Nokia India Annual CSR Report

India Market 2018-2019

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Message from Head of India Market

Gains have to be universally shared. This truth is accepted as a norm by all businesses that look at long term growth. Nokia also believes in behaving responsibly. While fulfilling its responsibility towards its customers, shareholders, investors and employees, Nokia cares for the larger community and the environment that are very closely related to the long term sustenance and growth of any business.

Nokia creates technology and connects the unconnected. It represents certain values. Addressing urgent challenges, setting norms and benchmarks while helping the underprivileged in India is our way of fulfilling our corporate social responsibility.

> We collaborate with key stakeholders and partner with organisations to increase the access to technology, to provide education to migrant children, to build disaster resilient communities and to protect the environment.

Our corporate community investment has touched the lives of marginalised communities in India. To fulfil our corporate social responsibility, we have been working through partner organisations in 103 villages and 2 cities across 7 states in India in 2018-19.

While people in the U.S. and Korea have access to 5G networks in 2019, there are still large sections of population in rural India who have no access to the internet. Even if they have, they are yet to know the power of the internet in their lives. To help such people discover the power of Internet and digital technology, we initiated 'Smartpur' (a digitally enabled village) in 100 villages of India in 2018-19. In another project where we are working in the famous silk weaving cluster of Kanchipuram, we have succeeded in empowering 400 people through our digital literacy and spoken English classes.

In our continuous strive for bringing in better technology, we have been encouraging development of broadband in the rural areas by tapping the unlicensed spectrum. Through a research project led by the Centre of Excellence for Wireless Technology of IIT Madras we are trying to bridge the digital divide in India as envisioned in the Digital India Campaign of GoI in 2015.

Our corporate community investment strategy has always emphasised on safety and security. To build resilience among children and their communities we had commissioned a project in 5 states and 10 districts of India for 4 years. This came to a happy ending in this financial year with our implementation partner Save the Children successfully creating 420 Disaster Management Resource Centres (DMRC) in villages and schools, equipping 3496 villagers as Task Force members.

On realising that basic education of children of migrant labourers gets disrupted for reasons beyond their control, we partnered with Samridhdhi Trust to finance bridge education of 303 out of school underprivileged children and provide after school classes to another 190 in Bengaluru and in the National Capital Region, both geographies being close to that of our office operations.

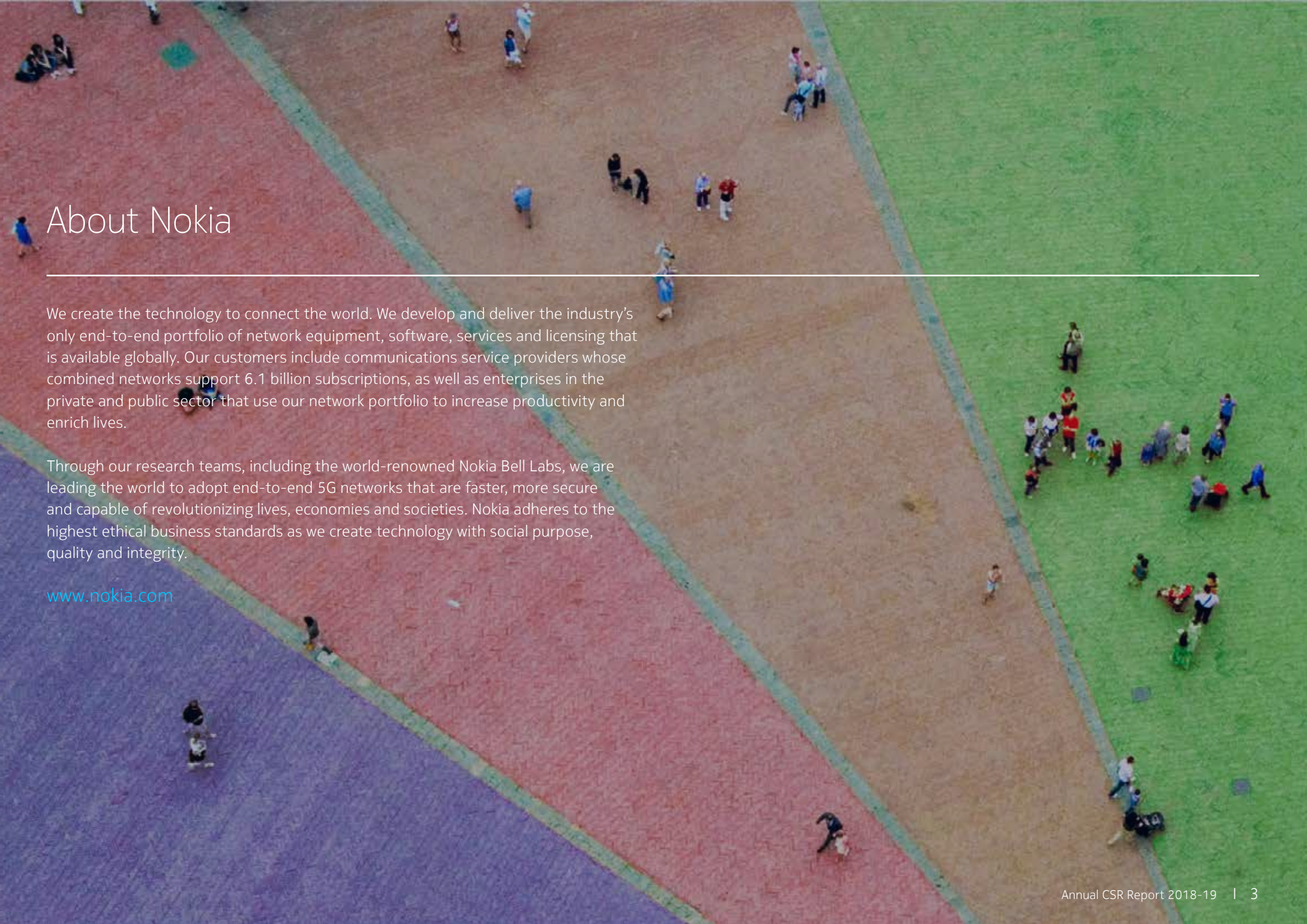
> We believe in respectful co-existence of man and nature. In an age where businesses have to operate sustainably for their own existence and growth, man cannot ignore its environment.

Nokia in partnership with World Wildlife Fund has taken onus of restoring two wetlands near Bengaluru. Wetlands have a very important role in ground water recharging and biodiversity sustenance. Both these are very important for a growing city like Bengaluru that has an acute shortage of water and is undergoing a climatic change.

Apart from partnering with other organisations to fulfil our dreams for the larger society as a whole, many of us at Nokia have volunteered to participate in our CSR interventions. The responses received from our volunteers suggest that the few hours spent to help the underprivileged is extremely fulfilling and rejuvenating. Thus, I welcome others at Nokia to also join our endeavours and make Nokia's CSR interventions vibrant, effective and successful.

