Here to make **devices**, And a real **difference**.

HMD

We are,

HUMAN MOBILE DEVICES HMD

And this is how we're progressing towards **positive change.**

Contents

Introduction

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HMD

HMD in numbers:

2016	**440M+**	**500+**	**186**	**Feature Phones Market Leaders**
Started out	Devices sold as of 2024	Team members	Countries with active HMD products	Extensive portfolio under HMD and Nokia brands

What we care about

Being human

Phones are about talking, sharing, capturing moments and having fun – all the things that **make us human.**

Being honest

We're **honest** with ourselves and with others. No hidden agendas, no sweeping things under the rug.

Looking forward

We anticipate people's needs and think ahead in mobile tech. It's about finding **innovative** ways that can **improve** our day.

Our mission

It's simple: we want to make stylish mobile devices that stick around; innovative phones that empower people of different ages from all walks of life.

We want to do these things while championing healthy smartphone habits and reducing our impact on the planet.

It's a lot, but for us, it's the only road to take.

HMD

phones that are

fun

fast

tough

secure

affordable

repairable

recyclable

A letter from our CEO
Welcome to HMD's Sustainability Report 2024

Our 2024 Sustainability Report marks a significant milestone in our ongoing journey to create a more responsible and human-first mobile technology industry.

At HMD, sustainability is not a destination—it's a commitment to continuous improvement. It requires care, persistence, and innovation. Thanks to our people and partners, we're turning ambitious goals into tangible outcomes and creating real impact.

Over the past year, we made meaningful progress across our three strategic sustainability pillars: People, Planet, and Positive Practices. Every achievement is a testament to our shared dedication and team resilience.

Putting **People** first is more than a slogan—it's how we operate. In 2024, we earned Great Place to Work® certifications in China and India, saw a 4-point improvement in employee wellbeing index, and increased female representation across the board, including a 3-point gain in women in managerial roles.

This year, we also laid the foundation for the Better Phone Project—a bold rethinking of what a child's first phone should be. Designed for safety and healthy digital habits, this initiative is a community-led response to a global challenge. Evolving from a simple "detox mode," the project is now a growing movement, with lots more to come in 2025.

On the **Planet** front, we achieved meaningful gains. Our phones — such as HMD Skyline and HMD Fusion — earned high 9 out of 10 iFixit reparability scores and introduced simpler repair mechanisms, empowering users to repair their phones at home and be more affordable on their wallet. Over half of our smartphones sold in Europe now support self-repair, helping extend product lifespans. We also significantly reduced CO_2 emissions across Scopes 1, 2, and 3. By eliminating unnecessary charger plugs, we avoided producing and shipping nearly 89 tonnes of waste.

Our **Positive Practices** kept momentum high. We maintained our EcoVadis Platinum status for the fourth consecutive year—placing us in the top 1% of assessed companies. Our science-based targets were validated by the SBTi, and we mapped a detailed emissions reduction roadmap while aligning with global reporting standards. Importantly, we upheld our commitment to ethics, with zero reported cases of corruption and full CSR compliance across all manufacturing sites.

Sustainability is fully embedded in how we operate—not a bolt-on, but a foundational mindset. While the road ahead remains demanding, our direction is clear, and our commitment is unwavering.

Thank you to every HMD team member and partner for your passion and purpose. Together, we are building technology that empowers people and protects our future.
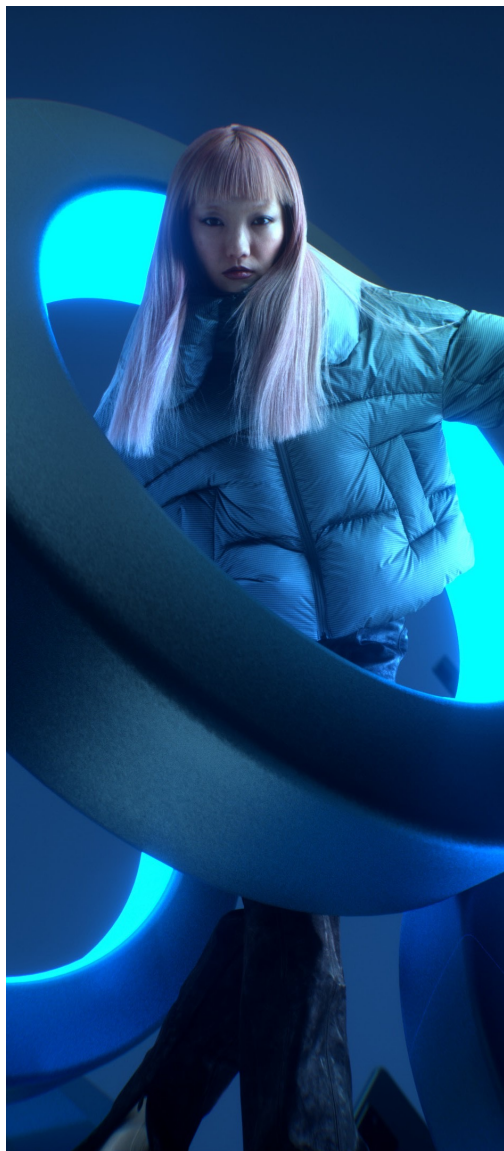
Jean Francois Baril

Letter from HMD's Executive Chairman – Our highest governance body for sustainability

Our official business creds
Once upon a time…

…in a faraway land called Finland, we at HMD brought out our first Nokia branded devices: 5 feature phones in 2016 and 6 Android™ smartphones in 2017. We've kept the ball rolling in all areas of our device portfolio ever since: reborn classics, first-time smartphones, repairable smartphones, smartphones you can kick around, tablets, smartphones fit for enterprises, and more.

Today, our strategy has evolved to incorporate multiple brands. This includes the introduction of new HMD original devices that set new standards in ease of repair, Nokia feature phones, and new partnerships. In 2024 we launched 12 smartphones and 6 featurephones under the HMD brand. In collaboration with Mattel, we created the HMD Barbie™ Phone, and we teamed up with Heineken® for The Boring Phone.

HMD is a licensee of the Nokia brand for phones. Nokia is a registered trademark of the Nokia Corporation. We use Google's Android operating system and work with a number of chipset providers including Qualcomm.

*Google and Android are trademarks of Google LLC.

Qualcomm is a trademark of Qualcomm Incorporated.

Barbie and associated trademarks are owned by Mattel and used under license from Mattel Europa.

HMD Global Oy was established as a privately held company in 2016.
Our headquarters are in Espoo, Finland.

By the end of 2024, we employed 517 people across 36 sites internationally.

Our phones have been activated in 186 countries worldwide.

We're innovating for a better future

At HMD, we want to empower people to stay in touch, encourage them to take breaks from online life, and reduce the impact on the planet.

We make phones that are affordable, stylish, desirable, and repairable.

This fuels our passion for placing sustainability at the heart of our business.

So, whether you're after a feature phone, smartphone, tablet, or looking for bespoke enterprise services, our range offers choice and dependability.

For us, it's all about bringing you devices you can count on today, tomorrow, and well into the future.

Truly Global

In 2024, our operations encompassed 36 locations around the world.

11 Key Hubs

Within our worldwide footprint, we have eleven key hubs. These are places buzzing with over 15 team members each or they're home to critical areas like Research & Development or Marketing. These are the heartbeat of our operations! Our key hubs are listed below and shown on the map in PINK:

- **Espoo**
- **London**
- **Tampere**
- **Shenzhen**
- **Beijing**
- **Gurgaon**
- **Bangalore**
- **Taipei**
- **Miami**
- **Johannesburg**
- **Dubai**

25 Other Locations

But that's not all! We also have twenty-five other sites across the globe. These locations are integral parts of our global tapestry. These are listed below and shown on the map in GREEN:

- Brussels, Belgium
- Bucharest, Romania
- Budapest, Hungary
- Casablanca, Morocco
- Cairo, Egypt
- New Delhi, India
- Kolkata, India
- Dhaka, Bangladesh
- Ho Chi Minh City, Vietnam

- Jakarta, Indonesia
- Karachi, Pakistan
- Hong Kong
- Lagos, Nigeria
- Manila, Philippines
- Nairobi, Kenya
- Paris, France
- Ratingen, Germany
- Madrid, Spain
- Seattle, USA

- Singapore
- Sofia, Bulgaria
- Sydney, Australia
- Hague, The Netherlands
- Vienna, Austria
- Warsaw, Poland

What sustainability means to us
Our journey toward value for people and planet

To many businesses, sustainability is simply a requirement.
But for us, **sustainability** is a **compass**. For guiding us in the right direction.

For helping us achieve important milestones.

And for keeping us on track toward our ultimate destination – a profitable business **generating value** through **sustainable products**, empowered people, and practices that do **good for the planet**.

Although we say, "ultimate destination," we know that - when it comes to making a positive impact - it's the journey that matters. Including the hard parts.

This report is designed to show you where we got to in 2024, some challenges we overcame along the way, the successes we saw, and where we're heading next.

It's been an exciting eight years

HMD

HMD founded
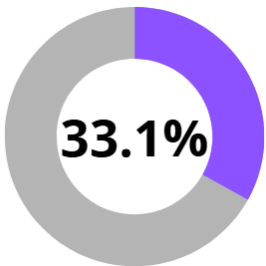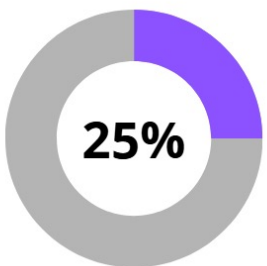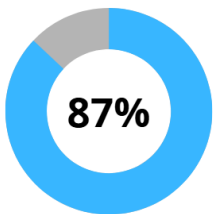
2016

ISO9001 QMS certification for our Quality Management system

2018

ISO14001 EMS certification for our Environmental Management System

HMD joined European operators' Ecorating consortium

Eco profiles available for all phones

2020

Ecovadis Silver Award

Became a member of Carbon Disclosure Program (CDP)

Launched Nokia X10 and Nokia X20 without charger plugs in the box in Europe.

Conducted CSR audits of suppliers

2021

Submitted our first Communication on Progress (COP) report to UNGC

United Nations Global Compact

Ecovadis Gold Award

ISO27001 ISMS certification - our Information Security Management System

Trade-in service for UK and Germany

First public-facing Sustainability Report published, for fiscal year 2020

Ecovadis Platinum Award

Launched Circular service

Published Sustainability Strategy

2022

Launched first consumer repairable device, Nokia G22, in partnership with iFixit

IFIXIT

Partnerships start with Ecologi and Unconnected

Ecologi   unconnected.org

GHG reduction targets in line with Paris agreement published in second Sustainability Report

Launched Nokia X30 5G and Nokia G60 5G, our most sustainably made devices yet

Achieved ISO 45001 Occupational Health and Safety Management system certification

First CDP submission

CDP DISCLOSURE INSIGHT ACTION

Ecovadis Platinum Award

Digital Detox Campaign

DEI Council began operating

2023

Refurbished devices sales started in UK

New multi-brand strategy

HMD

Third sustainability report published covering fiscal year 2022

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Our emissions targets validated by SBTi

PLATINUM Top1%
ecovadis
JUL 2024

Ecovadis Platinum Award 3rd year

Better Phone Project

Second CDP submission

2024

ISO 20400 for sustainable procumbent obtained

Gen2 reparability introduced with HMD Skyline and HMD Fusion

Emission reduction roadmap created

11

Our achievements in 2024

HMD

People

33.1%

Female employees as of total HC

25%

Female employees in managerial positions

99%

increase of training hours per employee in comparison to year 2022.

91%

Employees completed sustainability strategy training
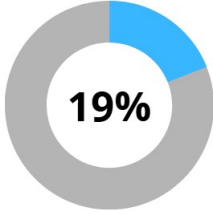
502K

Trees planted with Ecologi

Planet

87%

Scope 1 GHG emissions reduction from base year (2022)

17%

Scope 2 GHG emissions reduction from base year (2022)

19%

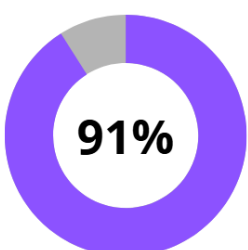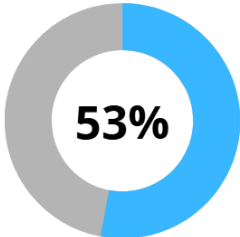Scope 3 GHG emissions reduction from base year (2022)

All smartphones with packaging made of certified FSC-Mix materials

53%

of sold smartphones with consumer reparability in Europe +26pp YoY

4,240kg

New purchase avoidance by care team

89 Tonnes

Of charger plug production and shipment avoided

Positive Practices

ZERO

Incidents of violation of CoC or other business practices

100%

Of our contractors and suppliers to follow the standards set by the RBA for mobile phones and tablets, and adhered to our SCoC, and provided their conflict mineral reporting template (CMRT)

100%

Of our factories audited by HMD quality team

Our reflections and achievements

HMD

Sustainability is not always an easy journey. The care, persistence, and innovation of our in-house teams and partners continue to enable us to overcome any challenges. That's how we're delivering innovative human- focused impact to our customers, consumers, and communities.

We're very proud of the progress we made on our environmental, social, and governance (ESG) goals in 2024. At the same time, we recognize that there is still a long way to go in achieving a more sustainable and equitable mobile tech industry.

Here are our 2024 highlights, showing progress against our goals for the year. Our achievements are classified into three key pillars, described in detail in the Strategy section, the next chapter of this report.

People

GOAL: Positively influence people and local communities by creating a safe, inclusive, and equal-opportunity work environment.

- Great place to work certification achieved for China and India
- No violation of Human rights or Health and Safety before or during 2024
- Wellbeing index up 4% points in comparison to 2023
- Female employees: 33,1% up by 1,1% vs 2023, Female employees' managerial positions up by 3% point, reaching 25% in 2024
- 99% increase of training hours per employee to 2022 base year – reaching 1h 59 mins in 2024 on Claned platform only
- 94% of employees of employees understand importance of sustainability for HMD and 91% completed Sustainability strategy training
- "Employ to plant" tree planting through Ecologi, with over 502 775 trees planted to date.
- Support for mental health through our dumbphone flip phone product and digital detox campaign.

Planet

GOAL: Reduce CO2 emissions by 42% by 2030 and reach net zero by 2050, while making products that last longer and contribute to reducing e-waste.

- We've made progress in designing for reparability with HMD Skyline and Fusion. Both devices were awarded a 9 out of 10 reparability score by independent experts at iFixit.
- 53% of our smartphone sales in Europe was including self-repair solution
- Significant emissions reduction was achieved in 2024 vs. the base year 2022. Scope 1 -87%, Sope 2 -17% and Scope 3 -19%
- In 2024 we avoided production and shipment of approximately 89 tonnes of charger plugs from our products sales boxes, that is close to 20 tonnes more than year before
- Circularity of the materials are in our focus and that is why we are promoting multiple initiatives related to recycling and second life like trade in, refurbished sales and recycled volumes collection

Positive Practices

GOALS: Ensure all systems and processes are in place to progress our commitments. Align with global standards and reporting frameworks. Work with our partners to meet our mutual sustainability targets.

- EcoVadis Platinum status maintained
- Member of SBTi since March'23. Targets were submitted for review in June 2023 and approved in February 2024
- Emissions were reported to CDP for the second time, with scoring a result of „C" for both Climate Change and Water disclosures
- 90 % of employees completed training on Confidentiality
- Zero reports of corruption in 2024
- 100% of our factories audited by HMD quality team
- minimum B score was reached by our global device factories during CSR audits
- All contractors and suppliers committed to our Supplier Code of Conduct[1]

HMD Awarded EcoVadis Platinum
For the Fourth Year Running

In 2025, HMD achieved the highest possible EcoVadis Platinum rating for the **fourth consecutive year**.

EcoVadis is the world's largest and most trusted provider of business sustainability ratings, evaluating more than 150,000 companies worldwide across environment, labour & human rights, ethics, and sustainable procurement. This recognition places HMD in the **top 1% of all businesses assessed globally**, and it demonstrates our ongoing commitment to making sustainability central to everything we do.

Our Journey
Over the past five years, HMD has steadily advanced:
•**2020:** Silver
•**2021:** Gold
•**2022–2025:** Platinum

Each step in this journey reflects our determination to strengthen our practices, improve transparency, and ensure measurable progress year after year

How We Got Here
Our EcoVadis journey starts each year with a comprehensive gap analysis. This process helps us identify areas where we can create the most impact and then act decisively. Over the years, these actions have resulted in major achievements – from ISO certifications and third-party validations to the establishment of ambitious GHG reduction targets.

In 2025, we further improved our overall score to **90/100** (up from 88 in 2024), with standout performance in Environment and Ethics areas.

Proud to be rated for **4** consecutive years

Looking Ahead
Recognition from EcoVadis is more than a score – it is validation that we are on the right path. But our goal is not just to maintain Platinum. We are committed to advancing sustainability in the mobile technology industry, making steady progress on people, product, and planet year after year.

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Our approach

In this section

Sustainability strategy: our
commitment to people,
planet, and positive practices

- **People**
- **Planet**
- **Positive Practices**
- **Goals**

HMD

02

Sustainability Strategy
Our Commitment to People, Planet and Positive practices.

HMD

At HMD, we push for positive and profitable change for everyone, everywhere. That's our sustainability journey. Along the way, we embrace innovation, human values, and beautiful product design, all while keeping in mind a profitable and positive impact on our future.

So, although regulations and globally recognized reporting frameworks guide our strategy, its focus is – above all – delivering value for people, whether internal or external stakeholders, current or future generations.

That's where our sustainability strategy comes it. It consists of three clearly defined pillars. These pillars keep us on track to delivering those positive impacts we aspire to achieve.

Our People I Our consumers I Our customers I Local Communities

Made to last longer I Reducing CO2 I Circular initiatives to reduce eWaste

Ethical sourcing & manufacture practices I Ethical business practices I Financial & ESG reporting I Sustainable Procurement I Data Protection

People

We are committed to being a positive influence on **people and local communities**. This starts with being a **responsible employer** and creating a safe, inclusive, and equal-opportunity employment environment.

We also recognize our responsibility to **consumers** and take this very seriously. HMD puts people first, using technology to make life easier and solve real-world challenges with tech innovation. We make phones that are affordable, beautiful, desirable, and repairable.

Planet

We continue to strive to design and deliver devices that are **made to last longer**. By making HMD devices robust and repairable, they have increased durability and longevity. That means people dispose of their phones and buy new ones less frequently, which helps reduce **e-waste and reduce GHG emissions** across the value chain.

We hope to drive the movement toward a circular economy by utilizing recycled and recyclable materials as much as possible. We're also working to strengthen strategic partnerships with customers on initiatives that stop devices being sent to landfill.

Positive practices

To deliver on our people and planet promise, we will keep embedding our sustainability goals within our product design, sourcing, production, people, and marketing. To achieve this, everyone at HMD plays their part in delivering on our targets, and that starts with **strong governance** from our leadership team.

HMD's leaders ensure that the positive practices in all business areas are aligned with the **highest global sustainability benchmarks and associations**. We report our impact according to these frameworks on an annual basis.

People
Listen, design, and deliver.

Like everything we do at HMD, our sustainability journey is rooted in what people really want. We believe that co-creating a sustainable future is the key to joint success.

Our people

Our people are proud to belong to a company that has sustainability at its heart. Being clear about our consideration for people and the planet helps HMD to attract, develop, and retain high-performing talent.

The safety and wellbeing of our team members and people in our supply chain is paramount to us. We strictly adhere to local employment and labor laws in every country we operate in and insist that our suppliers do the same. Additional policies prevent using child labor[1] and conflict minerals[2] in our production processes.

In 2024, 91% of the HMD workforce completed sustainability strategy training

We nurture our employees through structured training and career development plans, while encouraging a culture of learning and collaboration. In 2024, we achieved greater diversity in managerial roles in with 25% held by women, but we recognise that there is more to do. Understanding how to foster a diverse and inclusive work environment remains one of our top priorities.

Our consumers

Co-creation is the answer to providing products that genuinely meet peoples' needs. So, we listen first, design second.

Research tells us 79% of consumers[3] are changing their purchase preferences based on social responsibility, inclusiveness, and environmental impact.

And that's why our safety, durability, and sustainability promises resonate with our consumers.

More consumers are understanding the impact that excessive screen time can have on wellbeing. That's why we continue to innovate in the feature phone space, but we went the extra mile in 2024. We introduced Detox Mode on HMD Skyline to help users manage distractions. And, our Better Phone Project opened a discussion with thousands of consumers worldwide about their vision for a device that promotes healthier digital habits. That's a vision we're working toward making reality in 2025.

Our consumer insights inspire us to deliver innovation at every level: from feature phones that can be used to make payments, to micro-financing smartphone solutions. The results? Mobile tech that empowers millions of people worldwide to seek opportunities and enhance their daily lives.

We're also lowering the bar to smartphone access for digitally disadvantaged people around the world — and improving daily lives in the process. In partnership with M-KOPA, we launched affordable smartphones bundled with services like health insurance low-cost mobile data plans.

Our customers

Sustainability legislation is rapidly evolving across the globe. As a result, many of HMD's partners have their own sustainability goals and net-zero targets. We understand that we form a part of their Scope 3 emissions — that's why we actively support these companies to meet their net zero targets. Pushing for change is the right thing to do — but only by working together can we achieve it.

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Planet
We believe in profitable and scalable sustainability

Made to last longer I
Reducing CO2
Circular initiatives
to reduce e-Waste I

HMD

We are more motivated than ever to make devices that last longer. From integrating recycled materials into our products to extending the life of our phones, we want style to meet eco-consciousness at a cost you can afford. Our goal is to craft phones that don't just turn heads but are also kinder to the Earth, pocket-friendly, and built to last.

Key challenges: Emissions and e-waste

Greenhouse gas (GHG) emissions are disrupting the global climate system, threatening the safety of millions of people worldwide, making them one of the biggest challenges facing humanity today.

Alongside other industries, mobile tech generates vast amounts of GHGs, particularly carbon dioxide (CO2), through the sourcing of materials, production, and use of electronic devices. We are committed to finding ways to reduce our emissions and reach net zero by 2050.

Another global challenge is biodiversity loss. One cause of this is pollution, and a big contributor of pollution is the electronics people throw away. Over 50 million[4] metric tons of e-waste is generated every year. There aren't enough recyclers in the world to process that much. 80% of e-waste ends up in landfills [5] where they leak toxic chemicals like lead, mercury, and cadmium into the soil and local drinking water supplies.

Playing our part in solving these problems is what drives our product propositions, designs, materials, packaging, transportation, and end-of-life recycling initiatives.

Our solutions

Made to last longer
HMD aims to be a leader in sustainable design. We want to be known for devices with a superior build quality that last longer. That's why we're developing durable products at all price points without compromising on their look and feel.

At the same time, we're always exploring new ways to limit the amount of energy used during the product's production and use, and limit waste at the end of its life.

The circular economy
Given the seriousness of e-waste and the GHG emissions associated with sourcing raw materials, creating a circular economy is essential for sustainability. We will continue to explore partnership opportunities to close the loop and drive circularity in our sector, including initiatives such as:
- Enabling consumers to buy refurbished devices.
- Offering free end-of-life recycling to customers in 33 countries.
- Creating new phones with a high percentage of recycled materials.

Right to repair
Repairing a device instead of replacing it generates less waste and reduces GHGs by up to 89%.[6] DIY repairability can extend the life of our products while making affordable technology accessible to everyone.

We will continue to champion the right to repair by creating products that people can fix themselves.

Reducing CO2
We have committed to reducing our carbon footprint by 42% by 2030 and reaching net zero by 2050. To keep us accountable, we've partnered with the Science Based Targets initiative (SBTi) to have our targets evaluated and approved. This helps keep us on track to report on our progress annually.

Our emissions reduction roadmap considers aspects across our whole business. Production, packaging, use phase and transportation are major areas of our focus. We also address areas with comparatively lower emissions that are within our control, like the energy consumption of HMD offices.

For further information on Planet, please refer to chapter 5 of this report.

Positive practices
Go-to-market governance

Ethical sourcing &
manufacture practices I
Ethical business practices
I Financial & ESG reporting I
Sustainable Procurement I
Data Protection

HMD

Our positive business practices and robust governance processes underpin, guide, and support all our commitments to people and planet while also delivering value for our stakeholders.

Sustainability and governance

To ensure we make responsible decisions in everything we do, we have the full backing of the leadership team and our board for all our sustainability strategy initiatives.

Implementing the highest standards of governance enables the progression of our sustainability journey year after year and results in tangible outcomes.

Sustainable procurement and a responsible value chain

We greatly value our suppliers. They are a fundamental to our business operations, which is why we ask that they share our business ethics and standards concerning society and the environment. All our suppliers commit to our Supplier Code of Conduct.[7] They are assessed according to our Environmental Requirements, Health and Safety Policy, and Management practices, as well as our Sustainable Procurement Policy.

For further information on Positive Practices, please refer to chapter 6 of this report.

Supplier assessments: CSR audits and compliance requirements

We have further requirements for all suppliers to meet Corporate Social Responsibility rules, and we ask them to ensure their own suppliers meet standard CSR requirements. This includes the carrying out of audits to ensure that no child labor is used, freedom of association is upheld, and that there is zero-tolerance policy for discrimination.

Sourcing sustainable materials and substances

Irresponsible mining has a negative impact on the environment and human rights. That's why HMD has its own Conflict Mineral Policy in place. To further mitigate these risks when sourcing materials for our devices, we are participating in the Conflict-Free Sourcing Initiative, and we follow the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals and Conflict-Affected and High-Risk Areas. And, as of 2024, HMD has partnered with the Responsible Minerals Initiative to bolster these safeguards.

Anti-corruption and anti-competitive practices

HMD is committed to complying with the highest ethical standards, which are embedded in our Business Ethics Policy and company Code of Conduct.[8] All employees have access to training and resources on business ethics, while regular compliance assessments enable us to mitigate any risks.

Encouraging our employees to Speak Up[9]

We encourage people to raise concerns to help protect themselves, each other, and the organization, supported by an open, honest communication culture. We provide channels for employees to disclose non-public information anonymously and in confidence.

Responsible information management

We respect everyone's right to privacy and follow all applicable data protection and privacy laws. Our Data Protection Officer helps ensure we hold ourselves to the highest compliance standards.

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Global Sustainability Standards

HMD

To make sure we're meeting the milestones on our sustainability journey, HMD's sustainability strategy is aligned with several internationally recognized benchmarks and associations, including:

- **EcoVadis**

  ecovadis

- **Global Reporting Initiative (GRI)**

  GRI

- **Carbon Disclosure Project (CDP)**

  CDP
  DISCLOSURE INSIGHT ACTION

- **Science Based Targets initiative (SBTi)**

  SCIENCE BASED TARGETS

- **United Nations Global Compact (UNGC)**

  United Nations
  Global Compact

Aside from reporting according to these standards year-on-year and demonstrating our progress publicly, we also act in line with the Global Compact and The United Nations'[10] Sustainable Development Goals (SDGs)[11].

