

## Scope Document for Baseline Activation Service for SAP Sustainability Control Tower

This Scope Document is part of the Order Form.

### 1. DEFINITIONS

- 1.1. “**ESG**” means the acronym for Environment, Social and Governance, which is commonly used to categorize the measurement dimensions of the sustainability performance of investments, businesses and organizations.
- 1.2. “**Project Tenant**” means a Customer-specific instance of the Cloud Service in which all configurations or testing in scope of these Services are being completed.
- 1.3. “**Services**” means the service(s) to be provided by SAP as described in this Scope Document.

### 2. SCOPE OF SERVICES

- 2.1. SAP shall provide Services as described herein to assist Customer with the activation and first adoption of SAP Cloud Service SAP Sustainability Control Tower (“SAP SCT”).
- 2.2. The following items form the scope of Services and will be confirmed in a remote kick-off / scoping meeting which will last a maximum of 2 hours.

- (a) Assist Customer in activating up to 5 of the built-in and out-of-the-box available ESG metrics currently available in SAP SCT in a single Project Tenant
- (b) Guide Customer on how to use the data upload templates (Excel format) for SAP SCT necessary for the activation mentioned in a) during the regular project meetings as defined in Governance section 5.3.2
- (c) During the regular project meetings as defined in Governance section 5.3.2 guide Customer and give recommendations on how and where Customer can find and acquire the necessary master and transactional data within their own organization needed to fill the selected ESG metrics – unless in kick-off meeting it is mutually agreed to use sample or dummy data instead
- (d) Conduct additional knowledge transfer activities not mentioned in b) and c) to the extent of - in total- 4 hours maximum split into either one of 4 hours or two 2 hour’s websession(s)
- (e) At the end of the Services provide an exemplary suggestion for a functional adoption plan for the next 6 months

#### 2.3. Scope Boundaries and Conditions

The following functional and scope boundaries and conditions apply to the scope of Services:

- (a) Company code: 1
- (b) Number of Customer legal entities: 1
- (c) Country/countries in scope: 1
- (d) System language/s: English only
- (e) Language/s for all business data in the system: English only
- (f) No integrations to other SAP systems or products or 3rd party systems, incl. any ERP systems (means: only data upload into SAP SCT Project Tenant)
- (g) No moving into productive systems
- (h) Selection of up to 5 of the built-in and out-of-the-box available ESG metrics to be filled with corresponding Customer data in SAP SCT
- (i) Visualization of ESG metrics within SAP SCT using transactional data of not more than 12 consecutive months within one calendar year in the past
- (j) Only usage of the SAP SCT-specific data upload templates, provided by SAP in Excel format (also downloadable for Customer in SAP SCT systems)

#### 2.4. Prerequisites

Customer shall fulfill the following prerequisites before the start of the Services:

2.4.1. Customer has a valid cloud subscription for the following:

(a) SAP Sustainability Control Tower

Cloud Service is provisioned and fully functional.

2.4.2. Customer provides access to the following tiered system landscape: Project Tenant.

2.4.3. Customer provides the following information:

(a) List of the Customer team assigned for this project, incl. names, job titles, email-addresses and role assignments as defined in section 5.2.1 of this Scope Document.

2.5. Out of Scope

The following is out of scope, including without limitation:

(a) Any services not expressly listed in this Scope Document

(b) Subscription to any Cloud Services or purchase of SAP Software

(c) Any development of custom code, updates or upgrades to SAP products

(d) Analysis of as-is business processes

(e) Programs or content to migrate data from legacy systems

(f) Data cleansing or data clean up

(g) Data mapping into data upload templates for master and/or transactional data required for filling the selected up to 5 ESG metrics as per section 2.3 h) and i).

(h) Any integration configuration

(i) Any creation of basic or advanced custom metrics

(j) Any usage of the EU-Taxonomy content and metrics

(k) Customer specific authorizations roles and security concepts. SAP will use the standard authorization content provided with the Cloud Service

(l) Any changes required because of pre-existing Customer specific enhancements or developments

(m) Any changes required because of quality or values of Customer's master and transactional data

(n) Unit testing in any other environment besides the environment where the initial configuration was completed

(o) Training services, such as formalized training on the Cloud Service for project team members, training for users or end user documentation

### 3. APPROACH AND RACI

3.1. The Customer has overall accountability for the project. SAP and Customer agree on the following responsibility matrix for the key activities.

