

Version 01/2022 | PUBLIC

# GLOBAL CODE OF ETHICS AND BUSINESS CONDUCT FOR EMPLOYEES

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1 INTRODUCTION:  
A MESSAGE FROM OUR CEO

Win the  
Right Way

## Dear Colleagues,

In the past few years, the world has faced exceptional challenges, uncertainties, and complexity. The way we live, the way we do business, and the way we work has been profoundly affected. Technology has become crucial to handling these challenges and changes.

This fast rate of change has increased the focus on building and maintaining trust as the foundation for growth and innovation. As such, the interplay between technology and trust will be one of the key drivers of economic growth in the future.

### TRUST MATTERS.

Being a trusted partner for our customers, partners, suppliers, and colleagues has always been at the heart of our business, but in today's uncertain environment, it is more important than ever.

At SAP, we always undertake our business efforts with integrity. Our Global Code of Ethics and Business Conduct for Employees is our guide, and helps us protect our colleagues, business, reputation, and ecosystem. It demonstrates that SAP is committed to the highest standards of ethical business and that we expect the same high standards from our partners and suppliers.

It is upon each and every one of us to uphold these standards, adhere to this Code, and speak out if or when we feel something is not right. Our global team of ethics and compliance experts is here for you, to provide the support and guidance needed to make strong, ethical, and compliant choices.

### LET'S WIN THE RIGHT WAY.

Best regards,



Christian Klein

Chief Executive Officer and Member of the Executive Board of SAP SE



2 OUR VALUES AND CULTURE

# Purpose Delivers Promise



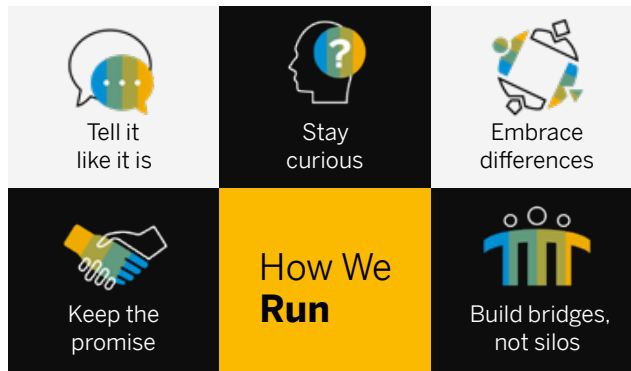
At SAP, our purpose is to help the world run better and improve people's lives. This allows us to deliver on our promise to innovate and help our customers run at their best. We do this by conducting our business activities with integrity – using our global resources and reach to help economy, society, and the environment prosper.

We are respectful and inclusive of our people and our stakeholders, always aiming to make a positive impact on those societies in which we work. We strive for sustainable growth while protecting our environment.

To that end, we do not compromise our values and our commitment to ethical business. This Global Code of Ethics and Business Conduct for Employees ("Code") provides us with the necessary guidance so that we can act with integrity. By making the right choices, based on facts and reason, we build trust with our people and stakeholders together, enabling us to fulfill our purpose and promise.



## 2.1 Our “How We Run” Behaviors



Our company culture inspires ethical business practices through our established “How We Run” behaviors. These behaviors help define how each of us at SAP can run at our best.

We are all accountable for our actions, behavior, and the way we conduct our business.

As employees, we can demonstrate our commitment to ethics and compliance by embracing our behaviors and ensuring that we:

- Act with integrity and encourage colleagues to do the same.
- Familiarize ourselves with and act in accordance with our policies and guidelines, including this Code.
- Seek help and guidance on matters of compliance – from our manager, HR, Global Legal, or the Office of Ethics & Compliance (OEC).
- Raise concerns over situations relating to potential noncompliance by using our reporting channels. For further information about reporting channels, see the [“Speak Out”](#) section of this Code.

If you are a leader, you play a special role in modeling these behaviors to inspire and support employees in creating a foundation of trust.