In 2023 along with our materiality survey we asked our internal and external stakeholders about importance of SDGs for them and their business. As result of that study and following sustainability strategy principles the SDGs we've chosen to focus on are:

4 QUALITY EDUCATION	5 GENDER EQUALITY	7 AFFORDABLE AND CLEAN ENERGY
Quality Education	Gender Equality	Affordable and Clean Energy
8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Decent work and Economic growth	Industry, Innovation and Infrastructure	Responsible Consumption and Production
13 CLIMATE ACTION	15 LIFE ON LAND	17 PARTNERSHIPS FOR THE GOALS
Climate Action	Life on Land	Partnerships for the Goals

2025 Goals

2025 Opportunities for Impact

We believe that sustainability is a foundation pillar of HMD's future success. Our new multi-brand strategy marks the next chapter of our journey, a chapter in which we chart our own course. That includes our unwavering commitment to progressing our sustainability strategy year-on-year.

There are many exciting things on our impact horizon in 2025 and beyond. Here is just a snapshot of what we're aiming for this year.

People

Our new multi-brand strategy strengthens stakeholder engagement by focusing on what matters most: a safe, equitable, and sustainable world. One example is the Better Phone Project, where thousands of consumers shared their vision for devices that support healthier digital habits — a vision we're bringing to life in 2025.

We will create more affordable devices , enabling improved access to communication.

Internally, we will continue increasing training offer for all employees including sustainability trainings, increase the number of female staff at HMD, close the gender pay gap as soon as possible, and pursue diversity and inclusion across all teams.

Planet

We will continue our efforts on responsible environmental practices through conscious product design, strengthening partnerships, and improving processes to align with the highest global sustainability standards. In line with the commitment, we created the model to calculate Life Cycle Assessment (LCA) projects for HMD products to make better choices during design and production.

Repairability will continue to be central to HMD's product proposition, and we're exploring far-out ways
to promote longevity through innovation.

Circularity remains a priority, and we are going to work hard to strengthen the partnerships and connections needed to implement it wherever possible.

All above efforts are in line with strong GHG reduction targets.

Positive Practices

It's essential for our sustainability ambitions to be grounded in solid governance, in parallel with clearly defined commitments, targets, and measured execution.
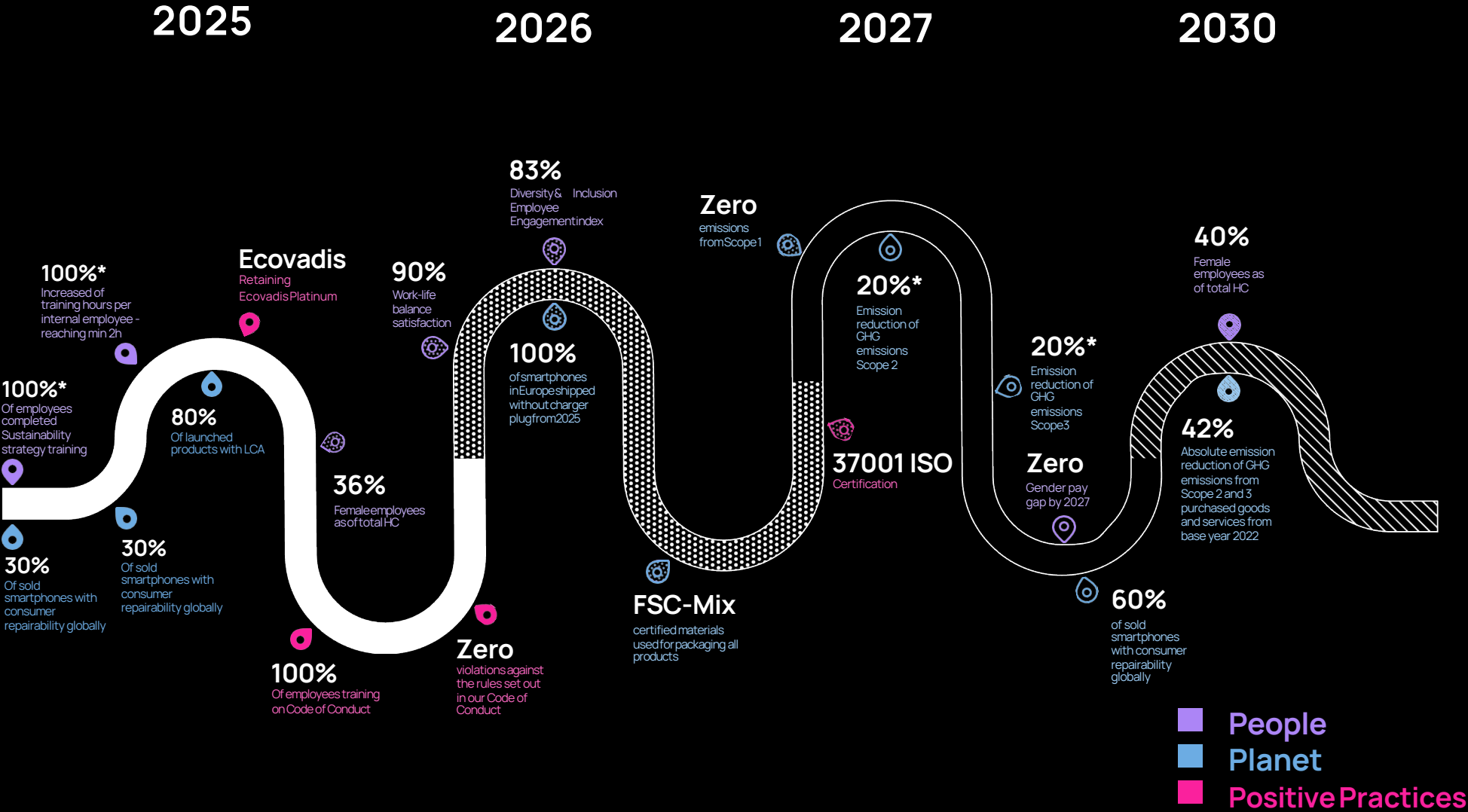
To achieve this, we will continue commitments to the following international bodies and frameworks:
- GRI
- UNGC
- CDP
- Ecovadis
- SBTi

Maintaining ethical standards continues to be important to us, so we have no plans to relax any requirements in that field.

2025 Opportunities for Impact

2025

2026

2027

2030

100%*
Increased of training hours per internal employee - reaching min 2h

100%*
Of employees completed Sustainability strategy training

Ecovadis
Retaining Ecovadis Platinum

90%
Work-life balance satisfaction

83%
Diversity & Inclusion Employee Engagement index

Zero
emissions from Scope 1

40%
Female employees as of total HC

80%
Of launched products with LCA

100%
of smartphones in Europe shipped without charger plug from 2025

20%*
Emission reduction of GHG emissions Scope 2

20%*
Emission reduction of GHG emissions Scope 3

30%
Of sold smartphones with consumer repairability globally

36%
Female employees as of total HC

37001 ISO
Certification

Zero
Gender pay gap by 2027

42%
Absolute emission reduction of GHG emissions from Scope 2 and 3 purchased goods and services from base year 2022

30%
Of sold smartphones with consumer repairability globally

100%
Of employees training on Code of Conduct

Zero
violations against the rules set out in our Code of Conduct

FSC-Mix
certified materials used for packaging all products

60%
of sold smartphones with consumer repairability globally

🟪 **People**
🟦 **Planet**
🟥 **Positive Practices**
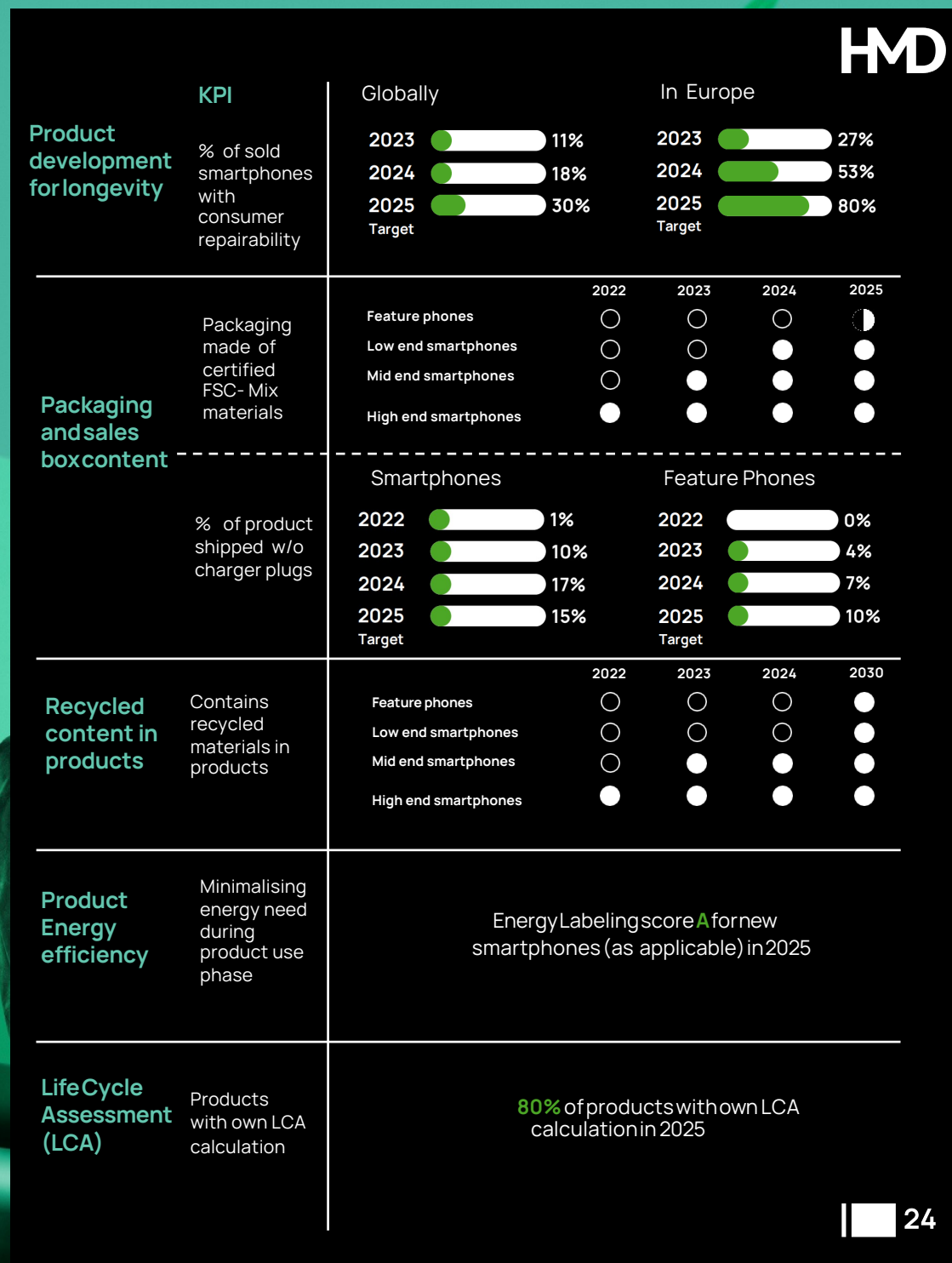
*from 2022 - base year

23

03

Products

In this section

Our passion for repairability

- 2024 - Challenges, achievements, and new aspirations
- A new generation of repairable devices- Gen 2 reparability
- The Better Phone Project
- Thinking sustainably at every stage
- Product quality
- User health and safety

HMD

	KPI	Globally		In Europe	
Product development for longevity	% of sold smartphones with consumer repairability	2023	11%	2023	27%
		2024	18%	2024	53%
		2025 Target	30%	2025 Target	80%

		2022	2023	2024	2025
Packaging and sales box content	Packaging made of certified FSC- Mix materials	Feature phones ○	○	○	◑
		Low end smartphones ○	○	●	●
		Mid end smartphones ○	●	●	●
		High end smartphones ●	●	●	●

		Smartphones		Feature Phones	
	% of product shipped w/o charger plugs	2022	1%	2022	0%
		2023	10%	2023	4%
		2024	17%	2024	7%
		2025 Target	15%	2025 Target	10%

		2022	2023	2024	2030
Recycled content in products	Contains recycled materials in products	Feature phones ○	○	○	●
		Low end smartphones ○	○	○	●
		Mid end smartphones ○	●	●	●
		High end smartphones ●	●	●	●

Product Energy efficiency	Minimalising energy need during product use phase	Energy Labeling score **A** for new smartphones (as applicable) in 2025
Life Cycle Assessment (LCA)	Products with own LCA calculation	**80%** of products with own LCA calculation in 2025

HMD

2024 -Designing for a More Responsible Future

2024 was a defining year for us at HMD. With sustainability at the core of everything we do, we continue to reimagine what mobile technology can look like when we put the 'human' back into phone design and lean into purposeful, repairable, design decisions.

Reparability - We've taken big steps forward.

Our latest smartphones, like the HMD Skyline and HMD Fusion, are setting a new standard in stunning smartphone repairable design.These devices feature easier opening mechanisms, helping more people repair their phones at home, reducing waste, and extending product lifespans, at a fraction of the cost of store fixes. Both products got top marks - **9 out of 10** for repairability from iFixit, independent industry experts.

With **HMD Fusion, we proved that modular design** isn't just possible — it's desirable. One device, multiple functions, fewer resources. A smart design for the planet.

We also **optimized our packaging** across the board, cutting down size and materials without compromising on quality. Plastic-free packaging is now standard in Europe, and while some markets still face barriers, we're progressing step by step. Every gram saved matters.

Since 2024, all our smartphone packaging uses FSC-certified materials—FSC 100% for mid- and high-end models, and FSC Mixed for entry-level ones. This supports responsible forestry and advances our circular economy goals.

To keep improving, we continue developing **Life Cycle Assessments of our products**. This data-driven approach ensures our decisions are based on science — and that our sustainability claims are backed by evidence.

Technology should also be fun and meaningful. With the HMD Barbie™ Phone and the Boring Phone made with Heineken; we brought differentiation and delight to the feature phone space — while raising awareness around digital wellbeing.

What began as "detox mode" grew into something much bigger: **the Better Phone Project.**

Co-created with families and shaped by global research, the Better Phone Project is rethinking what a first device can be — safer from day one and designed to build healthy digital habits. It's a human-first, community-led approach to digital balance solving a global challenge many parents are asking for. And in 2025, it's coming to life.

Looking ahead, our commitment remains unchanged: to build safer, more responsible products that empower people — and protect future generations.

KC Chang
HMD VP Product

2024 was all about...

Looking after your phone and your wellbeing.

We brought at-home repairability to more affordable phones and introduced the next step: Gen2 repairability, for even easier screen replacements.

On top of that, we took the first steps toward making a phone with mental wellbeing in mind. To open the discussion, we spoke with 10,000 parents across the world.

Fixable phones:
Consumers want them, our planet needs them

HMD

By 2030 global e-waste generated is projected to grow to 74.7 metrics tons / 9 kg per person (Global E waste Report 2020). **Only 17% of e-waste is recycled.** *(UNEP)*

Two out of three (66%) consumers **damaged their device** over the past year, one out of three **(30%) damaged cracked their screen.** *(Phonefix 2023)*

Eight in ten (77%) of EU citizens would **prefer repairing to buying new goods**. *(European Commission study)*

Increasing the **useful lifespan expectancy** of electronic devices by **50%–100%** can mitigate up to half of the total GHG emission. *(Circular Economy Study 2022)*

Globally, **six in ten (60%)** want to keep their smartphone for as long as they can. *(Kantar Comtech Survey 2022)*

Every **1 in 4 smartphones** HMD sold in the EU in 2023 was **repairable**. In 2024 this number doubled, and we are expecting further increases not only in Europe. *(HMD Global Sales)*

A new generation of repairable devices

We introduced our first repairable smartphones back in 2023. We kept that ball rolling in 2024, by releasing 7 more repairable smartphones including 2 for the India market, and by also improving the repairability system itself.

HMD Skyline and **HMD Fusion** smartphones feature Gen2 repairability, making the whole repair process even simpler thanks to a built-in mechanism for removing the back cover. Because when phones are easier to repair, they stay in use for longer — that cuts CO_2 emission linked to frequently replacing devices. Other new devices launched in 2024 with Gen1 repairability continued to ensure that repair-it-yourself smartphones stay accessible at every price point.

Gen2 screen replacement steps:

1. **Remove the back cover**
2. **Remove some screws**
3. **Replace screen**
4. **Reassemble**
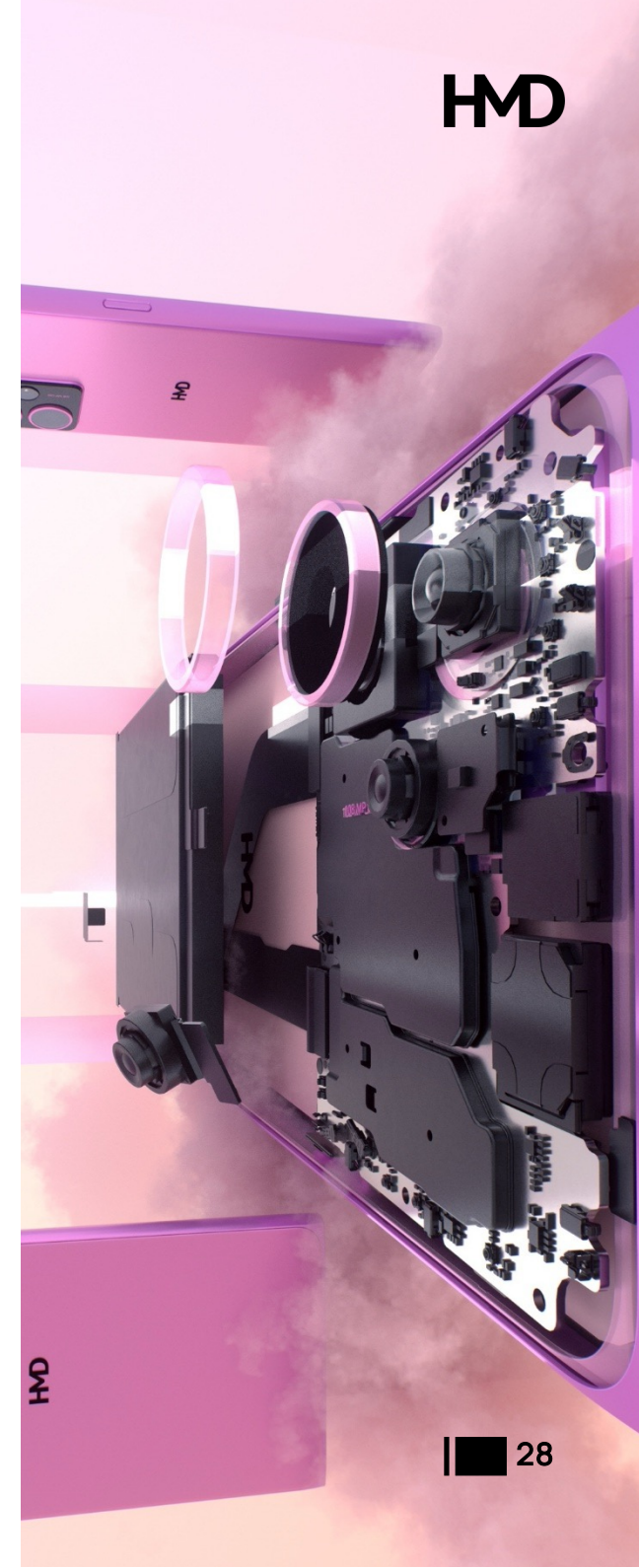
Bringing at-home repairability to every price point

It's what people want

Our customers want to be able to keep their phones for longer. They told us so themselves.
What that means in practice is being able to replace key parts of a phone as needed, rather than forking out for a pricey repair or a whole new device.

So that's what we offered.

The results? In 2024, 53% of HMD smartphones sold in EU were repairable – that's almost double what we saw in 2023*. The message is clear: people want to be able to keep their phone in good shape for longer.

Repairability for the many, not the few.

Cracked screen? Drained battery? Damaged cover? Charging port not working? We think people should be able to replace these parts – not with specialist equipment and expert-level knowledge, but with a simple set of tools and some freely available guides.

And we're not just talking about the priciest phones, either. In 2024, we launched the HMD Pulse range – three affordable phones that can be repaired on your kitchen table.

"Human Mobile Devices has set a new bar for repairable design. This is what happens when a design team considers repair from the start. Human Mobile Devices' approach to disassembly is a quantum leap forward."

**Kyle Wiens, CEO of iFixit**

Repairability is a team effort

We are partnered with iFixit, global leaders in the repairability space. For over 20 years, iFixit has been on a mission to empower people to fix their stuff and save money while keeping electronics out of landfills.

Through HMD and iFixit, people can easily access genuine parts for the repairable HMD smart devices, as well as user-friendly tools and step-by-step repair guides.

Replace a screen in under **20 minutes**. Batteries, charging ports, and back covers can also be replaced at home.

Data source- HMD own calculation

29
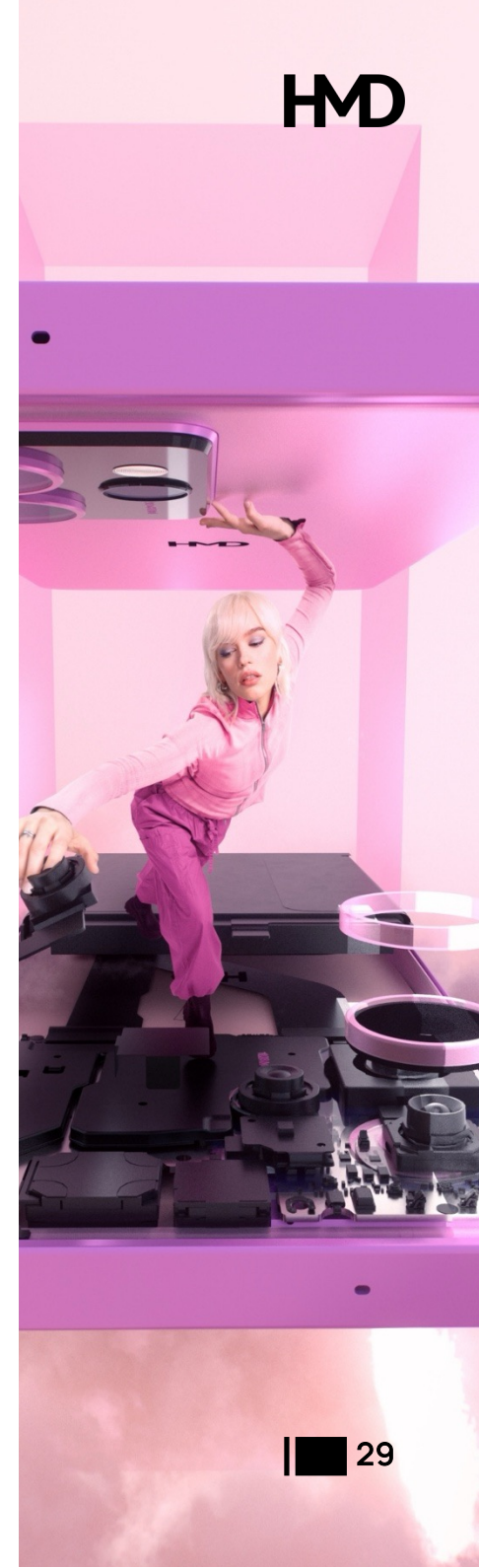
HMD Skyline and HMD Fusion: top marks for repairability from industry experts

HMD

iFixit are all about helping people fix and maintain the things they own. So, they know a thing or two about repairing things, particularly electronics. Their repairability score is a valuable tool for anyone looking to find out just how easy it is to repair something.

HMD Skyline

"Getting the device open is easy thanks to a novel camshaft mechanism."

9/10

iFixit repairability score

HMD Fusion

"The display is only secured with screws, making for speedy, reliable repairs."

9/10

iFixit repairability score

Source: https://www.ifixit.com/repairability/smartphone-repairability-scores

The Better Phone Project:
Championing wellbeing in a digital world

HMD

At HMD, we believe that being truly human means looking beyond technology to consider its impact on people's lives. That's why we've placed both sustainability and mental health at the heart of our business. And, with regards to the latter, there was one area we really wanted to investigate: the impact smartphones are having on families.

By the age of 12, 97% of children own a smartphone
(Ofcom, UK, 2023)

While smart devices can connect and empower us, they can also contribute to distraction, stress, and unhealthy screen habits. For years, HMD's feature phones have been used for digital detoxing. Through this, we saw an opportunity to go further — not just to provide alternatives, but to actively design a solution that promotes balance and choice.

This was the foundation of the Better Phone Project.

The Better Phone Project in a nutshell

Step 1: Identifying the problem
We started the Better Phone Project by getting input from 10,000 parents across India, UK, US, Australia and Germany. This helped us understand the situation families were facing, and what the hopes and pain points are from parents and young adults.

Step 2: Discuss possible solutions
Over the course of several months, we held interactive sessions with attendees from over 80 countries. We gathered views, had our ideas challenged, and generally invited the community to help shape what a Better Phone should be. Based on what we learned, we developed a strategy and product ideas, and finally presented it back to the participants, where we received overwhelming approval, a 90%+ rating.

Step 3: Making a better phone
We're working on a product that meets the criteria set out by the Better Phone Project participants, and will continue to seek inputs in 2025. We also aim to launch some of the results of the ~Project in 2025.

A Global Movement

As well as participants from all across the world we sought out inputs from experts in fields such as generational change and attention. We had appearances from founders of parental organisations like Smartphone Free Childhood, and Professors from educational institutions like Cambridge University. All of this is helping The Better Phone Project shape change in the industry.

What people told us a Better Phone needed to be

Capable of growing with kids
Families wish they didn't have to introduce everything online all together. They need the ability to introduce features and apps one at a time.
.

Safe out of the box
Parents feel they need a degree in coding to know everything they need to keep their kids safe online. A fundamental change from "Opt Out" to "Opt In" is required to make everything as safe as possible out of the box and to relieve some of the pressure on parents.

Bespoke to a child's needs
Not only do different parents have different approaches, but each child within a family has unique needs. So a device is needed which can be tailored to each child that uses it. Because the digital journey will be as unique as the child themselves.

It has to be cool
What's the point of having a phone that's parent-approved if the child doesn't want to use it? The "Better Phone" will balance practicality, and safety will that other important factor: fun.

"The Better Phone Project is grounded in dialogue with real families, helping us collaboratively build new solutions to tough real-world problems.
It's why we're leading the industry when it comes to solutions for families.
Whether that's beginning someone's digital journey or considering mental wellbeing in general."

Adam Ferguson
HMD Head of Global Propositions
& Insights

Packaging and contents:
Reducing waste and maximizing impact

When thinking about sustainability in relation to our products, the packaging and its contents can't be overlooked. HMD remains committed to leading the industry in responsible packaging innovation. Every material choice, every reduction in size, and every removed component plays a role in minimizing waste and environmental impact. Here's how we're making progress.