(a) Responsible (R): Charged with performing the activities. A mutually agreed project plan may define further details at the work unit level.

(b) Consulted (C): Provides input on how to perform the activity and supports the execution of the activity.

(c) Informed (I): Provided with information.

Activity	SAP	Customer
<b>Prepare Phase</b>		
Confirm SAP project Consultant	R	I
Confirm Customer project team	I	R

Activity	SAP	Customer
Hold kick-off /scoping meeting: Communicate the Services, roles and responsibilities, expectations, schedule and confirm scope of Services	R	C
Select up to 5 ESG metrics from available pre-defined metric catalogue	C	R
Share kick-off / scoping meeting report	R	I
Set up regular meeting cadence	R	I
<b>Realize Phase</b>		
Check prerequisites	R	C
Consume the available Learning Journeys on general SAP SCT usage	I	R
Provide demo user(s) to the SAP consultant(s)	C	R
Provide data provider interface (upload) templates	R	I
Acquire relevant Master and ESG data in the necessary upload format/template	C	R
Upload data into SAP SCT	C	R
Conduct a one-time review of the solution's configuration and provide possible improvement recommendations	R	C
Perform recommended improvements	C	R
Resolve issues related to Services	R	I
Resolve issues related to Customer responsibilities	I	R
<b>Finalize Phase</b>		
Provide preferences for knowledge transfer sessions	C	R
Perform knowledge transfer sessions	R	I
Handover knowledge transfer documentation	R	I
Handover exemplary adoption plan suggestion	R	C
Services completion sign-off (in written form)	I	R

#### 4. SCHEDULE

- 4.1. The start date of the Services will be mutually agreed between parties within a reasonable time frame after the Order Confirmation.

- 4.2. SAP may require a lead time of up to 2 weeks to assemble a team. SAP reserves the right not to start the Services until SAP has assembled a team.
- 4.3. The estimated duration for the Services is 1 month – depending on Customer team availability and execution speed of the responsibilities.
- 4.4. Services are provided on a one-time basis and SAP's obligation to provide the Services ends with the Services closure, which shall occur no later than 12 months after the Order Confirmation. Thereafter, SAP has no further obligation to deliver the Services. There is no discount, refund or credit if the Services are not utilized within 12 months.

## **5. ORGANIZATION**

### **5.1. SAP Team**

- 5.1.1. SAP assigns a Services point of contact to the Customer after Order Confirmation.
- 5.1.2. The SAP team includes the following roles:
  - (a) Business Process Consultant or
  - (b) Technology Consultant
- 5.1.3. SAP may elect to staff a single Consultant to serve multiple roles, or multiple Consultants to serve a single role.
- 5.1.4. SAP team roles are in general staffed on a part time basis.
- 5.1.5. Services are delivered remotely.

### **5.2. Customer Team**

- 5.2.1. The Customer team includes the following key roles:
  - (a) Project Manager: Single point of contact for SAP. Manages Customer project including Customer team, project plan, project status and decision-making process
  - (b) Business Lead: Decision maker. Take responsibility for the solution satisfying the business needs. Owns business processes, approves the solution and is the key liaison between the Services, the Customer project and the business
  - (c) Business Subject Matter Experts: The subject matter expert represents the business and will be involved in issue resolution and data migration
  - (d) Functional Lead: Undertakes configuration alongside Consultants
  - (e) Technical Lead: Leads execution of activities that affect Customer systems and data
  - (f) End Users: Nominated system end users that join the project to undertake testing and training
- 5.2.2. In cases where it is necessary to assign multiple resources to a single role, Customer shall clearly identify the responsibilities of each resource.
- 5.2.3. Customer is expected to staff the roles per the time allocations as required for the project or as recommended by SAP.
- 5.3. Governance
  - 5.3.1. The Services will have sponsorship from Customer's senior management, who will be available on a timely and regular basis to monitor the progress and to act as a decision maker for policy decisions.
  - 5.3.2. To facilitate effective communication between SAP and Customer, an SAP and Customer status meeting to clarify open issues and questions will occur weekly unless a different periodic interval is mutually agreed to.
  - 5.3.3. To the extent required, Customer and SAP will work cooperatively at the start of the Services to establish a project governance model and a solution governance forum, including a documented issues management process to address any issues which arise on the Services. It will address the prioritization of these issues as well as an effective means for issue escalation and resolution.

## 6. SAP DELIVERABLES

6.1. The following Deliverables shall be deemed completed and approved by Customer when the below completion criteria have been met.

