, Public-Private Alliance for Responsible Minerals Trade (PPA), CDP Supply Chain, EcoVadis, London Benchmarking Group (LBG), @talentEgal (France).</p>		
Strategy				
102-14	Statement from senior decision-maker	People & Planet 2019: Letter from the President and CEO p. 3		
102-15	Key impacts, risks and opportunities	People & Planet 2019: Our sustainability priorities and impacts p. 10 ; Managing sustainability p. 14 Nokia Annual Report 2019: Risk factors pp. 70–87		
Ethics and integrity				
102-16	Values, principles, standards and norms of behavior	People & Planet 2019: Ethical business and corporate governance p. 43 ; A great place to work pp. 66–67 nokia.com: Code of Conduct		16
102-17	Mechanisms for advice and concerns about ethics	People & Planet 2019: Ethical business and corporate governance p. 43 ; Reporting of ethical concerns without fear of retaliation p. 47 nokia.com: Code of Conduct		16
Governance				
102-18	Governance structure	People & Planet 2019: Managing sustainability p. 14 Nokia Annual Report 2019: Corporate governance pp. 92–95 nokia.com: Materiality and value creation		
102-19	Delegating authority	People & Planet 2019: Managing sustainability p. 14 Nokia Annual Report 2019: Corporate governance pp. 92–102 nokia.com: Materiality and value creation		

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102-20	Executive-level responsibility for economic, environmental and social topics	People & Planet 2019: Managing sustainability p. 14 nokia.com: Materiality and value creation		
102-21	Consulting stakeholders on economic, environmental and social topics	People & Planet 2019: Managing sustainability p. 14 ; Ethical business and corporate governance p. 43 nokia.com: Making change happen together		16
102-22	Composition of the highest governance body and its committees	Nokia Annual Report 2019: Corporate governance pp. 92–102		
102-23	Chair of the highest governance body	People & Planet 2019: Managing sustainability p. 14 Nokia Annual Report 2019: Corporate governance p. 95		16
102-24	Nominating and selecting the highest governance body	Nokia Annual Report 2019: Corporate governance p. 95		
102-26	Role of highest governance body in setting purpose, values and strategy	People & Planet 2019: Managing sustainability p. 14 Nokia Annual Report 2019: Corporate governance pp. 92–102		
102-27	Collective knowledge of highest governance body	People & Planet 2019: Managing sustainability p. 14 nokia.com: Materiality and value creation		4
102-28	Evaluating the highest governance body's performance	Nokia Annual Report 2019: Corporate governance p. 99		
102-29	Identifying and managing economic, environmental, and social impacts	People & Planet 2019: Managing sustainability p. 14 nokia.com: Materiality and value creation		
102-30	Effectiveness of risk management processes	People & Planet 2019: Managing sustainability p.14 ; Compliance risk assessment and mitigation p. 45 Nokia Annual Report 2019: Corporate governance pp. 107–108		
102-31	Review of economic, environmental, and social topics	People & Planet 2019: Our approach pp. 10–14 nokia.com: Materiality and value creation		
102-32	Highest governance body's role in sustainability reporting	People & Planet 2019: Managing sustainability p. 14 nokia.com: Materiality and value creation		
102-33	Communicating critical concerns	People & Planet 2019: Managing sustainability p. 14 ; Compliance risk assessment and mitigation p. 45 Nokia Annual Report 2019: Corporate governance pp. 107–108		
102-34	Nature and total number of critical concerns	People & Planet 2019: Reporting of ethical concerns pp. 47–48		