With Warm Regards,

Sanjay Malik
Head of India Market, Nokia



About Nokia

We create the technology to connect the world. We develop and deliver the industry's only end-to-end portfolio of network equipment, software, services and licensing that is available globally. Our customers include communications service providers whose combined networks support 6.1 billion subscriptions, as well as enterprises in the private and public sector that use our network portfolio to increase productivity and enrich lives.

Through our research teams, including the world-renowned Nokia Bell Labs, we are leading the world to adopt end-to-end 5G networks that are faster, more secure and capable of revolutionizing lives, economies and societies. Nokia adheres to the highest ethical business standards as we create technology with social purpose, quality and integrity.

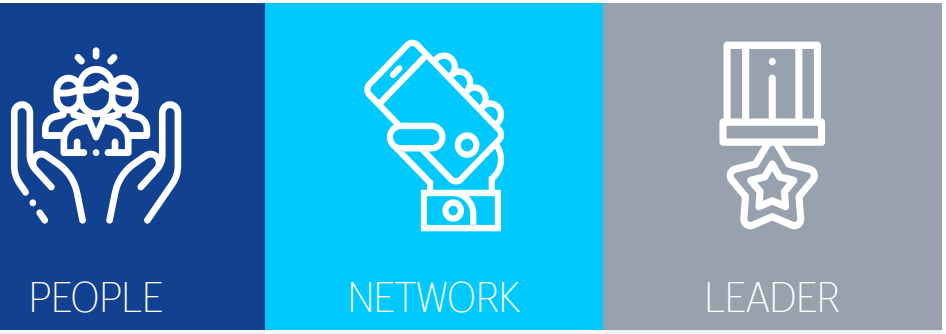
www.nokia.com

Nokia in India

From launching and enabling rapid growth of 2G/GSM technology in early 2000, to bringing high quality 3G services in 2011 and pioneering 4G/LTE technology in India in 2012, we have been an integral part of India's remarkable progress in technology and connectivity over last 22 years. The company is a partner of choice for mobile operators to usher mobile data revolution in the country as our annual Mobile Broadband India Traffic (MBiT) Index study reveals that overall data traffic grew by 109% in 2018, with 4G technology constituting 92% of this growth.

Download Nokia MBiT report
https://onestore.nokia.com/asset/206056

Nokia in India



16000+ people, growing over from just 3000 in 2007

Close to 1/3rd of India's mobile subscribers carried by networks supplied, installed and managed by Nokia.

A strong supplier and service provider to the leading public and private operators, large enterprises, utilities companies etc.

in overall Carrier Network vendor

in key segment of Core and RAN equipment

in Managed Services (V&D 100 - 2017-18)

in IP & Optics (V&D 100 - 2017-18)

Leaders in Fixed Networks - massive pan-India fiber-to-the-home network for RjIO, the first of its kind in the country

Our India presence goes beyond our customer operations:

Manufacturing Operations:

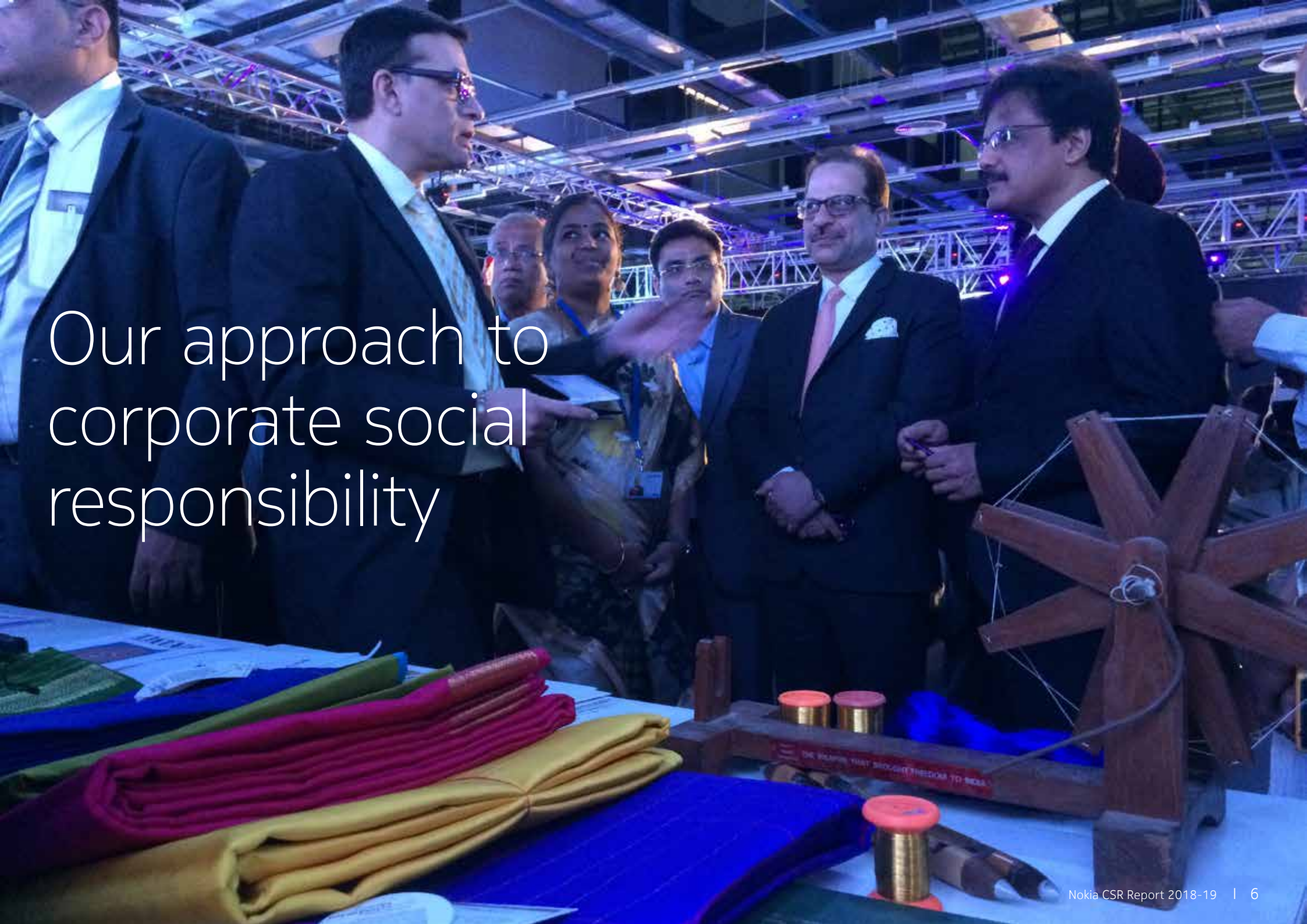
- Established in 2008.
- First factory to start 5G new radio in India last year, manufactures complete gamut of telecom products (2G, 3G, LTE & Core Networks).
- We crossed 4 million units production mark in 2018, doubling in a record time frame of 3 years, and supporting Government of India initiative "Make in India".
- Over 50% of our production is shipped in more than 100 different countries.