Optimizing box size and reducing plastic

A key part of our packaging strategy has been reducing the size and weight of our product boxes. By carefully evaluating inbox contents, we have been able to minimize packaging dimensions while still maintaining a premium unboxing experience. This means fewer raw materials are used and emissions from transport are lowered.

We've also made strides in cutting down plastic in product packaging, most notably with HMD Skyline and HMD Fusion in 2024. These repairable phones were delivered plastic-free packaging, with paper-based USB cable wrappings and security seals.

Balancing sustainability with practicality

We look at all possible opportunities reduce plastic use, but some markets present unique challenges. In regions with extreme humidity or harsh environmental conditions, lamination has been reintroduced to product packaging in select cases to protect product boxes from damage. This helps prevent waste from damaged packaging and, potentially, the generation of e-waste from damaged devices. Nevertheless, we'll continue to explore more sustainable alternatives.

Cutting down on charger plugs

Many consumers already own charger plugs from their other devices. So, one of the most impactful changes we've made around package contents is to reduce the amount of included charger plugs. Over the past few years, we have steadily increased the percentage of phones shipped without them, helping to eliminate unnecessary e-waste. In alignment with EU's Common Charger Directive, that came into force in December 2024, all HMD devices sold in the EU are now shipped without a charger plug.

In 2024, we cut the production and transportation of approximately 89 tonnes of charger plugs globally.

Looking ahead

HMD is committed to:
* Ensure 100% FSC-certified packaging material across all product lines
* Achieve 100% plastic-free packaging for all EU products
* Start implementing plastic-free packaging for feature phones
* Implement Energy Label to all EU smartphones
* Explore new sustainable material for packaging
* Decrease paper content globally by moving towards digital formats of user guides and other instructions were legally possible
* Investigate alternatives for package lamination

Thinking sustainably at every stage

From the initial blueprint of our devices to our commitment to reducing end-of-life waste, we're on a relentless quest to minimize our environmental footprint at every stage of our product lifecycle. This encompasses designing for repairability, incorporating recyclable materials, repurposing components, and staunchly opposing e-waste. Here's a glimpse of our transformative efforts throughout 2024.

660 Trade-In transactions completed: a win-win solution

Our Trade-In program empowers customers to swap their old devices for discounts on new Nokia and HMD models, even accepting non-Nokia phones. Since its launch in March 2022, we've completed 660 Trade-In transactions.

Harvesting components from e-waste: 4240 kg of production avoided

Combatting e-waste is essential for a healthy environment. One way we're helping to achieve this is by salvaging components from retired devices.
In 2024, we avoided production of a remarkable 4240 kilograms of products thanks to harvesting old products. Our recycling service spans 33 countries, including the EU, Norway, Switzerland, the UK, and the USA and Australia. For detailed insights, explore **www.hmd.com**

Fostering partnerships for a sustainable Europe

Continuing our commitment to environmental stewardship, we actively participate in the European Take-Back partnership, honoring our responsibility to collect and recycle waste electrical and electronic equipment (WEEE) across Europe. Upholding this obligation isn't just legal compliance for us; it's a testament to our unwavering dedication to safeguarding the planet.

Planting the seeds of change: over 502 775 trees and counting

Our enduring partnership with Ecologi has seen us fund the planting of over 502 775 trees since the start of our partnership. For the latest updates, visit **https://ecologi.com/hmd**.

Upholding environmental transparency and accountability

Transparency is an integral part of our environmental commitments. Detailed environmental profiles for all our devices, including material information, recyclability rates, and energy efficiency, are available on our website. We've had these in place since 2020 when we joined the operator- initiated scheme, Eco Rating.

On top of the Waste Electrical and Electronic Equipment Directive (WEEE), HMD complies as well with RoHS. All of our products are marked in accordance with these guidelines. Our recycling partners are guided by R2 accreditation, which helps to strengthen our dedication to environmental responsibility.

Product Quality

At HMD, we believe in making a difference in the world with a
keen focus on how we solve real world problems. We strive to bring innovation across the portfolio, enabling payment on feature phones and repairability and beautiful design on smartphones.

Innovating with purpose, and partnerships are critical to our success. Our partnership with M-KOPA is an excellent example, using HMD Softlock, we are enabling access to life changing technology across Africa for over 1 million people, for as little as 50 cents a day.

Our aim? Empowerment, not overload. And when it comes to challenges like overconsumption, count on us to tackle them head-on. Our innovation is focused on fostering a balanced relationship with technology, one that enhances your life and puts you firmly in command of your interactions.

Quality Assurance

We're sticklers for quality, following ISO9001 and IEEE international standards to a tee. We make sure everyone's on the same page, from our partners to our suppliers, right from the get-go. We keep a close eye on things throughout the whole process, from development to sales, to make sure everything meets our high standards.

Stringent Reliability Tests

Our products go through some serious tests, from tough military trials for our XR series to outperforming the competition with our entry-level devices*. We're proud of our top-notch build quality, thanks to one of the toughest manufacturing standards out there. We put our gadgets through force tests, tumble trials, fatigue checks—you name it. And we don't stop there; we also make sure our suppliers meet our quality standards.

Right from the Start

When we dream up a new device, we leave no stone unturned. We map out features, timelines, and quality plans right from the start. Each step of the way, we've got checklists and documentation to keep us on track. Weekly plans guide us through each phase, and when we hit that final milestone, you'd better believe there's a thorough last round of testing waiting. Plus, we make it easy to recycle our products, with clear instructions in our user guides.

Consumer Feedback

Once our products hit the shelves, we're all ears. We're constantly listening to user feedback, ready to jump on any issues that pop up. We keep a close watch on Net Promoter Scores, tweaking things to improve consumer experience. And if any problems come up, we're on it, digging into the root causes and fixing them fast, whether it's tweaking the software, hardware, or our production process.

*Based on results from 3rd party guided free fall testing (IEC 60068-2-31) against top selling models in IDC 4Q21 75 – 125 $ price band .

User health and safety

Ensuring the **safety** of our products is **paramount** to us. We collaborate closely with both our suppliers and customers to foster **responsible** usage at every stage of our product lifecycle.

Our robust **Standard Product Requirements** (SPRs) address consumer safety, while strictly avoiding hazardous substances and conflict minerals. These criteria are central to our sourcing procedures for components and services.

We follow stringent environmental protocols and health and safety standards for all our products. This includes the assessment of material and substance contents, construction and disassembly procedures, labelling and marking guidelines, and ensuring compliance with product-related laws and regulations, safety instructions, and rigorous testing standards.

All our products conform to **RoHS** compliance standards, which are aligned with the European Union's Directive 2001/65/EU and EU 2015/863, ensuring the restriction of hazardous substances in electronic and electrical products.

In 2024, we carried out health and safety impact assessments for **100%** of our product line. We are pleased to report that there were no incidents of non-compliance with regulations or voluntary codes pertaining to the health and safety impact of our products or services.

Customer care

Our clear commitment to customer care and support throughout 2024 translated into an exceptional overall customer satisfaction rating of 4.67 out of 5.

4.67/5

IN 2024

"We are proud of our ongoing commitment to customer care. On average, we received an overall customer satisfaction score of 4.67 out of 5 in 2024.

We offered customer support in English 24 hours a day, seven days a week, and in eight different languages during business hours.

We collect and analyze any customer issue globally and in real-time, enabling us to address any concerns quickly."

Charu Sharma, Head of Global Consumer Support

04

People

Innovating for Humanity

- **An introduction from Emma**
- **Our people**
  People principles Health
  and safety Human rights
  Talent management
  Staff retention
  Employee engagement
  Well-being
  Education and professional development
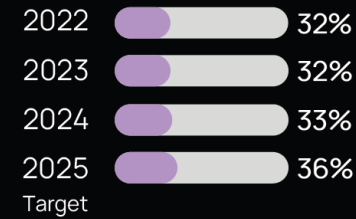 Diversity, equality, inclusion, and belonging
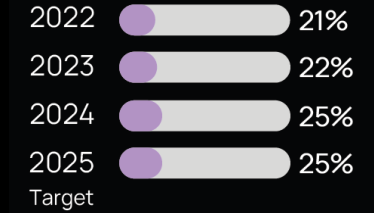- **Our consumers**
- **Our customers**
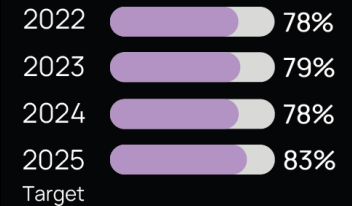- **Our communities**

Gender

Female employees as of total HC

Year		%
2022		32%
2023		32%
2024		33%
2025 Target		36%

Female employees as of total managerial positions

Year		%
2022		21%
2023		22%
2024		25%
2025 Target		25%

Diversity

Diversity & Inclusion Employee Engagement index

Year		%
2022		78%
2023		79%
2024		78%
2025 Target		83%

Wellbeing

Wellbeing index

Year		%
2022		68%
2023		72%
2024		76%
2025 Target		90%

Work-life balance satisfaction

Year		%
2022		76%
2023		84%
2024		79%
2025 Target		90%
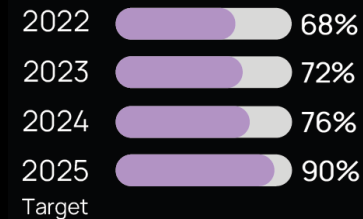
Learning

Training hours per internal employee increase

Year		
2022	1 hour	
2023	1 hour+48 min	
2024	1 hour+59 min	
2025 Target	2 hours	
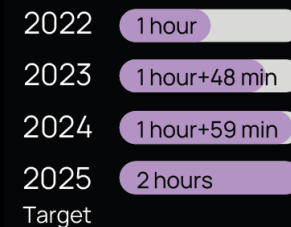
Sustainability strategy training completed

Year		
2022		NA
2023		88%
2024		91%
2025 Target		100%
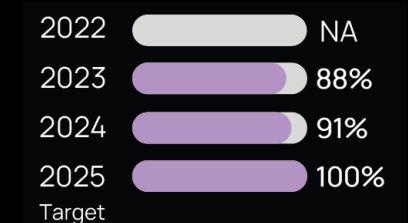
An Introduction from Emma

An Introduction from Emma

As we reflect on 2024, I am incredibly proud of how HMD continues to embed sustainability into every part of our business. This year was not just about maintaining momentum — it was about building a stronger, more inclusive, and impactful organization for our people and the communities we serve.

People-first progress

Our workplaces in China and India earned Great Place to Work certifications — a powerful reflection of our culture of collaboration, respect, and care. Our internal wellbeing index rose by 4 percentage points, and we made measurable strides in gender equity, with women now representing 33.1% of our workforce and 25% of managerial roles. We've nearly doubled employee training hours from our 2022 baseline and saw 91% of employees complete our Sustainability Strategy training, with 94% acknowledging its importance to HMD.

Driving inclusion and accountability

In 2024, we launched a new DEI policy with clear KPIs and organization-wide accountability. Signing the FIBS Diversity Charter reaffirmed our commitment to fairness, equal rights, and inclusive leadership. These actions are helping us build a workplace where everyone feels empowered and respected.

Extending our impact

One of the partnerships we are especially proud of is our collaboration with M-KOPA. Together, we are tackling digital exclusion in Kenia by delivering affordable smartphones that empower people to transform their lives. This initiative helps unlock access to education, healthcare, and financial opportunities — creating long-term social impact where it's needed most.

Looking ahead

The path forward is clear. By 2025, we aim to increase the share of women across HMD to 36% and sustain 25% representation in leadership roles. We are committed to closing the gender pay gap by 2027. Internally, we will continue expanding training opportunities and driving inclusion, while externally, we'll support healthier digital habits through consumer-informed innovations like the Better Phone Project.
Sustainability is a collective journey, strengthened by the commitment of our people, the power of our partnerships, and the clarity of our purpose.

Emma McDonnell
HMD's Vice President of Human Resources

OurPeople

People Principles

HMD

At HMD, we cherish our people with heartfelt commitment. Our People Principles extend universally, touching every employee across borders. We follow local employment and labor laws wherever we operate. Our Human Rights and Labor Policy and Code of Conduct[12] clearly outline our approach, guidelines, procedures, and standards. They includes regulations on minimum wages, maximum working hours, rest days, immigration, collective bargaining, and freedom of association.

By the end of 2024, we employed 517 people across 36 sites internationally.

By continuously doing better, we ensure a healthy and ethical work environment for our employees and partners alike by requesting that our contractors and local suppliers follow the same people principles that we do:

Competitive Compensation

Our employees receive fair pay in accordance with all relevant wage laws, including overtime and mandated benefits.

Compliance Everyone

Upholding the highest standards, we expect our partners and suppliers to adhere to local laws and regulations. Wherever local law or law enforcement is weaker than the Electronic Industry Citizenship Code of Conduct (EICC), we ask our partners to meet the standards set by the EICC.

Focus on Well-being

Constantly enhancing employee well-being, we have implemented several initiatives to foster a positive and safe work environment. Our biannual pulse surveys indicate high scores for well-being among our people.

Respect for Family

HMD supports new parents with generous parental leave, ensuring valuable time with their newborns. In 2024, 10 employees took parental leave (four male and six female). Nine returned to work during the reporting period.

Performance Incentives

We offer a discretionary incentive program tied to company performance, rewarding commitment and dedication.

Comprehensive Healthcare

Every member of our global workforce enjoys access to medical coverage, prioritizing their health and well-being.

Flexibility at Work

We empower our workforce with flexible arrangements, including remote work options, aligning with their needs and roles.

Flexibility at Work

Ensuring financial security, we offer pension schemes in all countries of operation, contributing to private schemes as necessary. In 2024, HMD contributed to 32 pension schemes.

Employee Rights

We actively foster an environment where open communication is encouraged, free from discrimination or reprisal. This commitment extends to our suppliers so that their workers can enjoy similar rights. In 2024, collective bargaining agreements covered all employees in Finland, Belgium, Austria and France

Health And Safety

A safe and thriving workplace environment is important to everyone at HMD. In 2023, we obtained the ISO 45001 certificate, which is an internationally recognized standard for workplace health and safety. We have integrated it as our primary health and safety framework and we are fully committed to maintaining the ISO45001 Occupational Health and Safety management system, in line with the Occupational Health and Safety guidelines established by the International Labour Organization (ILO). In 2024, we successfully completed a maintenance audit in the first half of the year. It went smoothly, and our certification has been upheld – giving us confidence to continue with a strong management structure that meets international standards while staying aligned with local regulations. Moreover in 2024, we successfully completed the SMETA (Sedex Members Ethical Trade Audit), demonstrating our commitment to high standards in working conditions, health and safety, environmental performance, and business ethics across our supply chain.

Our people safety plan

We have a dedicated Health and Safety Policy that acts as our compass. This policy outlines our strategy for avoiding accidents, handling emergencies, mitigating occupational hazards, and promoting employee well-being. It details our training methodology, hazard assessment techniques, and critical control measures, too.

Building on that foundation, we've crafted a detailed Health and Safety plan that addresses all necessary precautions. We have also appointed a senior manager tasked with ensuring a nurturing and secure work environment for all our people. In May 2023, we were awarded ISO45001 certification, a testament to our commitment to excellence in safety standards.

Education and Training

It's essential that our team and subcontractors are all clear on what to do to stay safe and healthy. So we provide the trainings and procedures for our people enabling everyone to follow necessary rules.

Including Everyone

We're big on getting everyone involved. So, our health and safety updates are shared on our intranet, and all staff are given the opportunity to voice any concerns.

Controlling risk

Within our management system, we've put a rigorous procedure into place for assessing and managing accident, injury, and occupational disease risks proactively and preventatively. To pre-empt incidents, we conduct thorough health & safety risk evaluations alongside routine internal audits. To add to this, we've devised emergency readiness protocols covering fire safety and first aid procedures.

Safety Forum

We hold a regular Safety Committee meeting. This involves employee representatives, the Physical Safety Manager and Deputy, Office Managers, health and well-being champions, and our HR team. The committee is led by a chosen employee rep from a non-safety background. We need everyone to agree on decisions, and we make sure to note everything discussed and share it via email so it's all recorded for future meetups.

In 2024, we continued our amazing health and safety track record with zero work-related accidents, illnesses, injuries, or fatalities. The total number of hours worked in 2024 was 1141 880, and total recorded number of hours lost due to employee sickness was: 4 776 hours.

Human Rights

As a people-focused business, we fully embrace the principles of the Universal Declaration of Human Rights. Our labor and human rights strategy is a reflection of who we are and what we stand for. Through it we align closely with:

- The United Nations Guiding Principles on Business and Human Rights
- The International Labour Organisation's Declaration of Fundamental Principles and Rights at Work
- The Responsible Business Alliance (RBA, former EICC)
- The Organisation for Economic Co-operation and Development's (OECD) Guidelines for Multinational Enterprises

These principles have been translated into action through internal policies, including our Code of Conduct, Human Rights and Labor Policy, and our statement regarding the UK's Modern Slavery Act. They guide and inform every decision we make and action we take.

Empowering our people to protect each other

We foster a culture of mutual care among our people. Our Code of Conduct is accessible to everyone. Plus, our Speak Up Channel is always open, and we put a big emphasis on human rights during our training sessions.
This training is key — it makes sure everyone understands potential risks and how to use our whistleblower mechanism if they spot any human rights issues.

Excessive force and limitation of movement

At HMD, we don't have our own security team. Instead, our offices, which we rent, come with security courtesy of the landlord or property management. We're big on flexible working arrangements, so our team members have the freedom to work from home or the office, depending on what suits them best. And when they're in the office, everyone enjoys the same freedom to move around and access various spaces as needed.

Whistleblowing rights

We're 100% behind all acts of whistleblowing. If anyone at HMD retaliates against someone for raising concerns in good faith, we take it seriously. Actions like that could lead to disciplinary measures, and yes, that might even mean saying goodbye to their role with us.

Continual progress is essential

Continuous improvement isn't just a fancy phrase for us — it's a commitment. Our senior management team regularly reviews and tweaks our systems to ensure we stay compliant and keep getting better at what we do.

Upholding Human Rights

HMD

We're committed to championing human rights, not just within the walls of our company but throughout our entire value chain. Our Human Rights policies apply beyond our primary premises and direct employees. They provide a sturdy framework that encourages and enables our suppliers to protect the rights of all the people in our value chain, too.

We're absolutely against any form of forced labor, slavery, or human trafficking within our sites or those of our suppliers. We stand firm in protecting the freedom of speech, the right to assemble, and the privacy of individuals.
Also, in line with the UK Modern Slavery Act, we transparently report our efforts annually.

We've taken concrete steps to ensure our teams and partners are weaving our human rights principles into their everyday tasks.

Human Rights Risk Assessment Screening

In 2020, we carried out a thorough human rights risk assessment across all our business areas, which helped us map out global risks. This deep dive into potential issues not only shed light on their origins but also guided us in taking steps to mitigate them effectively. This analysis covered risks related to forced labor, modern slavery, child labor, working conditions, wages, and discrimination, especially in countries   where we work closely with ODM partners and sales forces. This effort is above and beyond our usual risk management, allowing us to zero in on suppliers in
high-risk areas for priority audits.
We've set specific human rights KPIs, aiming for zero incidents.

In 2024, we continued auditing new ODM factories producing HMD devices to ensure our high standards are upheld. We audited 100% of our manufacturing partners in China and Bangladesh for CSR compliance, using JAC and SA8000 requirements, and expanded the scope to cover additional phone manufacturing locations worldwide as well as accessory production sites. We are pleased to report that no incidents of child or forced labor were identified among our manufacturing partners.

Child labor

Child labor has no place in our operations. We strictly follow local laws to ensure nobody under the legal working age is working at HMD or with our suppliers. In places where laws are lacking, we've set a minimum working age of 15 years old or the age at which compulsory education ends, whichever is higher, to protect young individuals from hazardous work and night shifts.

We also conduct regular Corporate Social Responsibility (CSR) audits to ensure that no child labor occurs at our ODM partners, most of which are in China. In 2024, no child or forced labor incidents were found in our partners' operations.

While we generally don't hire young workers, we do offer summer trainee positions in some locations. These trainees receive insurance and compensation as per local laws and are given the same working conditions as our employees.

Zero incidents of human rights violations in 2024

Talent Management
Sustaining our people at every step

At HMD, we're more than just tech innovators;

we're dedicated to fostering a team where our talent grows and our people flourish. Nurturing potential and celebrating every individual, our robust talent management program unlocks opportunities from within.

Our promise to cultivate high-performing individuals isn't taken lightly. Identifying potential talent, we systematically cultivate a culture of achievement, ensuring that individual's capabilities are harnessed
to their fullest extent and whenever possible choosing to elevate our own people to pivotal roles. They are the backbone of our innovation and the beacon of our employer brand.

Performance reviews

Twice a year, we gather around to celebrate progress and plot success as we conduct performance reviews for our full-time family. This isn't just about numbers; it's about building a culture that thrives on high performance and cherishing those who bring their best.

Using the Nine Box Grid, we go beyond evaluation, sparking constructive conversations and ignitions for growth across HMD. It helps to guide informed and open dialog among senior leaders and across the regional teams.

For top talent, we're here to support them with bespoke development plans, ensuring that each team member who strides ahead has our full support to go further and dream bigger.

Fair dismissal

On the off chance that our paths diverge, we ensure the employee's departure is forward-looking and enriching. We ask anyone leaving HMD to complete a brief questionnaire so that we can understand their decision and look for ways to improve whatever might not have worked well for them. Leaving HMD isn't an end; it's a new beginning we take pride in facilitating.

Staff Retention

Retention starts from the moment we recruit. In 2024, our attrition rate was in line with our industry at 8%. Our tailored approach to managing talent, paired with a commitment to continuous development, keeps our HMD people not just content but driven and poised for what's next. If anyone decides to leave us, we champion their journey ahead with unwavering support while fulfilling the legal requirements regarding notice periods in their location.

Voluntary Attrition in 2024 by geographical region was presenting the following split:

India: **14%**
Europe: **8.4%**
SSA: **22.6%**
Americas: **18.9%**
MENA: **10.5%**
GCR: **3.2%**
APAC: **6.3%**

In terms of age split percentage of voluntary attrition was the following:

Below 30 years old: **9.3%**
Between 30-50: **8.2%**
Over 50 years old: **6.8%.**

Voluntary attrition in 2024 by gender was almost equal:

Female: **7.7%**
Male: **8.2%**

Employee Engagement

In a year of continuous change, HMD remained committed to engagement and culture - with our employee net promoter score (NPS) increasing in key geographies, a dip in attrition, and our ability to retain our brilliant people.

Our employees leaned into a leadership shift and an exciting new brand evolution, continuously finding innovative ways to keep our people thriving, while maintaining our existing high standards of clear and open communication.

Nurturing engagement through cultural diversity

There's no one-size-fits-all when it comes to engagement, particularly on a global scale. That's why, in 2024, we embraced local heart and spirit, championing customs and celebrations that resonate deeply within each community.

HMD Town Halls

In 2024, we kept conversations flowing through our global and regional 'Town Hall' meetings. Here, our leaders presented the latest on our commercial performance, our freshest tech and services, as well as updates on global announcements and business processes. These moments weren't just updates — they were opportunities to highlight every milestone our HMD people have achieved together. 2024 saw three global HMD Town Halls. On top of that we host local regular meetings with the teams.

Everyone has a voice

We encouraged every voice to rise — inviting ideas, conversations, and solutions directly to our leadership team. This 'Open Door' policy was never more crucial than in 2024 when our emphasis on open communication and a lack of hierarchy meant that employees felt comfortable asking for clarification throughout our transition whenever they needed it.

Honoring Who We Are—Together

At HMD, we believe that creating a great place to work means celebrating not only what we do, but who we are. In 2024, we embraced the many cultures that make up our global family by recognizing and celebrating traditional holidays around the world. These events brought joy and connection, helping our teams feel seen, respected, and truly at home—wherever they are.

But our celebration of people didn't stop there. We opened our doors to families too—welcoming them into our shared journey. GCR hosted its first-ever Family Day, bringing together 21 families for a magical afternoon of laughter, clown magicians, heartfelt messages, and a big family picnic. In India, Sunshine Day lit up the office with children's laughter, sustainability-themed activities, and creative reflections on what it means to be human. From traditional holidays to unforgettable family events, every celebration reminded us of one thing: when we honor our cultures and include our families, we're not just building a workplace—we're building a community.

Here's to many more shared moments, across borders and generations.

Well-Being

HMD

We want people at HMD to be happy at work and happy in life. Our colleagues in HR are always on their toes, looking for ways to boost our people's happiness and strike the balance between work and personal time. It's encouraging to see how well everyone's taking to the flexible working arrangements we've got in place around the world.

Our internal Pulse survey

Each year, we check in with our team through the Pulse survey—to understand where we're at and where we can do better. The latest results speak volumes: our wellbeing index rose by 4 percentage points between 2023 and 2024, and over 75% of employees feel supported by HMD in their wellbeing journey. What's more, most of us believe our workloads are reasonable. That's progress we're proud of—and motivation to keep going.

Evaluating our leadership

We're giving our managers guidance on the importance of employee well-being in fostering happiness, productivity, and long-term achievement within their teams. Plus, we regularly give teams the opportunity to evaluate their leaders on communication, fairness, and in pushing toward our sustainability goals.

My Mind Matters

In 2023, we unveiled our "My Mind Matters" initiative—offering support, resources, and space for open dialogue around mental health. It was never just a webpage; it was always about sparking a deeper shift. In 2024, we continue that journey—embedding mental wellbeing even further into our workplace culture and encouraging every one of us to lead with empathy, for ourselves and each other.

Great Place to Work Certification

We're proud to share that our workplaces in China and India has officially been certified as a Great Place to Work!
This recognition is more than just a badge—it's a reflection of the culture we've created together. With 87% of our employees from China affirming this is a great place to work, the results speak of something deeper: a shared belief that this is a space where people feel respected, supported, and empowered to grow.
From the start, our goal has been to build something more than just a workplace. We've aimed to create a community where people thrive—and this certification is a powerful signal that we're on the right path.

Here's what stood out in the survey results:
Working Environment: Energising spaces that spark creativity.
Atmosphere: Collaboration, respect, and a sense of belonging.
Care and Management: Leaders who genuinely listen and support.
Balance and Flexibility: Room to thrive at work and in life.
Sustainability: Living our values beyond our products.
Employee Benefits: Not just perks—real, meaningful support.

More to come

We're not relaxing just yet. We've got our eyes on some big milestones, like soaring to a 90% well-being index score, achieving a 38% gender mix, and closing the gender pay gap by 2027.

Great Place To Work® Certified

Education And Professional Development

Training and development

At HMD, we believe in harnessing the collective power of our employees to make technology both empowering and sustainable. In 2024 our team came close to meeting ambitious training objectives, averaging 1h 59m per person in professional development. We remain committed to supporting the team with relevant and meaningful trainings. The interactive learning platform, Claned, became the core of this expanding universe of knowledge, offering a roster of courses from how to respect people and planet to mastering management skills.

