Scope Document Sustainability Service Package

This Scope Document forms part of the Order Form.

Capitalized terms that are not defined in this document (section 9) have their meaning defined in the General Terms and Conditions (or alternatively the governing terms and conditions or agreements as set forth in the Order Form.

CONTENTS

1   SCOPE OF SERVICES

SAP will provide Advisory Service sustainability service package (Services) as defined herein to assist Customer with the advisory of the potential use of SAP Software for Sustainability and Circular Economy business transformation. The Services cover the following sustainability topics:

- Climate21
- Circular Economy
- Sustainability Reporting
- Environment Health & Safety (EH&S)
- Product Compliance
- Sustainable Finance

1.1   Business Process and Functional Scope

The following scope items form the scope of the Services to be provided by SAP.

Scope Item	Scope Details	Applicable solutions
Sustainability Advisory	The sustainability advisory helps Customer to understand the business opportunities and provides a holistic approach to kick-off the journey to a sustainable enterprise.	Climate21, Circular Economy, Corporate Sustainability Reporting, Environment Health and Safety, Product Compliance, Sustainable Finance

1.2   Workflows, Reports, Interfaces, Conversions, Enhancements and Forms

No Workflows, Reports, Interfaces, Conversions, Enhancements and Forms will be created or delivered within the scope of the Services.

2   APPROACH AND RACI

SAP and Customer agree the following responsibility matrix of activities.

- Responsible (R): Charged with performing the activities. A mutually agreed project plan may define further details   at the work unit level.
- Accountable (A): The Customer has overall accountability for its implementation and all the activities identified below. Hence, Accountable (A) does not appear for the activities below.
- Consulted (C): Provides input on how to perform the activity and supports the execution of the activity.
- Informed (I): Provided with information.

Activity	SAP	Customer
Prepare Phase		
Workshop Preparation	R	C
Realize Phase		
Explore - Discover Workshops	R	C
Finalize Phase		
Present the executive report	R	C

3   SCHEDULE

Within 2 weeks after Order Confirmation, SAP will contact the Customer to schedule the start of the Services.

The period which the Services will be provided will be mutually agreed between the parties. The estimated duration for the Services is 4 weeks.

4   ORGANIZATION

4.1   SAP Team

The key SAP roles are as follows

SAP Team	Level of Involvement
Project Manager	Single resource. Offsite.
Business Process Consultant	Single resource. Offsite.

4.2   Customer Team

The Customer team will include the following roles. Customer team is assumed to be available to complete Customer activities.

Customer Team	Description	Level of Involvement
Project Manager	Management of resources, resolving issues, project plan, project status and decision-making process through the steering committee.	Single resource. Part-time. SAP and customer must agree on either onsite or offsite.
Business Lead	Owns business processes, approves the solution and is the key liaison between the project and the business.	Single resource. Part-time. SAP and customer must agree on either onsite or offsite.
Business Subject Matter Experts	The subject matter expert represents the business.	Single resource. Part-time. SAP and customer must agree on either onsite or offsite.
Technology Services Lead	The technology Services lead is the central person responsible for technology and has a full overview about the technical solutions.	Single resource. Part-time. SAP and customer must agree on either onsite or offsite.
Chief Enterprise Architect	The chief enterprise Architect guides the overall project direction and provides the context for translating organizational objectives into process goals.	Single resource. Part-time. SAP and customer must agree on either onsite or offsite.

4.3   Governance

Customer and SAP agree that it is necessary to have a governance structure and processes in place to support execution of the Services.

SAP and Customer will implement the following meeting schedule to address project management and governance:

Meeting	Frequency	SAP Attendees	Customer Attendees
Progress Meeting	Weekly	SAP Project Manager Solution Architect Team Leads as required	Customer Project Manager Business Process Owners
Issues/Risk Meeting	Weekly	SAP Project Manager	Customer Project Manager

5   SAP DELIVERABLES

The following table lists the SAP Deliverables.

Deliverable	Deliverable Description	Completion Criteria
Prioritized list of sustainability use cases	A list of sustainability use cases that are prioritized for the executive report.	Handover of the prioritized list materials.
Executive Report	Documentation of the key findings of the Services.	SAP completes and delivers the executive report to Customer.

5.1   Acceptance Process

SAP Deliverables shall be deemed accepted when provided to the Customer.