Global R&D Center in Bengaluru:

Nokia's commitment to India is deeply engraved in the way we harness the potential of local talent for research and development. Our Bangalore Technology Center is one of the 4 main global R&D sites for the company, employing over 6000 people with over 26% of women.

Global Delivery Centre:

Nokia was pioneer to set up its largest Global Delivery Centers in Chennai and Noida. These centres, today employ over 4000 highly skilled employees in India who provide support at various stages of the networks across 103 countries.



Our approach to corporate social responsibility

Our Approach

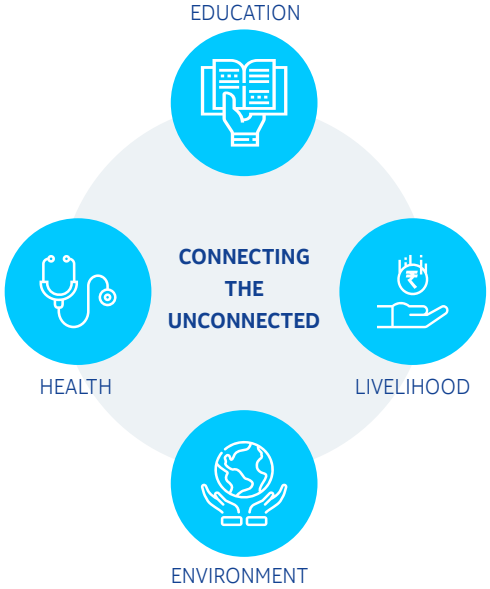
We invest our time and resources in a number of CSR projects in India. On one hand we fund responsible projects run by not-for-profits and on the other we encourage and invest time in design thinking to conceptualise new ideas along with its partners. All these projects are aligned to Nokia's key themes on corporate community investment. We strictly adhere to the guidelines and mandates given by Section 135 and Schedule VII of Companies Act 2013 and Companies (CSR Policy) Rules 2014.

While the overarching objective of all our projects is to connect lives especially of those belonging to the underprivileged sections, a bottom line approach is to improve quality of life of the people concerned. Nokia's CSR policy focusses on a few areas that need societal attention. These include keeping the environment cleaner and giving deprived children an opportunity to join mainstream education.

We have an active CSR committee that meets often to discuss progress of projects being implemented and future course of action. Nokia adheres to its compliance norms and ensures thorough due diligence before partnering with any not-for-profit organisation. It emphasises on maximising impact and believes in interacting directly with the beneficiaries.

This happens through a threefold approach:

1. employee engagement and volunteering programme of Nokia
2. visits by Nokia's monitoring and evaluation partner, Niiti Consulting
3. field visits by Nokia CSR committee



CSR committee

Sanjay Malik
Head of India Market, Nokia

Sunil Sayal
Chief Finance Officer

Saguna Vaid
Head of Legal and Compliance

Sanjay Ajmera
Head of India Country Controlling

Amit Marwah
Head of Marketing and Corporate Affairs

Automation

We at Nokia have always believed that India is a country with growing possibilities. To tap these in a sustainable and efficient way we need to have quick access to information. This is relevant for all CSR projects as well. To ensure quick access to information, efficient monitoring and better time use, all our CSR projects now report into an automated cloud based platform on a monthly basis. A survey platform called DonkeyWorks that allows data to be collected online/offline at the point of action through a mobile app is used. Validation checks at entry point ensure that data submitted is reliable. The platform also allows geo tagging and facilitates data representation for analysis. This enables remote monitoring and action on ground without loss of time.

Designing of progress mapping indicators

Data entry at field level

Validation and submission at supervisory level

Review and analysis at project assessment level

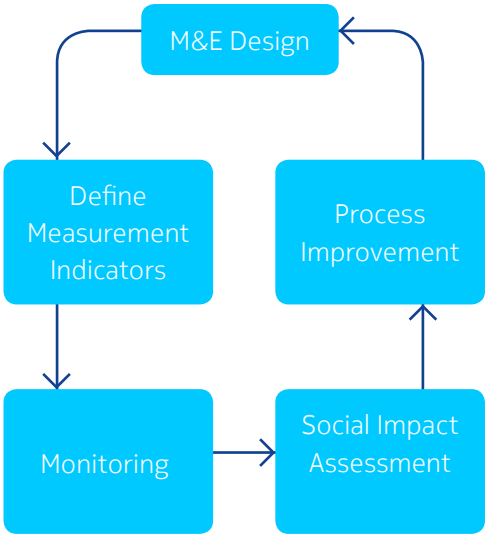
donkeyworks.in
Quantify the Impact of Your CSR Program

One platform for managing and assessing interventions

Monitoring and Evaluation

Monitoring and Evaluation have always been an area of emphasis for Nokia. While funding various projects we take keen interest to ensure that funds are spent well and have an optimum impact on the underprivileged community. To make this effective, we have partnered with niiti consulting, a reputed agency to constantly monitor and evaluate our CSR projects. niiti has a thorough skill set on design thinking, strategizing on one end and monitoring and evaluation on the other. It facilitates by ensuring both project/programme effectiveness and operational efficiency of our CSR projects. It uses robust and pragmatic processes to record and drive impact. Thus through a systemic approach we monitor the activity charter of our implementation partners and ensure that every project is supported through funds, partnerships and other resources. All this leads to tangible results that can be witnessed and felt on ground.