We need our leaders to do what's right, making SAP better for generations to come:



### 3 ETHICAL BUSINESS AND YOU

# Do the Right Thing



## 3.1 Ask Yourself

We rely on you and our ecosystem – including customers, partners, and suppliers – to assess every decision and ensure that every action made on behalf of and related to our organization is legal, fair, and compliant with our policies and guidelines, this Code, and any law or regulation.

This Code helps guide your conduct as you do business at SAP. Many of the principles described in this Code are general in nature. The Code cannot cover every situation that may arise. It is a starting point and not the exclusive source of information regarding how we conduct business.

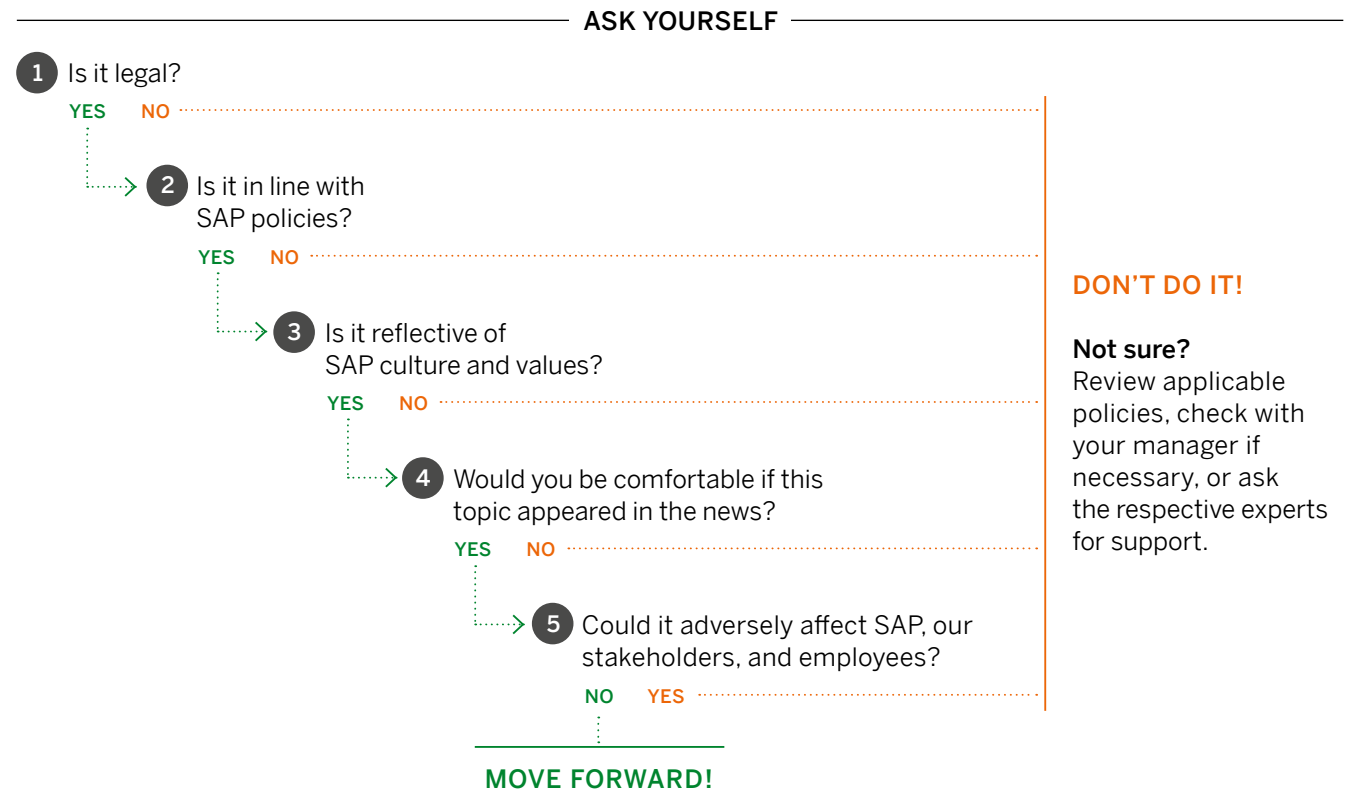
It is our duty to familiarize ourselves with all applicable SAP policies and other governance documents as they provide detailed guidance.