Over 1042 training hours were recorded in total in Claned during 2024. The material covered trainings on topics such as Confidentiality, Supplier Code of Conduct, the HMD SpeakUp channel, Conflicts of Interest and much more. Our operations team in China also continued to use an external training platform to boost learning,

Internal survey confirms over 94% of employees understand the importance of Sustainability for HMD

Sustainability training

Sustainability training completed by 91% of employees in 2024.

In 2024, 91% of our people completed the updated sustainability training—a refreshed module covering our strategy, key targets, why it all matters, and how each of us can make a difference. Delivered via live online sessions and now permanently available on Claned, the course is more than just a check-box— it's a practical guide to how we work and where we're headed. On top of the sustainability strategy training, we actively promote learning around conflict minerals, sustainable procurement, and supplier engagement—ensuring our impact extends well beyond internal teams.

Diversity, Equality, Inclusion, And Belonging

Overview

We are committed to being an equal-opportunity employer.

For HMD, being an Equal Opportunity Employer isn't about ticking boxes or fulfilling quotas – we genuinely believe that a kaleidoscope of cultures, experiences, and beliefs rockets us towards innovation and unity. We are committed to providing equal employment opportunities to all people without regard to age, race, colour, creed, religion, national origin, disability, gender, sexual orientation, veteran status, or any other basis prohibited by statute, and to promote the full realisation of an inclusive employment and service policy. That's why we're prioritising understanding more about how to foster a diverse, equitable, inclusive, and belonging work.

As a global organisation, we want to ensure our employees reflect the vibrant world around us and that they feel comfortable bringing their diverse in their cultures, experiences, and beliefs to work with them.
We are adamant that our employees, contractors, job applicants, suppliers and partners – as well as anyone who encounters our company – should never be subjected to abuse, bullying or discrimination of any kind. We have specific policies in place to ensure this, including:

- **Code of Conduct**
- **Supplier Code of Conduct**
- **Anti-bribery and Corruption Policy**
- **Human Rights and Labour Policy**

We also have an **Anti-Discrimination and Anti-Harassment Policy** in place, which is available to all our people.
It states that no one should be judged or treated differently due to their race, sex, religion, marital status, pregnancy, nationality, ethnicity, disability, sexual orientation, expression, or any other characteristic that leaves a person feeling unfairly treated. To add to the policies we have in place, we host **Anti-Harassment and Anti-Discrimination Trainings**.

We're also clear that, under no circumstances should our employees or potential employees be subjected to medical or pregnancy testing that could be used in a discriminatory way.

HMD provides equal employment opportunities to minorities. Our recruitment selection is ability and potential based and it is part of our anti-discrimination policy that HMD is committed to the principles of equal employment opportunity and fair treatment of all individuals. All of our offices are wheelchair accessible. Currently at HMD we have no workers in wheelchairs.

Zero cases of discrimination or harassment recorded in 2024

We aim to celebrate each person for their unique brilliance and ensure minorities have a voice as loud as any other. So, should anyone fall victim to discrimination or harassment of any kind, we actively encourage them to report the incident through our **Speak Up** channel. Also, to ensure that existing and

new employees from all backgrounds feel welcome, we celebrate local holidays and hold local parties to honour events.

In 2023, we launched **HMD Belong**, which is a DE&I committee formed by employee representatives from our global team. HMD Belong drives DEI initiatives to make HMD an even more wonderful place to work. By the end of 2023, HMD Belong launched a DEI survey which gave us a solid ground to define the improvement areas.
To add to these efforts, in 2024 HMD line managers levelled up with Unconscious Bias training developed by the Belong team. This program is designed to ensure we're creating a workplace where everyone, and every voice, is empowered.
Now, that's innovation with a heart.

DEI
Representation and recruitment

HMD

To us the best talent is diverse talent. That's why we have clear and transparent recruitment principles, designed to promote equal access.

Our **Recruitment Principles** include:

- Recruitment procedures shall be fair and transparent while complying with the legal requirements of the country HMD operates in.

- HMD seeks to recruit the best candidate for each role. The recruitment and selection process should ensure the identification of personnel who are competent to carry out the tasks that they are employed for.

- We advertise roles internally, either before or at the same time as they are advertised publicly, and – to ensure career progression for our people - internal candidates will always be our first preference.

- There shall be no discrimination on the grounds of religion, ethnicity, gender, sexual orientation, disability, or other factors such as marital status or political opinions.

- HMD will comply with all applicable labour requirements and international labour standards.

- HMD will ensure that the recruitment and selection of staff is conducted in a professional, timely and responsive manner.

- Language used in the recruitment process will be gender-neutral and reviewed to ensure there is no other bias.

- HMD will provide appropriate training, development, and support to those involved in recruitment and selection activities to meet this core principle.

- If a member of staff involved in the recruitment process has a close personal or familial relationship with an applicant, they must declare this as soon as they are aware of the individual's application and avoid any involvement in the recruitment process.

- All documentation relating to applicants will be treated confidentially and in compliance with the personal data protection and privacy laws. Our Recruitment Privacy Policy can be found at www. hmdglobal.com/privacy-portal/ recruitment- privacy-policy.

Age verification before hiring

HMD defines its organisational structure and job roles as business needs. HMD does not own any manufacturing activities so far; therefore, all our job openings require high-calibre expertise and resonant professional experiences, reflecting the sophistication we aim to bring to the tech world. That said, we still verify every candidate's age before hiring them.

- As part of our hiring process, we look at CVs, IDs, and in some locations, educational certificates.

- All our employees are registered in the social security systems that are required by local legislations.

- We also keep all our employee information in Sage People (HRIS), including age.

DEI
2024 new hires and graduate trainees

HMD

We know that to be non-traditional and exceptional, we need to move away from hiring stereotypical mobile tech profiles and instead welcome fresh, innovative thinkers. So, when we hire new talent from outside the organization, we aim to encourage diverse skills. We also encourage our hiring managers to consider people from outside the mobile tech industry where appropriate.

We were very pleased with the results of our 2023 graduate program, which brought fresh perspectives and energy to our team. Building on that success, we decided to continue the talent strategy in 2024 by launching a renewed initiative to attract young professionals through our graduate training program. This year, we welcomed 10 talented graduate trainees whose passion and professional skills have already made a strong impact. We are excited to support their continued growth and development within HMD. All of our trainees were below age of 29.

An overview of these new hires, including their ages and gender, can be seen in the tables shown here.

Age Group	Female	Male
20-29	6	4
Grand Total	**6**	**4**

Diversity, Equality and Inclusion in numbers:
Gender and Age

We **believe** in the **power of diversity** and the undeniable strength it brings to innovation and creativity. In 2024, we took a closer look at the diversity of our employees and governance body by gender and age groups.

We are working towards including the ratio of basic salary and remuneration at HMD Global by gender for future reports. Also, based on this and previous data, we are keeping our target of **no gender pay gap** by 2027.

Our Teams

We're delighted that the citizenship of our employees accounts for 45 countries across the globe. This is one of our business's greatest strengths, and it makes international collaboration invaluable.

To break down the numbers, the majority of employees in 2024 were between 30 and 59 years old. Seven percent of employees represented under 30-year-olds, and 18% were over 50 years old.

In terms of gender split, approximately one-third of our employees are female, and two-thirds are male. We are looking to make the ratio between male and female employees more equal with a 38% gender split by 2027. In terms of contract split, the majority, 517 employees, held permanent contracts in 2024, and only ten people had fixed contract agreements. In 2024, 511 employees were employed on a fulltime basis and six on a part-time basis.

Data displayed here was gathered in our internal Human Resources Information System, called Sage People. We have used monthly data from January 2024 to December 2024 to calculate our people, gender, and contract-type breakdown.

Age Group	Female	Male	Grand Total	Female ratio
20-29	20	15	35	4 %
30-39	63	87	150	12 %
40-49	69	171	240	13 %
50-59	18	69	87	3 %
60-69	1	4	5	0 %
Grand Total	171	346	517	**33 %**

	Total HC	Total Ratio	Manager HC	Manager Ratio
Female	171	33%	36	25%
Male	346	67%	107	75%
Grand Total	**517**		**143**	

Diversity, Equality and Inclusion in numbers:

Senior Leadership

Our senior leadership team (SLT) is invaluable to our organization and has been key in steering and implementing our journey of sustainable innovation.

In 2024, the HMD board consisted of men over 45 years old. The SLT is larger and more diverse. It consists of our CEO and his direct reports. In terms of age, 50% of the SLT is between 45-67 years old and 10% are women. The citizenship of our SLT covers 7 different countries.

As we grow, and as part of our sustainability strategy, we are committed to ensuring a more diverse and balanced workforce and leadership.

When it comes to remuneration, our SLT is subject to the same process and policy as all our employees and there is not a different salary structure or variable pay scheme. We offer sign-on bonuses on a case-by-case basis, and this is typically to offset any loss of earnings through a role move (e.g., unvested stock). We do not offer recruitment incentives. Any sign-on is subject to a recoupment clause that is prorated over a 12-month period.

Retirement benefits are in line with the country of employment and, again, are the same as those offered to all employees in that country. SLT members are not specifically measured or remunerated in relation to specific Sustainability targets. However, as sustainability underpins the overall business strategy then our commercial performance will dictate the level.

DEI
HMD Belong

HMD runs global pulse surveys annually to we listen closely to our global family and track everything from the level of understanding of our sustainability strategy through to measuring how our employees feel about Diversity, Equality and Inclusion (DEI), Compensation, Well-being and Performance of the Senior Leadership Team. Based on feedback from our 2022 survey, we set up a Diversity Equality & Inclusion Council. The council is called HMD Belong.

It has clear KPIs to implement initiatives across our organisation and monitor these through analysing survey data and assessing the impact of our DEI initiatives. HMD Belong is majority women-led with regional representatives from India, Hungary, China and the UK. As a collective, they bring global vision with unique local perspectives to drive internal initiatives that will create lasting change within HMD and beyond.

From 2024, the Belong team set ambitious targets and work towards integrating elements of DEI more meaningfully into every aspect of work life at HMD. Key immediate goals include:

Women in the Workplace

- Implement the unconscious bias training created by the HMD Belong team council via our internal training system.
- Investigate how to encourage women back to work (e.g. after maternity, after ill health, bereavement).
- Increase diverse female talent visibility and representation in the company, particularly at higher levels of management.
- Ensure we meet gender-pay gap reduction goals.

New DEI policy

In 2024, as part of our journey toward a more diverse and inclusive future, we introduced and implemented a new DEI policy — one that clearly defines responsibilities, sets measurable KPIs, and embeds accountability across the entire organization.

Embracing Diversity: Signing the FIBS Diversity Charter!

In 2024 HMD joined the FIBS (Finnish Business & Society) network, which is the largest corporate responsibility network in the Nordic countries. HMD proudly signed the FIBS Diversity Charter , reinforcing our commitment to fostering a diverse and inclusive workplace. By signing this Charter, we pledge to ensure equal opportunities, rights, and treatment for all, while continuously developing management and service practices that support diversity within our organization.

This commitment aligns perfectly with our core values, emphasizing our dedication to creating an environment where everyone feels valued and empowered. Together, we are building a workplace that celebrates diversity and champions inclusivity.

Meet the HMD belong Team

![Rachna Chothani]

Rachna Chothani

At HMD, I lead Business Finance Controlling for India Sourcing and Supply Chain Operations based in Gurugram, India.

I'm a strong DEI proponent, so I'm honored to have been selected as Chairperson of the DEI Council, HMD Belong.

Together with my fellow council members, I aim to create a fair and welcoming environment where we can unleash our unique potential and power HMD to greater heights.

![Csilla Bors]

Csilla Bors

I'm Csilla from HMD's Global Quality and Customer Compliance team, based in Budapest.

I believe that by creating initiatives that increase diversity, equality, and inclusion, we will boost decision making and employee engagement. That in turn will benefit our financial goals, too.

![Wayne Baxter]

Wayne Baxter

I'm Wayne, I lead Global Media for HMD, and I am super excited to be working with the DEI team.

As a Londoner, I've been fortunate enough to have worked with and befriended some of the best out there from a mix of backgrounds, so DEI is very close to my heart.

I aim to support HMD in driving step-change become a shining example of DEI.

![Sophia Li]

Sophia Li

I'm Sophia, a Software Product Manager in the Technology and Product Experience team at HMD, based in Shenzhen.

With experience working across teams and cultures, I've seen how a diverse range of perspectives sparks creativity and drives better outcomes. By embracing DEI, we'll create a workplace in which people can thrive, contribute, and drive positive change together.

Our Consumers

Human-centred design

Let's get right to the heart of it: our users are our universe. Without them, we wouldn't have a business.

Today's consumers are choosing brands that walk the talk when it comes to social responsibility, inclusiveness, and environmental impact. For many, sustainability is as much of a necessity as safety and durability.

So, taking consumers' environmental and social concerns, as well as their health and safety, into account is crucial for HMD. We strive to take this a step further by conducting careful audience listening before creating products that meet genuine needs.

Find out more in the Product section (p.24) of this report.

Leveraging Consumer Insights

There's a powerful global chorus calling for corporate action against climate change and pollution. At the same time, there is also a rapidly increasing demand for simple and convenient phones that people can self-repair. We are delivering on both fronts.

Customer Care

Customer Support's exceptional customer care resulted in a high satisfaction rating in 2024. Thanks to our 24/7 assistance in English and multi-language support during business hours, we're there for users whenever they need us.

User Health and Safety

At HMD, keeping consumers safe is paramount. In 2024, we carried out rigorous Health and Safety audits of our production lines to ensure full compliance with all regulations. Our quality team further inspects products to confirm adherence to applicable standards and norms. We are pleased to report that all requirements were successfully met.

Mental Health

The digital cosmos is vast—if not a little overwhelming. That's why HMD is on a mission to dial back the noise. We're designing devices that ease off digital clamor, favor healthier screen-time habits, and bring back the joy of real-world hellos. Keen to hear how we're bringing serenity to the screen? Check out our strides on the next page.

Our Customers & Communities

Beyond smartphones: How HMD and M-KOPA are transforming financial inclusion in Africa

In Africa, many people have benefited from the rollout of **smartphone microfinancing** through our partner **M-KOPA**.

M-KOPA is a leading African fintech delivering affordable financial and digital solutions to Africa's hardworking **Every Day Earners** — the micro entrepreneurs who form the backbone of the continent's economies. Founded in 2011, M-KOPA now operates across Kenya, Uganda, Nigeria, Ghana, and South Africa. Its innovative financing model has been tested and refined over more than a decade, enabling millions excluded from traditional financial services to access credit and opportunity.

Why unlocking access to credit matters

In Sub-Saharan Africa, 75% of adults remain financially excluded due to a lack of formal employment, credit scores, or collateral. Without access to savings, loans, or bank accounts, people struggle to unlock economic opportunities. Financial inclusion is a proven driver of prosperity, enabling households to generate income, meet basic needs, and invest in their futures. M-KOPA smartphones serve as both digital tools and financial gateways.

A smartphone is a gateway to financial inclusion.

M-KOPA 2024 highlights*

- 5 million customers reached across 5 markets, indirectly impacting over 23 million lives.
- 42% of customers accessed smartphones for the first time; 92% stated that M-KOPA financing made products more affordable.
- 62% of users utilise M-KOPA products to generate income, with 70% reporting an improved ability to achieve their financial goals.
- $1.5 billion unlocked in fair access to credit for the underbanked.
- 1 million locally assembled smartphones produced in Kenya's first smartphone assembly plant, creating 325+ full-time jobs.

X20 and X2 smartphones

Co-developed, the X20 and X2 were the first set of M-KOPA-branded devices to feature the "More than a Phone" platform. As HMD, we are proud to be part of that development. Beyond traditional smartphone features, the devices are embedded with financial services that include digital loans, health insurance, device protection cover, and data bundles, transforming the smartphone into a platform for digital and financial inclusion.

HMD's Softlock solution

HMD's Softlock software enables M-KOPA's model by reducing risk, allowing customers to purchase smartphones through flexible financing. It provides access to digital and financial tools, enabling the solution to scale reliably across Sub-Saharan Africa.

Strengthening sustainability through partnership

In 2024 our partnership extended into sustainability. Together, we have optimized packaging and shifted 80% of shipments from air to sea freight- significantly reducing emissions related to transportation of goods. Looking forward, the collaboration aims to expand sustainable packaging, local sourcing, and circular economy strategies to extend device lifecycles and reduce e-waste.

*based on M-KOPA data and surveys

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The Better Phone Project:
a tailor-made solution for Australian schools

As part of the Better Phone project, HMD is launching a tailored smartphone platform for Australian schools to help families manage children's screen time, social media exposure, and digital habits.

Australian parents made up 2,000 of the 10,000 we surveyed in the run-up to the Better Phone Project. They have expressed widespread concerns about the impact that smartphone usage has on their children, with 80% wanting schools to educate students on social media risks and many supporting phone bans.

46% of Australian parents wish they had waited longer to give their child a smartphone

In January 2025, Pymble Ladies' College in Sydney will become the first Australian school to implement HMD smartphones for select year groups under the Pymble Wise Phone Initiative. The initiative allows the school, in consultation with students and parents, to set parameters on smartphone use, like disabling social media apps and web browsing until students turn 16, while enabling controlled access to essential features like camera, tap payments, SMS, and geo-tracking.

This school-led deployment marks HMD's first local step in its mission to develop solutions for a balanced relationship with technology. Research from HMD's global Better Phone Project highlights that 77% of Australian parents believe social media puts unnecessary pressure on their children, while 74% think it negatively affects mental health and 54% want more guidance on managing screen time.

Many parents regret giving their children smartphones too soon, citing increased conflict and emotional distress. While parents recognize the educational and social benefits of smartphones, they struggle to find a balanced approach.

At HMD, we take a human-first approach to technology. That's why this topic is such an important one for us, and we're proud that the Better Phone project was able to pave the way for this initiative. In 2025, we'll launch a phone that aims to address the concerns raised by parents and gives parents more control over their children's digital exposure.

"Our work in this space is all about listening to our local community and using our expertise to offer a solution in collaboration with parents and experts. This smartphone platform will help tackle digital overload and help the students at Pymble Ladies' College achieve a healthy balance with technology."

Brenden Folitarik
GM Australia and Oceania, HMD

Community Highlight:
Global employees make local impact

In 2024, we connected directly with local disadvantaged communities through our new employee- led volunteering days. Here are some of the initiatives we supported:

Gurgaon, India

During the global SLT visit to India, we had a meaningful stop at NeeV School in Gurgaon, a learning center for under-served children. As part of our CSR program with the Shikhar Dhawan Foundation, NeeV is one of the many schools we proudly support. Our leadership team – Jean-Francois, Alain, and Ravi – spent a few inspiring hours with the students, teachers, and founders, discussing their challenges and seeing how HMD and technology are making a real impact on their education. This visit was more than just giving back; it was about connecting and understanding how we can continue to empower the next generation through technology. Together, we're shaping a brighter future!

Funding Reforestation with Ecologi

502,775 trees funded for planting by mid of 2025 across **17** projects.

The majority of our trees have been planted in Madagascar, Kenya, Mozambique, and Uganda, helping local communities grow.

Tree planting + supporting local people communities helps us to meet the UN Sustainability goals.

Gurugram, Mumbai India

Innovating Change: E-Waste Sculpture and Social Impact Initiatives. A stunning sculpture made from over 5,000 discarded Nokia phones has been unveiled in Gurgaon, a collaboration between the Shikhar Dhawan Foundation and the GMDA. This project aims to raise awareness about girl child education and sustainability by creatively addressing e-waste management. Additionally, the HMD Team conducted a beach cleaning drive in Mumbai, promoting cleaner, healthier beaches and protecting marine ecosystems.

05

Planet

In this section

Business can be kinder to the planet

- Planet-friendly policy and processes
- Tackling greenhouse gas emissions
- LCA – greater knowledge on what matters
- Resource efficiency
- Conflict minerals

GHG Emission reduction

Scope 1
0.0002 % of total HMD emissions

Year	Value
2020	NA
2021	NA
2022	Base Year
2023	-56%
2024	-87%
2030 Target	-42%

Scope 2
0.08 % of total HMD emissions

Year	Value
2020	NA
2021	NA
2022	Base Year
2023	-11%
2024	-17%
2030 Target	-42%

Scope 3
99% of total HMD emissions

Year	Value
2020	
2021	
2022	Base Year
2023	-15%
2024	-19%
2030 Target	-42%
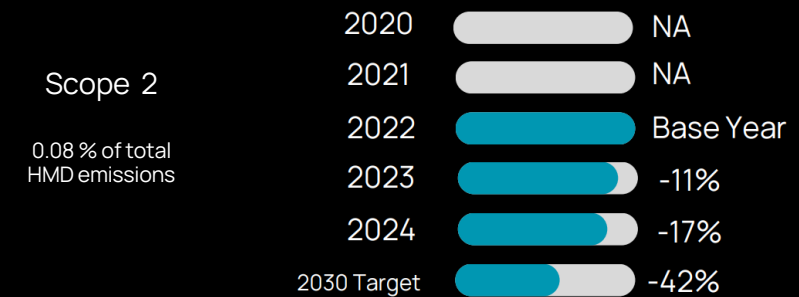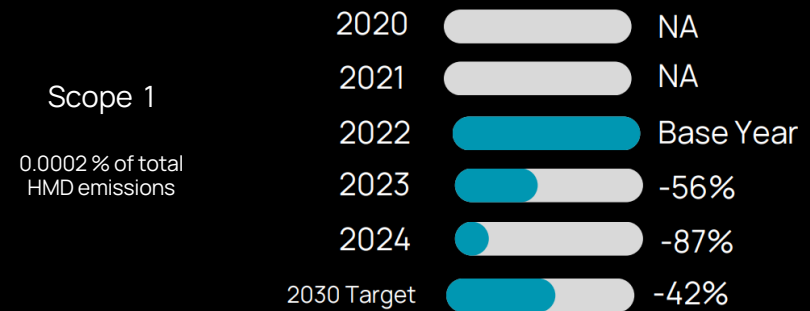
Business Kinder To The Planet

Letter from Mark

HMD

Planet, People, and Positive practices.

When we set these pillars of our sustainability strategy in 2023, the goal was never quick wins — but a long-term commitment to making a real difference. There is no finish line, because learning and improving is an ongoing journey.

Looking back at 2024, I'm proud of our progress on **Planet**. The very essence of our existence — from the water we drink to the air we breathe — depends on protecting it, and this year we proved that business can be kinder to the planet.

We advanced our mission to make phones that last, launching the repairable Pulse range, followed by Skyline and Fusion with "Gen 2" repairability. Longer-lasting phones mean fewer devices purchased, lower emissions, and less e-waste.

Alongside this, we introduced our emissions reduction roadmap and Lifecycle Assessments (LCAs) — with our devices LCAs set to be published in 2025 for full transparency.

Since our base year 2022, we've cut greenhouse gas emissions by over **19%**, including a **4.7% reduction between 2023 and 2024**. These results reflect the daily work of all our teams and the strength of our partnerships.

We also took an important step with the **Better Phone Project**. This has been the catalyst to developing a range of phones to help parents introduce their kids to the Digital World. We are extremely proud to have launched both the HMD Fusion X1 HMD Fusion X1 with parental controls & easy repairability and the HMD Fuse 2025 HMD Fuse l The phone that grows with your kids.

And for the **fourth consecutive year, our work was recognised with EcoVadis Platinum status** — the highest level of achievement.

These milestones show we're on track, but they are only the beginning. In partnership with our key customers and suppliers , and a clear focus on accountability and transparency, we'll keep raising the bar and driving meaningful change.

We remain committed to building a future where business and nature thrive together.

Mark Dence
General Manager, GTM and Sustainability

Business Can Be Kinder To The Planet

HMD

HMD is proving that business can be kinder to the planet.

Environmental stewardship is at the heart of our decision-making, guiding everything from our product design to our choice of partners. In 2024, we demonstrated this commitment through:

- Designing robust mobile devices that stand the test of time.
- Championing the right to repair, thus enabling users to extend the life of their gadgets.
- Developing an LCA model to better prioritise our sustainability efforts.
- Creating an emissions reduction roadmap with clearly defined activities brings us closer to our emission reduction goals.
- Integrating recycled materials into our devices and their packaging.
- Reducing the impact of our product packaging by using FSC-certified materials, minimizing inbox content where possible, downsizing, and limiting its weight
- Actively driving initiatives aimed at reducing e-waste
- Breathing new life into phones through refurbishment, encouraging reuse, and advancing innovation for sustainability.
- Supporting reforestation efforts, aiding in CO2 sequestration and increased biodiversity.

By embracing these practices, we're not just reimagining business as usual – we're championing a future where both business and nature thrive for the collective benefit of everyone in societies everywhere.

Planet-Friendly Policy And Processes

OurGlobal Environmental Policy

At HMD, we're united under an environmental policy that's more than words —it's a compass that guides every team member and partner in their daily actions. It helps us navigate towards sustainability by:

- Meticulously tracking our use of resources
- Actively reducing waste generation
- Minimizing carbon emissions

For details, you can refer to our Supplier Code of Conduct

Maximizing Impact, Minimizing Footprint

In 2024, we continued substantial strides in our ongoing mission to combat e-waste, slash CO2 emissions, and minimize overall environmental harm more effectively than ever before.

To achieve this, we continuously scrutinize and enhance our practices throughout the lifecycle of our products - across product development, production, transportation, and eventual disposal. Aligned with the international ISO14001 standard, we keep a close eye   on several critical aspects:

- Energy use,
- Water consumption,
- Raw material inputs,
- Recycled material inputs,
- Control of hazardous substances,
- Regular waste reporting.

We proudly uphold our commitment to environmental standards and policies, standing tall in our unwavering compliance. Throughout 2024, no non-compliances were reported through our Speak Up channel regarding environmental matters.

HMD Greenhouse Gas Emissions (GHG) Progress 2024

Tracking emissions reductions, driving actions,
and staying aligned with the 1.5°C climate pathway

Measuring what matters

HMD began measuring corporate GHG emissions in 2020, using the first two years to improve data quality and refine our methodology. In 2022, we established our official base year—marking the start of our progress toward our climate targets. The operational control approach was used in the calculation, meaning HMD accounts for 100% of the GHG emissions from operations over which it has control. This includes all HMD sites and subsidiaries globally.

While the majority of our emissions come from phone manufacturing, shipment, and use, we also address lower-impact areas like our offices or leased cars, where we can act directly.

We calculate our Scope 1, 2, and 3 emissions annually using the Greenhouse Gas Protocol: Corporate Accounting and Reporting Standard, and Corporate Value Chain (Scope 3) standard.

Our reporting is disclosed publicly through the Carbon Disclosure Project (CDP) and in our annual sustainability report

Announcing our targets

In 2023, HMD initiated a formal review process with the Science Based Targets initiative (SBTi) — a globally recognized framework that ensures companies' climate goals align with the 1.5°C pathway.
We viewed the SBTi process not just as a validation step, but as a way to ground our emissions targets in scientific data and to form our long-term strategy. It brought transparency to our approach, helped shape our roadmap, and ensured that our goals could stand up to external scrutiny.
In January 2024, HMD's near-term emissions target was approved and confirmed to align with the 1.5°C pathway.