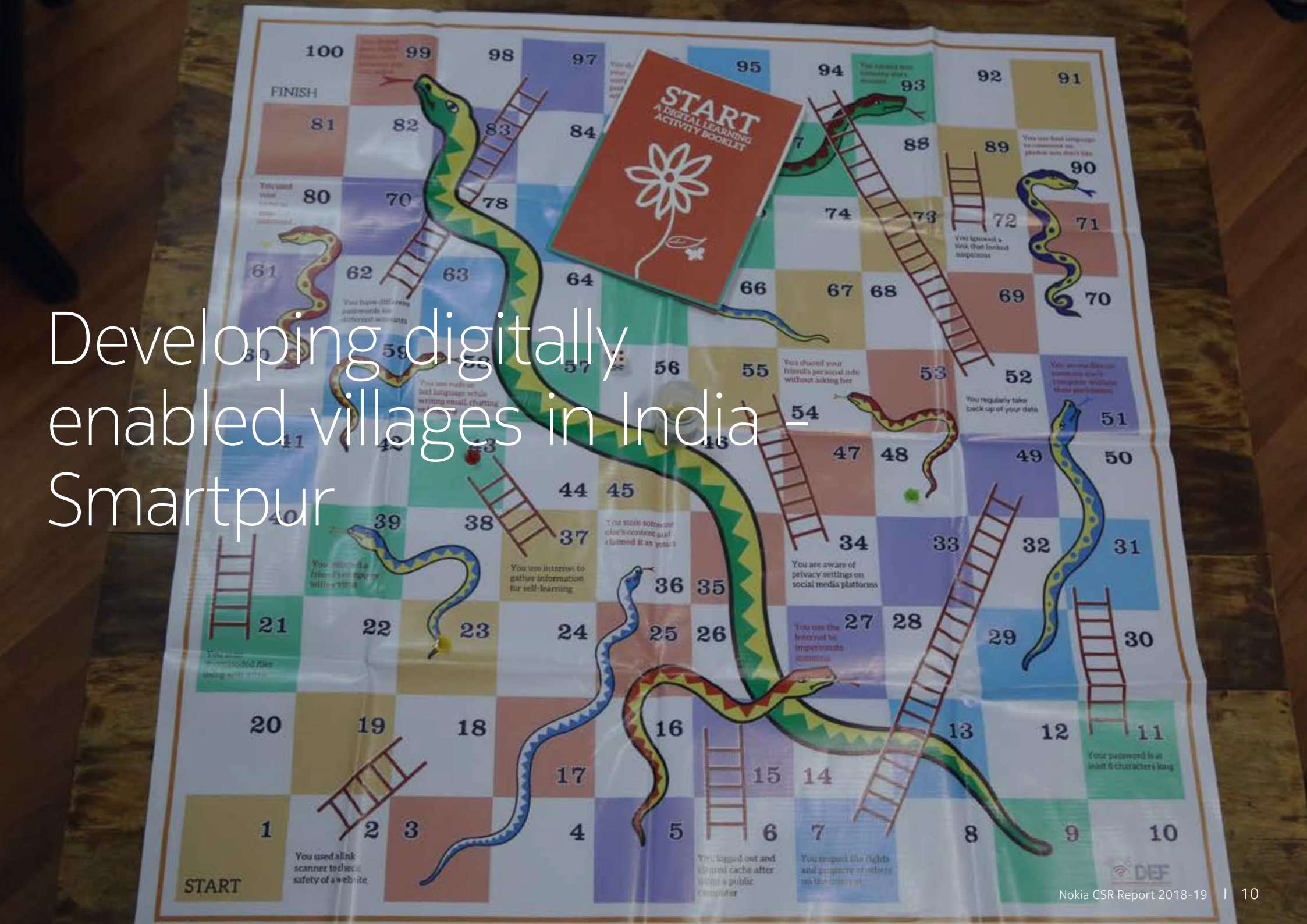
Nokia CSR Project



niiti consulting
sustainable development solutions

Enhancing lives through corporate community investment

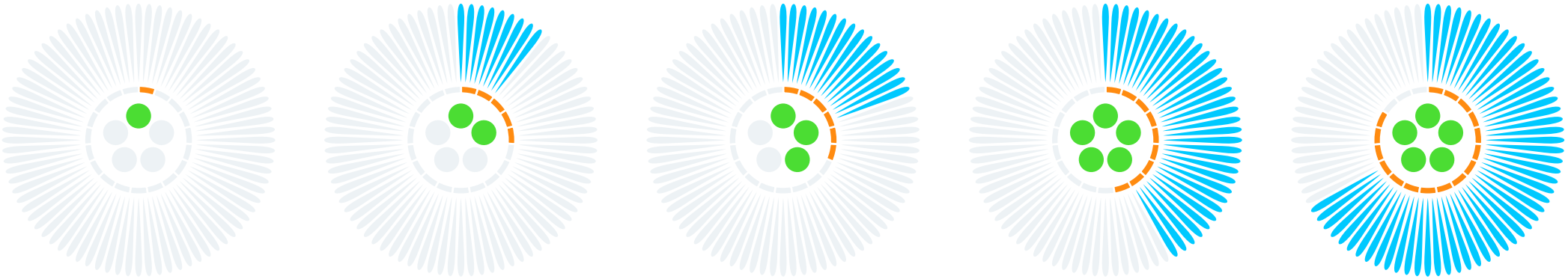
Developing digitally enabled villages in India – Smartpur



Smartpur

The need for inclusive economic growth and for enabling the underprivileged communities is immense for India to reap its demographic dividends.

Smartpur in concept and design aims to fulfil the desire and need of leveraging technology for individual and community growth. The project began in the last quarter of 2017 in twenty villages in two different geographies (Haryana in northern India and Tamil Nadu in southern India). The project is geographically expanding to reach 100 villages across 7 states of India.



May 2018
States - 1
Hubs - 1
Spokes - 0

August 2018
States - 2
Hubs - 5
Spokes - 9

December 2018
States - 3
Hubs - 6
Spokes - 16

March 2019
States - 5
Hubs - 9
Spokes - 34

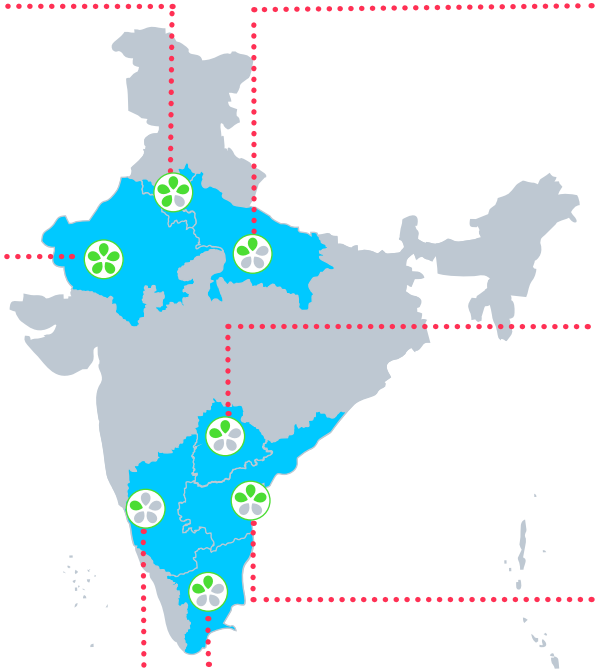
May 2019
States - 5
Hubs - 16
Spokes - 55

Geographic expansion of Smartpur in the 1st year

5 pillars of social development

A variety of interventions around 5 areas of socio economic development are being designed, planned and executed at different Smartpur locations. These 5 pillars are education, health, livelihoods, financial inclusion and governance.

An extensive need assessment exercise undertaken across 7 states of India brought out a few prominent areas of intervention within the 5 pillars. Differences in geography, demography and levels of socio economic development can be attributed for differences in needs and aspirations of the people. A handful of these are highlighted for different geographies in the infograph below.



