where everyone goes home safely at the end of the day
Agenda

01 Introductions
02 COVID-19
03 High risk activities still need attention
04 Casual labour and modern slavery
05 Going home safely at the end of the day

Gareth Davies
Head of Health, Safety and Environment

Elina Raask
Sustainable Operations Manager
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<tr>
<th>Date</th>
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We need the technology to connect the world like never before. COVID-19 has created a uniquely challenging position.

Nokia employees working from home: 80%

World population on some form of lockdown: 40%

Global travel capacity reduced: 80%

Growth in personal use of video conferencing: 300%

Increase in Network Traffic estimated since “lockdowns began”: 50%

Technology to keep people connected is no longer optional, it’s necessary. More people are dependent on the products that Nokia produce and the service we deliver than ever before.
Telecoms is an essential service
We have been essential in keeping things working
Pandemic Impacts
Some impacts are obvious, others are not

Personal impacts
- Personal Health
- Financial stability
- Family
- Mental Health

Operational impacts
- Availability
- Variation
- Program and timelines
- Ability / Capacity

Safety behaviour impacts
- Concentration and focus
- Discipline
- Competence
- Motivation
Not everyone has gone home safely
These factors are impacting behavior
High Risk Areas, narrow risk profile
Controls are well understood, let's make sure behaviour follows

- **Working at Height**
  - Majority were working at height incidents.

- **Road Safety**
  - Followed by vehicles incidents.

- **Electrical**
  - And electrical incidents.

- **Rigging and Lifting**
  - There was an increase on rigging and lifting incidents.

- **Street Works**
  - There was an increase on street works incidents.

- **Underground Works**
  - And underground assets incidents.

Non-negotiables

- Planning
- Supervision
- Behaviour
Working at Height Non-negotiables

Five areas of control

- **F** - Fit to work
- **A** - Arrangements
- **S** - Supervision
- **T** - Training
- **E** - Equipment
- **N** - Non Negotiable

- If we get these right, we will manage the risk
- People will be safe
Road Safety Non-negotiables

Three areas of control

- Road safety is one of the major risks that we face
- To manage it we can split it into three components.
Electrical Safety Non-negotiables
4 areas of control

People
Installations

Tools
Methods
# Supervisors

More important than ever

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<tr>
<td>1</td>
<td>Only authorized people</td>
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<tr>
<td>2</td>
<td>Right training</td>
</tr>
<tr>
<td>3</td>
<td>Right equipment</td>
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<tr>
<td>4</td>
<td>Task understood and how to do it safely</td>
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<tr>
<td>5</td>
<td>Clear work area</td>
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<tr>
<td>6</td>
<td>Controlled work</td>
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Always wear a seat belt in ANY vehicle.

Do not drive distracted or tired - take a break every two hours.

Always drive at a safe speed for road, traffic & weather conditions. Do not exceed the speed limit.

Always attach yourself and your equipment when working at height.

Always make sure that no-one enters the space below when you are working at height.

Do not work live. Do not work on any electrical system unless you are trained.
Our Values
Earning respect through health and safety

respect
Respect is about how we treat each other, and something we work hard to earn from those around us.

from our people
By showing that we all take each others health and safety seriously. We respect every persons right to refuse to do something that they believe is dangerous.

from our customers
By making health and safety integral to how we do business, by doing what we say we are going to do, consistently.

from the outside world
By being transparent and consistent and acting with the highest levels of integrity at all times. Doing more that we have to, doing the right thing.
# Our Values

How our life saving rules apply in real life

<table>
<thead>
<tr>
<th>respect</th>
<th>refusal to work</th>
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<tr>
<td>Respect is about how we treat each other, and something we work hard to earn from those around us.</td>
<td>Respect every person's right to refuse to do something that they believe is dangerous.</td>
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<th>better ways of doing things</th>
<th>work life balance</th>
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<td>People who do the work know the job, they understand the risks and often have the best solutions. If they suggest a better way of doing something, Respect their view, take the time to listen and understand.</td>
<td>A tired person is not a safe person. A mind that is worried about family does not make good decision. A person rushing to finish a job to get home is more likely to cut corners.</td>
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Modern Slavery and Casual Labor
Code of Conduct

As an industry leader, we aspire to be among the best in the world in corporate responsibility, actively promoting human rights and environmental protection through our products and solutions. At Nokia this is everyone’s responsibility and an integral part of managing Nokia business and brand.
**NOTE:**

Over 40 million people live in modern slavery today

Source: International Labour Organization (ILO)
Basic labour rights
Ensure that basic controls are in place

Signed Contracts
Written employment contracts signed in 2 copies, cover all elements.

Working hours & Leave
Max hours <48 + 12 OT/pw. Min 1 day off after 6 days. WH and Leave records kept.

Recruitment
Age check, no hidden recruitment fees, no withholding of original documents.

Remuneration
Living Wage, Payslips, No withholding of salary. Medical, social, life insurance to employees.

Exit
No barriers for Exit. Clearance and final settlement conducted with all employees.

Feedback
i.E anonymous feedback channel on sensitive issues.

NO CASUAL LABOUR
Summary

Making sure everyone goes home safely everyday
Keeping COVID in perspective
Think about, talk about and demonstrate good behaviour

| COVID Controls          | • Social distancing and bubbles  
|                        | • Basic hygiene  
|                        | • Personal Health  
| High Risk Tasks        | • Non-negotiables  
|                        | • Planning  
|                        | • Supervision  
| Life Saving Rules      | • Remind each of other of the need to follow  
|                        | • Respect each other and look out for each other  
|                        | • Consider what people are going through the impact this has  
| Casual labor / Modern Slavery | • Casual labor, breaches of employment law or Nokia standards not acceptable  
|                        | • Economic challenges creates an environment where issues are more likely to occur  

Nokia internal use
where everyone goes home safely at the end of the day
## 8 Topic Sessions

**Tuesdays, 1st September to 20th October**

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