

NOKIA'S CORPORATE COMMUNITY INVOLVEMENT

At Nokia, we believe in investing in our shared future.

Nokia develops products and services that encourage communication and learning among people and societies. We are using our strengths - connecting and communicating - to help make a difference. It complements our core business and our vision to be involved with **youth and education issues** around the world, preparing young people for their future.

Our goal is to be a good corporate community member wherever we operate, as a responsible and contributing member of society. Sharing in the belief that prevention is better than cure, we take part in long-term projects aimed at helping young people to create a firm foundation for themselves and to find their place in the world.

All our corporate community involvement activities are based on our company's core values:

- **Respect for the individual**
- **Continuous learning**
- **Achievement**
- **Customer satisfaction**

Nokia employees personally make a difference through contributing their time, efforts and expertise to a variety of causes.

**MAKE A
CONNECTION**

GLOBAL YOUTH PROGRAM: MAKE A CONNECTION

Country programs:

Brazil
Canada
China
Czech Republic
Germany
Hungary
Republic of Korea
Mexico
Philippines
Poland
South Africa
United Kingdom

The Make a Connection program, a global initiative of the International Youth Foundation and Nokia, started in April 2000. Promoting positive youth development, the program gives young people an opportunity to "make a connection" to their communities, to their families and peers, and to themselves.

The program improves young people's educational opportunities, teaches them life skills and helps them make a positive contribution to their societies. This is achieved for example by providing direct training, by facilitating mentorships, by giving youth volunteering opportunities, or by training adults (teachers, youth workers).

Country-by-country programs are now running in Brazil, Canada, China, the Czech Republic, Germany, Hungary, the Republic of Korea, Mexico, the Philippines, Poland, South Africa and the United Kingdom. We plan to expand to several more countries over the next few years.

A global program component is **www.YouthActionNet.org**, a website by and for youth leaders around the world. It celebrates and promotes the role of young people as positive social change agents in their communities. YouthActionNet recognizes outstanding youth leadership through its biannual Awards Program. In 2002, 23 young people each received **\$500 awards**. Award winners from 13 different countries also currently serve as YouthActionNet Ambassadors, contributing to and helping to direct the site's content.



Altogether the Make a Connection program has already made a tangible difference in the lives of more than 50,000 young people, has trained more than 1000 adults in reaching out to young people, and has indirectly benefited more than 1,250,000 young people and adults. Nokia has so far committed **US\$12 million** to the program.



www.makeaconnection.org is the website for Make a Connection's country-by-country programs. There you can find the latest country news and stories from program participants, as well as general program descriptions, press and photo material. You can also send an e-card and download a wallpaper or a screensaver.

Where and how we have made a difference



Mudando a História - Make a Connection in Brazil

In Brazil, more than 1,000 young adults and teachers are trained to reach out to disadvantaged children and youth and teach them the joy and rewards of reading. The young adults contribute to changing their communities for the better. Some of them become mediators acquiring specific training skills to train other young people.



The participants in the Mudando a Historia program have indicated that the program enabled them to participate in a community project and develop a sense of solidarity with young people from disadvantaged backgrounds.



Ana, 17 years old:

"It is very easy to say that the responsibility to help lies with the government, businessmen, people who are wealthier - always with others. But I believe the "duty" lies with me, with you and with every human being, without exception. So I am a volunteer because I feel it is my moral duty to do something for this country."

Make a Connection in Canada

In Canada, there is a greater risk amongst Native youth of dropping out of school, being unemployed, falling into depression, or turning to drugs or crime. The Make a Connection program trains 450 teachers, youth workers, counselors and other adults in 15 communities throughout Canada to teach Native youth to resist negative influences in their lives. More than 13,000 young people will strengthen their life skills and, in turn, strengthen their communities.



Dezirée, 17 years old:

"I hope to see *Make a Connection* succeed. I don't want to see my peers die of suicide, alcoholism, and drug abuse. I want to help our people heal."

