

Exhibit 1 to Order Form for SAP Services No. 50159040

Scope Document 1 for Accelerated Deployment Service for SAP SuccessFactors Performance & Goals

This Scope Document is part of the Order Form.

CONTENTS

1	SCOPE OF SERVICES	2
1.1	Scope	2
1.2	Scope Details	3
1.3	Software Prerequisites	4
2	APPROACH AND RACI	4
2.1	Methodology	4
2.2	Details on Approach	4
2.3	RACI	5
3	SCHEDULE	6
4	ORGANIZATION	7
4.1	SAP Team	7
4.2	Customer Team	7
4.3	Governance	7
5	SAP DELIVERABLES AND PROCEDURE	8
5.1	SAP Deliverables	8
5.2	Deliverable Procedure	8
6	CUSTOMER RESPONSIBILITIES	9
6.1	General Customer Responsibilities	9
7	ASSUMPTIONS	9
7.1	Services-specific Assumptions	9
7.2	General Assumptions	10
8	EXCLUSIONS	10
8.1	General Exclusions	10
9	DEFINITIONS	11

1 SCOPE OF SERVICES

Customer is undertaking a project to implement or deploy an SAP Cloud Service. Customer is the owner of the Customer's project and has overall responsibility for the project and the process, scope, costs, resources, and targeted solutions.

SAP will provide the following Services to assist Customer with the deployment of the Customer's SAP Cloud Service as specified herein: accelerated deployment service for SAP SuccessFactors Performance & Goals with SAP SuccessFactors solutions.

- SAP will set up the preconfigured process content for SAP SuccessFactors HXM for Performance and Goals Management and assist the Customer with deploying it for productive use as set forth in section 1.1.
 - Set-up 2 environments for the Customer based on the preconfigured process content for SAP SuccessFactors HXM for Performance and Goals Management, one including sample data for demonstration purposes and one without to be used for productive use.
 - Conduct kick-off and walkthrough workshops to demonstrate the processes and provide guidance on the set up and administration of the preconfigured SAP SuccessFactors modules.
 - Provide support during the User Acceptance Test (UAT) performed by the Customer : Key Users and Business users execute the business process tests as per the scope defined. SAP team would support the Customer team to address the issues related to the processes configured already.
 - Conduct system administrator training.
 - Provide support during branding and theming of the Test and Production Environments by the Customer. The scope of work includes change of the logo and colors in the landing page.
 - Provide support during the data loading activities performed by the Customer.
- SAP will provide the following content to the Customer:
 - Preconfigured process content for SAP SuccessFactors HXM suite in the Customer's Test Environment excluding sample data.
 - Preconfigured process content for SAP SuccessFactors HXM suite in the Customer's Production Environment excluding sample data for productive use.
 - Walkthrough workshop presentations (PowerPoint), Data Load Templates.
 - Configuration workbooks.

1.1 Scope

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

Business Process (Scope)	Scope Details
Performance and Goals Management	<p>The scope of work includes the following processes:</p> <p>Performance and Goals</p> <ul style="list-style-type: none"> • 1 Goal Plan template <ul style="list-style-type: none"> ○ Alignment tools such as balanced scorecard categories and Initiatives ○ Goal setting tools such as goal library, cascading, and SMART wizard ○ Relationship based permissions to establish line of sight ○ Integration with Continuous Performance Management • Continuous Performance Management Program enabled with: <ul style="list-style-type: none"> ○ Alignment of Activities with Performance Goals and progress tracking

- Tracking of Achievements (by time, by performance goal)
- Activation for use on mobile devices
- One (1) Performance Review template
 - Core Competencies section leveraging the SuccessFactors library
 - Goals Section integrated with the Goal Plan Template and the Continuous Performance Management Program
 - Calculation of overall performance rating
 - Route map establishing the form template workflow
 - 5-point rating scale
 - Form Template Settings
 - Form related permissions (action, field and section)
 - Team Overview tool for Managers
 - Integration with Performance Calibration template
- One (1) Performance Calibration template
 - Data integration with Employee Profile and Performance Review forms
 - Template settings
 - Calibration Session Owner, Facilitator, and Participant permissions
 - Calibration Executive Review

Foundation (Platform)

- Home page
- Organization Chart
- Standard Mobile features for EC
- Basic Employee Profile with standard sections
- Employee Directory with search capability
- Action Search enabled
- The following Role Based Permissions (RBP) roles will be provided for Performance and Goals:
 - Employee on Self
 - Employee on All
 - Manager on Direct Reports
 - Manager on Team
 - Super User (System Administrator)
- Sample Enable Now tutorials

1.2 Scope Details

The following geographic and organizational elements are in scope:

Geographic and Organization Scope	In Scope
Number of Customer legal entities	<i>Up to 2 only</i>
Standard Countries	<i>Up to 1 only</i>
Standard Supported Languages*	<i>Languages supported through SAP Best Practices content</i>
Total number of employees	Up to 1000 employees

1.3 Software Prerequisites

1.3.1 Software Installation

Customer ensures that all listed software is licensed, installed, and fully functional before the start of the Services. Authorized access is granted to the SAP Team.