6   GENERAL CUSTOMER RESPONSIBILITIES

Customer has the following general responsibilities:

- Ensure that Customer team members are knowledgeable about the scope as defined in section 1 and define their training approach and schedule. Ensure that key users are available for all workshops and activities as needed.
- Minimize the change in personnel throughout the duration of the Services.
- Manage the Customer's third-party service providers.
- Supply SAP with the names and contact information of key Customer and third-party resources.
- Organizational change management activities, training and knowledge transition activities which include, but are not limited to the following: communication plan, organizational transition plan, business readiness for go live, design and roll-out of end-user training, coordination with remote sites, and project communication to the company.
- Ensure that a consistent, stable, and fast SAP remote support connection/service connection is available between SAP and the Customer at the required times.
- Provide SAP with the necessary authorizations for remote access to Customer's systems.
- Allow the use of SAP laptops and mobile devices on Customer's network to SAP's network via SAP's Virtual Private Network (VPN) protocols; otherwise, Customer will provide PCs and/or laptops with the Microsoft Office Suite and e-mail capability for the SAP team. Laptops and/or PCs provided by Customer must have the latest virus protection software.
- Provide technical advice regarding any third-party systems to which the team will have access.
- Ensure Customer compliance with any relevant governmental and regulatory requirements.

Performance by Customer of its collaborative duties in this contract is a primary contractual duty and is a necessary precondition for the proper performance of SAP's duties. Customer acknowledges and agrees that failure on the part of Customer to meet or fulfil any of the specified Customer responsibilities or requirements in this Agreement might result in a delay in a delay of the provision of the service and/or in the estimated schedule.

7   ASSUMPTIONS

The following assumptions apply:

- If the Services have not started within two (2) months of the estimated start date as set forth in the Order Form, SAP has the right to terminate the Services without liability.
- SAP may require up to two (2) weeks to assemble a team. SAP reserves the right not to start the Services until SAP has assembled a team.
- No more than two (2) business days of workshops will be undertaken during the delivery of the Services.
- Services are delivered remotely, unless otherwise stated herein.
- The project language is English, and all documentation will be prepared in English. Project meetings will be held in English and minutes will be prepared in English.

- SAP may use certain software and tools (all referred to as Tools herein) for its work, for which the rights are not already regulated through a software license agreement. All title to and rights in Tools, including without limitation copyright and rights of authorship, remain with SAP or SAP SE. These Tools may be copied to Customer's system and Customer is granted non-exclusive rights to use Tools for the term of and solely for the purposes related to the Service. No other use, including the creation of further copies or use on another system, is permitted. Tools and all permitted copies of Tools must be deleted at the end of the Service. If at SAP's sole discretion Tools are left on the system for documentation purposes, Customer is not permitted to use Tools for any other remaining purpose except documentation. Such Tools are on an as-is basis with no warranty. SAP will not support or enhance the Tools beyond what is provided during the term of the Service.
- All supporting documentation will be developed using personal computers/laptops using Microsoft Office applications (Word, Excel, MS Project, Visio and PowerPoint) or other mutually agreed documentation tools.

8   EXCLUSIONS

Any items or services not defined as in scope for these Services are deemed out of scope, including, but not limited to the following exclusions:

- Deliverables not explicitly described in this Scope Document.
- Procurement of software licenses (SAP and non-SAP licenses).
- Programs or content to migrate data. Data cleansing of migrated data from Customer systems.
- Upgrade to the SAP solution components, operating systems or database systems.
- Any testing activities.
- Any work in quality assurance or production environments.
- Developments that modify the standard SAP Software source code.

9   DEFINITIONS

1. **Workflows:** a workflow is a sequence of connected steps triggered by an event to automate a process such as a document approval.   Examples include SAP Business Workflows.
2. **Reports:** technical objects designed to deliver business figures or reports with no change to application data.
3. **Interfaces:** technical objects to transfer information from one system to another, usually referring to objects that are not part of the SAP licensed Software. Examples of technology include SAP Process Orchestration and Intermediate Documents (IDocs).
4. **Conversions:** technical objects used to migrate data to SAP systems during the Service. Examples of technology include data migration programs, SAP Data Services and Legacy System Migration Workbench (LSMW).
5. **Enhancements:** changes and additions to SAP functionality using development objects specifically provided for Customer changes. Examples include the use of user exits and business add-ins (Exits).
6. **Forms:** printed or electronic forms containing formatted information from SAP applications. Examples of technology include SAPscripts, Smart Forms and SAP Interactive Forms by Adobe.