Make a Connection in China

In China, Make a Connection supports several programs that promote youth participation, develop young people's creativity, and improve their connection to their peers, particularly between urban and rural youth:

- The "Little Master Newspaper" is the first weekly paper in China entirely written, produced, and published by young people under the age of 15. It is based in Shanghai with a network of journalists covering other areas of China. Little Master reaches a readership of more than 1,000,000 children and youth.
- The China Paternity Growth Camp helps to improve the connection between children, teachers and parents through school activities and community service. The program provides leisure activities that foster more healthy relations between children and their parents, and training for the parents.
- Student volunteers at Tsing Hua University in Beijing are training teachers in rural schools on how to use computers and the Internet in the classroom. The project helps teachers, students and their families make a connection to the outside world and harness the resources of the Internet for

educational and other purposes. At the same time the students from more urban and educated backgrounds are able to learn about conditions in rural China.

- Special Children's Village is an organization serving abandoned children of imprisoned parents by setting up children's villages. In three villages in Beijing, young people receive nurturing, life-skills, supplementary education, counseling and other support to build their character and self-reliance.

More than three out of four direct beneficiaries in all four programs in China indicated that the programs had improved their communication skills and helped them make a connection to their parents, teachers and peers. 85 percent of the participants said that they now have a better understanding of their peers in rural or urban areas, respectively.



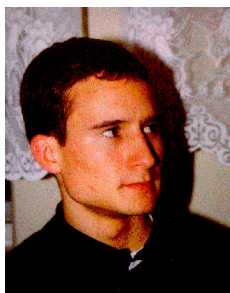
Lin Li, 14 years old:

"During the exchange, I was greatly moved by my new friends in the village and by their perseverance in studying under tough conditions. Also, by contrast, I recognized how lucky I am to have grown up in the city with so many modern facilities for study and living. I think we should really cherish what we have."

Make a Connection in the Czech Republic

In the Czech Republic, Make a Connection started in April 2002 to support youth volunteerism in five Czech provinces. Groups of at least eight young people, ages 16 to 24, work together to develop and implement their own projects that will make a difference in their community. Some of these young people come from orphanages, giving them an opportunity to interact with the communities in which they grew up.

Make a Connection provides small grants to the youth groups, trains them in project management, budget planning and fundraising, and gives them opportunities to network with their peers. In addition, Make a Connection will help them mobilize community support and involvement in their projects. Over three years more than 1,200 young people will experience the satisfaction and confidence that comes from giving to others.



Milan, 22 years old:

"The Make a Connection program gives me an opportunity to get to know the world of volunteerism and the charity sector in general. I would like to understand the principles of how this sector operates and be of benefit myself. I would like to learn how to professionally prepare a grant application form, how to manage a project and how to run the project team effectively. And most of all I would like to fulfil our dream which is to establish new Debating Clubs in Prague."

Make a Connection in Germany

In Germany, Make a Connection supports "Big Friends for Youngsters", a mentoring program bringing young people and adults together to form friendships. Modeled after other one-on-one mentorship programs such as Big Brothers Big Sisters of America, "Biffy" matches youth age 10 to 16 with adult volunteers to spend time, have fun together, and confide in each other.



Knowing that they have a big friend they can trust has given more than 80% of participants in the Big Friends for Youngsters program in Germany more self-confidence. And three out of four have said that it helped them improve their relationships with their families and peers.



Andre, 8 years old:

"It is great that somebody comes to see me. My big friend Andrea is not my mom, but my buddy."

Make a Connection in Hungary

In Hungary, Make a Connection started in October 2002. Youth volunteerism projects in 15 cities around the country are financed through small grants and supported through training in project management, budget planning and fundraising. More than 500 young people, ages 14 to 25, will network with their peers and will work together to develop and implement their own projects that will make a difference in their communities. Make a Connection will also help young people mobilize community support and involvement in their projects. Overall, an estimated 60,000 youth and community members will benefit from these volunteer projects. The young people will experience recognition for their services and develop a sense of civic responsibility.



Anna, 16 years old:

"I have been exposed to so many new things ... I never thought I would take blind children roller skating to City Park ... and it gave me a whole new perspective and appreciation for their lives."

Make a Connection in the Republic of Korea

In the Republic of Korea, Make a Connection works with Gong-bu bangs, small community education centers that provide after school services to children aged 7 to 15 from low-income families. Typically each center serves about 30 students who suffer from poverty, are without parents, come from single-parent families, or have two working parents. Gong-bu bangs offer after-school activities and a place to stay. Make a Connection supports cultural and educational activities that build the childrens' life skills and school performance.