Our SBTi-verified targets are:

HMD Global Oy commits to reduce absolute scope 1, 2, and scope 3 GHG emissions from purchased goods and services by 42% by 2030, from a 2022 base year.

GREENHOUSE GAS PROTOCOL

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

BUSINESS AMBITION FOR 1.5°C

Guided by the Greenhouse Gas Protocol, we carefully measure, track, and transparently report our energy consumption and greenhouse gas (GHG) emissions each year.
In 2024, we conducted our fifth comprehensive emissions study, working alongside an accredited third-party partner.

We track emissions across three scopes:
Scope 1: Direct emissions from our own operations (e.g. company vehicles). In 2024, Scope 1 made up just 0.00017% of our total emissions.
Scope 2: Indirect emissions from purchased energy (electricity, heating, cooling). This accounted for 0.08% in 2024.
Scope 3: Indirect emissions across our value chain, from manufacturing to end-of-life.

These made up the vast majority of our footprint:

- 81.21% — Purchased goods and services
- 14.59% — Use of sold products
- 2.79% — Transportation and distribution
- 1.06% — End of life

Chart:

	Base year		Result		Target	
			-15%	-19%	-20%	-42%
t of Co2 eq		672 374	571090	544 398	537899	389977
1097 526	1173 823					
2020	2021	2022	2023	2024	2027	2030
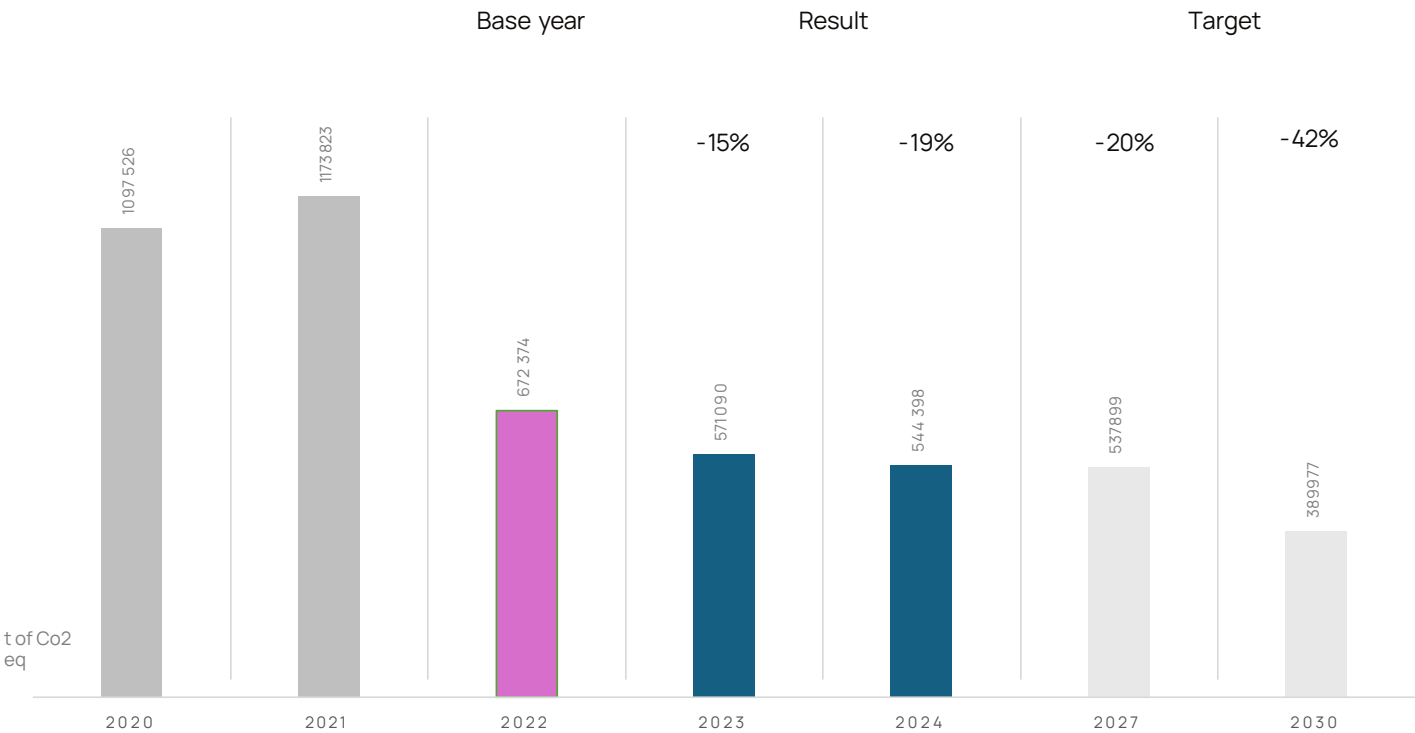
By the end of 2024, we had reduced our total GHG emissions by **19.7% compared to our 2022 baseline** — putting us ahead of our interim 2027 target of 20%. A detailed breakdown of 2024 reductions can be found in the next section.

Total emissions (t CO_2e):
2020: 1,097,526
2021: 1,173,823
2022: 672,374
2023: 571,091
2024: **543,980**

GREENHOUSE GAS PROTOCOL

Our greatest challenge: Scope 3

HMD

4,7 % reduction vs 2023 and over 19% to base year

Our largest source of emissions, Scope 3, was reduced by 4.7% vs. 2023 overall, including a 6% drop in purchased goods and services. These improvements were driven by several operational changes:

- Improved energy efficiency at manufacturing sites led to an 86% drop in production-related emissions versus 2023

- 93% of India-bound shipments moved by sea rather than air, cutting transport emissions by 30%

- In 2024, we removed 89 tonnes of charger plugs from our product sales boxes. This equals to 1,900 tonnes of CO_2-equivalent emissions avoided.

Scope 3
99% of total
HMD emission

		Base year	Result		Target	
			-15%	-19%	-20%	-42%
1 097 526	1 173 823	671 860,44	570 638,70	543 976,94	537 488,35	389 679,06

t of Co2 eq

| 2020 | 2021 | 2022 | 2023 | 2024 | 2027 | 2030 |

In the mobile tech industry, the challenge to lower emissions is focused on Scope 3 activities, particularly purchased goods and services.

To achieve this, we're continuously innovating products that are not just built to last but have sustainability at their core. Our focus is on creating solutions that significantly reduce energy consumption from the get-go and throughout their lifecycle, all while prioritizing ease of repair, repurposing, harvesting, and recycling.
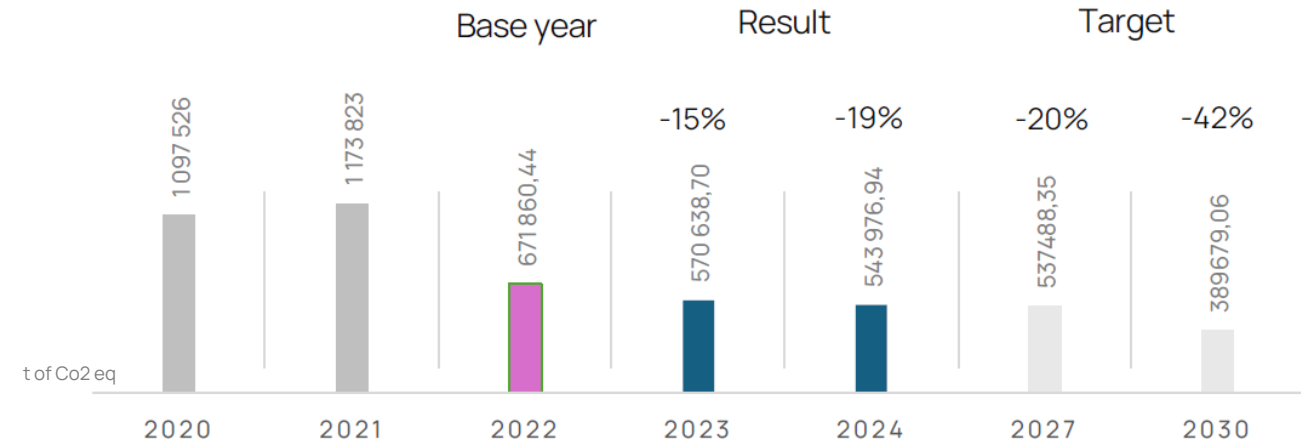
Our journey towards a clearer energy picture

In 2023, we took important steps towards better understanding our energy footprint. Together with our ODM partners, we installed power meters on the production lines where our devices are assembled and tested — giving us more accurate insights into real energy consumption. This collaborative effort is part of our ongoing commitment to a leaner, greener future.
In 2024, we expanded this initiative by installing meters in all manufacturing sites where our products are made. With several partners, we also agreed on energy reduction targets and began transitioning to a more renewable energy mix.

Rethinking transport to reduce emissions

We're actively working to cut Scope 3 emissions from the upstream and downstream transportation of our products. Over the past few years, we've been shifting from air freight to sea and rail where possible — a move that supports both environmental and cost goals.
In 2024, we saw strong results. For example, 93% of components shipped to our assembly facility in India were transported by sea, significantly reducing emissions and costs. We're now expanding this approach to other manufacturing locations.

Scope 1, 2 and 3 Business Travel and Employee Commuting

Scope 1: **70% decrease vs 2023 and 87% vs base year**

Optimized our company car fleet by removing gasoline-only vehicles and introducing hybrids. We are ahead of our target.

Scope 2: **6% reduction vs 2023 and 17% vs base year**

Downsized office space and improved energy efficiency were the main drivers of emissions reduction in Scope 2.

Internal Efforts
At HMD, sustainability starts from within. We actively promote sustainable behaviours by equipping employees with relevant training, available on our training platform. Employee engagement is clearly visible—survey feedback shows genuine interest, and many teams independently launch small-scale sustainability initiatives. From reuse projects to reduced printing, our people are making a difference. We keep everyone informed via our internal website, where we share progress, initiatives, and practical tips. This includes actions like unplugging chargers, switching off monitors, reducing emails and donating reusable equipment.

Scope 1 — 0.00017% of total HMD emission (t of CO2 eq)

	2020	2021	2022 (Base year)	2023 (Result)	2024 (Result)	2027 (Target)	2030 (Target)
value	0	0	6,98	3,11	0,92	5,58	4,05
				-56%	-87%	-20%	-42%

Scope 2 — 0.08% of total HMD emission (t of CO2 eq)

	2020	2021	2022 (Base year)	2023 (Result)	2024 (Result)	2027 (Target)	2030 (Target)
value	0	0	506,20	448,58	420,48	404,96	293,60
				-11%	-17%	-20%	-42%

In procurement, we encourage sustainable choices: products with sustainable accreditation, minimal packaging, reuse options, green energy solutions, and diverse suppliers. Sustainability criteria are expected in all purchasing decisions.

To reduce **travel impact**, we favour virtual meetings. When travel is necessary, we encourage employees to:
- Choose rail over air when possible,
- Select low-emission flights,
- Travel light,
- Fly direct,
- Choose economy,
- Pick hotels with a green badge.

Employee commuting accounted for just 0.09% of total GHG emissions in 2024. Still, we encourage employees to shift toward more sustainable commuting, such as increased public transport use.
At HMD, sustainability is a shared responsibility. Through awareness, action, and continuous learning, our employees are helping reduce our footprint and advance our goals.
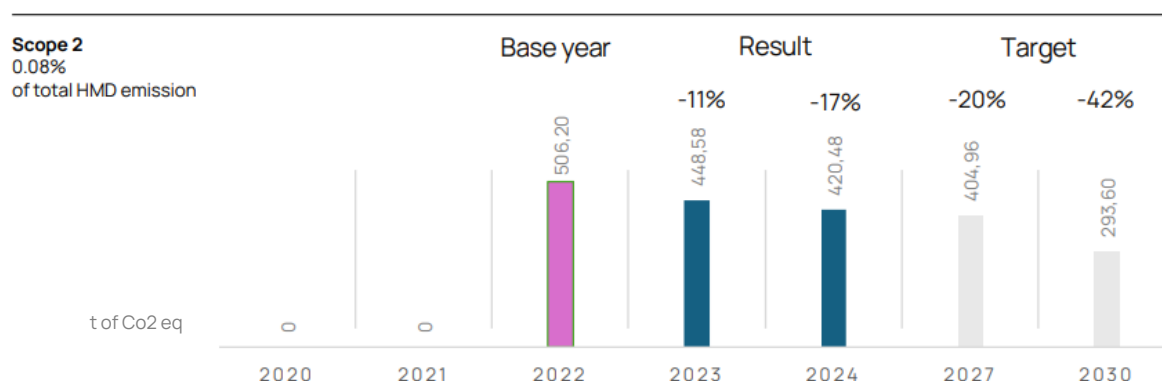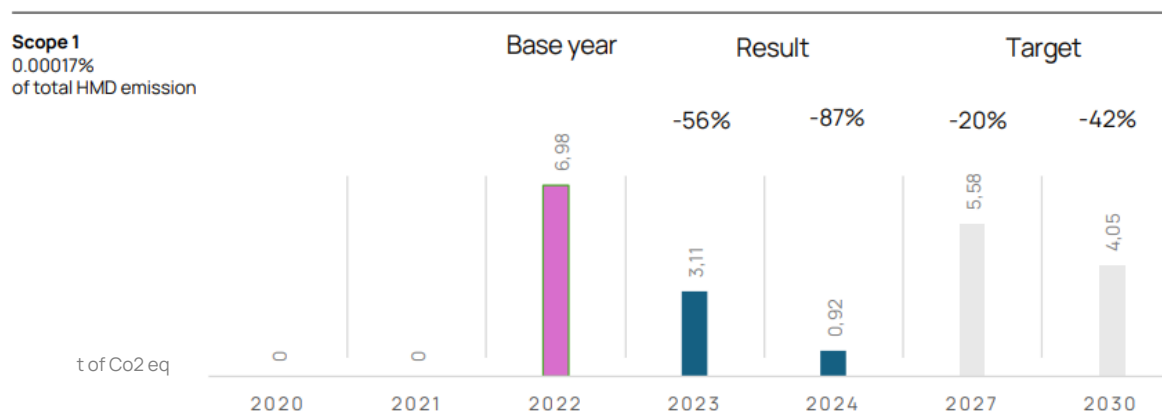
Looking To The Future:
Our Roadmap For Emission Reductions

During the spring of 2024, we hosted cross-functional workshops to map out our emissions reduction roadmap. As a result, we launched seven key workstreams focused on our most critical emission categories—ranging from office Energy to production, logistics, and product use. **Each workstream is led by internal stakeholders with clear KPIs.**

In 2025, we'll continue scaling our impact through:
- Partnering with suppliers to cut Scope 3 emissions at the source
- Designing products for repairability using ecodesign principles, recyclability, and energy efficiency
- Reducing printed materials and unnecessary inbox accessories
- Expanding low-impact logistics solutions, like rail and sea freight

Total emissions – All Scopes

Over 19% total reduction vs base year

Base year

15% of total emissions drop vs 2022 base year

4.7% of total emissions drop vs 2023

Carbon removal/carbon capture projects support for remaining 10% of emissions.

2020	2021	2022	2023	2024	2027	2030	2050
First year of Calculation 1,097,526 tCO2-eq	Calculation improvements 1,173,823 tCO2-eq	Base year confirmed by SBTi 672,374 tCO2-eq	Emissions result 571,091 tCO2-wq	Emissions result 544,398 tCO2-wq	Scope 2 and 3 reduced by 20% from 2022	42% reduction from 2022 Scope 1,2, and 3 purchased goods and services	Net Zero by

Understanding our products' footprint

As part of our emissions reduction journey, we set out to better understand the impact of each product we make. This work is not only about identifying environmental hotspots and opportunities for improvement, but also about responding to growing expectations from our partners — for whom Life Cycle Assessments (LCAs) are becoming one of selection criterion.

Building the right tools

In 2024, we began a collaboration with Sphera®, a leading provider of sustainability solutions, to create tailored LCA models for both our smartphones and feature phones. These models now allow us to calculate the product carbon footprint ourselves, and — more importantly — to use those insights to make science-based decisions. Whether it's product design, packaging content, energy optimization through software, or transportation, LCA data helps us put numbers behind our choices and arguments in discussions.

Early insights with big impact

One of the first scenarios we tested with our LCA tools was repairability. Together with Sphera, we evaluated the real value of extending a product's life by just one year. The results confirmed our expectations: keeping a phone in use for one additional year can reduce emissions by up to 90% compared with producing a new device. This proves that designing for longevity is not only good for our customers — it makes strong environmental sense.

Looking ahead

In 2025, we will build on this progress, publishing LCA results more broadly and ensuring that transparency becomes a cornerstone of how we design, make, and deliver our products.

Resource Efficiency

Water

In 2024, we conducted an analysis to understand water usage in our business operations. Our direct water use is modest, mainly in our offices for daily needs. Although it's relatively minor, we tread lightly and thoughtfully, ensuring our water consumption is as efficient as possible. HMD total water consumption in mega liters in 2024 was 1.3. That was 0,3 mega liters less than year before. We outsource our manufacturing process to our ODMs, and their compliance with wastewater management obligations, including obtaining all necessary permits and approvals, is expected. We will be working with our ODMs to understand their water usage more clearly in the future.

Waste

Our commitment to waste reduction goes hand in hand with our approach to sustainability.

Offices

HMD employees generate waste while working in offices. To calculate the waste, the number of employees was used to estimate the amount generated. The total waste generated in 2024 was 24.5 tonnes. That was 5,3 tonnes less than in 2023.

The only hazardous waste generated in our offices comes from obsolete product batteries. We ensure that all battery disposal is carried out responsibly, in compliance with local laws and recycling regulations. The breakdown of waste is presented in the table below:

Suppliers

We urge our suppliers to regularly monitor waste generation and secure permits and approvals as required. We also expect them to align their operations with the 'EU Waste Hierarchy' model. This means striving to reduce, reuse, recycle, and reclaim wherever feasible to minimize waste during production. The same applies to any internal waste management process.

Internal Recycling Guidelines

We conduct regular waste audits and have implemented strategies to repurpose or recycle waste. We encourage every HMD family member to play their part with dedicated bins for cardboard, bottles, and organic waste. Plus, we partner with experts to ensure batteries and ink cartridges find new life through safe recycling processes.

Reducing Internal E-Waste

As part of the tech industry, we're extremely mindful of our own e-waste. Limiting our internal gadgets to essential laptops and printers, and leveraging cloud-based servers, helps us stay nimble and environmentally responsible. We breathe new life into older laptops by refurbishing them for new joiners to mitigate any unnecessary e-waste. And when it's time to say goodbye to our electronic assistants, we trust them to specialized electronic recyclers for a responsible farewell.

Combatting E-Waste In Our Product Life Cycle

Aside from our internal waste reduction actions, we
are working hard to limit e-waste in our product life cycle by increasing the longevity of our products, and giving them a second life through our recycling programs. In 33 countries, our consumers have the option to recycle old phones. In some territories we enable people to purchase refurbished devices or Trade In their old products.

You're welcome to read more about our repairability and recycling efforts in the Product section of this report.

Waste type	Biowaste	Paper Waste	Cardboard	Mixed Waste
kg Total	2,307	10,574	288	11,343

Conflict Minerals

Responsible Sourcing

We have taken a number of steps to ensure the responsible sourcing of minerals needed to create   our products. Tin, silver, tungsten and gold are all essential to manufacturing our devices. However, we know that the illegal extraction and trade of these minerals is fueling military conflict in some countries and may cause human rights violations, as well as environmental degradation. To mitigate this risk, we actively collaborate with industry peers through the Conflict Free Sourcing Initiative, set up by the EICC. This group helps us to improve traceability and ensure responsible sourcing.

Our Policy For Suppliers

Our stance on conflict minerals isn't just talk; it's embedded in our Code of Conduct[15]. This stipulates that our suppliers must procure these materials   from sources that are kind to both people and the planet. Any material that whispers of conflict is a hard pass, leading to strict exclusion during supplier pre- selection. This commitment isn't just a handshake; it's sealed and delivered in the legal contracts between   us with our suppliers. We also have a dedicated Conflict Mineral Policy, that can be found on our website under the ethics section[16].

Responsible Supply Chains

We diligently follow the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals and Conflict-Affected and High-Risk Areas. It's our guide rail as we meticulously vet our suppliers, ensuring they're   in step with our high standards. But it doesn't stop with us – we expect our suppliers to echo this down their own supply chains, keeping a keen eye on mineral sourcing and safeguarding this data for five years. It's all about creating a ripple of responsibility.

2024 Results

In 2024 we can continue to confirm 100% compliance, with all our ODMs submitting their Conflict Mineral Reporting Template (CMRT) for all our phone and tablet models.

We welcome any concerns about conflict minerals through our Speak Up channel. And, to further our cause, we gather for regular discussion forums   with key suppliers, fostering an environment where solutions and strategies can bloom.

We continue our efforts on that topics material to us. In 2024 we updated our conflict mineral policy and shared it with all of our suppliers.

Responsible Minerals Initiative (RMI)

In the end of 2024, HMD officially joined the Responsible Minerals Initiative (RMI), reinforcing its commitment to ethical sourcing and supply chain transparency. The initiative supports HMD's efforts to ensure that minerals used in its products— such as tin, tungsten, tantalum, and gold— are sourced responsibly, without contributing to conflict, human rights violations, or environmental harm.

06

Positive Practices

In this section

Our commitments to operating a responsible business

- A letter from Jari
- Sustainability and governance
- Stakeholders and materiality
- Sustainable procurement
- Corporate Social Responsibility
- Empowering our people to Speak Up
- Responsible information management
- Compliance and transparency

HMD

	KPI		
Ecovadis	Received Ecovadis Score	**2022**	**Platinum status achieved**
		2023	
		2024	**Target - Retain Platinum**
		2025 Target	
Ethics	% of employees trained on Code of Conduct	**2022**	**All new hires**
		2023	**83%**
		2024	**83%**
		2025 Target	**100%**
	0 violations against the rules set out in the code of conduct	**2022**	**Reached**
		2023	
		2024	
		2025 Target	**Target continuous unchanged**
Sustainable Procurement	100% of our contractors and suppliers to follow the standards set by the EICC, adhered to our SCoC and provided their conflict mineral reporting template	**2022**	**Reached**
		2023	
		2024	**Target continuous unchanged**
		2025 - Target	
	100% of our factories audited by HMD quality team	**2022**	**Reached**
		2023	
		2024	**Target continuous unchanged**
		2025 - Target	
	minimum CSR B score for our global device factories	**2022**	
		2023	**Reached**
		2024	**Target continuous unchanged**
		2025 - Target	

A Letter From our General Counsel

In 2024, we prepared carefully to comply with various new sustainability regulations, such as EU Ecodesign and Energy Label regulations, ensuring our teams and systems to be ready in time. Legal readiness is more than compliance—it's a tool to drive better business.

This approach led to real results. We retained our EcoVadis Platinum rating. Our science-based targets were formally approved by the SBTi. We recorded zero instances of corruption, 90% of employees completed the 2024 Confidentiality training and the 2024 SpeakUp training. Additionally, 100% of our suppliers aligned with our Supplier Code of Conduct.

Each factory, where our products were manufactured, was audited by the HMD quality team, and all our global device factories achieved at least a B in CSR audits. These outcomes show that compliance, ethics, and performance go hand in hand.

We also improved our governance and disclosure. In 2024, we expanded our materiality assessment into a full Double Materiality Assessment, in line with the European Sustainability Reporting Standards (ESRS). This process examined both the financial impact of sustainability topics on our business and how our operations effect people and the planet. Details of our methodology are outlined in the full report. What matters is this: we now have a clearer view of our priorities.

Strong governance sits at the centre of this progress. Our CEO leads as both executive and board chair, ensuring sustainability remains a board-level priority. Day-to-day, our cross-functional Sustainability Working Group monitors progress, tracks risks, and drives alignment across the organisation. Compliance protocols, conflict of interest declarations, and clear escalation channels ensure we act responsibly and visibly.

Looking ahead, sustainability regulations will continue to raise expectations, and we welcome it. We'll keep embedding sustainability into decision-making, staying ahead of evolving standards, and holding ourselves to the same level of transparency we ask of others. Progress is not just a promise—it's policy.

Jari Koljonen
General Counsel

Our commitments to operating a responsible business

At HMD, we're not just about talking the talk; we're walking the walk toward responsible business practices.

