














Targets and performance 2020

NOKIA

Material topic	Target	Achievements in 2020	Status
Connecting people and things	2022 Helping our customers to connect the next billion measured by number of subscriptions in Nokia radio customers' networks (baseline 2016)	At the end of 2020 the radio networks we delivered to our customers served around 6.6 billion subscriptions worldwide, compared to around 5.5 billion at the end of 2016. Assured	 Achieved
Sustainability related products and services	2025 Improve the lives 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 2020, our corporate and key regional community investment programs had around 2 183 300 direct beneficiaries. Since the 2016 baseline, over 3.8 million people have benefitted from our program, therefore we reached the target ahead of time.	 Achieved
Climate and our products	2030 Greenhouse gas (GHG) emission reduction of 75% compared to the 2014 baseline (Scope 3, use of sold products). This target is accepted by the Science Based Targets initiative	In 2020, Scope 3 emissions included in our Science Based Targets were on track. Assured	 On-going: on track
Climate and our own operations	2020 Purchase 35% of the total purchased electricity from renewable sources	In 2020, 39% of our total purchased electricity was from renewable sources. Assured	 Achieved
	2020 Reduce facility energy usage by 3% compared to 2019	In 2020, energy consumption across our facilities decreased by 7% compared to 2019. Assured	 Achieved
	2020 Reduce GHG emissions from facilities by 4%, compared to 2019 (Scope 1 and 2)	In 2020, GHG emissions from our facilities decreased by 19% compared to 2019. Assured	 Achieved
	2030 GHG emission reduction of 41%, compared to the 2014 baseline (Scope 1 and 2). This target is accepted by the Science Based Targets initiative	In 2020, Scope 1 and 2 emissions included in our Science Based Targets were on track. Assured	 On-going: on track
	New target for 2030 Reduce our absolute Scope 1, 2 and 3 GHG emissions by 50% between 2019 and 2030 This target is in line with the 1.5°C global warming scenario and accepted by the Science Based Targets initiative, replacing our previous Science Based Targets for 2030.		
	New target for 2021 Purchase 45% of the total purchased electricity from renewable sources		
	New target for 2021 Reduce GHG emission from our facilities (Scope 1 and 2) by 22% compared to 2019		
Management and prevention of environmental pollution in own operation	2020 Recycle at least 65% of facility waste	In 2020, we recycled 68% of the facility waste and the total waste utilization rate was 81%. Assured	 Achieved
	New target for 2021 Divert 70% of facility waste from landfill		

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Ethical Business Practices and Corporate Governance	2020 Employee/Line Manager engagement on importance of ethics and compliance: 75% favorable answers targeted	Progress was measured with a question in our anonymous employee compliance and inclusion survey: "My line manager sets a positive example by acting with integrity." In 2020, 89% (88% in 2019) of responding employees gave a favorable response.	 Achieved
	2030 Employee/Line Manager engagement on importance of ethics and compliance: 85% favorable answers targeted		 On-going: on track
	2020 Ethical Business training (EBT) is completed by 95% of employees	In 2020, the training was completed by 96.2% of Nokia employees. Assured	 Achieved
Privacy and security	2020 Our aim for 2020 is that Nokia be recognized as an industry leader in security and privacy	In 2020, we exceeded our target to secure our defined critical information ecosystems by closing 98% of the critical and high vulnerabilities identified in our assessments and audits within 60 days. Although our security Capability Maturity Model (CMM) score increased from 3.1 in 2019 to 3.3 in the interim report for 2020, our second annual assessment was postponed to 2021 so unfortunately this means we did not reach our overall security target set for 2020.	 Not achieved
	New target for 2021 Secure our defined critical information ecosystems by closing 95% of the critical and high vulnerabilities identified in our assessments and audits within 60 days		
Preventing the misuse of technology	New target for 2022 Complete our second Global Network Initiative (GNI) assessment, resulting in Nokia deemed to have shown good faith efforts over time to implement the GNI principles in freedom of expression and privacy by the GNI board		
Responsible sourcing	2020 Comprehensive supplier sustainability risk mitigation (90% of suppliers are assessed with satisfactory sustainability score and 100 on-site audits are conducted per year)	72% suppliers achieved a satisfactory EcoVadis score (74% in 2019) and we conducted 24 onsite Corporate Responsibility audits in 2020 (45 in 2019).	 Not achieved
	2020 Establish supplier worker empowerment program (enabling trainings on NokiaEDU and Worker Tollfree Helpline)	We could not open a NokiaEDU training to supplier employees due to technical/privacy issues, but we continued to conduct training through our Corporate Responsibility and Health and Safety trainings and cascading those to be delivered to supplier employees. Several trainings were recorded and published on Nokia website.	 Not achieved
	2020 Achieve full traceability to the smelters in our supply chain and their conflict-free status (Nokia Group)	In 2020, 98% of our suppliers had achieved full visibility into the smelters in our supply chain, and for 95% of our suppliers the entire supply chain consisted of smelters that have been validated as conflict-free or active in the validation process. This can be considered as full traceability although we did not reach 100% traceability. Assured	 Achieved
	New target for 2025 80% of suppliers receive satisfactory sustainability score from supplier performance evaluation (includes performance across our sustainability assessment programs such as EcoVadis, CDP, Conflict minerals)		
New target for 2030 Our final assembly suppliers reach net zero GHG emissions			
New target for 2030 Our materials suppliers reduce emissions by 50% compared to 2019 baseline			

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Employee engagement, diversity and inclusion	2020 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	In 2020 we maintained our strong Glassdoor score of 4.1 which positions us as an employer of choice on the market. Also 84% of the review providers indicated they would recommend us to their friends and see our culture and values (4.2), work/life balance (4.2) and diversity and inclusion (4.2) as three of our main strengths.	 Achieved
	2020 Foster the spirit of employee volunteerism across the company and increase their engagement	In 2020, our employees contributed around 2 500 volunteering hours in paid working time. Although this is a considerable decrease compared to the target baseline of 8 100 hours in 2016, the average volunteering hours between 2017 and 2020 were 9 500 hours which means we reached the target. The decreased activity in 2020 is most likely explained by the COVID-19 pandemic, which largely halted in person volunteering activities.	 Achieved
	2020 Increasing the share of women in leadership by 25% (baseline 2016)	In 2020 we had 15.3% women in leadership positions, compared to the 2016 baseline of 15.5%. While each business group has been able to successfully hire and retain their women employees, the pipeline of women to senior positions is still weak. Most of the women in the company still find themselves in middle management. Hence, we were not able to reach the target. Assured	 Not achieved
	New target for 2021 We are targeting a minimum of 26% female hires in global external recruits		
	New target for 2021 Direct 30% of our corporate CSR spend towards initiatives focused on empowering diversity		
Health, Safety, and Wellbeing	2020 50% of suppliers delivering high risk activity to meet or exceed “H&S preferred supplier” status	In 2020, 22% of our suppliers had reached the "H&S preferred supplier" status. We continue our work on increasing the share of suppliers meeting the "preferred" level.	 Not achieved
	2030 100% of suppliers delivering high risk activity to meet or exceed “H&S preferred supplier” status	First we focus on getting 100% of suppliers to “compliant” level (score 3/5). In 2020, 99% of suppliers were compliant and, as this percentage fluctuates between 99% and 100%, we have reached the first phase of the target. Next we are concentrating on suppliers meeting the “preferred” status (score 4/5). In 2020, 22% of our suppliers had reached the "preferred" status. We continue our work on increasing the share of suppliers meeting the "preferred" level.	 On-going: on track