HARYANA

Education	Education for girls
Livelihoods	Provision of skills that increase employability
Financial Inclusion	Lack of awareness
Governance	Information dissemination about social schemes

RAJASTHAN

Education	Exclusive time for tuition of girls
Health	Preventive and diagonostic health services at low cost
Livelihoods	Boosting aspiration level and introduction of new avenues of livelihood necessary
Financial Inclusion	Community institution building to encourage thrift, credit and enterpreneurship
Governance	Information dissemination about social schemes

KARNATAKA

Livelihoods	Increase self employment in high revenue areas

TAMIL NADU

Health	Bring health services closer to villages
Livelihoods	Vocational skill diversification

UTTAR PRADESH

Health	Preventive and diagnostic health for economically backward
Livelihoods	Skill building for self employment

TELANGANA

Education	Provision of coaching for competitive exams
Financial Inclusion	Increase access to financial instruments that promote livelihoods

ANDHRA PRADESH

Education	Value addition of existing skills and knowledge
Health	Preventive and diagnostic health for economically backward
Livelihoods	Increase self employment in high revenue areas

Prominent needs and aspirations identified through need assessment in different Smartpur geographies

Story from the field

START – the digital learning toolkit

An innovative toolkit that ensures digital literacy through games, entertainment and activities. Pictorial cards, dice, a thread ball, sketch pens and some handy booklets are used to ensure that 1st generation technology users learn basics about computers and how to browse, download, search and communicate using the internet and different apps. Communities in all 100 Smartpur locations have access to the START kit that is used to make them digitally literate. Children as well as adults including women have become familiar with computers and the internet by virtue of this interactive kit.

16 girls from Bharatpur in Rajasthan for the first time came out of their houses to the Smartpur hub centre to become digitally literate. Sustained motivation and confidence building of their families (who restrict the lives of these girls to sharing household responsibilities) led to the success.

To know more see:
https://niiticonsulting.com/future-of-young-girls-in-rural-rajasthan-how-difficult-is-it-to-change-mindsets-a-small-account-of-hope/

https://www.youtube.com/watch?v=hEgAA39iKnA

START kit that is used to promote digital literacy

Digital literacy classes at Smartpur hub in Bharatpur, Rajasthan, 2019

Digital Infrastructure Development

State	Network Enabled	Alternate power source	Computers	Tablets	Digital Cameras	Printers	Projectors	CCTVs
Haryana	10	10	58	11	1	11	2	8
Tamil Nadu	9	9	46	10	1	9	2	8
Uttar Pradesh	10	15	146	26	10	22	22	55
Rajasthan	10	20	48	21	2	19	3	16
Andhra Pradesh	2	10	51	22	2	22	4	16
Telangana	0	9	24	10	1	10	2	8
Karnataka	1	10	25	11	1	11	1	0

Status of infrastructure development in 2018-19

Smartpur centres are equipped with digital infrastructure and basic furniture to serve the people. Being located in villages, these facility centres have resulted in saving time and money of the people.

Story from the field

IDFC MicroATMs

Smartpur collaborated with IDFC Bank to bring micro ATMs to its hubs and spokes. In this unique outreach model, correspondents serve customers in remote areas at their doorstep. This micro ATM often referred to as "bank in a box" is a huge relief for the community. It cuts down on their transportation costs and is significantly time saving. For many, especially the sick and the old, it was a means to complete financial transactions pending for a long time. 2543 people in the Smartpur locations availed facilities of the Micro ATMs. These combined with the Smartpur facilities of mobile internet access enabled people like Jagir Singh of Khanpur village of Bharatpur in Rajasthan, who has become immobile, revive his old age pension. Earlier, Jagir would go to his bank about 8 Kms away to withdraw his pension. But ever since he became immobile, his pension had stopped. He had no clue on how to resolve his problem until Smartpur facilitators offered to help. They carried their laptop with internet and the microATM to him. His eyes were moist with gratitude when he received his accumulated pension money on which he had nearly lost hope.

A micro ATM transaction being facilitated at a Smartpur hub, Rajasthan, 2019

Milestones

EDUCATION

Aims to improve learning outcomes and academic performance through digital tools and resources

1348
students
enrolled in tuition and digital literacy classes

40%
of students
enrolled are female

HEALTH

Aims to provide accessible and affordable medical diagnosis and consultation through telemedicine

262
health camps
organised including 229 Poshan Abhiyan

7245 people including 5731 women
attended health camps

LIVELIHOOD

Aims to increase employability of youth via vocational training & entrepreneurship

138 youth
made aware on **5 new avenues**
of livelihood

76 spoke co-ordinators
trained to become entrepreneurs

FINANCIAL INCLUSION

Aims to provide improved access to digital financial banking and services

₹1.12 crores
transacted through improved access points

455
bank accounts
activated for netbanking. 1578 attended awareness drive.