With uncompromising policies and solid processes in place, we're dedicated to making decisions that align with our high standards. It's all about integrity — from the inside out. Our governance is not just a structure but a framework that breathes accountability into every level of our leadership. It is comprised of several elements, including:

- A robust strategy

- A governance structure for sustainability

- A leadership team with clear reporting lines

- Regular updates and meetings to drive change

- A robust stakeholder engagement process

- Sustainable procurement processes

- An in-depth materiality assessment

- A reliable and ethical value chain

- Stringent policies in place
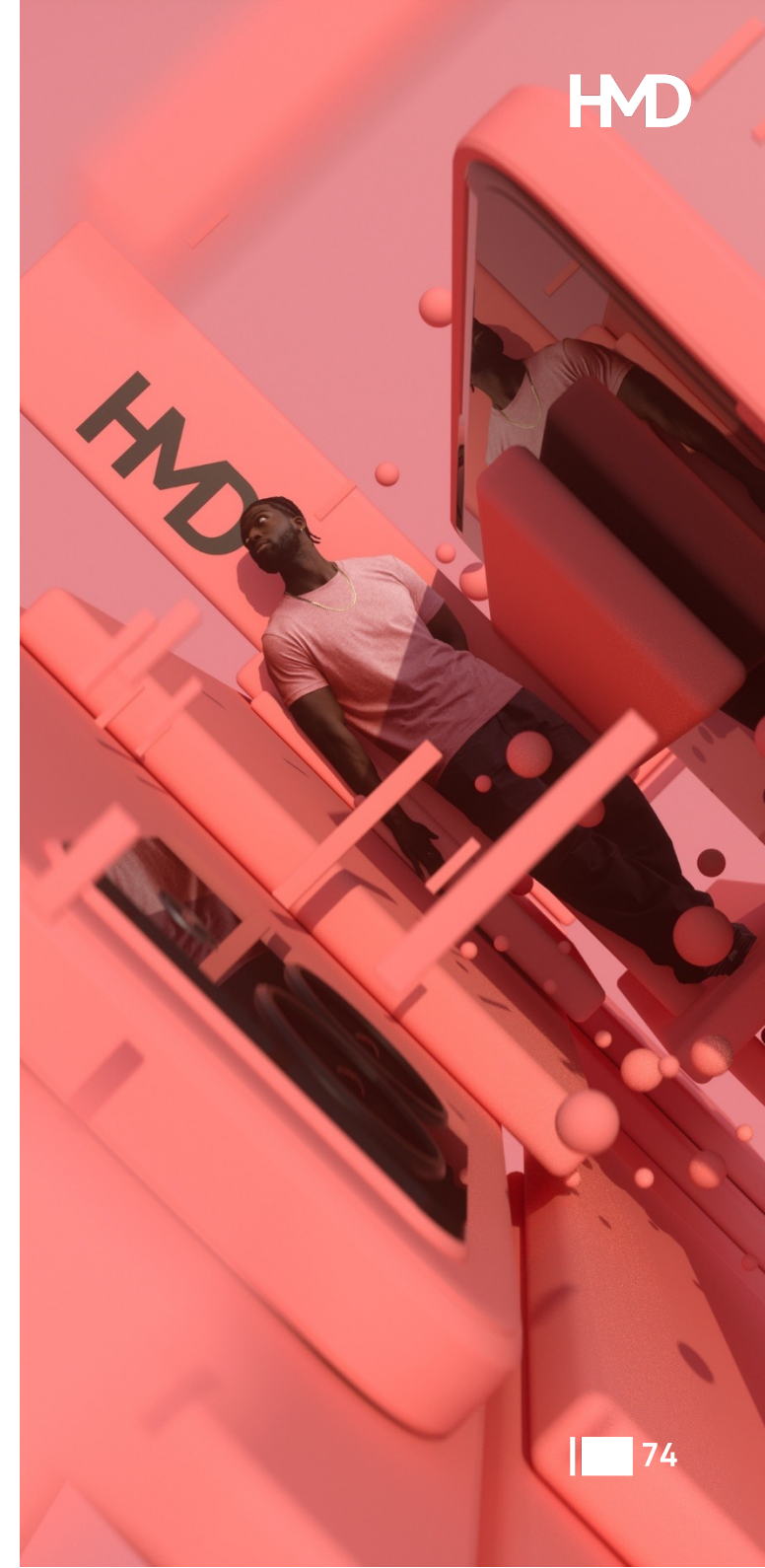
Sustainability And Governance

Sustainable Governance at HMD

From our CEO to our most junior employees, everyone plays a crucial part in delivering on our people and planet targets. Our governance structure monitors and manages risks around material topics. Our CEO has a dual role of chairman and CEO, leading to agile decision-making and rapid transformation. Our CEO is also our highest governance body for sustainability. We run regular compliance and conflict of interest protocols for transparency. In 2024, Mark Dence continued as General Manager of Go To Market and Sustainability, reporting directly to the SLT. Mark ensured sustainability is embedded across the organization, from product concepting to marketing and execution with channel partners. Mark sponsored our Sustainability Working Group, that consist of key internal stakeholders from multiple teams, that meets regularly to discuss goals, risks and progress. We aim for measurable outcomes to empower our team and innovate for a sustainable world. In 2024, we continued to sharpen our sustainability strategy and goals, while simultaneously working hard to meet the goals we had set to ourselves earlier. On top of this, our Senior Leadership Team (SLT) drives us forward with passion and expertise, representing all business areas. SLT members are selected based on professional experience, competences, and commitment to people and the planet. We ensure independence, no conflicts of interest, and aim to increase diversity.

Sustainability Leadership Team Experience and Skills Matrix

Skills & Experience	Jean-Francois Baril	Jari Koljonen	Anssi Rönnemaa	James Robinson	Emma McDonnell	Alain Lejeune	KC Chang	Sanmeet Kochar	Ravi Kunwar	Lars Silberbauer	Mark Dence
Global Business Operations	●	○	●	●	●	●	○	●	●	●	●
Corporate Strategy	●	●	●	●	●	○	○	●	●	○	○
Sales and Trade Management	●	○	●	●	○	●	●	●	●	●	○
Sustainability and ESG	○	●	○	○	○	●	○	○	○	○	●
Sustainable Product Development	○	○	○	○	○	●	●	○	○	○	●
Manufacturing and Supply chain management	○	○	○	○	○	○	○	○	○	○	○
Logistics	○	○	○	○	○	●	●	○	○	○	○
Marketing, Digital Marketing	○	○	○	○	○	○	○	○	●	●	●
Accounting and Finance	●	○	●	○	○	○	○	●	○	○	○
Legal, Regulatory and Government affairs	○	●	○	○	○	○	○	○	○	○	○
Human Capital Management	●	○	●	○	●	○	○	○	●	○	○

Aligning with industry standards

We are committed to meeting global standards in responsible business. We have maintained ISO9001 certification for Quality Management since 2018, ISO14001 for Environmental Management since 2020, ISO 27001 since 2022, ISO 45001 for Safety and Wellbeing, and ISO 27701 for Privacy Information Management System (PIMS) since 2023. Our ISO 20400 certification for Sustainable Procurement was confirmed in early 2024.

In 2024, we successfully completed the SMETA (Sedex Members Ethical Trade Audit), demonstrating our commitment to high standards in working conditions, health and safety, environmental performance, and business ethics across our supply chain.

We also adhere to sustainability reporting standards, being part of the EcoVadis initiative since 2020. Our reporting follows GRI and CDP standards, and we measure emissions based on the GHG Protocol. In 2023, we joined the Science Based Targets initiative (SBTi), and our GHG emissions targets have been approved2.

Since 2021, we have partnered with the Ecorating initiative to create a harmonized environmental scoring system for mobile phones. Our scores for assessed products are publicly visible on the consortium's pages, and environmental profiles for all our products are published on our website.

HMD's 2024 Sustainability Sponsors
Driving our cross-functional sustainability journey

Regular updates are presented to HMD's Senior Leadership Team by our GM for Go-to-Market and Sustainability. Here, we cover the status and progress of our people and planet goals. Each member of the Senior Leadership Team then takes responsibility for ensuring their teams continue to actively implement and progress the strategy.

Jean-Francois Baril

Chairman & CEO
Program Sponsor

Mark Dence	**Emma McDonnell**	**James Robinson**	**Sanmeet Kochhar**	**Ravi Kunwar**	**Anssi Rönnemaa**	**Alain Lejeune**	**Jari Koljonen**	**KC Chang**
GM, GTM & Sustainability	VP, HR	VP Europe and Enterprise	VP, AMEA	VP, India & Emerging Asia	CFO	COO	General Counsel	VP Product Management
Sustainability Governance	Safety & wellbeing of our people	Commercial leadership	Commercial leadership	Commercial leadership	Data security	CO2e emissions Ethical sourcing & manufacture	Corporate governance	Product development Designed with longevity in mind
Execution of sustainability through 'Go to Market'	Diversity, equality & inclusion				ESG financial reporting aligned to EU/IASB standards	Safety & wellbeing (ISO45001) of our partners		
						Reducing e-waste		

HMD's 2024 Sustainability Champions
Nurturing collaboration and inspiring positive change

Our champions leverage their expertise in their specific fields and departments to both drive sustainability across the organization and provide relevant and timely input on how we can best achieve our ESG targets.

HMD

Area of expertise

Sustainability	Operations	Sales	Head of Proposition	Product	Legal	Operations
Alicja Rdzanek	**Reza Serafat**	**Brenden Folitarik**	**Adam Ferguson**	**Tom Sun**	**Karolina Hannonen**	**Senthilvelan S.**
Senior Global GTM and Sustainability Manager	GM, Quality, Care, Compliance & Sec. Engineering	Country Manager Australia, New Zealand, and Pacific Island	Head of Product Management	Senior Director of HW Technology	Compliance and Sustainability Manager	Head of Order Management and Processes
Overseeing and coordination of all projects and reporting initiatives related to sustainability	GHG emissions ODM collaboration LCA Sustainable procurement (ISO 20400)	Clean Up Australia Stewardship programmes, Reparability initiatives	Customer propositions creation. Lead for Circular Design Forum initiative	Product Development Aligned with latest Sustainable Regulations	New regulatory requirements, Policies, GRI, Submissions review	Head of Order Management and Processes, Sustainable Transportation initiatives

Stakeholders & Double Materiality

Listening to our stakeholders

Affected stakeholders are individuals or groups whose interests are affected or could be affected by the company. As part of our Double Materiality assessment project HMD:

- reconfirmed key stakeholder groups and their interests
- interviews were conducted with both internal and external stakeholders
- HMD's most important ODM's completed an Excel-based survey, and their responses were analysed

Understanding and collaboration

Understanding what our stakeholders want and need, when it comes to sustainability, is super important for us. To build trust and be transparent, we keep an open line of communication with everyone - our customers, partners, shareholders, employees, suppliers, financial institutions, the media, competitors, governments, regulatory bodies, and specialized institutions.

Engaging internally

We regularly discuss with our internal team, really listening to their thoughts and feedback on the sustainability topics we're working on. To make our positive impact even bigger, we're always looking for ways to improve how we communicate with all of our other stakeholders too. The table give a quick overview of who our main stakeholders are and what are their key interest areas.

Stakeholder	Key interests
Consumers	• Product and service quality • Product safety and reliability requirements • Information accuracy • Confidentiality
Partners	• Product and service quality • On-time delivery • Brand reputation • Marketing initiatives
Shareholders & Investors	• Financial performance • Risk management • Corporate social responsibility
Employees/ own workforce	• Workplace Health and Safety • Training and career development • Employment stability • Work-life balance • Competitive pay and benefits • Labour relations • Corporate reputation
Suppliers	• Respectful business partnerships • Shared growth • Labour and human rights protection • Compliance
Financial institutions	• ROI • Corporate reputation • Business ethics
Governments, regulatory bodies & specialized institutions	• Compliance • Health and Safety
Media/Analysts	• Transparent and on-time disclosure of information
Competitors	• Product information
NGO's and Advocacy Groups	• Sustainability information
Rating agencies (EcoVadis, CDP)	• Sustainability information

Defining what really matters

Double materiality

We understand that defining our material topics is crucial – not only to shape the most effective sustainability strategy for our business but also to know how to measure the results and what information is important to HMD's stakeholders.

A journey of continuous improvement
Since 2021, HMD Global has used a materiality assessment aligned with the Global Reporting Initiative (GRI) standards. This ensures stakeholder engagement, transparency, and accountability in identifying the most important sustainability topics for our business. In 2023, this process continued to guide how we assess and prioritize key environmental, social, and governance (ESG) impacts.

2024: Introducing Double Materiality
In line with the European Sustainability Reporting Standards (ESRS), we evolved our process by conducting a **Double Materiality Assessment (DMA)** from November 2024 to February 2025. This new approach evaluates not only how sustainability topics affect our business financially, but also how our operations impact society and the environment.

Financial materiality

Topic is material if it triggers risks and/or opportunities that have an influence (or likely influence) on the companies:
- Cash flows
- Performance
- Position
- Development
- Cost of capital or access to finance

Climate & Society
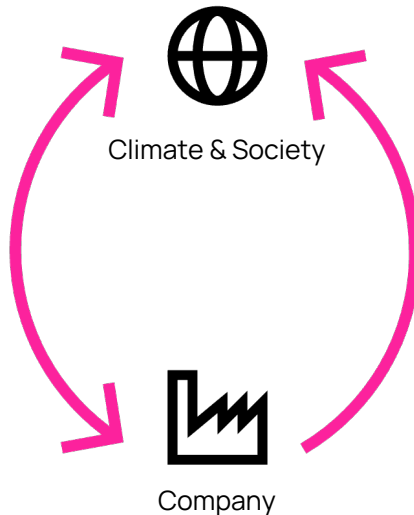
Company

Impact materiality

Topic is material if it is likely to pertain actual or potential, positive or negative impacts on people or the environment over the short, medium and/or long term.

Defining what really matters
Double materiality

Our 6-phase Double Materiality Assessment Process:

1. **Data Gathering** – Desktop research, stakeholder interviews, surveys
2. **Identifying Impacts, Risks, and Opportunities (IROs)** – Across the full value chain
3. **Impact Materiality Scoring** – Based on ESRS impact criteria
4. **Financial Materiality Scoring** – Focused on business relevance and performance
5. **Threshold Setting** – Establishing significance benchmarks
6. **Final Assessment & Validation** – Approved by internal leadership

This enhanced process included sector-specific standards (SASB), MSCI ratings, MVO Risk Check, and peer benchmarking, supported by external consultants and an internal cross-functional team.

HMD

Desktop analysis and research

Value chain mapping

Stakeholder expectations

Long list

Long list validation workshop

IRO validation workshop

IRO scoring workshop

Threshold setting workshop

Synthesis

HMD

Material topics

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Defining what really matters
Double materiality – Material topics summary

In total, HMD identified 22 topics as material for impact or financial materiality, which translate to 8 standards as defined by ESRS.

Environmental

Climate change
- Climate change adaptation
- Climate change mitigation
- Energy

Pollution
- Pollution of soil
- Pollution of water

Biodiversity and ecosystems

- Pollution

Circular economy
- Resources inflows, including resource use
- Resource outflows related to products and services
- Waste

Social

Own workforce
- Health and safety
- Work-life balance
- Diversity

Workers in the value chain

- Health and safety

Consumers and end-users
- Privacy
- Freedom of expression
- Access to quality information
- Health and safety
- Security of a person
- Protection of children
- Access to products and services

Governance

Business Conduct

- Management of relationships with suppliers including payment practices
- Corruption and bribery: Incidents

Sustainable Procurement

Curating and supporting a responsible value chain

Throughout 2024, we spent time measuring the sustainability of our supplier network.

Our direct sustainability impacts chiefly stem from our offices. All other impacts relate to our value chain. This is because our business model involves ODMs that manufacture HMD products on our behalf. We're hands-on with sales and distribution to our customers, either directly or via distributors. We also handle our own after-sales support and logistics. Although our direct social and environmental impacts are minimal, we're acutely aware that our responsibility for environmental and social stewardship extends far beyond our company walls to encompass our suppliers, partners, and more. By taking responsibility for these indirect impacts, we hope to lead better ways of doing business within the telecommunications equipment and electronic sector.

Our global network of ODMs

We have Original Design Manufacturers (ODM) with factory facilities across the globe. In 2024, we had six state-of-the-art facilities situated in China, these hubs of innovation are chiefly tasked with crafting devices. Beyond the Chinese facilities, the factories we work with in other nations are dedicated to creating devices specifically for local markets. This approach doesn't just ensure tailored technology for the specific context; it also fosters job creation and opens up new opportunities to these communities. Our device and accessories ODMs work with their own suppliers, which we refer to as Tier 2 suppliers. Tier 2 suppliers procure various components and use plastics, glass or precious metals for the manufacturing process.

Nurturing direct relationships

Fostering direct relationships with our suppliers is essential. These close ties allow us to engage in meaningful dialogues concerning material social and environmental topics. This also often has co-benefits in terms of assuring competitive prices, uncompromising quality, and enhanced security. For instance:

- We maintain direct connections with leading chipset vendors in the mobile device industry for seamless collaboration.

- Expanding our local manufacturing presence across more countries not only reduces our carbon footprint related to transportation but also empowers us to closely monitor and address social issues.

- Our dedicated Quality Control team actively collaborates with factory teams in China, strategizing on energy-efficient practices. By understanding their challenges and opportunities, we aim to champion greener workflows for a sustainable future.

- China
- Pakistan
- Kenya
- Bangladesh
- India
- Egypt
- Hungary
- Vietnam
- Indonesia

Our Supplier Code of Conduct

Safeguarding positive social and environmental practices

Building strong partnerships with our suppliers is fundamental to our business ethos and the realization of our sustainability goals. We clearly communicate our expectations around environmental protection and social responsibility to our suppliers, and we ask that they share our values and standards.

Supplier code of conduct

Central to our approach is our Supplier Code of Conduct (SCoC) to which all new suppliers must sign up to. The SCoC outlines what we expect from our suppliers in relation to Human Rights and Labor, Business Ethics, Environmental Processes, Health and Safety Policy, as well as Management practices.
We conduct regular assessments to ensure suppliers' adherence to these principles. Any deviation from our SCoC incurs corrective measures, and persistent non-compliance may lead to termination of the business relationship. SCoC training was conducted for suppliers in the beginning of 2025.

Environmental standards

With respect to the environment, our Supplier Code of Conduct (SCoC) states that suppliers must have an Environmental Management System (EMS) in place that aligns with the ISO14001 standards. We require suppliers to regularly review applicable environmental legislation, regulations, and customer requirements. They must be able to supply evidence of their compliance if requested. For our direct manufacturing partners, we request full compliance with ISO14001 or the Eco-Management and Audit Scheme (EMAS)

as part of our contractual requirements. Another requirement in our supplier contract is that suppliers implement an Occupational Health and Safety management system that complies with the ISO 45001 international standard.

Ethical standards

When it comes to business ethics, the SCoC stipulates that suppliers operate by the same ethical standards as we set ourselves. This includes complying with related policies and procedures, and all applicable national and international laws.

Similarly, we expect suppliers to commit to creating jobs that have a positive impact on people's lives. This applies to all direct or indirect workers, permanent and temporary workers, as well as students and migrant workers, or any other type of worker.

During the reporting year, 100% of ODMs agreed to our Supplier Code of Conduct.

Building a More Responsible Supply Chain with ISO 20400
Embedding sustainability in every procurement decision

In 2023, we laid the foundations of our Sustainable Procurement Management System (SPMS), aligned with ISO 20400. By early 2024, we received third-party confirmation of our compliance and launched our new Sustainable Procurement Policy.
Sustainable procurement means more than just sourcing — it's about long-term value. We look beyond price to consider environmental impact, ethical conduct, labor rights, and innovation. It's how we drive change across our entire ecosystem.

What we've done so far:

- **Policy Commitments**: Published our Sustainable Procurement Policy in Q3 2023 and made it accessible to 100% of our teams via SharePoint. Progress is reviewed annually in our Management Review Meeting.

- **Supplier Code of Conduct:** Developed and rolled out our Supplier Code of Conduct, covering ethical business practices, labor standards, and anti-corruption. 100% of our suppliers have signed on, and ongoing compliance is monitored.

- **Carbon Footprint Reduction:** We've set GHG reduction targets, joined the SBTi and CDP, and tracked company-level GHG data since 2020. Our year-on-year procurement emissions are reviewed and shared in our annual Sustainability Report and CDP. We have clear GH emissions reduction roadmap defined

- **Social Responsibility Audits:** Conduct regular third-party audits (aligned with SA8000) of our ODM partner factories to ensure safe working conditions, fair wages, and respect for labor rights.

- **Environmental Certification:** Maintained ISO 14001 Environmental Management System certification since 2020 with yearly third-party audits.

- **Human-Centered Innovation:** We embed sustainability from product design to after-sales — enabling longer device lifespans, supporting repairability, and reducing waste.

This isn't just about compliance — it's about building a better future through procurement. And we're just getting started.

Spotlight On Monitoring Energy Use
Laying the groundwork for real progress.

From meters to momentum

In 2024, we took a major step forward in understanding and managing our energy footprint. All of our ODM factories now have dedicated energy meters installed — a milestone that marks the end of implementation and the start of gathering primary data.

Installing meters in 2023 across our ODMs in China gave us a crucial foundation. In 2024, we continued working closely with our partners — expanding the same practice globally. With primary data now available, we're finally in a position to have meaningful conversations about reducing energy use and increasing the share of renewables.

Setting reduction targets – together

Armed with energy data, we've shifted the conversation from if to how. In 2024, we began setting concrete reduction targets and renewable energy goals — starting with our largest global factories. We're doing this hand-in-hand with our partners, recognising their unique challenges and shared ambition for impact.
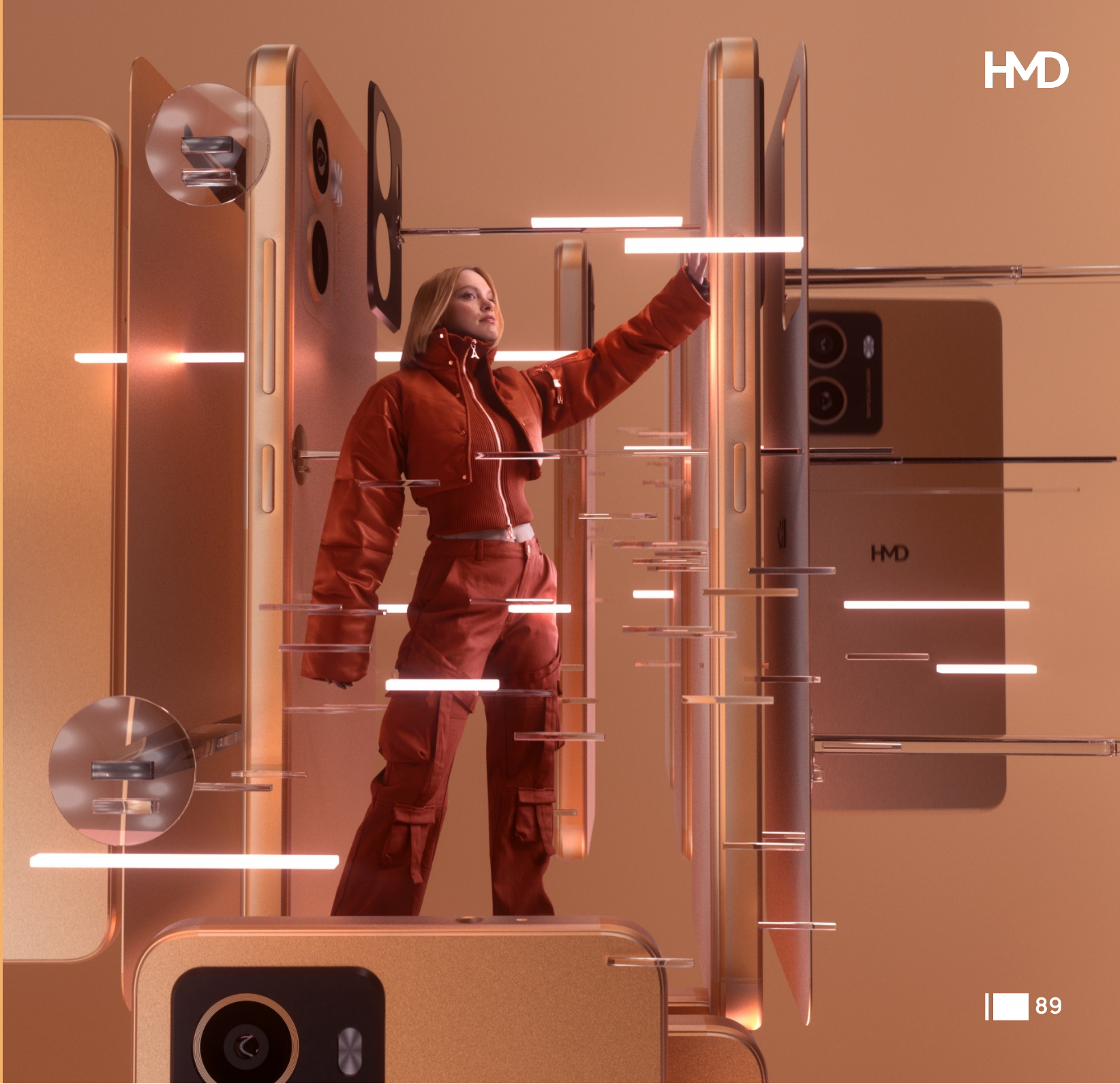
What's next?

With measurement in place and momentum building, we'll keep pushing for smarter energy use across our full supply chain. 2024 was the year we connected the dots — 2025 will be about action.

Corporate Social
Responsibility

Auting and alignment

We have clear Corporate Social Responsibility (CSR) requirements for all of our suppliers. We also ask them to ensure their own suppliers meet the standard CSR requirements.

Following the approval of a new supplier, a periodic evaluation is performed.

We utilize Quarterly Business Review (QBR) practices and other leadership reviews as deemed appropriate. During this evaluation, various elements are considered including development, manufacturing, care and service quality. Sustainability elements are also part of that assessment process. Best performing suppliers are awarded with a certificate showing their rank compared to the other suppliers which aims to provide an incentive for the supplier to keep performing well.

To ensure that our suppliers comply with our ScoC, we perform periodic on-site audits aligned with the JAC audit and SA8000 requirements. Here are some of the areas we audit our suppliers on:

- Non-tolerance for child labor and juvenile workers
- Non-tolerance for forced labor
- Health and Safety compliance
- Freedom of Association for workers
- Non-tolerance for discrimination
- Disciplinary practices
- Working hours
- Wages and compensation
- Environment
- Business ethics

In 2024, we continued auditing new device manufacturing ODM factories to ensure our high standards are upheld. We audited 100% of our manufacturing partners in China and Bangladesh for CSR compliance, using JAC and SA8000 requirements, and expanded the scope to cover additional phone manufacturing locations worldwide as well as accessory production sites. We are pleased to report that no incidents of child or forced labor were identified among our manufacturing partners. All of our global mobile device ODM factories are also audited by an independent third party under JAC/SA8000 requirements. HMD requires a minimum rating of B or higher, and we are proud to share that every ODM factory met this standard. These audits have also enabled us to streamline our tier-one supplier base, ensuring we work only with partners who meet clear standards aligned with our people and planet goals. We continue to deepen our relationships with these strategic suppliers, recognizing their integral role in our success. In 2024, one-to-one discussions between our SLT and ODM leaders were continued on a regular basis. Looking ahead, we remain committed to working closely with these partners on even more sustainable solutions.

Anti-Corruption& Anti-Competitive Practices

Anti-Corruption and Anti-Competitive Practices

Our Business Ethics Policy

HMD is committed to complying with the highest ethical standards. To provide overarching guidelines, we have implemented a Business Ethics Policy and a company Code of Conduct outlining our values, principles, standards, and norms of behavior. These provide clear guidance on what we expect from our employees and external partners working on our behalf. They cover a range of issues including anti- corruption and bribery, gifts and hospitality, conflicts of interest and risk management.

Annual training

Every employee is expected to understand and comply with our policies at all times. All employees, including management, receive frequent training and updates on business ethics, as well as access to resources via our company intranet.

Regular risk assessments

We conduct regular compliance risk assessments that cover anti-corruption and anti-competitive practices. Awareness of any potential risks within our value chain enables us to set up the appropriate preventative measures and control mechanisms

to mitigate the risks. These control measures include obtaining all necessary approvals before conducting any transaction (e.g. contracts, placing orders, receiving goods, processing invoices and making payments). Our internal control mechanisms are implemented according to our Internal Controls Policy and framework.

Reporting violations

Employees must report all suspected ethics violations promptly through our Speak Up Channel or via their manager, our legal department, compliance, or human resource teams. Concerns can also be submitted directly. Any subsequent internal investigations are conducted by dedicated compliance and legal specialists who are experienced in investigation procedures. It is our aim to review any reports within three business days. Should any breaches of our guidelines occur, disciplinary action will be taken.

Implementing accountability

Our Code of Conduct and ethical expectations are set and overseen by the management team who are held accountable to establish and implement effective risk management and internal control frameworks. The same applies to our business partners,

who we expect to uphold the same standards. The effectiveness of our control mechanisms is measured in the number of confirmed incidents in relation to corruption, fraud, conflict of interest, and anti-competitive practices within our own operations as well as our supply chain.

2024 results

In 2024, we recorded zero confirmed corruption incidents and zero legal actions for anti-competitive behavior, anti-trust, or monopoly practices. We are proud to achieve this for another year in a row.