Hye-young, 13 years old:

"I learnt many things at the Angel class. I was a very shy person before, but now I am no longer that shy. In the Angel class, we played a large part ourselves and organized many trips, dancing sessions and traditional game sessions. I am now a very confident person, also in front of other people. Sometimes I can't believe how much I have changed. Whenever I am at the Saturday Angel class I become really happy and the day goes by really quickly, too!"

Cámara ahí nos vemos - Make a Connection in Mexico

In Mexico, Make a Connection supports young adults in conducting media projects aimed at creating greater understanding and connectedness between youth and their communities. In six local projects in three cities, the program coaches young people (secondary school and university students) to work with children from disadvantaged backgrounds to produce short documentary films



about the situation in their communities, giving them a chance to get involved and to acquire practical skills.

The program has given 350 adolescents and young adults an opportunity to work with disadvantaged children to produce TV documentaries, making a powerful difference in the lives of the children but also giving the young adults a sense of purpose and community.



Daniel, 16 years old:

"They threw me out of school because I was always beating kids up. When I joined this program, I began to feel different, because they do different things, things that I am not used to doing, and most of all because instead of rejecting me they trusted me and made me work with others and take care of others. Now I want to go back to school to learn and be able to teach the children that I am working with in the program. I don't want them to fail or to get bad grades and suffer as I have."

Make a Connection in the Philippines

In the Philippines, Make a Connection provides leadership training for youth from indigenous Philippine communities. The program helps young people aged 15-24 develop life, leadership and employment skills that will enable them to relate effectively and live productively in the culturally diverse society of the Philippines.



Cecille, B'laan youth from Upper Labay, 16 years old:

"The training module on Self and Leadership Skills Development gave me a renewed respect for our tribe's way of life. It rekindled in me a sense of pride because I was able to identify aspects of my culture that I can rightfully be proud of. The visioning exercises taught me to see my goals in a proper perspective. It taught me to analyze the effects of our actions in the pursuit of our goals. This made me focus not only on my goal but also on the concrete steps to take."

Make a Connection in Poland

In Poland, Make a Connection supports youth volunteering projects in three Polish provinces. Young people develop and implement community service projects and acquire leadership and life skills that will enrich their lives as well as give them employment skills for the job market. Projects include for example working with gypsy children, teaching English in orphanages, organizing activities for street kids, helping elderly and sick people with cleaning and shopping, and spending time with mentally disabled children.



Rafal, 20 years old:

"When I got a job after graduating from school, it was just a job," Rafal remembers. "I'd get some sleep, have some coffee, and rush back to work."

Now, he's excited about his volunteer work with a Multimedia project for young people: "We finished writing up the project at 3 a.m. the day of the submission deadline."

Rafal feels his experience with the program has enhanced his future job prospects.

Make a Connection in South Africa

In South Africa, Make a Connection is tackling the persistent problem of youth unemployment by developing and offering an innovative training course to unemployed college graduates. During a three-month intensive training period, they build their self-confidence and motivation, improve their teamwork and presentation skills, acquire basic computer literacy, and learn how to look for and keep a job.

More than 150 previously unemployed young adults already completed their Life Skills training, enhancing their chances for employment – more than 60% of them have found permanent jobs or long-term internships. Nine out of ten program participants said that the Make a Connection training program made a difference in how they see themselves and helped them improve their self-confidence and self-motivation. And 85 percent developed a much better understanding of working life and professional principles.



Phuti, 24 years old:

"I spent one and a half years at home looking for a job. I don't think there would have been any breakthrough without the program."

(Eight weeks after entering the Make a Connection program, Phuti secured a full-time job with a company that manages pension funds.)

Make a Connection in the United Kingdom

In the United Kingdom, Make a Connection provides training for teachers who will equip 10- to 16-year-old students across the whole education system with life skills to promote their personal development. They learn to think creatively, to manage and resolve conflicts, to express their own feelings, and to become active for their communities.

More than 1,500 copies of a Make a Connection teaching resource have been produced and distributed among teachers, schools, community organizations and local educational authorities. 428 teachers were already trained in workshops.

