



# 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 2023-03-09, DocID: SP-BAIAPA3IQ2AT-803821413-211*