

Nokia Quality Policy

At Nokia, we are customer centric, and this shapes how we conceptualize and practice quality. We are committed to creating value for our customers today and into the connected future by:

- Delivering differentiated products, services and solutions reliably and securely - first time, every time, on time, as promised
- Relentlessly pursuing continuous improvement of business processes and quality management to enable superior performance
- Constantly renewing our knowledge, skills and techniques to innovate new ways to serve customers and enable the human possibilities of technology
- Valuing each other, our customers and stakeholders while honoring ethical, legal and statutory obligations

This policy will be regularly reviewed, updated as necessary, applied and communicated to employees and stakeholders working for or on behalf of Nokia.

Reference: Nokia Quality Policy, dated 01-02-2021, DocID: SP-BAIAPA3IQ2AT-803821413-211