Use common sense and good judgment in applying this Code. If you have any questions about the Code and its application, it is your responsibility to always seek support from one of the resources provided.

If at any time you are unsure of the best course of action, ask yourself these questions to determine the right steps to take:

**POLICIES AND GUIDELINES**

[SAP One /go/globalpolicies](#)



## 3.2 Speak Out

Prevention is best; however, if something does go wrong, we count on you to speak out. We rely on you and our ecosystem to report any actual or potential misconduct of which you may become aware.

We can fix a problem only if we are aware of it. The earlier we learn about an issue, the greater the chances to mitigate potential harm to SAP, our employees, and those doing business with us.

If something doesn't feel right, look right, or sound right, it probably is not right. We encourage you to speak out.

We recommend discussing with your management and your Office of Ethics & Compliance (OEC) Field Compliance Officer and report any serious SAP-related compliance concerns using the various reporting channels that SAP provides (see section 3.2.1).

Concerns can also be raised with the Global Ombuds Office ([ombudsperson@sap.com](mailto:ombudsperson@sap.com)).

### 3.2.1 REPORTING AN ISSUE

Report any serious compliance concerns relating to the Code or any laws and regulations – in good faith, confidentially, and if desired, anonymously – using our [Speak Out at SAP](#) tool. Speak Out is available online or via the integrated 24x7 helpline, which has local language support whether you are reporting from inside or outside of SAP.

We ask you to provide as much information as possible when making a report. Mere rumors are not sufficient; however, actual proof of wrongdoing is not necessarily required.

You can also use the following **additional reporting channels**:

#### Office of Ethics & Compliance (OEC)

Unified Ticketing: [Create a ticket](#)

Your local Field Compliance Officer:

SAP One [/go/ethicalbusiness](#)

Post: Office of Ethics & Compliance, SAP SE

Dietmar-Hopp-Allee 16, 69190 Walldorf, Germany



#### Global HR Compliance Office

E-mail: [HRcompliance@sap.com](mailto:HRcompliance@sap.com)

Post: Global HR Compliance Office, SAP SE

Dietmar-Hopp-Allee 16, 69190 Walldorf, Germany

If you have a concern relating to a particular topic managed by a specific area of our business, you are always free to reach out to the respective department directly. A list of department-specific contact channels is available on SAP One at [/go/speakout](#).

“Our ability to deliver great business outcomes and experiences and drive positive impact is underpinned by the trust our customers, partners, suppliers, and colleagues place in us.”

Christian Klein, Chief Executive Officer and Member of the Executive Board of SAP SE





### 3.2.2 YOUR REPORT MAKES A DIFFERENCE

SAP is committed to thoroughly assessing every report and, where appropriate, conducting careful, objective, and professional investigations of the matter by the respective expert departments (for example, Office of Ethics & Compliance (OEC), Internal Audit, Global HR Compliance). Where appropriate, we will carry out consequence management and apply acquired insights to further strengthen our policies, processes, and controls.

When we carry out an investigation, we require your full cooperation to help resolve a matter.

Investigations may result in consequences related to employment law and external investigations, action in the civil courts, or criminal prosecution.

### 3.2.3 SAP PROTECTS YOU

We know that it can take courage to report an issue. You may ask yourself the following questions: Is what I am observing really wrongdoing? Will I face consequences if I report? Is it worth it?

SAP does not tolerate any form of retaliation against those who raise concerns in good faith to help protect and prevent damage to SAP. We have various safeguards in place to protect confidentiality of any report made through the reporting channels provided.

For example, we strictly limit access to these reports to a small number of specifically trained and authorized experts. Should any forms of retaliation occur despite our precautions, we ask that you report them. We can draw on additional robust procedures to address your protection.

We equally do not tolerate any personal or false attacks aimed at specific individuals. Dishonest, bad faith, or otherwise abusive reports are prohibited and may result in disciplinary action.