1.3.1.1 SAP Cloud Service

The Services are based on a 2-tier environment landscape: Test Environment, Production Environment. The environment landscape needs to be available before the start of the Services.

The Service uses 2 cloud instance environments to take the Customer into productive use. An environment will consist of one or more cloud instances depending on the SAP SuccessFactors Modules that are in scope.

Functionality and configuration settings are based on the release version as set forth in the table below.

SAP Cloud Service	Release Version	Module/Component
SAP SuccessFactors Performance & Goals	Latest available	Performance and Goals

Customer must go-live at the release version of the SAP Cloud Service generally available as of the actual go-live of the Services.

Customer must go live based on the release version as on contract date

2 APPROACH AND RACI

2.1 Methodology

SAP will follow the applicable parts of the SAP Activate methodology, which has the following phases.

- Prepare:** The Services is formally initiated and the schedule, project plans and resources are agreed. The SAP Explore, Test and Production Environments are populated with the SAP SuccessFactors HXM Suite Preconfigured Process Content.
- Explore:** Workshops are conducted to train the Customer on the SAP SuccessFactors HXM Suite Preconfigured Process Content using the Explore Environment. Any agreed minor adaptations are identified for setup in the Realize phase.
- Realize:** Customer-specific theming and branding and agreed minor adaptations are applied to the Test Environment, and Customer data is loaded for process validation. The test approach and any knowledge transfer are executed, the Customer User Acceptance Testing is completed, and the cutover is planned.
- Deploy:** The Production Environment is set up, loaded with customer data for productive use and validated. End users are trained, and ongoing support is put in place by the Customer. Business operations are switched to the Production Environment. A subsequent run phase in which the operability of the solution can be fine-tuned and options for improvement can be considered is not in scope of these Services.

2.2 Details on Approach

The activities performed during each phase by SAP are detailed below.

2.3 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		
Project Initiation & Orientation		
Carry out preparatory steps as needed to perform the Service	C	R
Prepare Customer's overall project schedule	R	C
Prepare a recommended project structure including key roles and templates	R	C
Confirm project structure	I	R
Provisioning access request		
Request Customer approval for SAP project team access to project environments	R	C
Install SAP HXM Suite Preconfigured Process Content into Customer Test and Production Environments	R	I
Validation & Alignment call		
Prepare the Overview Meeting including presentation, schedule and list of participants	R	C
Communicate the delivery approach: project objectives, structure, roles and responsibilities, schedule, communication standards, and decision-making process	R	C
Sign-off of phase completion and Deliverables in accordance with section 5 (if any)	I	R
Explore Phase		
Preparation for the solution walkthrough		
Prepare the kick-off and walkthrough workshops including presentation, schedule and list of participants	R	C
Workbooks handover to the Customer	R	I
Realize Phase		
Test Environment Setup		
Perform minor adaptations and unit testing activities for them in the Test environment as per agreed scope	R	C
Provide the templates and instruction for employee data loading (non-EC customers only)	R	C
Prepare the required system data (both master and transactional) and develop the programs to extract the data from existing systems into the specified file formats. Execute data cleansing to remove duplicates and deal with inconsistencies	I	R
Conduct theming and branding of the Test Environment	C	R
Configure Performance and Goals-related items as agreed in the scope documents	R	I

Activity	SAP	Customer
Conduct detailed workshops for Role-based Permissions (RBP) and Reporting	R	C
Creation and loading of test user and employee data	C	R
UAT Support	C	R
Administrative and User Training		
Deliver System Administration Training	R	I
Prepare user training materials and documentation	I	R
Organize and deliver user training	I	R
Establish and communicate the internal support process to the users	I	R
Deploy Phase		
Production Environment Setup		
Setup Production environment including any minor adaptations and validate that it is operational	R	C
Execute data load / data migration into the Production Environment	C	R
Configure Performance and Goals-related items as agreed in the scope documents	R	I
RBP Support	C	R
Go-Live Support		
Post go-live support	I	R
Hand Over Deliverables		
Hand over the Deliverables to the Customer Project Manager	R	C
Sign-off of phase completion and Deliverables in accordance with section 5 (if any)	I	R
Internal Meetings	R	I
General Technical Consulting Support as per the scope signed	R	I

3 SCHEDULE

SAP shall contact Customer within 5 business days after Order Confirmation in order to schedule the start of the Services.