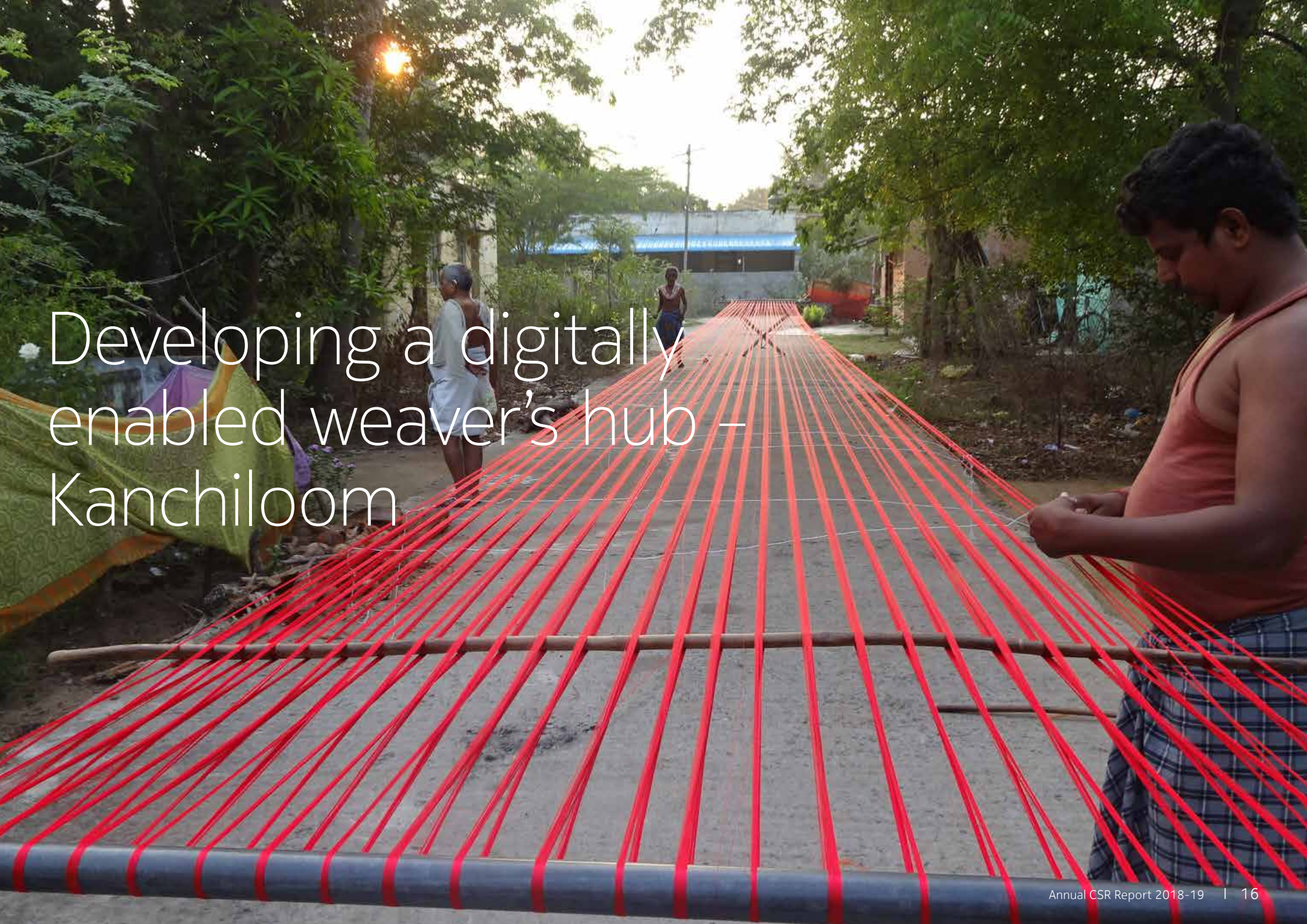
GOVERNANCE

Aims to enable access to public schemes and entitlements through e-governance platforms

8817
applications
for social schemes made

678
grievances
related to governance filed

For further details on Smartpur, visit http://smartpur.in/



Developing a digitally enabled weaver's hub – Kanchiloom

Our Project

A few villages in the famous Kanchipuram cluster of silk weavers are facing an impending threat of extinction with their profit margins dwindling with each passing year.

Nokia partnered with Digital Empowerment Foundation to digitally enable 3 villages in the Kanchipuram cluster of Tamil Nadu so that they can adopt new strategies for value addition and diversification of their products, marketing and of course technological upgradation. This coupled with other avenues of allied skill development through digital literacy training, spoken English classes, tailoring and more accessible health consultation through telemedicine are likely to enhance livelihoods. Apart from a centre to facilitate weaving, two more centres that are equipped with digital infrastructure have been set up to promote the interventions.

Women busy stitching buttons for a consignment in Kuruvimallai, Tamil Nadu, 2019

Milestones

3
Central Resource Centres
set up

150
traditional designs
archived

1
Weaving Centre
set up

1
Internet Tower
erected and operational

100
Nodes
provided for connectivity

2
SHGs
formed

400
weavers
trained on digital literacy

25
weavers
trained on apparel designing and product diversification

81 sarees, 12 dupattas, 126 meters plain silk fabric produced by Kanchiloom in 2018

Our digital facilitation centre

Delving Deep

Access to

- Internet
- Computers
- Photocopying
- Scanning

Classes /Training

- Digital Literacy
- Spoken English
- Internet Basics
- Computer Hardware
- Allied Skill Development

Assistance in

- Application to Social Schemes

Archiving

- of weaving designs

Spoken English class at KSP Nagar, Tamil Nadu, 2018

To know about Kanchiloom visit http://dcdpindia.org/kanchiloom/#

Weaver's Cluster Development

Rejoicing over

The artisans and weavers of the 3 villages in the Kanchiloom project are empowered through product enhancement and diversification trainings to get better markup on the products made by them. A loom has been set up to facilitate weavers in the cluster. Other digital tools like digital photography, archiving of designs and trainings on CAD are being promoted. All these efforts are directed to ensure that the weavers can independently explore opportunities of production, marketing and direct sale. Beginning with the feasibility study in April 2017, this project has gained confidence of the weavers and their families who are now exploring digital means of marketing their products. An e-commerce platform that has been created and is now being tested to explore avenues of e-commerce for the weavers of Kanchiloom.

2017
> Feasibility study
> Community mobilisation
> Baseline study

2018
> Internet tower and nodes
> Internet facilities
> Training on value addition
> Training on archiving
> Product diversification

2019
> Weavers and their families engaged in production
> e Commerce being tested

Building resilience in children and their communities against risks and disasters

Our Project

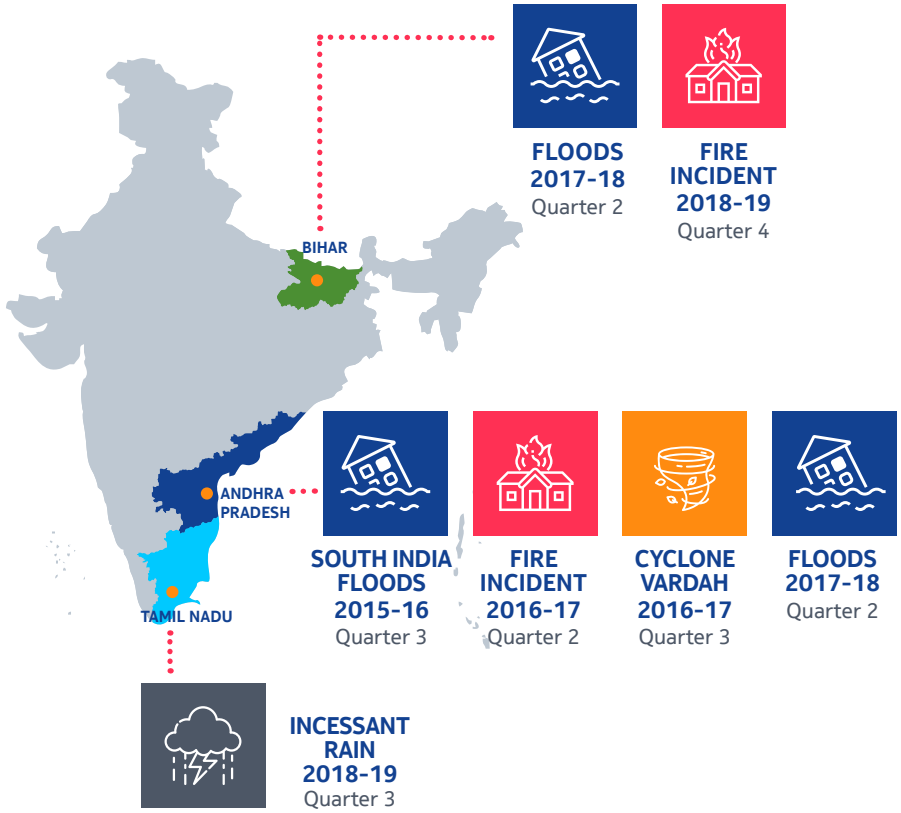
India's vulnerability to both natural and man-made disasters have increased due to prominent factors like climate change, vast areal expanse, physiographic diversity combined with persistent anthropogenic interference.

To help communities act during disasters, minimise their losses, overcome trauma and increase their access to social security, Nokia partnered with Save the Children. The objective of the project designed and implemented was to build resilience through extensive investment in building capacities of communities (task force formation, training, mock drill and real time response) and ensure child sensitive social protection through technology as an enabler. This impactful project that began in 2015 and ended in November 2018, reached out to more than 6 lakh people including more than 2.5 lakh children across 350 villages and 70 panchayats in 5 states of India.