### INCIDENT REPORTING

[www.sap.com/speakout](https://www.sap.com/speakout)

SAP One /go/speakout

#### 4 ENSURING TRUST IN THE WORKPLACE

# We Strive to Foster Trust



## 4.1 Diversity and Inclusion, Anti-Discrimination, and Anti-Harassment

### 4.1.1 DIVERSITY AND INCLUSION

SAP behaviors reflect our values and inspire appreciation for all aspects of diversity and inclusion.

At SAP, every person must be treated with dignity and respect. We proactively promote diversity, inclusion, and social justice and work to ensure that our workforce reflects gender parity and the demographics of the regions where we have employees. We commit ourselves to be respectful, professional, compliant, inclusive, and healthy and to foster employee engagement, spark innovation, and drive customer success.

The Global Diversity & Inclusion Office is at hand for any related questions.

### 4.1.2 ANTI-DISCRIMINATION AND ANTI-HARASSMENT

We embrace and encourage different perspectives. We are made stronger by our unique combination of diverse characteristics, including but not limited to, culture, race, ethnicity, age, gender, sexual orientation, gender identity or expression, physical or mental ability, and different work-life situations. We make every effort to ensure that all stages of the employee lifecycle are inclusive to enable employee success, hold leaders accountable, and build a diverse environment – both internally and among our ecosystem.

Our priority is to provide a work environment where employees, suppliers, customers, and partners can be confident that their integrity, dignity, rights, health, safety, and well-being are valued and respected. Therefore, we commit ourselves to a workplace free from discrimination, harassment, bullying, mobbing, or retaliation.

As exemplars for our “How We Run” behaviors, we all must act as role models.



We encourage you to report to the Global HR Compliance Office any concern or behavior that is inconsistent with our values and the regulations outlined in the SAP Global Anti-Discrimination Policy.

### MORE INFORMATION

[SAP Global Anti-Discrimination Policy](#)



## 4.2 Healthy Organization

SAP's purpose to make the world run better and improve people's lives includes caring for the health and well-being of everyone at SAP.

Conditions in which people live up to their full potential are mainly defined by an organization's leadership style and working culture. We believe that there is no organizational health without individual health. SAP and our leaders take ownership for workplaces and a caring culture that fosters physical health, safety, and mental well-being, while all employees are empowered to take care of their individual health.

We encourage you to get involved and shape our caring culture and working conditions by using feedback opportunities to "Tell It Like It Is" and help us improve where needed. Our success is tracked in the Business Health Culture Index (BHCI) (annual #Unfiltered employee survey) and the Stress Satisfaction Score (biannual Future of Work Pulse).



The Global Health & Well-Being organization, together with strong partners in Global Real Estate & Facilities, Occupational Safety, Total Rewards, Personal Security, SAP Learning, and HR Global Service Delivery teams, provide the information, education, and support to foster a healthy working culture and a supportive environment for all

employees. In doing so, we enable the entire organization to be a role model for safe, healthy, and sustainable people management.

**MORE INFORMATION**

[Global Health and Safety Policy](#)

## 4.3 Conflicts of Interest

### 4.3.1 PERSONAL CONFLICTS OF INTEREST

We respect your personal interests and your private life. We also expect that you are loyal to our company and act in the interest of SAP. If your private or financial interests or relations collide with those of SAP or may be perceived to collide with SAP's interest, a potential conflict of interest arises.

Potential conflicts of interest can arise from many situations.

Even the appearance of a conflict of interest can be problematic and must be avoided at all times. You are responsible for disclosing any potential conflicts of interest, actual or perceived, as early as possible or as soon as you become aware. Seek advice and, if warranted, approval from the Office of Ethics & Compliance (OEC). If any material changes occur after approval – for example, the duration or tasks of any secondary activities change or the amount of investment increases – you must proactively report these changes for further review and approval.

While there is no exhaustive list of such situations, potential conflicts of interest typically arise from the following scenarios.