GRI standard and disclosure		Response / Location	Further information / Omissions	Related SDGs
102-35	Remuneration policies	Nokia Annual Report 2019: Compensation pp. 111–123		
102-36	Process for determining remuneration	Nokia Annual Report 2019: Compensation pp. 111–123		
Stakeholder engagement				
102-40	List of stakeholder groups	Investors, Suppliers, Academia, Customers, NGOs, Employees, Government and Organizations		
102-41	Collective bargaining agreements	People & Planet 2019: Ensuring decent working conditions and fair employment pp. 71–72 nokia.com: Respecting our people		8
102-42	Identifying and selecting stakeholders	People & Planet 2019: Making change happen together pp. 80–85 nokia.com: Making change happen together		
102-43	Approach to stakeholder engagement	People & Planet 2019: Making change happen together pp. 80–85 ; Responsible sourcing pp. 54–59 ; A great place to work p. 67 nokia.com: Making change happen together		
102-44	Key topics and concerns raised	People & Planet 2019: Sustainability highlights and challenges in 2019 p. 9		
Reporting practice				
102-45	Entities included in the consolidated financial statements	Nokia Annual Report 2019: Notes to the consolidated financial statements pp. 146–157, 162–163, 200		
102-46	Defining the report content and the topic boundaries	People and Planet 2019: Our approach pp. 10–11 nokia.com: Materiality and value creation		
102-47	List of material topics	<p>People and Planet 2019: Our approach pp. 10–11</p> <p>ECONOMIC Economic performance; Indirect economic performance; Procurement practices; Anti-corruption; Anti-competitive behavior</p> <p>ENVIRONMENTAL Materials; Energy; Water; Emissions; Effluents and waste; Environmental compliance; Supplier environmental assessment</p> <p>SOCIAL Employment; Labor/management relation; Occupational health and safety; Training and education; Diversity and equal opportunity; Non-discrimination; Freedom of association and collective bargaining; Child labor; Forced or compulsory labor; Human rights assessment; Supplier social assessment; Customer health and safety; Customer privacy; Socioeconomic compliance</p> <p>See also Management approaches 103-1, 103-2, and 103-3 within this document. The terminology we use when communicating internally and externally about material topics differs slightly from the GRI terminology.</p>		

GRI standard and disclosure		Response / Location	Further information / Omissions	Related SDGs
102-48	Restatements of information	People and Planet 2019: Key data and reporting principles pp. 87–105 No significant restatements in 2019. Any recalculated indicators are specified in the notes to the key data tables.		
102-49	Changes in reporting	People & Planet 2019: Our approach pp. 10–11 nokia.com: Materiality and value creation		
102-50	Reporting period	1 January–31 December 2019		
102-51	Date of most recent report	The previous report was published in May 2019.		
102-52	Reporting cycle	Annual		
102-53	Contact point for questions regarding the report	sustainability.global@nokia.com		
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option		
102-55	The GRI content index	This GRI content index is available at www.nokia.com/en_int/about-us/sustainability/downloads		
102-56	External assurance	People and Planet 2019: Independent practitioner's assurance report pp. 107–108		
GRI 103: Management Approach 2016				
103-1	Explanation of the material topic and its boundary	People & Planet 2019: Our approach pp. 10–14; Key data and reporting principles pp. 87–91 nokia.com: Materiality and value creation See also 102-47 List of material topics within this index.		

GRI standard and disclosure		Response / Location	Further information / Omissions	Related SDGs
103-2	The management approach and its components	<p>People & Planet 2019: Managing sustainability p. 14; Ethical business and corporate governance pp. 43 nokia.com: Our approach; Code of Conduct</p> <p>ECONOMIC Economic performance; Indirect economic performance: Improving people's lives with technology pp. 16–24; Nokia Annual Report 2019 Procurement practices: Conducting our business with integrity pp. 54–60 Anti-corruption; Anti-competitive behavior: Conducting our business with integrity 43–49</p> <p>ENVIRONMENTAL Materials; Energy; Water; Emissions; Effluents and waste; Environmental compliance; Supplier environmental assessment: Combatting climate change pp. 25–40; Conducting our business with integrity pp. 47–48, 54–60</p> <p>SOCIAL Employment; Labor/management relation; Occupational health and safety; Training and education; Diversity and equal opportunity; Non-discrimination: Respecting our people pp. 63–77; Responsible sourcing pp. 54–59 Freedom of association and collective bargaining; Child labor; Forced or compulsory labor; Human rights assessment; Supplier social assessment: Conducting our business with integrity pp. 50–59; Ensuring decent working conditions and fair employment pp. 71–72 Customer health and safety; Customer privacy: Strengthening our health and safety performance pp. 76–77; Data privacy and security pp. 61–62 Socioeconomic compliance: Conducting our business with integrity pp. 41–62</p>	<p>Some of our policies and statements can be accessed at nokia.com on our Policies and Sustainability downloads pages. See for example following documents:</p> <p>Environmental policy Responsible minerals policy Human rights policy Human resources framework Health, safety and labor conditions policy Quality policy An overview of our supplier requirements on CSR Privacy statement Modern slavery statement</p>	
103-3	Evaluation of the management approach	See 103-2 The management approach and its components.		
GRI 200: Economic				
GRI 201: Economic performance 2016				
201-1	Direct economic value generated and distributed	People & Planet 2019: Our economic impact p. 17		2, 5, 7, 8, 9
201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change	People & Planet 2019: Managing sustainability p. 14 Nokia Annual Report 2019: Risk factors pp. 70–87	For more details, see also our response to the CDP Climate Change survey at nokia.com on the Sustainability downloads page.	
GRI 203: Indirect economic impacts 2016				
203-1	Infrastructure investments and services supported	People & Planet 2019: Improving people's lives with technology pp. 15–24 ; Collaborating with NGOs p. 80–82		2, 5, 7, 9

