

Exhibit 1

Scope Document for quick-start service for central finance dashboards

This Scope Document is part of the Order Form.

1. DEFINITIONS

- 1.1. **“Production System”** means a live SAP system used for running Customer’s internal business operations and where Customer’s data is processed.
- 1.2. **“Test System”** means an SAP system environment is used for configuration or testing content prior to moving it to the Production System.
- 1.3. **“SAC”** means SAP Analytics Cloud

2. SCOPE OF SERVICES

- 2.1. SAP shall provide quick-start service for central finance dashboards (“Service/s”) to assist Customer with the deployment of the Cloud Service SAP Analytics Cloud by activating central finance architecture-related dashboards.
- 2.2. The following scope of Services will be confirmed in a kick-off call, which will last a maximum of 2 hours.
 - a) Deployment of predefined central finance dashboards in a single SAC Test System
 - b) Discuss Baseline coverage
 - c) SAP Team to install CDS Views and OData setup, import SAC content, setup and test Dashboard
 - d) Proof for functional readiness and go-live
 - e) Assist with test issue resolution and validation for the fields for up to 2 continuous business days
 - f) Assist with dashboard validation and functional adjustments for up to 5 continuous business days
 - g) Assist with the move to a single Production System for up to 1 business day
 - h) Provide go-live support for up to 2 continuous business days of to a maximum of 2 SAP person days
 - i) Provide knowledge transfer to Customer team for up to 2 continuous business days

2.2.1. Functional Scope

Scope Item / Business Process	Scope Details
Deployment of predefined central finance dashboard	<ul style="list-style-type: none">▪ Interface scope in AIF includes the namespace for FI documents & document changes, 3rd-party documents & document changes, CO documents, cost objects & project systems▪ Realtime integration displaying key metrics (from AIF message summary): successful, errors, in process, warnings, canceled, technical errors▪ Resolution metrics (total errors vs. known errors with resolution)▪ Filter by interface, logical system & company code (for accounting documents including 3rd-party)▪ Overall dashboard for the program (all systems connected to central finance system)▪ Visibility on top errors▪ Multi-level and interactive error classification with drill down to the error in AIF▪ Framework to link error resolution guides for reference & operational support▪ Drill down capability from error categories to corresponding error resolution guides

Scope Item / Business Process	Scope Details
	<ul style="list-style-type: none"> ▪ Overall error trend with time travel (based on daily AIF snapshots)

2.3. Scope Conditions and Boundaries

The following conditions and boundaries apply to the scope of Services.

- a) System language: English only
- b) All business data in the system: English only
- c) No more than 5 Customer project team members attend the knowledge transfer workshop
- d) No more than 5 Customer persons execute testing

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 SAP Analytics Cloud.
- 2.4.2. Cloud Service is provisioned and fully functional. The SAP Analytics Cloud instance is connected to the SAP central finance system
- 2.4.3. Customer provides access to the following tiered system landscape: Test System, Production System of the running SAP S/4HANA system as the central finance system.
- 2.4.4. Customer provides the following information:
 - a) Functional and non-functional specifications documents
 - b) Role, profile, and security design document
 - c) Detailed technical design documents
 - d) Key design decision logs
 - e) Architecture documentation, including application, logical, physical, and integration design documents

2.5. Out of Scope

The following is out of scope, including without limitation:

- a) Ancillary or other 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 cleanup
- g) Error handling and error resolution activities
- h) Customer-specific authorizations, roles, and security concepts. SAP will use the standard authorization content provided with the Cloud Service
- i) Any changes required because of pre-existing Customer specific enhancements or developments
- j) Any changes required because of quality or values of Customer's master and transactional data
- k) Unit testing in any other environment besides the environment where the initial configuration was completed
- l) Training services, such as formalized training on the Cloud Service for project team members, training for users or end-user documentation

3. RACI

SAP and Customer agree on the following responsibility matrix of activities.

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

Activity	SAP	Customer
Services Preparation		
Send Services pre-packaged instructions, templates, and pre-requisites list for download	R	C
Confirm Customer project team	I	R
Hold kick-off call: Communicate the Services, roles and responsibilities, expectations, and schedule	R	I
Conduct initial review of provided documents	R	I
Provide system access for SAP	I	R
Provide existing naming conventions	I	R
Confirm completion of pre-requisites	C	R
Services Exploration		
Install ABAP setup, CDS views to Customer system landscape related to central finance	R	C
Install SAC pre-configured content to Customer system landscape related to central finance	R	C
Schedule Q&A workshops with Customer to provide additional information or insight if needed	R	C
Provide solution walkthrough and initial validation workshop	R	C
Services Realization		
Provide sample error library documents and templates	R	I
Activate data exchange from SAP S/4HANA to SAC	R	C
Setup dashboard central finance	R	I
Validate the dashboard and provide feedback	C	R
Fix issues and validate error lists	C	R
Sign off dashboard	I	R
Services Deployment		
Review the available standard SAP authorization roles and map them to Customer's user roles	C	R
Obtain change control approvals to move to Production System	I	R
Perform cutover tasks	I	R
Go-Live Support	R	I
Handover to Customer	R	I
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 3 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 4 weeks.

5. ORGANIZATION

- 5.1. SAP Team
- 5.2. SAP assigns a Services point of contact to the Customer after Order Confirmation.
 - 5.2.1. The SAP team includes the following key roles:
 - a) Project Manager
 - b) Business Process Consultant
 - c) Technology Consultant
 - 5.2.2. SAP may elect to staff a single resource to serve multiple roles or multiple resources to serve a single role.
 - 5.2.3. SAP team roles are, in general, staffed on a part-time basis.
 - 5.2.4. Services are delivered remotely.
- 5.3. Customer Team
 - 5.3.1. The Customer team includes the following 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 Cloud Service 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 SAP 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
 - 5.3.2. In cases where it is necessary to assign multiple resources to a single role, Customer shall clearly identify the responsibilities of each resource.
 - 5.3.3. Customer is expected to staff the roles per the time allocations recommended by SAP.
- 5.4. Governance
 - 5.4.1. 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.
 - 5.4.2. 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.
 - 5.4.3. If and to the extent required to perform the Services, Customer and SAP will work cooperatively at the start of the Services to establish the governance model, including a documented issues management process to address any and all issues that arise on the project. It will address the prioritization of these issues as well as an effective means for issue escalation and resolution.

6. SAP DELIVERABLES AND PROCEDURE

Deliverable	Deliverable Description	Completion Criteria	Deliverable Procedure
Dashboard content	Technical components and pre-configuration	Handover of configuration for testing	Approval upon completion when completion criteria are met
Knowledge transfer materials	Knowledge transfer materials of the Services are made available for Customer team members	Handover of knowledge transfer materials	Approval upon completion when completion criteria are met

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 fulfill 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 GTC, Customer shall fulfill, in particular, the following responsibilities:
 - 7.2.1. Services-specific Customer Responsibilities
 - a) Validation of the dashboard content
 - 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 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 Cloud Service learning materials
 - l) Customer shall comply with any relevant governmental and regulatory requirements

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. Unless SAP’s release notes state otherwise, SAP provides at least 1 quarterly update for general availability. 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 business hours (between 8:00 a.m. – 6:00 p.m.) 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) May utilize accelerators
 - b) Will follow applicable parts of the SAP Activate standard implementation methodology
 - 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. 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.