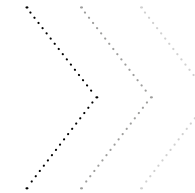
#### CONFLICTS OF INTEREST – PERCEIVED OR ACTUAL



SAP



Secondary Activities  
External Boards or Advisory Positions  
Personal Relationships  
Financial Investments



PERSONAL

### 4.3.2 SECONDARY ACTIVITIES

A secondary activity, whether paid or unpaid, must not negatively impact either your ability to work for SAP, or your performance. Prior to starting a secondary activity outside of SAP, you must ensure that there is no conflict of interest. Refer to SAP One to determine whether a formal secondary activity declaration is required for your country and the process for reporting. If no specific process is required, report your secondary activity to your manager and the Office of Ethics & Compliance (OEC).

#### Secondary activities for competitors

Any activity for an SAP competitor is prohibited. This includes, but is not limited to, secondary employment and any other activities such as assuming any board seat, advisory, or supervisory role; performing any marketing or sales activities for competitors or their products and services; or working as an independent party in a contract, as a consultant; or in any other capacity for a competitor. You must not function directly or indirectly or carry out any activity that assists in the marketing or sale of products or services of a competitor

of SAP. A competitor is not limited to multinational technology companies; any entity, of any size, can be a competitor if it provides similar software or services to anything provided by SAP. The OEC determines who is classified as a competitor, in alignment with other relevant functions.

#### Secondary activities for you or your family

You should use caution when you or any family members engage in your own business activities if they are closely related to SAP's business. You must always ensure that these activities do not conflict with the rightful interests of SAP and adhere to these requirements:

- While working at SAP, you must not pursue business that conflicts with the interests of SAP.
- You must not directly or indirectly exploit any business opportunity available to SAP for your own benefit or the benefit of others.

If you develop or sell your own or third-party products, or perform services where SAP offers or is planning to offer similar products or services, you must get prior written approval from your manager and the OEC.



#### Secondary activities for customers, partners, and suppliers

We discourage any secondary activity for an SAP customer, partner, or supplier. If you want to pursue such an activity, you must get prior written approval from your manager and the OEC. The OEC determines whether the activity falls within SAP's best interests.





### 4.3.3 BOARD OF DIRECTORS, CORPORATE OFFICER, OR ADVISORY POSITIONS WITH OTHER COMPANIES

Positions as board directors, corporate officers, or consultants are considered a secondary activity and require prior written approval from the Office of Ethics & Compliance (OEC). Any activity that involves decision making or advisory services, or that is linked to a role within a supervisory body for an SAP customer, partner, or supplier is discouraged and is reviewed with scrutiny by the OEC. If the OEC grants approval, your additional role must not affect your loyalty to SAP. You must excuse yourself from voting in decisions that

directly or indirectly result or could result in an actual or perceived conflict of interest in terms of your loyalty or preferential treatment towards SAP. If the company becomes a competitor and its status or relationship with SAP changes, you must immediately resign from the position.

#### Positions with a competitor

You are prohibited from joining the board of directors or holding a position as a corporate officer or an advisor within a competitor of SAP because this directly harms SAP's interests. This also applies to any company that promotes or markets products and services for a competitor of SAP. The

OEC determines who or what is classified as a competitor in alignment with other relevant functions.

#### Positions with a customer, partner, or supplier

Regardless of your position at SAP, you must obtain prior written approval from your manager and the OEC before accepting a board of directors, corporate officer, or advisory position with a customer, partner, or supplier of SAP. The OEC determines whether the activity is within SAP's interests.

#### 4.3.4 PERSONAL RELATIONSHIPS

It is generally accepted that your family and close personal contacts (for example, good friends) can work for SAP, our customers, partners, suppliers, and competitors. Be aware, however, that such circumstances can lead to personal conflicts of interest.

##### **Personal relationships that might affect the interests of SAP and its employees**

Your family and close personal contacts may be employed by SAP if there is no actual, possible, or perceived conflict of interest. For that reason, we adhere to the following:

- Neither direct nor indirect disciplinary reporting lines between family members or close personal contacts are permitted. If such a situation arises, one party may be required to change jobs within SAP.
- Family members and close personal contacts must not participate in business or employment decisions that may benefit or damage the other employee. This includes hiring, evaluations, promotions, compensation, work assignments, and disciplinary actions, for example.