Potential High Risk areas for corruption

We have **assessed** the possible risk areas within our operations, and the following areas are considered **high risk** for corruption:

- Organizing hospitality events (e.g. accepting an extravagant dinner with a possible vendor)
- Making charitable donations.
- Attempting to speed up bureaucratic procedure (e.g. obtaining permits, licenses, or other government approvals).
- Legislation in some countries excludes some small payments (e.g. facilitation or 'grease' payments) from the scope of bribery.

HMD strictly prohibits all facilitation or 'grease' payments.

Senior leader roles in preventing corruption

Our senior leaders take an active role in preventing corruption across the organization. Specific areas of ownership are outlined below:

Role	Responsibility
Board	Defining the accepted ethical behaviour through corporate policies
C-Level management team	Setting the tone from the top of the organisation
Leadership team	Overseeing, identifying and managing risks on a regional level
Controls and compliance team	Providing training and support to the organisation, monitoring compliance
Legal	Providing legal support and guidance
Direct line managers	Supervising and supporting employees, management control

We are pleased to report zero incidents of corruption in 2024

Key policies

All of our key policies are published online at **www.hmd.com** including our:

- Code of Conduct
- Supplier Code of Conduct (SCoC)
- Health & Safety policy
- Environmental policy
- Human rights and labor policy
- Anti-bribery and anti-corruption policy
- Anti-discrimination and anti-harassment policy
- UK modern slavery act statement

We also have a Speak Up channel for anyone, internal or external, to report any violations of these policies. It can be accessed from our website [17].

Empowering People
To Speak Up

HMD

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Providing a platform to voice concerns

We cannot live up to our commitment to integrity if employees cannot speak up freely. So, we actively foster an environment where open, honest communication is the expectation, not the exception. Our people know that to help protect themselves, each other, and the organization, they have several opportunities to raise concerns as soon as they occur.

For situations where there is a preference to report information anonymously and in confidence, we have a formal **'Speak Up' channel**[18] hosted by a third-party provider, EthicsPoint. This channel is available for employees and any third party to disclose non-public information that they believe is evidence of a breach of ethical or legal norms, such as:

- A violation of law or a regulation
- A violation of HMD Code of Conduct or other company policies
- A gross mismanagement or waste of company funds.

All HMD employees have a responsibility to disclose known or suspected unethical behavior. Not reporting known or suspected unethical behavior is also a violation of our code of conduct. We are fully committed to protecting employees who raise concerns in good faith. Our zero-retaliation policy protects anyone using the Speak Up channel in good faith.

Conflict of interest

We have a robust approach towards any conflict of interest, as outlined in our Code of Conduct and conflict of interest declaration process. Everyone working at HMD is required to report any conflict of interest.

Grievances

Our Ethics and Compliance team monitors the reports that come in from our Speak Up channel and reviews and handles any grievances as needed. If the matters require investigation, they manage that process. If the report involves another team within HMD, then the Ethics and Compliance team asks them to address the concern raised in the report. We receive reports pertaining to a variety of different topics and each is handled promptly and thoroughly after a review from a member of the Ethics and Compliance team.
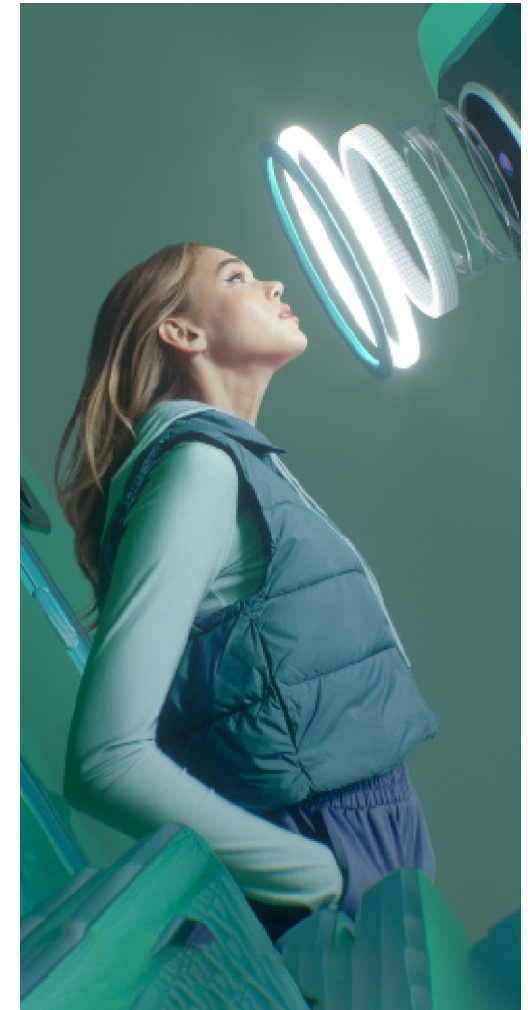
Responsible Information Management

Privacy and data protection
For our people, partners and consumers

We respect everybody's right to privacy and are committed to complying with all applicable data protection and privacy laws including the EU General Data Protection Regulation (GDPR). We do not, and will not, include any censorship capabilities or features on our devices.
We achieved ISO 27001 certification for our Information Security Management System in 2022. ISO 27701 is the privacy extension to ISO 27001 and we received the certification for our Privacy Management System in March 2024.

Data Protection Officer (DPO)
To monitor compliance, we have nominated a Data Protection Officer (DPO) who reports to our SLT. The DPO prepares an annual plan to determine the appropriate level of priority for the DPO duties and to define the time needed to carry out necessary tasks to maintain compliance.

Protecting customer data
We are committed to protecting personal data and we are responsible for any data that we collect or process. The storage and processing of customer data collected from our devices sold in regions such as Europe, the United States and India is centralized on a Google Cloud Platform based in Finland, complying with the GDPR requirements.

Open communication
Honesty and transparency are important to us as an organization. Customers can easily access information about our privacy policies on our website, including what types of data is collected when a mobile device is first activated. By providing links to privacy documents during device setup, we give information in an easily understandable format to keep customers informed. We clearly communicate software updates and critical alerts online concerning each device.

Security is a priority

Information security and privacy are not only taken seriously
for the products and services that we deliver, but the same approach is taken for our own internal processes as well. From our Information Security, Personal IT and Business Ethics policies to our company Code of Conduct, we set
out clear and responsible information management guidelines for every employee to comply with.

Managing risk
We have both proactive and reactive risk management mechanisms. We host training and security risk assessments regularly, and take preventative measures to ensure information and physical security.

We limit access to our databases containing personal information to authorized personnel only on a need-to-know basis. Personal data is never transferred without ensuring it is safe and compliant. We also have Data Retention Guideline to ensure that personal data is only retained for as long as it needed and for the purpose it was collected.

Incident response procedure
As part of our reactive risk management mechanism, we have implemented an incident response procedure (IRP) to manage any occurring security incidents, such as breaches of confidential information. Security breaches, and any concerns about the integrity of our information management systems, can be reported via our security mailbox available at hmd.com website or through the SpeakUp channel. Reported cases are being screened and passed to responsible teams. We maintain a breach tracker to document any data breaches and Solutions being implemented. HMD has implemented a tool where customers can report security vulnerabilities. If a vulnerability is discovered in a product manufactured by HMD, consumers can complete the form on the HMD website. HMD will communicate with the customer via email regarding the case details and resolution.

Compliance And Transparency

We hold ourselves to the highest standards

As part of our commitment to continuous improvement, we've aligned our sustainability strategy with a number of internationally recognized associations; these include:

The Carbon Disclosure Project (CDP)
Member since 2020. Our emissions were reported for the first time in 2023.

Science Based Targets initiative (SBTi)
Official committed member (as seen on their website). Assessment complete and targets approved in February 2024.

United Nations Global Compact (UNGC) HMD has been a UNGC member since 2021, with reports submitted annually.

Global Reporting Initiative (GRI)
We have been GRI reporting since 2020. First report published in 2021.

About This Report

This is our fifth annual sustainability report, and it has been prepared in accordance with the GRI 2021 standards: core option. It covers the reporting
period from 1 January 2024 to 31 December 2024. Our reporting periods are aligned with both the financial year and the reporting year.

This document reflects our passion, dedication and contribution to sustainability as outlined by the UN Sustainable Development Goals (SDGs) and the 10 Principles of the UNGC.

Data presented is from our global offices and operations, including transportation of goods. Manufacturing is outsourced to our ODM partners. We have also chosen to include information on how we govern and manage our relationships with our ODM partners and suppliers.

We're always looking for opportunities to improve our processes and ways of working, and we welcome all

feedback from stakeholders.
Please direct any questions or comments to **sustainability@hmdglobal.com**

You can find our latest news via our press releases page at: **www.hmd.com/ business-knowledge-hub** For more information on our recycling policies visit: **www.hmd.com/ethics**

PUBLISHED ON **30.09.2025**

Innovating for a brighter tomorrow and beyond

It has been wonderful to reflect on HMD's progress through this report. All our people and stakeholders can be proud of what we accomplished in 2024.

Looking ahead, we're staying true to what matters most.

That means doubling down on our goals and turning ambition into action. Repairability will remain central to how we design—because it's what people want and what the planet needs. We're also rethinking what responsible technology looks like. The Better Phone Project is a new take on mobile use—designed to support healthier digital habits and offer people more choice and control from day one.

We'll keep tackling e-waste, and—most importantly—continue protecting and respecting everyone who interacts with our business.

There will be challenges. That's the nature of progress. But with the creativity and dedication of our team, we'll find ways forward. Together with our partners, we'll build solutions that serve real needs—while reducing our impact wherever we can.

What we've learned so far is clear: sustainability and economic opportunity can go hand in hand. Doing right by people and planet opens doors—for business, for communities, for the future.

So, we'll keep building. Keep learning. Keep pushing.

For a better tomorrow—and beyond.

Jean Francois Baril
HMD Executive Chairman

Appendixes

HMD

1. GRI Content Index
2. Detailed KPIs for People, Planet and Positive Practices
3. Diversity, Equality and Inclusion in numbers
4. GHG annual emissions summary
5. SBTi Near-Term Target - Approval Letter
6. EcoVadis medal
7. ISO Certificates
8. Sources and Disclaimers

GRI Content Index

Statement of Use:
HMD Global Oy has reported in accordance with the GRI Standards (2016 & 2021) for the period **1 January 2024 – 31 December 2024**. We publish GRI based Sustainability Report once a year.
* Financial reporting following the same period.

GRI 1 used:
GRI 1: Foundation 2021

Date of publishing report: 30.09.2025
Our reporting is prepared in accordance with the GRI Standards. This means that our reporting covers all the General Disclosures, as well as the Topic-specific Standards we deem material. In this online GRI Content Index, we list our disclosures with reference to the GRI Standards. The location references are complemented in the index with additional information, such as explanations on reasons for omission as necessary.

In terms of the GRI Standards, the management approach to sustainability is described in the Strategy, governance, and stakeholders chapter. In addition, topic-specific chapters in the report describe the respective opportunities and challenges, while providing context on why the topic is material. Topic-specific chapters further explain respective strategies and policies as well as respective processes, procedures and systems.

GRI #	Content indicator	Pages	Notes and omissions	UNGC principles	SDGs
GENERAL DISCLOSURES					
GRI 2: GENERAL DISCLOSURES 2021					
2-1	Organizational Details	5, 6, 7, 9, 10	About HMD		
2-2	Entities included in the organization's sustainability reporting	10, See note	HMD Global Oy, a limited liability company domiciled in Espoo, Finland (company ID 2724044-2) is the ultimate parent company for all its subsidiaries ("HMD Group" or "Group"). The Group's headquarters are in Espoo, Finland. The consolidated financial statements of HMD Global Oy have been prepared in accordance with International Financial Reporting Standards (IFRS) as adopted by the European Union. The consolidated financial statements include the accounts of the parent company HMD Global Oy and its subsidiaries over which the company has control. The sustainability reporting also includes the whole Group.		
2-3	Reporting period, frequency and contact point	99, 102, 126			
2-4	Restatements of information	See note	No restatements of information.		
2-5	External assurance	No	No		
2-6	Activities, value chain, and other business relationships	9-10; 81, 82, 85; See note	HMD is a manufacturer of mobile phones, tablets and accessories. We also provide services for enterprise customers. We outsource our manufacturing process to our Original Design Manufacturers (ODMs). A significant upcoming change for HMD will be our transition into a multibrand company. This means that during 2024 HMD launched devices with our own HMD brand and also other exiting brands on top of the Nokia brand.		
2-7	Employees	37-55; Appendix page no 113-114; 118			

GRI Content Index

<div style="text-align: right">HMD</div>

GRI #	Content indicator	Pages	Notes and omissions	UNGC principles	SDGs
GRI 2: GENERAL DISCLOSURES 2021					
2-8	Workers who are not employees	See note	HMD uses external workforce in many of the regions, where we operate. These workers are not calculated as internal employees, and their work is not controlled in the same way as our internal employees. This workforce is divided into 2 categories: 1. Contracted Staff (152 people in 2024) and 2. Field Force workforce. The contracted staff is included into our Human Resources database, but these are not considered internal employees and are not included in the headcount of HMD employees. The Field Force workforce is not included into our Human Resources database, since these are employees of our contractors. In general, HMD does not interact directly with the Field Force workforce but only through a third party.		
2-9	Governance structure and composition	77-78			
2-10	Nomination and selection of the highest governance body	77-78			
2-11	Chair of the highest governance body	77-78			
2-12	Role of the highest governance body in overseeing the management of impacts	77-78			
2-13	Delegation of responsibility for managing impacts	77-78			
2-14	Role of the highest governance body in sustainability reporting	77			
2-15	Conflicts of interest	13, 74, 77; 92, 95, 117. See note	Conflict of Interest: A conflict of interest occurs when an employee, officer or director has an undisclosed personal or financial interest in a matter that could influence his professional role. Conflicts of interest involve a state of opposition between an individual's personal and professional interests, and they can occur in various ways. HMD's good reputation is crucial to us and we avoid any activity at work or at home that could jeopardise it. Hence, we organise regular training on the topic of Conflict of Interest and require all of our employees to fill out a Conflict of Interest declaration. The last Conflict of Interest training was launched in 2023.		
2-16	Communication of critical concerns	95; See note	HMD SpeakUp channel. Any critical consern is escalated from the SpeakUp channel to our compliance team, and if necessary, escalets to the Global Compliance Committee, which includes our CEO. No critical concerns were raised to the Global Compliance Committee in 2024.		

GRI #	Content indicator	Pages	Notes and omissions	UNGC principles	SDGs
GRI 2: GENERAL DISCLOSURES 2021					
2-17	Collective knowledge of the highest governance body	See note	Competence matrix on Page No 77		
2-18	Evaluation of the performance of the highest governance body	See note	Highest governance body participates to the frequent board meetings, but no formal performance assessments are done.		
2-19	Remuneration policies	43, 52, 87			
2-20	Process to determine remuneration	43, 52, 87			
2-21	Annual total compensation ratio	See note	Data pemature to be disclosed, not disclosed in this report.		
2-22	Statement on sustainable development strategy	7, 11			
2-23	Policy commitments	23; 37-43; 46- 49, ; 61, 73, 86, 90, 92, 95, 97, 99, 106, ;113-117			
2-24	Embedding policy commitments	23; 37-43; 46- 49, ; 61, 73, 86, 90, 92, 95, 97, 99, 106, ;113-117			
2-25	Processes to remediate negative impacts	95			
2-26	Mechanisms for seeking advice and raising concerns	95	Speak up channel in our web pages www.hmd.com for internal and external stakeholders.		
2-27	Compliance with laws and regulations	23; 37-43; 46- 49, ; 61, 73, 86, 90, 92, 95, 97, 99, 106, ;113-117	There were no recorded significant instances of non-compliance with environmental laws and regulations and no environmental related fines were paid during the reporting period (January 1st – December 31st, 2024).		
2-28	Membership associations	21; 99		Principle 8:Undertake initiatives to promote greater environmental responsibility	
2-29	Approach to stakeholder engagement	80-83			
2-30	Collective bargaining agreements	40		Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	
MATERIAL TOPICS					
GRI 3: MATERIAL TOPICS 2021					
3-1	Process to determine material topics	80-83; See note.	In 2024, HMD conducted a Dual Materiality Assessment. Details are provided on pages 80-83.		
3-2	List of material topics	83	See materiality analysis in the report.		
3-3	Management of material topics	83	See all relevant disclosures below, by topic.		
TOPIC STANDARDS					
GRI 200: ECONOMIC TOPICS					
GRI 201: ECONOMIC PERFORMANCE					
3-3	Management of material topics	See note	Not material, not applicable to HMD Global Oy.		
201-1	Direct economic value generated and distributed	See note	Not material, not applicable to HMD Global Oy.		

GRI #	Content indicator	Pages	Notes and omissions	UNGC principles	SDGs
GRI 201: ECONOMIC PERFORMANCE					
201-2	Financial implications and other risks and opportunities due to climate change	See Note	Target to get that completed in 2025		
201-3	Defined benefit plan obligations and other retirement plans		Not material, not applicable to HMD Global Oy.		
201-4	Financial assistance received from government		Not material, no financial assistance received from government.		
GRI 202: MARKET PRESENCE					
3-3	Management of material topics	See Note	Not material, not applicable to HMD Global Oy.		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage		Majority of workers or employees are not compensated based on minimum wages, so this is deemed not material		
202-2	Proportion of senior management hired from the local community		Senior management is hired globally no matter the location, so this is deemed not material		
GRI 203: INDIRECT ECONOMIC IMPACTS					
3-3	Management of material topics	See Note	Not material, not applicable to HMD Global Oy.		
203-1	Infrastructure investments and services supported		Not material, no major infrastructure investments done.		
203-2	Significant indirect economic impacts		Not material, no major indirect economic impacts.		
GRI 204: PROCUREMENT PRACTICES					
3-3	Management of material topics	See Note	Not material, not applicable to HMD Global Oy.		
204-1	Proportion of spending on local suppliers		Not to be shared at this point		
GRI 205: ANTI-CORRUPTION					
3-3	Management of material topics	83 See note	This is material topic and references to report pages provided below.	Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery	SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
205-1	Operations assessed for risks related to corruption	14; 74; 83, 87, 91-93; 117	HMD has identified corruption as a risk for HMD business.		
205-2	Communication and training about anti-corruption policies and procedures	91-93; 117	100% of employees are aware of the policy and have access to the training as part of the Code of Conduct (CoC). In 2024, we postponed the CoC training to the beginning of 2025. 85 % of the employees completed the 2025 CoC training. For new employees, this training is part of the onboarding process. All our suppliers are committed to the Supplier Code of Conduct (SCoC), which includes anti-corruption clauses.		
205-3	Confirmed incidents of corruption and actions taken	13; 117 See note	Zero confirmed corruption cases during reporting period.		
GRI 206: ANTI-COMPETETIVE BEHAVIOR					
3-3	Management of material topics	117 See note	This is material topic and references to report pages provided below.	Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	117 See note	Zero confirmed incidents or actions related to anti-competitive, anti-trust or monopoly topics.		

GRI #	Content indicator	Pages	Notes and omissions	UNGC principles	SDGs
GRI 201: ECONOMIC PERFORMANCE					
GRI 207: TAX					
3-3	Management of material topics	See note	This is material topic and references to report pages provided below.		
207-1	Approach to tax	See note	HMD Global's tax strategy is to fully comply with the tax laws in the jurisdictions in which we operate.		
207-2	Tax governance, control, and risk management	See note	The tax governance and control framework are embedded in HMD´s internal controls and compliance framework.The Corporate Controller is ultimately responsible for tax compliance. Our approach regarding tax disclosures is included in HMD´s Financial Statements, which are audited by independent external auditors (PwC) . Concerns about unethical or unlawful behavior can be reported through our Speak Up - channel.		
207-3	Stakeholder engagement and management of concerns related to tax	See note	HMD operates in several different countries and jurisdictions and is exposed to several different tax legislations. HMD engages with tax authorities in various jurisdictions through routine tax inquiries and audits. HMD is subject to income taxes in numerous jurisdictions and the calculation of the Group's tax expense and tax liabilities involves a degree of estimation and judgement. Tax balances reflect the management's understanding and interpretation of existing tax laws and regulations. Management periodically evaluates positions taken in tax returns with respect of situations in which the applicable tax regulation may be subject to interpretation and adjusts income tax liabilities where appropriate		
207-4	Country-by-country reporting	See note	HMD is filing annually country by country reporting to the Finnish Tax Administration as the ultimate parent entity of the HMD Group is domiciled in Finland.		

GRI 300: ENVIRONMENTAL DISCLOSURES					
GRI 301: MATERIALS					
3-3	Management of material topics	See note	This is material topic and references to report pages provided below.	Principle 9: encourage the development and diffusion of environmentally friendly technologies	SDG 9: Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation
301-1	Materials used by weight or volume	See note	Confidential information that can't be shared publicly.		
301-2	Recycled input materials used	13; 14; 17; 25, 28-31, 33-34, 64, 67, 71, 72, 86, 116 See note	In our move towards using sustainable packaging, all of our smartphones and tablet devices launched after September 2022, along with the accessories packaging, were made of certified FSC-Mix materials. In addition to that effort, we are continuing to minimize sales box sizes by limiting accessories, chargers, and printed materials. We also use water based ink for printing.		SDG 12: Ensure sustainable consumption and production patterns
3-3	Reclaimed products and their packaging materials	13; 14; 17; 25, 28-31, 33-34, 64, 67, 71, 72, 86, 116 See note	Through the component harvesting process run by our Care department, we reached 4240 kg of production avoidance. The percentage of Waste Electrical and Electronic Equipment (WEEE) collected, compared to the total Electrical and Electronic Equipment (EEE) placed on the market for which HMD has evidence, was minimal—below 1%. Several factors contribute to this low percentage. Notably, HMD lacks evidence regarding how products are ultimately recycled by end users. While customers are advised in our user manuals on how to recycle their devices, the final action depends on the customer. HMD offers a free-of-charge collection process in 33 countries around the globe where our products can be returned. Additionally, we run a trade-in initiative in selected countries for old products, regardless of the brand. Consumers who trade in their products receive a discount on a new device. We believe many of our products are returned to electronic waste collection points, but we do not have evidence to include in this report. A key activity to successfully combat the waste problem is extending lifecycle of the product, which is why we are so engaged in developing repairability in our devices.		
GRI 302: ENERGY					
3-3	Management of material topics	See note	This is material topic and references to report pages provided below.	Principle 7: Businesses should support a precautionary approach to environmental challenges	SDG 7: Ensure access to affordable, reliable, sustainable and modern energy for all
302-1	Energy consumption within the organization	68			
302-2	Energy consumption outside of the organization	86, 87, 88			
302-3	Energy intensity	-		Principle 8: Undertake initiatives to promote greater environmental responsibility	SDG 13: Take urgent action to combat climate change and its impacts
302-4	Reduction of energy consumption	86			
302-5	Reductions in energy requirements of products and services	25, 86			

GRI #	Content indicator	Pages	Notes and omissions	UNGC principles	SDGs
GRI 303: WATER AND EFFLUENTS					
3-3	Management of material topics	See Note	This is not a material topic for HMD Global since water use is limited to IT office use, and not measured since it is part of the office lease agreements. We do have a procedure in place to minimize water use in the offices.		
303-1	Interactions with water as a shared resource				
303-2	Management of water discharge-related impacts				
303-3	Water withdrawal				
303-4	Water discharge				
303-5	Water consumption				
GRI 304: BIODIVERSITY					
3-3	Management of material topics	60			
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	See note	No offices in such areas.		
304-2	Significant impacts of activities, products, and services on biodiversity	See note	No such activities		
304-3	Habitats protected or restored	60 See note	Ecologi tree planting. Over 502,000 trees have been planted since the start of the project up to the moment this report was issued.		
304-4	"IUCN Red List species and national conservation list species with habitats in areas affected by operations"	See note	No impacts of our operations.		
GRI 305: EMISSIONS					
3-3	Management of material topics	See note	This is material topic and references to report pages provided below.	Principle 7: Businesses should support a precautionary approach to environmental challenges	SDG 13: Take urgent action to combat climate change and its impacts
305-1	Direct (Scope 1) GHG emissions	68, 118			
305-2	Energy indirect (Scope 2) GHG emissions 77	68, 118			
305-3	Other indirect (Scope 3) GHG emissions	67, 118			
305-4	GHG emissions intensity	See note	We are not currently calculating this data.	Principle 8: Undertake initiatives to promote greater environmental responsibility	
305-5	Reduction of GHG emissions	65-70			
305-6	Emissions of ozone-depleting substances (ODS)	See note	We are not currently calculating this data.		
305-7	"Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions"	See note	Not applicable for our line of business.		