GRI standard and disclosure		Response / Location	Further information / Omissions	Related SDGs
203-2	Significant indirect economic impacts	People & Planet 2019: Improving people's lives with technology pp. 15–24; Collaborating with NGOs pp. 80–82		1, 2, 3, 8, 9, 10, 17
Own metric	Helping our customers to connect the next billion measured by number of subscriptions in Nokia radio customers' networks	People & Planet 2019: Our targets and performance p. 12		1–17
Procurement practices				
Own metric	Procurement practices	People & Planet 2019: Responsible sourcing pp. 54–59; Materials traceability and conflict minerals p. 60; Black economic empowerment p. 75		1, 8
GRI 205: Anti-corruption 2016				
205-3	Confirmed incidents of corruption and actions taken	There were no confirmed incidents of corruption in 2019. In general, disclosures about material litigations, enforcement actions, and investigations are made in quarterly and annual public filings of Nokia Corporation. See Nokia Annual Report 2019.		16
GRI 206: Anti-competitive behavior 2016				
206-1	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	<p>Legal actions pending or completed in 2019 regarding anticompetitive behavior in which Nokia is identified as participant were the same as in 2018. There were no updates to the following cases:</p> <p>1) In June 2017, the Spanish competition authority (CNMC) found that Nokia had violated competition law by abusing a dominant position in the Spanish railway sector and fined Nokia EUR 1.7 million. The case resulted from a complaint by a competitor concerning a tender for the supply of railway communications equipment. Nokia disagrees with the CNMC's decision and has filed an appeal with the Spanish National Court that is currently pending.</p> <p>2) In August 2018, the CNMC opened antitrust investigations against several companies and individuals, including Nokia Spain, alleging anticompetitive behaviour and cooperation among competitors between 2003 and 2016 in the Spanish railways sector. The CNMC's investigation is currently pending and no formal charges have been issued to date.</p>	In 2019, there were no other formal investigations of alleged violations of competition or antitrust laws by Nokia, or any other findings of violations of competition or antitrust laws by Nokia, as far as Nokia is aware.	16

GRI standard and disclosure		Response / Location	Further information / Omissions	Related SDGs
GRI 300: Environmental				
GRI 301: Materials 2016				
301-1	Materials used by weight or volume	People & Planet 2019: Sustainable product design and materials pp. 32–33	Nokia recognizes the need to identify and control the materials and substances used in our products and sales packaging. Detailed material requirements specifications for parts and components delivered to Nokia by our suppliers can be found in the Nokia Substance List available at www.nokia.com/about-us/sustainability/downloads . Total volume and weight of materials is considered proprietary information.	8, 12
301-3	Reclaimed products and their packaging materials	People and Planet 2019: Circular practices and products pp. 34–35; Our own operations – energy efficiency, emissions, and circularity pp. 36–37; Environmental data p. 97		8, 12
GRI 302: Energy 2016				
302-1	Energy consumption within the organization	People & Planet 2019: Data reporting principles pp. 87–91; Environmental data pp. 94–95		7, 8, 12, 13
302-2	Energy consumption outside of the organization	People & Planet 2019: Data reporting principles pp. 87–91; Environmental data pp. 94–95		7, 8, 12, 13
302-3	Energy intensity	People & Planet 2019: Environmental data p. 95		7, 8, 12, 13
302-4	Reduction of energy consumption	People & Planet 2019: Our own operations – energy efficiency, emissions and circularity pp. 36–38; Environmental data pp. 94–95		7, 8, 12, 13
302-5	Reduction of energy requirements of products and services	People & Planet 2019: Climate - Our products and networks pp. 28–31		7, 8, 12, 13
GRI 303: Water 2016				
303-1	Total water withdrawal by source	People & Planet 2019: Data reporting principles pp. 87–91; Environmental data p. 95		6
303-3	Percentage and total volume of water recycled and reused	People & Planet 2019: Data reporting principles pp. 87–91; Environmental data p. 95		6, 8, 12