Report to HR and the Office of Ethics & Compliance (OEC) any situations that affect you and that could be perceived as a personal conflict of interest so that appropriate steps can be taken to protect you, SAP, and the employees involved.

Disclose to HR and the OEC any situations that affect you where there is a family relation, life partnership, or close personal connection between you and a senior leader (that is, for the purposes of the Code, a T4-level people manager or above) to avoid even the appearance of preferential or disadvantageous treatment.

##### **Personal relationships with customers, partners, suppliers, and competitors**

If your family and close personal contacts work, or seek to work, for a customer, partner, supplier, or competitor of SAP, you must make certain that these relationships do not exert any undue influence. In particular, you must not share confidential information or allow them to impact your objectivity in the decision-making process.

Occasionally, it may happen that you will interact with family members or close personal contacts who work for an SAP customer, partner, or supplier. This collaboration can occur, for example, during sales negotiations, consulting projects, and procurement. This is a conflict of interest for you, your family member, and your close personal contact at the customer, partner, or supplier. Many of these third parties include a conflict-of-interest clause in their contracts, and you are obliged to notify them of any potential conflict of interest. It is therefore mandatory for you to disclose such relationships immediately to your manager and to the OEC. You must also never use your influence to secure a job at an SAP customer, partner, or supplier for a family member or close personal contact, regardless of how the person became aware of the position. The required recruitment procedures of the SAP customer, partner, or supplier must be followed.

#### 4.3.5 FINANCIAL INVESTMENT IN OTHER COMPANIES

You must not have any financial interest in the businesses of customers, partners, suppliers, or competitors of SAP, where this could lead to a conflict of interest with SAP or create the appearance of such a conflict. A conflict of interest relating to a financial interest is present especially if:

- Within the context of your employment at SAP, you have influence on SAP-related decisions regarding a customer, partner, supplier, or competitor that could potentially be used for personal financial gain.
- You have a capital stake in an SAP customer, partner, supplier, or competitor that gives you influence on decisions made at the customer, partner, supplier, or competitor and that you potentially could use to gain a financial advantage.



We expect that you are loyal to our company and act in the interest of SAP.





## 4.4 Protection of SAP Assets

We all use various tangible and intangible SAP assets to help us perform our work. These assets are vital to support SAP business both internally and externally, and as such, you need to look after them and manage them appropriately. You must commit to guard against waste, abuse, or attacks on these assets and use them only for the purpose for which they were purchased in our business environment. Once assets are obsolete or no longer required, you must return the assets to SAP.

Always keep in mind that the assets belong to SAP and were purchased for business purposes.

Before ordering goods and services, make sure you have the necessary spending authority. You must order goods or services on behalf of SAP only for business purposes and to fulfill your work requirements. SAP does not permit ordering for private use or for use by family and close personal contacts.

If in doubt, contact the Global Security, Global IT Asset Management, or Global Procurement teams.

### MORE INFORMATION

[SAP Security Policy](#)

[SAP Global IT Asset Management Policy](#)

[SAP Global Procurement Policy](#)

## 4.5 Internal Gift Giving

Giving a gift is a nice way to express appreciation and thanks to a person or group. However, gifts between colleagues or teams are considered private matters, and in general, you should not expect to be reimbursed. Exceptions are possible only for limited defined scenarios and with the approval of your manager and the Market Unit Chief Financial Officer (CFO).

### MORE INFORMATION

[Global Guidance on Internal Gift Giving](#)

5 ENSURING TRUST IN OUR BUSINESS

We Follow  
the Law and  
Regulations





At SAP, we all have a personal responsibility to uphold and ensure the letter and spirit of our Code in our individual roles every day. It is important that we are aware of, and never intentionally violate, relevant laws and regulations. Violating relevant laws, regulations, or this Code, or encouraging others to do so, exposes SAP to risk, including risk to our reputation, and therefore may result in disciplinary action up to and including termination of employment.