GRI #	Content indicator	Pages	Notes and omissions	UNGC principles	SDGs
GRI 306: WASTE					
3-3	Management of material topics	71 See note	HMD Global, since we only have leased offices, and the waste is limited to IT office waste. Industry averages are used to calculate waste in our GHG reporting.		
306-1	Waste generation and significant waste-related impacts				
306-2	Management of significant waste-related impacts				
306-3	Waste generated				
306-4	Waste diverted from disposal				
306-5	Waste directed to disposal				
GRI 307: ENVIRONMENTAL COMPLIANCE					
3-3	Management of material topics		This is a material topic.		
307-1	Non-compliance with environmental laws and regulations	See note	We have had zero non-compliance issues with environmental laws and regulations during the reporting period. No fines or sanctions received.		
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT					
3-3	Management of material topics	See note	This is a material topic.	Principle 8: undertake initiatives to promote greater environmental responsibility	SDG 12: Ensure sustainable consumption and production patterns
308-1	New suppliers that were screened using environmental criteria	86, 87, 88, 90			SDG 17: Strengthen the means of implementation and revitalise the global partnership for sustainable development
308-2	Negative environmental impacts in the supply chain and actions taken	86, 87, 88, 90			
GRI 400: SOCIAL DISCLOSURES					
GRI 401: EMPLOYMENT					
3-3	Management of material topics	See note	This is a material topic.		SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
401-1	New employee hires and employee turnover	44, 49,50			
401-2	"Benefits provided to full-time employees that are not provided to temporary or part-time employees"	See note	At HMD full-time and part-time employees are subject to the same benefits		
401-3	Parental leave	40	401-3		
GRI 402: LABOR/MANAGEMENT RELATIONS					
3-3	Management of material topics	See note	This is a material topic.		SDG 8:Promote sustained, inclusive and sustainable eco- nomic growth, full and productive employment and decent work for all
402-1	Minimum notice periods regarding operational changes	39-40			

GRI #	Content indicator	Pages	Notes and omissions	UNGC principles	SDGs
GRI 403: OCCUPATIONAL HEALTH AND SAFETY					
3-3	Management of material topics	See note	This is a material topic.		SDG 3: Ensure healthy lives and promote well-being for all at all ages SDG 8: Promote sustained, inclusive and sustainable eco- nomic growth, full and productive employment and decent work for all
403-1	Occupational health and safety management system	14, 20, 41, 46, 86, 93, 114	Certification for ISO45001 continued.		
403-2	Hazard identification, risk assessment, and incident investigation	48	HMD suppliers are subject to regular audits run by HMD and CSR audits conducted by third-party companies in line with SA 8000 principles.		
403-3	Occupational health services	20 See note	Available for 100% of employees.		
403-4	Worker participation, consultation, and communication on occupational health and safety	14, 20, 41, 46, 86, 93, 114			
403-5	Worker training on occupational health and safety				
403-6	Promotion of worker health				
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships				
403-8	Workers covered by an occupational health and safety management system				
403-9	Work-related injuries	41 See note	We had zero work-related injuries during the reporting period.		
403-10	Work-related ill health		We had zero work-related ill helth issuse reported during the reporting period.		
GRI 404: TRAINING AND EDUCATION					
3-3	Management of material topics	See note	This is a material topic.		SDG 4: Ensure inclusive and equitable quality educa- tion and promote lifelong learning opportunities for all
404-1	Average hours of training per year per employee	13-14; 18;20, 23-24; 47-48; 50; 68; 74; 113, See note	We are using Claned tool as training platform. Average training time per employee on the platform was 1 and 59 min in 2024		
404-2	Programs for upgrading employee skills and transition assistance programs	41,47			
404-3	Percentage of employees receiving regular performance and career development reviews	See note	99% of employees receive yearly performance and career development reviews.		
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY					
3-3	Management of material topics	See note	This is a material topic.	Principle 6: The elimination of discrimination in respect of employment and occupation	SDG 5: Achieve gender equality and empower all women and girls SDG 8:Promote sustained, inclusive and sustainable eco- nomic growth, full and productive employment and decent work for all
405-1	Diversity of governance bodies and employees	37, 48-54			
405-2	Ratio of basic salary and remuneration of women to men	See note	Details can not be shared externally at this point		

GRI #	Content indicator	Pages	Notes and omissions	UNGC principles	SDGs
GRI 406: NON-DISCRIMINATION					
3-3	Management of material topics	20, 47, 48, 113 See note	This is a material topic.	Principle 6: the elimination of discrimination in respect of employment and occupation"	SDG 5: Achieve gender equality and empower all women and girls SDG 10: Reduce inequality within and among countries
406-1	Incidents of discrimination and corrective actions taken		Zero discrimination incidents reported during reporting year.		
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING					
3-3	Management of material topics	20, 40, 114 See note	This is a material topic.	Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk				
GRI 408: CHILD LABOR					
3-3	Management of material topics	20, 40, 114 See note	This is a material topic.	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights Principle 2: make sure that they are not complicit in human rights abuses Principle 5: the effective abolition of child labour	SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
408-1	Operations and suppliers at significant risk for incidents of child labor				
GRI 409: FORCED OR COMPULSORY LABOR					
3-3	Management of material topics	20, 40, 114 See note	This is a material topic.	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights Principle 2: make sure that they are not complicit in human rights abuses Principle 4: the elimination of all forms of forced and compulsory labour"	SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor				
GRI 410: SECURITY PRACTICES					
3-3	Management of material topics	42 See note	This is a material topic.	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	
410-1	Security personnel trained in human rights policies or procedures		Security personnel receive the same formal training as all other employees on human rights policies.		
GRI 411: RIGHTS OF INDIGENOUS PEOPLES					
3-3	Management of material topics	See note	This is a material topic.	Principle 1: Businesses should support and respect the protec- tion of internationally proclaimed human rights Principle 2: make sure that they are not complicit in human rights abuses	
411-1	Incidents of violations involving rights of indigenous peoples		Zero incidents during reporting period regarding violations involving rights of indigenous peoples.		
GRI 412: HUMAN RIGHTS ASSESSMENT					
3-3	Management of material topics	14-, 17, 20., 43, 56, 72, 87, See note	This is a material topic.	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights Principle 2: make sure that they are not complicit in human rights abuses	SDG 8: Promote sustained, inclusive and sustainable eco- nomic growth, full and productive employment and decent work for all
412-1	Operations that have been subject to human rights reviews or impact assessments				
412-2	Employee training on human rights policies or procedures	See note	Employees receive training on human rights policy. Available in onboarding section		
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening		All supplier contracts contain requirements on Supplier Code of Conduct which references all HMD Global policy compliancy.		
GRI 413: LOCAL COMMUNITIES					
3-3	Management of material topics	See note	This is not a material topic for HMD Global.		
413-1	Operations with local community engagement, impact assessments, and development programs	58, 60			
413-2	Operations with significant actual and potential negative impacts on local communities	See note	No actual or potential negative impacts on local communities during reporting period.		

GRI #	Content indicator	Pages	Notes and omissions	UNGC principles	SDGs
GRI 414: SUPPLIER SOCIAL ASSESSMENT					
3-3	Management of material topics	See note	This is a material topic.	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	SDG 12: Ensure sustainable consumption and production patterns
414-1	New suppliers that were screened using social criteria	13; 86, 90	New suppliers, as a first step, are provided with a self-assessment questionnaire that includes a set of criteria important to HMD. After that, an HMD on-site audit is performed. As the collaboration progresses, regular CSR audits, including those by third-party auditors, are conducted based on JAC and SA8000 requirements.	Principle 2: Make sure that they are not complicit in human rights abuses	SDG 17: Strengthen the means of implementation and revitalise the global partnership for sustainable development
414-2	Negative social impacts in the supply chain and actions taken	See note	Zero reported negative social impact incidents reported during reporting period.	Principle 3: Businesses should uphold freedom of association and the effective recognition of the right to collective bargaining\n\nPrinciple 4: The elimination of all forms of forced and compulsory labour\n\nPrinciple 5: Effective abolition of child labour\n\nPrinciple 6: Elimination of discrimination in respect of employment and occupation	
GRI 415: PUBLIC POLICY					
3-3	Management of material topics	See note	This is not a material topic for HMD Global.		
415-1	Political contributions	See note	No political contributions were made during the reporting period.		
GRI 416: CUSTOMER HEALTH AND SAFETY					
3-3	Management of material topics	See note	This is a material topic.	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	SDG 3: Ensure healthy lives and promote well-being for all at all ages
416-1	Assessment of the health and safety impacts of product and service categories	36,	Product health & safety impacts are assessed throughout the product lifecycle for all device models.		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	34-35		Principle 2: make sure that they are not complicit in human rights abuses	
GRI 417: MARKETING AND LABELING					
3-3	Management of material topics	See note	This is a material topic.		
417-1	Requirements for product and service information and labeling	See note	HMD requirements that suppliers need to follow are part of our mutual agreement. Ecoprofiles for each device are available to users on our website. User guides and product safety instructions are included in the sales boxes of the products.		
417-2	"Incidents of non-compliance concerning product and service information and labeling"	See note	Zero Incidents of non-compliance concerning product and service information and labeling during reporting period.		
417-3	Incidents of non-compliance concerning marketing communications	See note	Zero Incidents of non-compliance concerning marketing communications during reporting period.		
GRI 418: CUSTOMER PRIVACY					
3-3	Management of material topics	See note	This is a material topic.		
418-1	"Substantiated complaints concerning breaches of customer privacy and losses of customer data"	97 See note			
GRI 419: SOCIOECONOMIC COMPLIANCE					
3-3	Management of material topics	See note	This is a material topic.		
419-1	Non-compliance with laws and regulations in the social and economic area		We had zero non-compliances reported with laws and regulations in the social and economic area during the reporting period.		

Detailed KPIs for People, Planet and Positive Practice
People

Diversity and Inclusion	Gender	2021	2022	2023	2024	Target 2025	Target 2027
	Female employees as of total HC	32%	32%	32%	33%	36%	38%
	Female employees as of total managerial positions	22%	21%	22%	25%	25%	27%
	Zero gender pay Gap by 2027	NA	NA	NA	NA	NA	0%
	Diversity and Inclusion	**2021**	**2022**	**2023**	**2024**	**Target 2025**	
	HMD does a good job of fostering a diverse and inclusive environment	NA	79%	80%	79%	83%	
	I feel that all have equal opportunities to succeed at HMD	NA	72%	73%	73%	80%	
	If I raised a concern about discrimination, I am confident HMD would do what is right	NA	82%	83%	82%	83%	
	Diversity & Inclusion Employee Engangement index	NA	78%	79%	78%	83%	
	100% employees trained on anti- discrimination and harasment	NA	all new hired employees	51%	In 2024 we replaced anti-discrimination training with Confidentiality training, due to business decision – 90 % of employees have completed the Confidentiality training	100%	
	Number of DE&I initiatives introduced to HMD global	NA	NA	DEI survey completed, Unconscious bias training part 1 done in Nov.	HMD joined the FIBS Diversity Council	2	
	Wellbeing index	NA	68%	72%	76%	90%	
	Percentage of disabled workers employed in relation to the whole organization	NA	NA	0%	0%	0%	
	Percentage of disabled workers employed in top executive positions	NA	NA	0%	0%	0%	
Training and Education	**Learning**	**2021**	**2022**	**2023**	**2024**	**Target 2025**	
	100% of our employees with a performance review and a personalised career plan	NA	100% of employees	99,64%	99% of employees	100% of employees	
	Training hours per internal employee increase	NA	base year	1h 48min per employee in 2023. +80% increase vs 2022	1h 59 min per employee in 2024. +99% increase vs 2022	100% increase to base year - 2H per employee	
	Sustainability strategy training	NA	sales and marketing departments	88%	91% of employees	100% of employees	

Detailed KPIs for People, Planet and Positive Practice
People

Labour & Human Rights	Labour & Human Rights	2021	2022	2023	2024	Target 2025
	Zero Modern Slavery Act, discrimination or diversity violations/incidents through Speak Up channel.	0 incidents	0 incidents	0 incidents	0 incidents	0 incidents
	100% of employees trained on child labour, slavery and human trafficking	NA	100% of employees	79%	90% Topics included in SpeakUp training	100%
	Zero incidents in relation to child labour and human rights	0 incidents	0 incidents	0 incidents	0 incidents	0 incidents
	Zero confirmed corruption incidents, zero legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and zero non-compliances with other laws and regulations	0 incidents	0 incidents	0 incidents	0 incidents	0 incidents
	employees based in Finland, Belgium, Austria, Italy and France covered by collective bargaining agreements	15%	Finland, Belgium, Italy, France	100%	100%	100%
	pension scheme in every country that HMD operates in	NA	42 pension schemes	34 pension schemes	32 pension schemes	100%
Health and Safety	Health and Safety	2021	2022	2023	2024	Target 2025
	100% of Yearly Health and Safety Risk assessments completed	100% completed	100% completed	100% completed	100%	100%
	every employee is also entitled to flexible work arrangements such as remote work and flexi-time	Available for 100% of employees	Available for 100% of employees	Available for 100% of employees	Available for 100% of employees	Available for 100% of employees
	work-life balance satisfaction	NA	73% 1st Pulse, 76% 2nd Pulse	84%	79%	90%
	100% of Employees receiving health coverage	Available for 100% of employees	Available for 100% of employees	Available for 100% of employees	Available for 100% of employees	Available for 100% of employees
	100% paid annual leave	Available for 100% of employees	Available for 100% of employees	Available for 100% of employees	Available for 100% of employees	Available for 100% of employees
	100% Employees receive 24 hours rest within a time frame of 7 consecutive days.	Available for 100% of employees	Available for 100% of employees	Available for 100% of employees	Available for 100% of employees	Available for 100% of employees
	work-related illness, injury or fatality situations reported	0 incidents	0 incidents	0 incidents	0 incidents	0 incidents
	LTI frequency and severity	0 incidents	0 incidents	0 incidents	0 incidents	0 incidents
	product health and safety impact assessments for 100% of our products.	0 incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of our products	0 incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of our products	0 incidents	0 incidents	0 incidents

Detailed KPIs for People, Planet and Positive Practice
Planet

CO2e reduction	CO2e	2022	Target 2030	2023 GHG emission decrease vs 2022	2023 GHG emission decrease vs 2022	Target 2050
	Scope 1	base year	42% reduction*	56%	87%	net zero**
	Total emissions, t CO2-eq	6.98	4.05	3.1	0.92	
	Scope 2	base year	42% reduction*	11%	17%	
	Total emissions, t CO2-eq	506.2	293.60	448.6	420.48	
	Sope 3	base year		15%	19%	
	Total Scope 3 target/results in t CO2-eq	671,860		570,639	543, 977	
	Emissions reduction target/results in purchased goods and services in %	base year	42% reduction*	13,7%	19%	
	Emissions reduction target/results in purchased goods and services in t CO2-eq	545,632	316,467	471,028	442,093	
	Emissions reduction target/result - Upstream transportation and distribution in %	base year	5% reduction	26%	43%	
	Emissions reduction target/result - Upstream transportation and distribution in t CO2-eq	25,743	24,456	18,970	14,700	
	Emissions reduction target/result - Use of sold products in %	base year	5% reduction	23%	13%	
	Emissions reduction target/result - Use of sold products in t CO2-eq	91,192	86,632	70,540	79,404	
	* Absolute contraction approach, 1.5C, % SBT reduction					**Absolute contraction, 90 % absolute reduction, i.e HMD Global Oy commits to reduce category emissions 90% by 2050 from a 2022 base year
	Renewable electricity	**2021**	**2022**	**2023**	**2024**	
	Share of renewable electricity (%) in HMD offices	NA	8%	11.6%	11.5%	
Product Design	**Product Design**	**2021**	**2022**	**2023**	**2024**	**Target 2025**
	Packaging made of certified FSC- Mix materials	selected models	selected X and G series	all X and G series	All smartphones	All smartphones and part of FP
	Use of recycled materials in products (aluminium and plastic)	NA	X series	X and Gseries	High and mid end smartphones	All products by 20230
	% of sold smartphones with consumer repairability globally	0	0	11%	18%	30%
	% of sold smartphones with consumer repairability - Europe	0	0	27%	53%	80%
	% of product shipped w/o charger plug	NA	1% of total smartphone sales 0% of feature phones sales	10% of total smartphone sales 4% of feature phones sales	17% of total smartphone sales 7% of feature phones sales	15% of total smartphone sales 10% of feature phones sales
	Minimalising energy need during product use phase	NA	NA	NA	Energy Labelling score A for smartphones	Energy Labelling score A for smartphones
	Products with own LCA calculation	NA	NA	NA	NA	80%

Detailed KPIs for People, Planet and Positive Practice
Planet

Product Design	Conflict minerals	2021	2022	2023	2024	Target 2025
	100% of phone and tablet models have CMRT file fulfilled.	100% coverage	100% coverage	100% coverage	100%	100%
	100% of materials used in our phones/tablets/accessories are compliant with our Restricted Mineral Guidelines	100% coverage	100% coverage	100% coverage	100%	100%
	100% free of nickel on product surface	100% coverage	100% coverage	100% coverage	100%	100%
	100% of products comply with EU RoHS Directive 2011/65/EU	100% coverage	100% coverage	100% coverage	100%	100%
	100% of products comply with European REACH Regulation 1907/2006/EC	100% coverage	100% coverage	100% coverage	100%	100%
Waste and second life	Waste	2021	2022	2023	20024	Target 2025
	% of R2 accredited recycling partners	0	25%	25%	50%	50%
	New Purchase avoidance - kg	3943 Kg	3473 Kg	7342 Kg	4240 Kg	5400kg
	OCR for Smart Devices	2%	1,9%	1.46%	1,3%	1,75%
	Office recycling	Procedure in place for Espoo office recycling	Procedure in place for Espoo office recycling	Procedure in place for Espoo office recycling	Procedure in place for Espoo office recycling	Procedure in place for Espoo office recycling
	Water consumption in HMD officess	NA	NA	1.6 mega liters	1.32 mega liters	
	Waste generated in HMD officess	31.4 tonnes	34.0 tonnes	29.8 tonnes	24.5 tonnes	

Detailed KPIs for People, Planet and Positive Practice
Positives Practices

HMD

Business Ethics	Business Ethics, Code of Conduct	2021	2022	2023	2024	Target 2025
	% of employees trained on Code of Conduct	100%	100%	83%	CoC training was postponed to 2025,currently 85 % of employees have completed the training	100%
	To record 0 violations against the rules set out in this code of conduct	Zero violations from year 2017 onwards.	Zero violations from year 2017 onwards.	0 incidents	0 incidents	0 incidents
	Non-compliances with environmental laws and regulations	0 incidents	0 incidents	0 incidents	0 incidents	0 incidents
	Business Ethics, Anti-bribery and corruption Policy, anti-competitive practices	**2021**	**2022**	**2023 Result**		**Target 2025**
	Bribery and corrupt activities	Zero bribery and corrupt incidents since year 2017	Zero bribery and corrupt incidents since year 2017	0 incidents	0 incidents	0 incidents
	% of employees trained on anti-bribery and anti-corruption	100% employees trained on anti-bribery and anti-corruption issues since 2017	100% employees trained on anti-bribery and anti-corruption issues since 2017	83%	90% (Topics included in SpeakUp training)	100%
	Facilitation payments	Zero incidents of facilitation payments allowed since 2017	Zero incidents of facilitation payments allowed since 2017	0 incidents	0 incidents	0 incidents
	Nepotism or cronyism in recruitment decisions	Zero incidents of cronyism or nepotism in recruitment decisions since 2017	Zero incidents of cronyism or nepotism in recruitment decisions since 2017	0 incidents	0 incidents	0 incidents
	Number of reported incidents due to anti-competitive practices	0 incidents	0 incidents	0 incidents	0 incidents	0 incidents
	Business Ethics. Anti-Discrimination and Anti-Harassment	**2021**	**2022**	**2023 Result**	**2024**	**Target 2025**
	Infrastructure for employees with disability available	100%	100%	100%	100%	100%
	Number of discrimination reports reported to ethics hotline Zero	0 incidents	0 incidents	0 incidents	0 incidents	0 incidents
	Privacy and compliance	**2021**	**2022**	**2023 Result**	**2024**	**Target 2025**
	zero authority reported incidents in relation to disclosure of non- public information	0 incidents	0 incidents	200 incidents were reported, all were carefully processed in line with ISO27001 standard	NA	0 incidents

Detailed KPIs for People, Planet and Positive Practice
Positives Practices

HMD

Sustainable procurement	Sustainable procurement	2021	2022	2023 Result	2024	Target 2025
	100% of our contractors and suppliers to follow the standards set by the ElCC.	100% Coverage	100% Coverage	100%	100%	100%
	100% of our factories were audited by HMD quality team	100% Coverage	100% Coverage	100%	100%	100%
	100% of our ODM global Device factories were CSR audited	100% Coverage	100% Coverage	100%	100%	100%
	% of our accessories factories were CSR audited	100% Coverage	100% Coverage	100%	NA	100%
	minimum CSR B score for our global device factories	100% Coverage	100% Coverage	100%	100%	100%
	100% of all our suppliers adhered to our SCoC	100% Coverage	100% Coverage	100%	100%	100%
	100% of all relevant suppliers have provided their conflict mineral reporting template (CMRT).	100% Coverage	100% Coverage	100%	100%	100%
	% of sourcing team trained on social and environmental issues within the supply chain	NA	NA	NA	84%	100%
	% of suppliers engaged in capacity building	NA	NA	NA	NA	80%
ISO	ISO Certifications	2021	2022	2023	2024	
	ISO 14001 EMS certification - our Environmental Management System - expansion to key 11 locations	9%	9%	9%	9%	
	ISO 45001 certification- Occupational Health and Safety Management system-expansion to key 11 locations	NA	NA	9%	9%	
	IS0 9001 QMS certification - our Quality Management System-expansion to key 11 locations	18%	18%	18%	18%	

Diversity, Equality and Inclusion in numbers

HMD

Our teams all employees

	Non-Manager			Manager			Total		
Age	Female	Male	Total	Female	Male	Total	Female	Male	Total
20-29	20	15	35	0	0		20	15	35
30-39	51	79	150	12	8	20	63	87	150
40-49	53	110	240	16	61	77	69	171	240
50-59	11	34	87	7	35	42	18	69	87
60-69	0	1	5	1	3	4	1	4	5
Grand Total	135	239	374	36	107	**143**	171	346	517

	Male			Female		
Age	Full-Time	Part-Time	Total	Full-Time	Part-Time	Total
20-29	14	1	15	16	4	20
30-39	87		87	63		63
40-49	171		171	68	1	69
50-59	69		69	18		18
60-69	4		4	1		1
Grand Total	172	1	346	166	5	171

	Male			Female			
Row Labels	Full-Time	Part-Time	Total	Full-Time	Part-Time	Total	Total
Fixed Term Contract	3	1	4	2	4	6	10
Permanent	342	0	342	164	1	165	507
Grand Total	345	1	346	166	5	171	517

Senior leadership

Age Groups	Female	Male	Grand Total
40-49	0	3	3
50-59	1	4	5
60-69	0	2	2
Grand Total	1	9	10

Age Groups	Female	Male	Grand Total
40-49	0%	30%	30%
50-59	10%	40%	50%
60-69	0%	20%	20%
Grand Total	10%	90%	100%

	Female	Male	Grand Total
Count of Citizenship	1	6	7

GHG annual emissions summary

Scope	Category Name	2022 Operational control approach	2023 Operational control approach	2024 Operational control approach	2024 Operational control approach
		Total emissions, t CO2-eq	Total emissions, t CO2-eq	Total emissions, t CO2-eq	Shares %
Scope 1	Direct emissions (Scope 1)	7,0	3, 1	0, 92	0.00%
Scope 2	Purchased energy - total (Scope 2)	506,2	448,6	420	0,08%
	Electricity	358,7	355,8	340	
	Heat (warrenty warehouse included)	147,5	92,8	80	
	Cooling	n.a.	n.a.	n.a.	
Scope 3	Purchased good and services total	545 623,4	471 028	442 093	81,21%
	Phone / Tablet production	514 564,8	452 131	428 900	
	Services	30211,0	18 66	13 090	
	Warrenty operations	856,6	331	103	
	Capital Goods	1 829,0	424	365	0,067%
	Fuel and energy related activities (in total)	97,0	84	76	0,014%
	T&D loss	44,4	38	42	
	Fuel Production (Scope 2)	51,2	43	33	
	Fuel Production (Scope 1)	1, 6	4	1	
	Upstream transportation	25 743,0	18 970	14 700	2,70%
	Phones & Tablets	25 508,80	18 956	14 689	
	Warrenty	233,9	15	11	
	Total Waste	63,9	57	31	0,01%
	Waste generated in operations	15,9	14	11	
	Waste from warrenty operations	48,0	43	19	
	Business travel	601,8	588	785	0,14%
	Employee commuting	0,0	293	276	0,05%
	Upstream leased assets	0,0	0	0	0,00%
	Downstream transportation and distribution	99,7	2 711	472	0,09%
	Processing of sold products, warranty operations	0,0	0	0	0,00%
	Use of sold products	91 191,6	70 540	79 404	14,59%
	EoL sold products	6 602,4	5 944	5 776	1,06%
Total emissions		672 374	571 090	544 398	100,0%

EcoVadis

EcoVadis
Sustainability Rating

HMD GLOBAL OY

HMD GLOBAL OY has earned a **Platinum Medal**, a recognition awarded to the **Top 1%** of companies assessed by **EcoVadis** in the 12 months prior to the medal issue date. It reflects the quality of the company's sustainability management system and demonstrates a commitment to promoting transparency throughout the value chain. Learn more about EcoVadis Medals & Badges.

EcoVadis is recognized globally for trusted business sustainability ratings.

PLATINUM Top 1%
ecovadis
Sustainability Rating
AUG 2025

valid through **sierpień 2026**

Evaluation areas

| 🍃 Environment | 👥 Labor and human rights | ⚖️ Ethics | 🔗 Sustainable procurement |

https://recognition.ecovadis.com/DMLpLIAKK0SyP4K0F7W5WQ

ISO Certifications

ISO Certifications

HMD Global Oy

Bertel Jungin aukio 9, FI-02600 Espoo, Finland

Bureau Veritas Certification certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

STANDARD

ISO/IEC 27001:2022

SCOPE

All people, processes and ICT systems enabling design, development, sales, delivery and customer care of HMD Global products and services to trade customers and consumers

Statement of Applicability: Version 1.4 (Approved 21-11-2024)

Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on: 17-02-2028

Certification / Recertification cycle start date: 05-02-2025

Original cycle start date: 18-02-2022

Expiry date of previous cycle: NA

Certification / Recertification Audit date: NA

Certificate No.: FI009352   Version: 1 , Revision date: 05-02-2025

FINAS
Finnish Accreditation Service
S035 (EN ISO/IEC 17021-1)

Salla Punkari, Certification Manager,
Bureau Veritas Certification Finland

HMD Global Oy

Bertel Jungin aukio 9, 02600 Espoo, Finland

Bureau Veritas Certification certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

STANDARD

ISO 27701:2019

SCOPE

People, processes and ICT systems handling the customer personally identifiable information in the company

Subject to the continued satisfactory operation of the organisation's Management System, this certificate is valid until: 10-03-2027

Certification / Recertification cycle start date: 11-03-2024

Original cycle start date: 11-03-2024

Expiry date of previous cycle: -

Certification / Recertification audit date: -

Certificate Number: FIHSK17256605F   Version 1, Revision date: 11-03-2024

Salla Punkari, Certification Manager,
Bureau Veritas Certification Finland

Bureau Veritas Branch office for Finland, Sörnäisten rantatie 29, FI-00500 Helsinki, Finland
Further clarifications regarding the scope of this certificate and the applicability of the Management System requirements may be obtained by consulting the organisation. To check the validity of this certificate please call, tel. +358 10 830 8630.

ISO Certifications

HMD Global Oy

Bertel Jungin aukio 9, FI-02600 Espoo, Finland

This is a multi-site certificate, additional site(s) are listed on the next page(s)

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 14001:2015

Scope of certification

People and processes enabling design, development, sales, delivery and customer care of our mobile devices, accessories and services

Original cycle start date:	04-12-2020
Expiry date of previous cycle:	NA
Certification / Recertification Audit date:	NA
Certification / Recertification cycle start date:	13-11-2023
Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on:	03-12-2026

Certificate No.: FI008381   Version: 1   Issue date: 13-11-2023

UKAS
MANAGEMENT
SYSTEMS

0008

Signed on behalf of BVCH SAS UK Branch

Certification Body Address: 5th Floor, 66 Prescot Street, London, E1 8HG, United Kingdom

Local office: Bureau Veritas Certification Finland, Sörnäisten rantatie 29, FI-00500 Helsinki, Finland

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call: +358 10 8308630

To Whom It May Concern:

This statement is to confirm that **HDM Global Oy** procurement has been audited against ISO 20400 Sustainable procurement Guidance, and based on witnessed processes has been found operating in compliance with the guidelines defined in the standard.

Audit was conducted by documentation review and interviewing company representatives on Head Office level on 8th of January 2024.

Audit date: 8th of January 2024

Standard: ISO 20400:2017

Scope: Procurement

Helsinki, 19th of January 2024

Salla Punkari
Certification Manager
Bureau Veritas Certification Finland

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Sources

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HMD Annual Sustainability Report 2024

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Here to make **devices**, And a real **difference**.

HMD