### 6.2. Deliverables

Deliverable	Deliverable Description	Completion Criteria
Kick-off meeting report	Documentation of the scoping and agreements made in the kick-off meeting	Handover of report to Customer
Activated SAP SCT solution in a single Project Tenant	Activated SAP SCT with up to 5 of the pre-defined (out-of-the-box available) ESG metrics in the solution in a single Project Tenant with Customer data via data provider interface uploads	Handover of Project Tenant to Customer
Knowledge transfer documentation	Knowledge transfer documentation of the Services is made available for Customer team members	Handover of knowledge transfer documentation to Customer
Adoption plan for the next six months after activation	Provision of an exemplary suggestion for an adoption plan for the Customer for the next six months after the activation of SAP SCT as per this Services.	Handover of adoption plan to Customer

## 7. CUSTOMER RESPONSIBILITIES

7.1. Customer shall cooperate with SAP in good faith so that SAP can deliver the Services. Customer's failure to meet or fulfil any of the specified responsibilities or requirements in this Agreement, can result in a delay of the provision of the Services or an increase of fees due.

7.2. In addition to the Customer responsibilities in the applicable terms and conditions, Customer shall fulfill, in particular, the following responsibilities:

### 7.2.1. Services-specific Customer Responsibilities

- (a) Customer shall locate and acquire master and business data needed for Services fulfillment within their own organization.
- (b) Customer shall execute the necessary data mapping of necessary master and business data into the data upload templates provided by SAP or downloadable for Customer in SAP SCT systems (Excel format).

### 7.2.2. General Customer Responsibilities

- (a) Customer is responsible for the overall management of Customer's project and controls the project realization, process, scope, costs, Customer resources and targeted solutions
- (b) Customer shall staff the listed Customer team roles with the requisite skills and knowledge and assign all necessary IT and business resources to complete Customer activities
- (c) Customer shall use reasonable efforts to minimize the change in personnel throughout the duration of the Services
- (d) If Customer involves third-parties, Customer shall manage any third-party resources and be responsible for their acts and omissions

- (e) Customer shall supply SAP with the names and contact information of key Customer and third-party resources
- (f) Customer shall be fully responsible for organizational change management of all affected departments
- (g) Customer shall fulfill and provide listed prerequisites required to perform the Services
- (h) Customer shall 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. Required systems shall be available throughout the Services
- (i) If required to perform the Services, Customer shall enable the use of SAP laptops and mobile devices on Customer's network to SAP's network via SAP's Virtual Private Network (VPN) protocols
- (j) Customer shall provide technical advice regarding any third-party systems accessible to the SAP team
- (k) If required to perform the Services, Customer shall review applicable SAP learning materials
- (l) Customer shall comply with any relevant governmental and regulatory requirements
- (m) Customer shall sign off the completion of the Services in written form upon request

## **8. ASSUMPTIONS**

- 8.1. The Services are provided based on the current release version of the Cloud Service that is generally-available at the start of the Services delivery. SAP provides general updates of the Cloud Service for general availability regularly. If an update is made generally available during the performance of the Services, any additional planning or configuration required to support the updated release is not included in the Services.
- 8.2. If not otherwise agreed, the project language and corresponding documentation is English. SAP documentation will be delivered in English only.
- 8.3. If not otherwise agreed, Services are provided from Monday through Friday on normal local business hours (between 8:00 a.m. – 6:00 p.m.) depending on the office location of the staffed SAP Consultants, in accordance with SAP recognized holidays, observed by SAP's registered office.
- 8.4. Services are based on a predefined scope and delivery model. In performing the Services, SAP
  - (a) Will follow applicable parts of the SAP Activate standard implementation methodology
  - (b) May utilize accelerators
  - (c) May use software and tools ("Tools") for which all rights of authorship remain with SAP or SAP SE. In case Tools are copied to Customer's system, Tools and all permitted copies thereof 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 such Tools for any other remaining purpose. Tools are provided 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.
- 8.5. Knowledge transfer does not replace the necessity for formalized training on the solution(s) which may be available through separate SAP agreements.
- 8.6. The estimated timelines are based on continuous availability of systems (if required) as well as Customer fulfilling their prerequisites and responsibilities as set forth herein.
- 8.7. Any changes to the scope of Services, whether requested during or after the Services term shall be subject to a separate Services agreement in consideration of additional fees.