The Make a Connection teaching resource has received a very favorable reception among practitioners and experts, hitting a key niche in an education system that has to adapt to new curricula emphasizing life skills and other non-traditional topics.



Paul Harwood, head teacher at Bishopsford, a Fresh Start school:

"The personal skills of conflict resolution, understanding other view points, building up personal relationships with others, creating successful partnerships with people both within and outside the community are all extremely important. These are developed well within the Make a Connection pack and these are the areas that students need to be successful adults."

OTHER COMMUNITY PROGRAMS



In the US, **ClassLink** is a project that uses wireless technology to connect students, teachers and parents more effectively. Thousands of classrooms across the US are equipped with mobile phones, eliminating boundaries and enhancing communication. Our partners in this initiative are the Cellular Telecommunications Internet Association Wireless Foundation and the US wireless carriers.

In the **Vision One** program, Nokia partnered with Cellular One and CTIA Wireless Foundation, providing 38,700 new Nokia wireless phones worth \$2.99 million to Navajo, Hopi, Zuni and White Mountain Apache tribes in Arizona and New Mexico. Cellular One provides airtime for \$1 per month, for a duration of 25 months. The phones now connect thousands of Native Americans to the outside world, offering accessibility to friends and families and to emergency services. This program is **part of Nokia's Digital Bridging efforts**.



Building Bridges



For Nokia, Digital Bridging is an integral part of everyday business. It is also an important part of the company's Corporate Community Involvement activities that focus on youth and education. We want to enable young people to create their own place in the world, and that means **giving them access to their future**.

Our goal is not only to provide technology, but to **secure full access to learning**. That will only happen through integration of educational content in and effective delivery of technological solutions, respecting the individual needs of students in different parts of the world.

In our ongoing commitment to finding solutions, current first steps include local contributions such as:

- People on Native American reservations lack the communications facilities that most US citizens take for granted. 94 per cent of people in the US have access to a phone, while current phone penetration for most tribal communities is less than 25%. That's why Nokia recently donated 38,700 mobile phones to four tribal communities in Arizona and New Mexico to help bridge this divide. The project is called **Vision One**.
- In the **US Class Link** project, Nokia has donated 10,000 mobile phones to US classrooms to act as a link in case of emergency and to build bridges between teachers, students and parents.
- As part of the **Make a Connection program in China**, young people under 15 years of age write, edit and produce their own 'Little Master' newspaper (circulation 1 million). They now publish an online version of Little Master on the Internet. In another local Make a Connection project, university students give aid to teachers at rural schools via the Internet, training them on how to use computers and the Internet in the classroom.
- **In South Africa, the Make a Connection work skills training program** for young, unemployed graduates includes a computer literacy course.
- **In Germany**, a fully equipped **Internet classroom** was donated as part of Nokia's membership in the German Initiative D21 aimed at preparing Germany to be ready for 21st century challenges. At Frankfurt's Museum of Applied Arts, young people can use the **NokiaLab** to explore computer games, hack against Nokia firewalls, and create websites and CD Roms.

EMPLOYEE VOLUNTEERING - NOKIA HELPING HANDS

Nokia employees in many countries around the world personally make a difference through donating their time and efforts to community causes, such as nature cleanups in Australia, reforestation in China, teaching English to orphans in Korea, raising money for charity in Canada and Poland, and being a Big Sister or Big Brother in the US or in Germany.



Nokia employees contribute their time, effort and expertise through the global Nokia Helping Hands initiative, making a positive impact both on and off the job. In the communities where we work and live, we want to contribute in the same way we do business: with a human touch.

Nokia Helping Hands builds on Connecting People and on Nokia values like respect for the individual and continuous learning. **As volunteers, we keep learning new things.**

Caring for others and the environment, contributing to change and witnessing how the world can be changed one small step at a time: those are our rewards.

Nokia Helping Hands is exceeding our own expectations in number of activities employees are involved in. Nokia volunteers are now active in 25 countries.

Here you can read Nokia employees' own volunteer stories:

Spending 6 hours on a bus to go build a school

In Thailand, 56 people from Bangkok went 6 hours up-country to spend a long weekend building furniture, painting and installing equipment to complete a new school.