GRI standard and disclosure		Response / Location	Further information / Omissions	Related SDGs
GRI 305: Emissions 2016				
305-1	Direct (Scope 1) greenhouse gas emissions	People & Planet 2019: Data reporting principles pp. 87–91 ; Environmental data p. 92		3, 12, 13, 14, 15
305-2	Energy indirect (Scope 2) greenhouse gas emissions	People & Planet 2019: Data reporting principles pp. 87–91 ; Environmental data p. 92		3, 12, 13, 14, 15
305-3	Other indirect (Scope 3) greenhouse gas emissions	People & Planet 2019: Data reporting principles pp. 87–91 ; Environmental data p. 92	Boundary for GHG emissions from "Purchased good and services", "Upstream transportation and distribution" and "Use of sold products" is Networks segment, otherwise Nokia Group Continuing operations.	3, 12, 13, 14, 15
305-4	Greenhouse gas emissions intensity	People & Planet 2019: Data reporting principles pp. 87–91 ; Environmental data p. 93		13, 14, 15
305-5	Reduction of greenhouse gas emissions	People & Planet 2019: Climate - Our products and networks pp. 28–31 ; Our own operations - Energy efficiency, emissions and circularity pp. 36–38 ; Environmental data pp. 94–95		13, 14, 15
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	People & Planet 2019: Data reporting principles pp. 87–91 ; Environmental data p. 94		3, 12, 15
GRI 306: Effluents and waste 2016				
306-2	Waste by type and disposal method	People & Planet 2019: Data reporting principles pp. 87–91 ; Environmental data pp. 96–97		3, 12
GRI 307: Environmental compliance 2016				
307-1	Non-compliance with environmental laws and regulations	There were no significant fines or non-monetary sanctions for noncompliance with environmental laws and regulations during 2019.		16
GRI 308: Supplier environmental assessment 2016				
308-1	New suppliers that were screened using environmental criteria	People & Planet 2019: Responsible sourcing pp. 54–59 ; Materials traceability and conflict minerals p. 60 Suppliers that are new to Nokia or have significant changes in their operations are subject to system audits to check compliance with our requirements. We request information on environmental criteria during supplier selection.		
308-2	Negative environmental impacts in the supply chain and actions taken	People & Planet 2019: Responsible sourcing pp. 54–59 ; Materials traceability and conflict minerals p. 60		

GRI standard and disclosure		Response / Location	Further information / Omissions	Related SDGs
GRI 400: Social				
GRI 401: Employment 2016				
401-1	New employee hires and employee turnover	People & Planet 2019: Social, ethics, and management systems data p. 99	We do not report this information by age group and region as we do not find it material, especially given the complexity of data collection in an organization of our scale.	5, 8, 10
GRI 402: Labor/management relations 2016				
402-1	Minimum notice periods regarding operational changes	When making operational changes, we follow local legislation.		8
GRI 403: Occupational health and safety 2016				
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	People & Planet 2019: Strengthening our health and safety performance pp. 76–77 ; Social, ethics, and management systems data pp. 100, 104	Boundary: Networks business and contractors and subcontractors of Networks business (except for employee and contractor and subcontractor fatalities which cover Nokia Group)	3, 8
403-3	Workers with high incidence or high risk of diseases related to their occupation	People & Planet 2019: Strengthening our health and safety performance pp. 76–77	Boundary: Nokia Group and contractors and subcontractors of Nokia's Networks business	3, 8
GRI 404: Training and education 2016				
404-1	Average hours of training per year per employee	People & Planet 2019: People development p. 69 ; Social, ethics, and management systems data p. 100	We report leadership training participation by gender but we do not find it material to report all training by gender and employee category.	4, 5, 8, 10
404-2	Programs for upgrading employee skills and transition assistance programs	People & Planet 2019: People development pp. 68–70 ; Ensuring decent working conditions and fair employment p. 73		8
404-3	Percentage of employees receiving regular performance and career development reviews	People & Planet 2019: Social, ethics, and management systems data p. 100	Performance and career development reviews are not reported by gender and employee category as it is not considered material.	8, 10