Increasing disaster preparedness through mapping at a village, Disaster Management Plan, Tamil Nadu, 2018

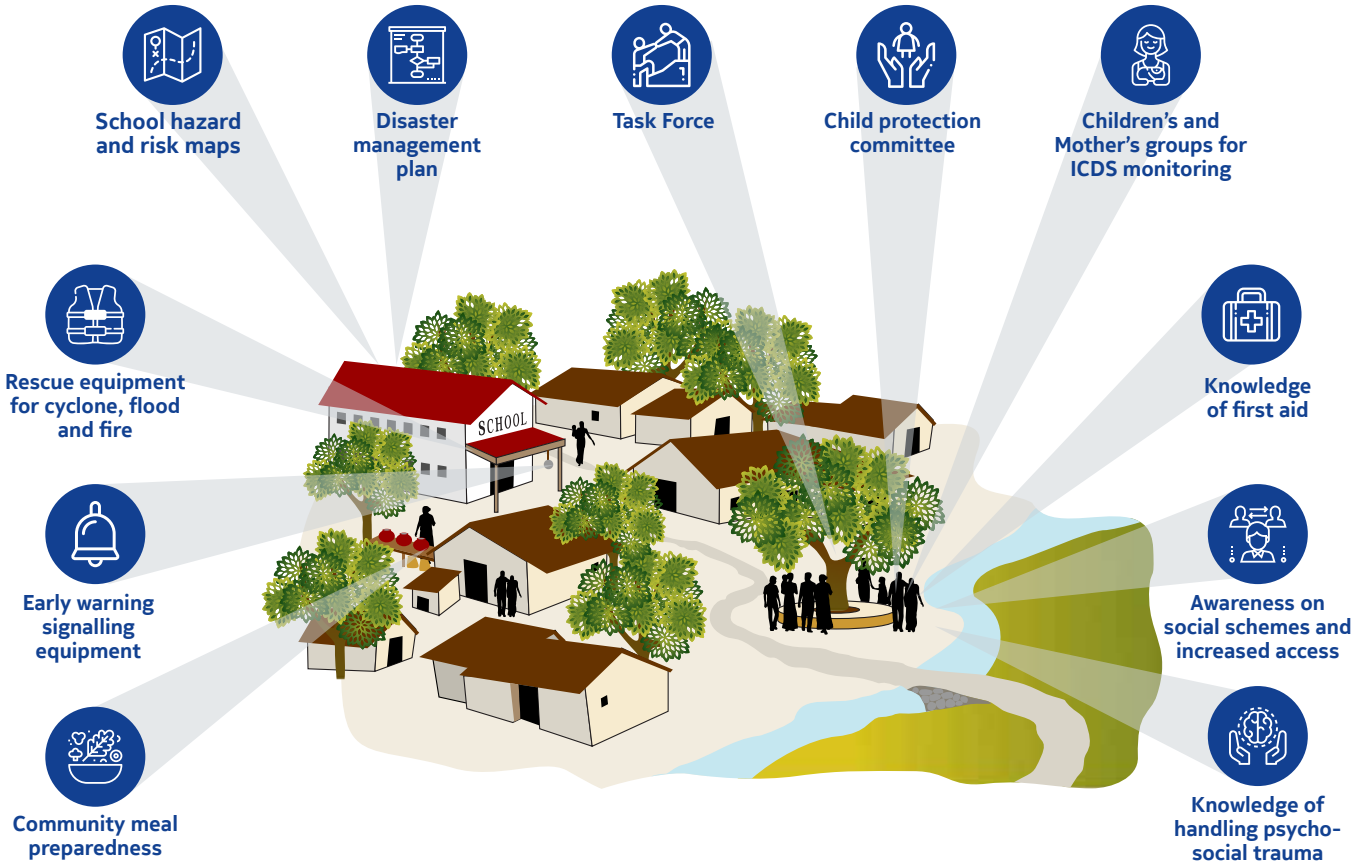
Disasters Mitigated

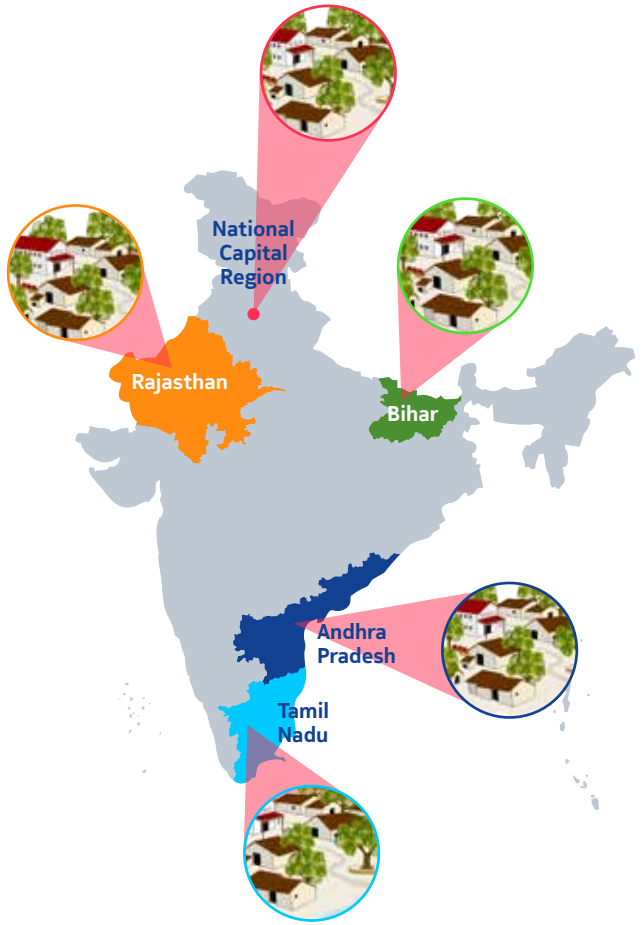
Task Forces responded during disasters by rescuing and evacuating people and providing community meals.



From Design to Disaster Resilient - A Disaster Prepared Village

Rejoicing creation of 350 disaster prepared villages





Impact

420 Sustainable Disaster Management Resource Centres (DMRCs)
in villages & schools equipped with task force kits.

12 DMRCs
based out of Panchayats received E-Mitra registration in Rajasthan in 2018

7 disasters
responded by task force members

547 children
rescued / evacuated

3496 people
trained as task forces

393 members
selected by District Disaster Management Authority as first responders in Thiruvallur

684 village / school
disaster management plans created.

Risk assessments
conducted in 350 schools

Bi-annual mock drills
conducted in 350 schools and villages

Child Groups and Child Protection Committees
active in 350 villages

41% of villages/slum communities
are declared child labour free

Disaster risk reduction models (based on the needs of the people) have been showcased across 5 districts for replication. They are :

> 6 Reverse Osmosis (RO) drinking water solutions
> 2 rapid emergency deployable motorcycles equipped with ASKA fire equipment
> 108 community level and 150 household level water filters
> 1600 solar lanterns

A technology enabled Multipurpose Resource Centre (MRC) for children in need of care and protection and children in conflict with law, set up in collaboration with the Department of Social Defence, Government of Tamil Nadu.