"Our most successful and rewarding volunteer project has been to build schools for poor children living in rural Thailand.

We had 56 volunteers going 6 hours "up-country" to the Maha Sarakham province in eastern Thailand. Over the long weekend that celebrates Thailand's Mother's Day in August, we spent three days completing a school. Our staff worked together to build furniture, install equipment and blackboards, landscape and paint the entire three buildings of the new school.

Over 125 students age four to 12 along with seven teachers and staff use the Baan Nong Pling School. Their old school was little more than a shack, located next to a dump, and had no floors or solid walls. It was made of tree limbs and bamboo.

Our whole team truly gave of themselves. In addition to the hard physical work, many colleagues gave generously in other ways: We collected an entire busload of donations for the children, including new clothes, uniforms, blankets, school supplies, books, computers and sports equipment.

We have had so much positive feedback from our volunteer project that we have already started planning our next school to be built. To date, we have raised over 250,000 Baht (€6,500) in funds for that through staff-sponsored charity events. So, if anyone happens to be in Thailand during March 2003 and you want to be part of building our school, let us know and you can give us a helping hand!"

Byron Clayton, HR manager

Reading to kids in Brazil

In Sao Paulo, Nokia volunteers spend time with children to teach them the joy and rewards of reading. One volunteer shares her experience here:



"Yesterday it was my first time visiting Santa Terezinha Institution. We were 4 volunteers from Nokia. Our volunteer job is to mediate reading to children of different ages who live in a children's home.

I found the place to be very nice and organized as well. Just like a home, as they all call it. As it was my first time there and with the kids, it felt funny at first, but then the kids themselves made us feel comfortable by bringing us a book they had chosen and asking us to read for them...

Some wouldn't want me to read to them, but they were the ones who wanted my attention so they could 'read' me a story - these are 6-year olds we're talking about, who are now being introduced to reading!. They would look at the words and identify the letters of their names and be very happy to show that. Some didn't seem to pay any attention to the reading, but once I stopped they would ask me to continue, please!

To some, the good part is to be able to act with you. They would repeat the sentences, make faces, ask "why" and "where" and laugh if I changed my voice a bit. As time passed, they got more and more comfortable with us and would start petting our hair, touching our hands, asking our names...

All of a sudden, time was up! There was a line of kids now to give each of us a hug ... And the fun for them was to go back in line and do it again and again ... That felt good.

Kids are always fun to be around ... Here some were abandoned by their families or the family was not structured enough to have them. To be able to give even such a little bit to them is a wonderful feeling. I also got the chance to interact with people from work whom I normally don't get to spend time with.

I am happy to be part of this project!"

Patricia B. Andrade, HR Specialist

Building playhouses for children's homes

In Oulu, Finland, a big team devoted their annual recreation day to helping out in the community. Read their own story about how they pitched in to finance construction materials and had built three houses by the end of the day.



"We wanted to do something with our annual recreation day. Someone came up with the idea to give the local children's homes a helping hand and build new playhouses for them. We were in touch with the children's homes and it turned out that three of them were in need of new playhouses, so we decided to donate playhouses for them.

The Mission:

Our unit formed a team that was given the task to organize and coordinate the events. They ordered the building materials straight from the factory and managed to gather most of the necessary tools from work. Then there was the matter of organizing transportation and getting food, drink and other necessities to the building sites, not to mention the evening with sauna and dinner at work afterwards.

Practical Help:

The basic idea was to do something good for the community and spend time together outdoors while doing it. Everybody seemed to appreciate the opportunity to lend the children a helping hand. Our reward was the smiles on the kids' faces.

"Hidden agenda":

We had three separate building projects on our hands, so we divided the unit into three teams. It was decided to put our teamwork skills to test, so none of the teams were given any building instructions, and no one was put in charge of the work. The outcome was good. It was nice to see that we were able to function as teams even outside the office."

Jukka Santala, Unit Manager

The involvement was appreciated

Pertti Kukkonen, in charge of the Heinäsalmi children's home, says: "We immediately welcomed the idea with open arms. The kids were especially excited when they heard that they would get their own playhouse. Children's homes are always short of money, so a new playhouse is a big investment for us. The involvement of the Nokia team was touching. They didn't just donate the materials, they wanted to get involved and build the playhouses for us." Pertti sends his thanks, greetings and big hugs to everybody from the Nokia team on the behalf of the Onnela, Sanginsuu and Heinäsalmi children's homes.