Phase	Estimated (Weeks)	Duration	Estimated Start Date
Prepare	1 week		2 weeks after signature date in Order Form
Explore	1 week		Up to 2 weeks after completion of Prepare Phase
Realize	4 weeks		Up to 2 weeks after completion of Explore Phase
Deploy	2 weeks		Up to 2 weeks after completion of Realize Phase

4 ORGANIZATION

4.1 SAP Team

The key SAP roles are as follows:

SAP Team	Level of Involvement
Project Manager	Single resource. Part-time. Offsite.
Business Process Consultant	Single resource. Part-time. Offsite.
Business Process Consultant (Offshore)	Single resource. Part-time. 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. Full-time.
Customer Data Migration Key User	Owens business processes, approves the solution and is the key liaison between the project and the business.	As needed.
Customer Technology Consultant	Responsible for working with the SAP team to finalize the architecture and internally process the provisioning of required hardware infrastructure	Multiple resources. Part-time. Either onsite or offsite.
Customer IT Functional Lead	SAP back end consultant with understanding of the back end configuration	As needed.
Customer Business Lead	Customer business lead to establish the bridge between IT and the business	As needed.

4.3 Governance

A specific governance structure will be finalized during the Prepare phase.

Customer and SAP will work cooperatively during the Prepare phase to establish a project governance model. To facilitate communication between SAP and Customer, a status meeting will occur weekly to clarify open issues and questions.

5 SAP DELIVERABLES AND PROCEDURE

5.1 SAP Deliverables

The following table lists the SAP Deliverables.

Deliverable	Deliverable Description	Completion Criteria	Deliverable Procedure
Prepare Phase			
Customer environments loaded	SAP HXM Suite Preconfigured Process Content loaded into Customer's: <ul style="list-style-type: none"> • Test environment • Production environment 	Customer receives logins	Approval upon completion
Explore Phase			
Workshops and supporting assets	Kick off and walkthrough workshops and supporting workshop documentation	Workshop completed and documentation is delivered to Customer	Approval upon completion
Realize Phase			
Agreed minor adaptations	Agreed adaptations applied to Test environment.	Customer feedback documented and changes delivered	Approval upon completion
Deploy Phase			
Production system setup	SAP SuccessFactors HXM Suite Preconfigured Process Content and adaptations loaded into Customer's Production environment.	Production system is delivered to Customer.	Approval upon completion
Configuration Workbook	Document detailing the list of additional configurations identified during the validation workshops.	Configuration workbook is delivered to Customer.	Approval upon completion

5.2 Deliverable Procedure

Approval upon completion: SAP Deliverables shall be deemed completed and approved by Customer when the above completion criteria have been met.

6 CUSTOMER RESPONSIBILITIES

Customer has the following responsibilities. If Customer does not fully meet or fulfil any of the specified responsibilities or requirements in this Agreement, this shall result in a delay of the provision of the Services or an increase of the fees.

6.1 General Customer Responsibilities

- Ensure that Customer team members are knowledgeable about the solution being implemented 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.
- If third parties on Customer side are involved: Manage any Customer's third-party contractors and be responsible for the acts, omissions and defects of such third-party that Customer contracts or instructs to perform Customer's duties.
- 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.
- Be fully responsible for technology infrastructure that is On Premise or hosted by a third party. This includes but is not limited to SAP infrastructure, network and system administration, security, periodic backup and restore activities as required, and server and storage hardware. These systems shall be available throughout the Service according to the project schedule.
- 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 onsite and 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 version of a virus protection software.
- Provide technical advice regarding any third-party systems to which the team will have access.
- Sign-off Deliverables in accordance with section 5.
- Ensure Customer compliance with any relevant governmental and regulatory requirements.

7 ASSUMPTIONS

The following assumptions apply:

7.1 Services-specific Assumptions

- No more than 2 business days of workshops will be undertaken during the Explore phase.
- SAP will assist the Customer with User Acceptance Test for up to 4 continuous business days which will not exceed 2 SAP person days.
- SAP will assist Customer with the move to the Production Environment for up to 10 continuous business days.
- SAP will provide up to 10 continuous business days of go live support to a maximum of 2 SAP person days, remotely depending on the options in scope. Go live support will begin when the technical cutover has been executed by Customer.