GRI standard and disclosure		Response / Location	Further information / Omissions	Related SDGs
GRI 405: Diversity and equal opportunity 2016				
405-1	Diversity of governance bodies and employees	People & Planet 2019: Inclusion, diversity and anti-discrimination pp. 74–75 ; Social, ethics, and management systems data p. 99	More details on diversity of Board of Directors and Executive management team (Nokia Group Leadership Team): Nokia Annual Report 2019 . Nokia does not track globally breakdown of employees by minority group memberships.	5, 8
405-2	Ratio of basic salary and remuneration of men to women	People & Planet 2019: Inclusion, diversity and anti-discrimination pp. 74	While we do not disclose the global ratios for 2019, we are committed to equal pay for work that is of equal value (skill, responsibility, etc), without regard for an individual's personal characteristics such as gender, race, age, national origin, ethnicity, color, religion, sexual orientation, gender identity, gender characteristics or expression, disability, and entitlement to family leave. We monitor compensation as normal business practice within business units and functions in order to ascertain fair compensation throughout the entire organization.	5, 8, 10
GRI 406: Non-discrimination 2016				
406-1	Incidents of discrimination and corrective actions taken	In 2019 we received just over 50 allegations related to discrimination or sexual harassment through our Compliance helpline. Each case was investigated by HR with the support and assistance of our Ethics and Compliance team, as needed. Where the allegations were substantiated, appropriate disciplinary action was taken up to and including termination of employment.		5, 8, 16
GRI 407: Freedom of association and collective bargaining 2016				
Own metric	Management of Freedom of association and collective bargaining in our supply chain	People & Planet 2019: Responsible sourcing pp. 54–59		8

GRI standard and disclosure		Response / Location	Further information / Omissions	Related SDGs
GRI 408: Child labor 2016				
408-1	Operations and suppliers at significant risk for incidents of child labor	People & Planet 2019: Responsible sourcing pp. 54–59 ; Ensuring decent working conditions and fair employment pp. 71–72	More information available in our Modern Slavery Statement at www.nokia.com/en_int/about-us/sustainability/downloads	8, 16
GRI 409: Forced or compulsory labor 2016				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	People & Planet 2019: Responsible sourcing pp. 54–59 ; Ensuring decent working conditions and fair employment pp. 71–72	More information available in our Modern Slavery Statement at www.nokia.com/en_int/about-us/sustainability/downloads	8
GRI 412: Human rights assessment 2016				
412-2	Employee training on human rights policies or procedures	People & Planet 2019: Compliance training program p. 46 ; Addressing human rights pp. 50–51		
GRI 414: Supplier social assessment 2016				
414-1	New suppliers that were screened using social criteria	People & Planet 2019: Responsible sourcing pp. 54–59 Suppliers that are new to Nokia or have significant changes in their operations are subject to system audits to check compliance with our requirements, including social criteria.		5, 8, 16
414-2	Negative social impacts in the supply chain and actions taken	People & Planet 2019: Responsible sourcing pp. 54–59 ; Materials traceability and conflict minerals p. 60		5, 8, 16

GRI standard and disclosure		Response / Location	Further information / Omissions	Related SDGs
GRI 416: Customer health and safety 2016				
416-1	Assessment of the health and safety impacts of product and service categories	People & Planet 2019: Strengthening our health and safety performance pp. 76–77	Boundary: Networks segment. Our position statement about exposure to radio waves and health is available at www.nokia.com/about-us/sustainability/downloads	
GRI 418: Customer privacy 2016				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	People and Planet 2019: Data privacy and security p. 62		16
GRI 419: Socioeconomic compliance 2016				
419-1	Non-compliance with laws and regulations in the social and economic area	People & Planet 2019: Reporting of ethical concerns without fear of retaliation p. 47		16

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