Information, education and communication material developed, incorporated in State Disaster Management Authority website by State Governments of Bihar and Andhra Pradesh.

Incidence Management System, an android based app for government stakeholders in New Delhi for promoting road safety and providing warning and early response signals launched.

Remedial education for the out of school children of the migrant poor

Our Project

Education is a fundamental right of all children in India. Yet many children particularly those hailing from families of migrant workers are deprived of basic education for reasons beyond their control.

The barriers to joining mainstream schools are many, beginning with providing proof of being a denizen, overcoming language barriers to being responsible for sibling care while parents go out to earn a living. Bengaluru, a metropolitan city of India is also privy to this phenomenon.

Nokia partnered with Samridhdhi Trust to make a difference. A comprehensive programme was developed that provides remedial bridge education to the underprivileged children particularly from migrant families, helps them overcome the barriers to entry into schools and mainstreams them into age appropriate classes. Further, these bridged children are handheld through after school classes to help them progress.

Milestones

303
Children
attended bridge school

155
Children
mainstreamed

190
Children
received after school support

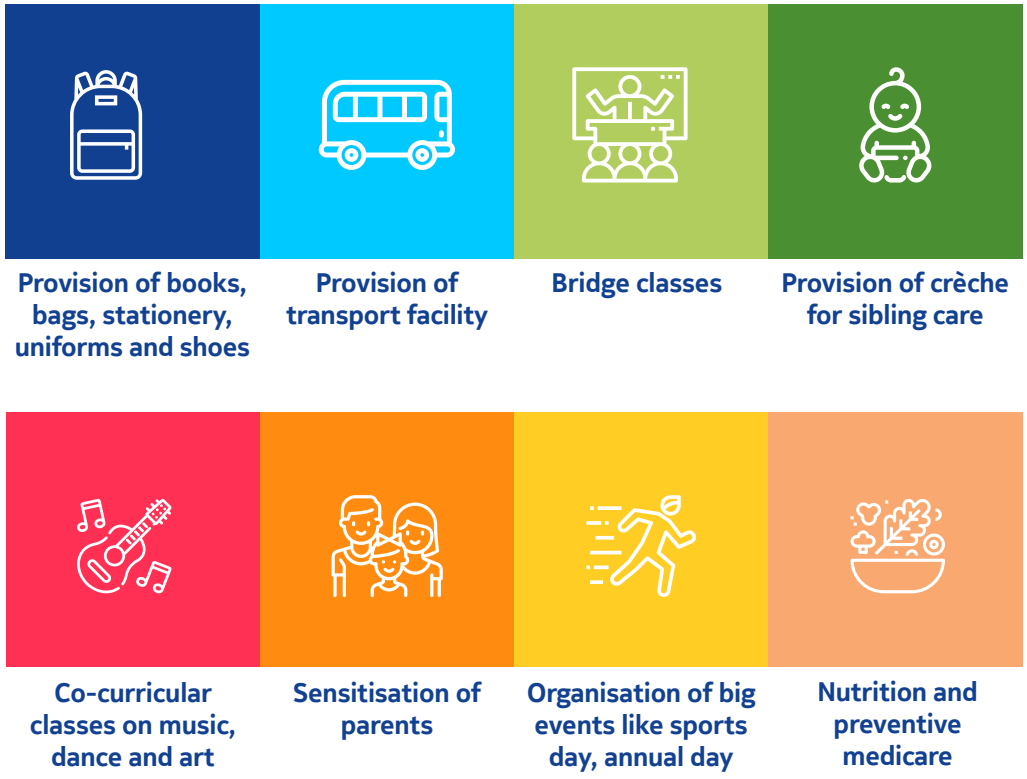
423
Children
received school supplies

75%
average attendance

Games period at the Samridhdhi bridge school, NCR, 2018

Nurturing a child in the Bridge Programme

Delving Deep



The bridge programme emphasises on holistic learning of the children. It thus thrusts on development of life skills, health and hygiene and confidence in addition to education.

Progress of a child bridged in 2016

Rejoicing over

Once a dropout of the education system, Ripa the daughter of illiterate parents from West Bengal could confidently answer questions in English when interviewed by niiti team in June 2019. While Ripa's father works as a security guard and her mother makes both ends meet by working as a domestic cook in Bengaluru, Ripa and her sisters joined the bridge school run by Samridhdhi. This was in 2015, soon after her parents moved to Bengaluru from West Bengal aspiring for a better life. Within 1 year this smart girl of 9 years was ready to be mainstreamed in standard II. She joined the Brilliant School in 2016 and continued with the after school classes. Her parents recollect that the provision of books, stationary, uniforms and transport facilities in addition to education made it possible for them to send their children to the bridge school even during those years when they were battling with acute financial crisis. However, not these provisions alone but Ripa's perseverance and intelligence fetched her good grades that soon made her one of the good students of her class. Very confident about her ability, Ripa who is now studying in standard V dreams of becoming a doctor one day.

Ripa in her green school uniform with her family, Dasarahalli, Bengaluru, 2019

Restoration and conservation of urban wetlands

Our Project

Karnataka's wetlands are facing threat and unless cared for would lead to further decline in ground water table, degradation of water quality, escalation of costs of access to water, increased flooding, decreased biodiversity and loss in income.

Being concerned about the geography where Nokia has large operations, Nokia partnered with WWF to contribute to rejuvenation, restoration and further conservation of 2 wetlands, Madiwala and Bashetihalli around the city of Bengaluru.

Cleanliness drive at Madiwala wetland with Nokia volunteers, Bengaluru, 2018

Milestones

291.22 acres of wetland addressed

4300 hectares of catchment benefitted

4 feeder channels being rejuvenated

700 Native Saplings planted in catchment

10 floating islands installed

52000 people indirect beneficiaries

50 district wetland managers trained to initiate wetland plan

465 stakeholders involved

3089 students empowered

188 Nokia employees contributed

Man made floating islands

Delving Deep

10 man-made floating islands were floated in the Madiwala wetland in Bengaluru city to improve the water quality. This is likely to increase the oxygen available in the lower layers of the wetland along with its nutrient absorption capacity.

Installation of man made floating islands in Madiwala wetland, Bengaluru, 2019

Feeder Channel Rejuvenation

Rejoicing improved health of Bashetihalli Wetland

2015
Bashetihalli Wetland identified for restoration

2016
Bashetihalli Wetland restoration underway

2017
> 4 feeder channels directly responsible for the health of the Bashetihalli Wetland identified
> Stakeholders from community, industry and State Government brought together to recognise the 'nallahs' as feeder channels
> Action plan drawn for revamping these sources of water

2018
> Formal permission to revamp feeder channels received
> Excavation of landfill in 4 feeder channels underway
> Certain parts passing through urban settlements made concrete

2019
> Plantation done along catchment
> Water Quality Assessment undertaken

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India Market 2018-2019