7.2 General Assumptions

- SAP may require up to 2 weeks to assemble a team. SAP reserves the right not to start the Services until SAP has assembled a team.
- Services are delivered remotely.
- If not otherwise agreed, the project language and corresponding documentation is English. All “accelerated deployment service for SAP SuccessFactors HXM Suite” documentation and related Tools will be delivered in English only.
- Services are based on a predefined scope and delivery approach. In performing the Services, SAP may utilize accelerators such as SAP Best Practices.
- 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 Services. 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 Services. 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 Services.
- The preconfigured process content for SAP SuccessFactors HXM suite is not a standard component, or intended for future inclusion as a standard component, of the SAP Software. Services assets will not be subject to any Support Services, defect resolution, maintenance, nor upgrades nor in any way be within scope of SAP support obligations for licensed SAP Software. SAP does not assure the compatibility of such assets with future releases of SAP Software, SAP Cloud Services, or other SAP solutions.
- All supporting documentation will be developed using personal computers/laptops using Microsoft Office applications (Word, Excel, MS Project, PowerPoint) or other mutually agreed documentation tools.
- Customer will primarily be responsible for correcting nonconforming results, which are related to Customer responsibilities, and SAP will primarily be responsible for correcting Material Defects, which are related to the agreed SAP scope and activities performed by SAP, provided that the other party will support when needed.

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:

8.1 General Exclusions

- Deliverables not explicitly described in this Scope Document.
- Procurement of software licenses (SAP and non-SAP licenses).
- Developments that modify the standard SAP Software source code.
- WRICEF development objects (Workflows, Reports, Interfaces, Conversions, Enhancements and Forms), in particular:
 - Interfaces to third party or to legacy systems not defined.
 - Creation or change of print forms.
 - Reports that are not in the SAP standard application or modifications to these standard reports.
- Development of new functionality, extensions or co-innovation.
- Custom developments and software developments.
- An analysis of as-is business processes.
- Programs or content to migrate data from legacy systems.

- Data cleansing or data clean up.
- Coordination of work required from Customer's third-party vendors.
- Formalized training on the SAP Cloud Service for project team members or training for users.
- Content for end user training.
- Verification and validation testing processes that may be required by regulatory, industry or governmental requirements.
- Implementation of any solution or integration scope not explicitly mentioned in this document.
- Customer-specific authorizations roles and security concepts. SAP will use the standard authorization content provided with the SAP Cloud Service.
- Any changes required because of pre-existing Customer-specific enhancements or developments.
- Any changes required because of quality or values of Customer's master and transactional data.
- Unit testing in any other environment besides the environment where the initial configuration was completed.
- Testing using more than one application language. Only content in English will be tested.

9 DEFINITIONS

1. **"Explore Environment"** means an SAP system environment in which the SAP SuccessFactors HXM Suite Preconfigured Process Content is loaded with sample data for demonstration and learning activities and is intended to remain as an unchanging reference during the execution of the Service (sometimes called Development System). This may be facilitated by the Embedded Launch Activities (EmLA) Demo Environment
2. **"Production Environment"** means an SAP system environment is used to execute operational business processes (sometimes called production realm, platform or tenant).
3. **"Test Environment"** means an SAP system environment in which the SAP SuccessFactors HXM Suite Preconfigured Process Content is loaded without sample data for Customer theming and branding, data loading and testing. The Customer-specific content may be migrated into the Production Environment, or setup directly in Production Environment.
4. **"SAP Activate"** means a standard SAP methodology used for SAP implementation projects.
5. **"SAP Best Practices"** means SAP's predefined business processes, configuration content and documentation for SAP Software. SAP Best Practices may be used as the basis for SAP implementation activities.
6. **"SAP Cloud Service"** means a subscription based, hosted, supported and operated distinct on demand solution provided by SAP under an applicable Order Form.
7. **"User Acceptance Test"** means a test is undertaken by end users to check that the system fundamentally operates according to the agreed scope.
8. **"WRICEF"** means
 - a. **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.
 - b. **Reports:** technical objects designed to deliver business figures or reports with no change to application data.
 - c. **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).
 - d. **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).
 - e. **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.

- f. **Extensions:** customer-specific additions to functional capabilities of the SAP Cloud Service. Such extensions do not modify the Cloud Service as licensed under the applicable SAP Cloud Service agreement.
- g. **Forms:** printed or electronic forms containing formatted information from SAP applications. Examples of technology include SAP.