Attacking Perennial Pepperweed in California

In San Diego, 30 volunteers spent a hot September day out in the wetlands to protect natural vegetation.



"Have you ever heard of Perennial Pepperweed? Neither had any of the 30 Nokia volunteers who signed up to remove the weed from one of San Diego's wetland restoration sites. On a hot September morning, volunteers armed with gloves, rakes, weed wackers and sheer determination began removing the invasive Pepperweed that had begun choking out the natural vegetation of the wetlands.

For individuals who like visible gratification on a project, it was a slow start, but as the morning progressed it was obvious that we were making a significant contribution to the removal process. A local Cub Scout troop joined in the efforts and after three long hours of wacking, dragging, pulling and sweating we were done.

Our colleague Gregory Chappelle brought his son Lucas along for a learning experience: "The work was hard, but the rewarding feeling was great. As a family we have been teaching our children to give money to charity, but this was an opportunity to show them how we can give part of ourselves to a good cause. Our children now clearly understand that giving isn't just about money."

Colin Eckelman brought his son's Cub Scout troop who were working toward a Community Service Award. "I think the boys had fun and felt good about their contribution and I am sure would be willing to help in the future."

Young Leane Henze found the experience both exciting and educational when she found a shedded snakeskin on the worksite.

This Nokia Helping Hands project was part of Hands On San Diego volunteer week, during which thousands of San Diegans come together to improve the community through volunteerism. Our experience provided us a chance to get to know each other, a spirit of company pride and a satisfaction at the end of the day that we had made a difference. Now all 30 of our employee volunteers and a small Cub Scout troop are intimately familiar with California's foreign invader, Perennial Pepperweed."

Susan Cornell

CORPORATE GIVING

Nokia makes charitable contributions in many countries around the world, supporting schools and kindergardens and having donated for example hospital equipment to the Heim Pal Children's Hospital in Hungary and to the neonatal and peditry departments of the Prague Motol Hospital.

We have also been supporting a children's help center in Duesseldorf/Germany for the past four years and have funded a Capoeira program for orphans in seven orphanages in Berlin for three years. In Australia, we have contributed to the Salvation Army and to a charity for disabled children.

A Big Supporter of Unicef and the United Way

Nokia has cooperated with Unicef for many years: We are one of Unicef's largest supporters in their annual Seasons Greetings Cards campaign. Since 1995, we have contributed more than US\$500.000, equalling more than 500.000 Season's Greetings cards.

In the US and Canada, Nokia is a major contributor to the United Way, a charity that improves people's lives by mobilizing the caring power of communities. United Way addresses the most critical local issues and mobilizes resources, bringing communities together to focus on the most important human needs. Nokia and its employees support the United Way by holding employee giving campaigns during the fall of every year. Nokia matches all employee contributions pledged during the campaign at 100%. Annually, more than US\$400.000 are being raised this way.



DISASTER RELIEF

Nokia is cooperating with the International Red Cross in several countries. We have, for example, donated USD 1 million for humanitarian assistance to the victims of the Kosovo crisis through the Finnish Red Cross, contributed to the Red Cross of Venezuela after the Venezuela floods, and supported the relief and reconstruction efforts following the earthquake in Gujarat, India. Recently, we contributed to Red Cross relief efforts after the volcano eruption that affected the lives of people in the Congo and Rwanda. In the aftermath of both the European floods and the oil spill off the coast of Spain in 2002, we supplied needed funds as well.

In September 2001, we established the **Nokia Education Fund** for the college education needs of children who lost a parent or parents in the tragedies in the United States on September 11. With an initial corporate grant of 1 million USD from Nokia plus additional contributions from employees, the fund is managed by the International Youth Foundation and provides scholarships to young people affected by the tragedy, irrespective of their nationality. The Nokia Education Fund is part of a consortium of scholarship funds called the "September 11 Scholarship Alliance".

Nokia employees in the US also donated more than US\$ 300.000 to the American Red Cross for relief after September 11th.