Violations of laws or regulations may also result in legal proceedings and penalties including, in some circumstances, civil and criminal penalties that could affect us personally and professionally in addition to a risk of adverse consequences to SAP.

We all have a personal responsibility to uphold and ensure the letter and spirit of our Code.



## 5.1 Fraud

Our commitment to honesty and integrity demands that we prevent, counter, and investigate fraud wherever it occurs. Fraud can have a devastating effect on our company and our environment by destroying trust, resulting in significant financial loss and other long-term business repercussions. Fraud is misrepresenting or concealing the truth to cause a loss of property or money to another person or SAP. This may include, for example, theft of materials or supplies, falsifying expense claims, or improper reporting of financial transactions and resource allocation.

We expect you, as well as our partners, suppliers, and customers, to report immediately any instances of fraud, either suspected or actual, to the Office of Ethics & Compliance (OEC) or through other channels, such as Speak Out at SAP. This helps us to prevent losses and to reduce fraud in the future.

## 5.2 Organizational Conflicts of Interest

Organizational Conflicts of Interest (“OCI”) can arise when existing SAP relationships create an actual or potential conflict of interest for SAP on a government contract. It also can arise when the nature of the work to be performed by SAP creates a situation of actual or potential conflict of interest relating to another government contract that SAP has or is pursuing.

SAP may have access to a competitor’s cost or other proprietary information if that competitor is a subcontractor on a government contract, which could provide an unfair competitive advantage when competing on another government contract.

If SAP participates in a government procurement process that may give rise to an actual or potential OCI, you must consult both SAP Global Government Affairs and the Office of Ethics & Compliance (OEC) for advance review and approval of the bid. Although an OCI may exist, participation in procurement is possible if the government contracting officer agrees that sufficient actions are undertaken to



avoid, neutralize, or mitigate the actual or potential OCI, and that has been properly documented. If you are concerned that a potential OCI may exist, you must report this concern to the OEC.

## 5.3 Bribery and Corruption

### We Win the Right Way!

We have zero tolerance for all forms of bribery and corruption. We will forgo business opportunities rather than pay bribes or facilitate corruption.

This approach is fully supported by the SAP Executive Board and the senior leadership team.

#### 5.3.1 GENERAL INFORMATION AND PROVISIONS

We observe all applicable anticorruption treaties and laws of the countries in which we do business.

Giving and receiving benefits (including money, gifts, meals, and invitations to events) can help to build good working relationships and goodwill among companies and individuals. However, they may also be perceived as an improper advantage and raise concerns regarding our integrity and independence. They can also create a conflict of interest (or the appearance of impropriety) and even violate laws.

This means that you may not offer, promise, receive, or give anything of value to improperly influence decision making or an action. This requirement applies not only to every one of us at SAP but also to individuals and companies working with or on behalf of SAP, including those with close personal connections to the recipient.

The offering and acceptance of any benefits must meet the following **basic principles**:

- Serve a legitimate business purpose (that is, encourage or improve a business relationship) without the intention of an unfair advantage
- Observe the applicable Value Limits for country, format, and specific target group as published on SAP One
- Ensure adherence to all applicable laws and internal policies
- Be made in a transparent manner

Bribery may take many forms under the guise of common business or social practices. If you suspect potential bribery, you must respond in an appropriate manner as set forth in this Code. If in doubt, consult the Office of Ethics & Compliance (OEC).

We work closely with our ecosystem to achieve our goal of making the world run better. However, third parties can increase our risks particularly regarding corruption and bribery. To avoid any illegal act, all business transactions through a member of our ecosystem must be in full compliance with all applicable laws, rules, regulations, and policies. We depend on reputable business partners that behave fairly, ethically, and correctly in all business activities.

#### MORE INFORMATION

[Value Limits](#)

[SAP Supplier Code of Conduct](#)

[SAP Partner Code of Conduct](#)

### 5.3.2 MEALS AND INVITATIONS TO EVENTS

You may offer or accept meals and invitations to events, provided they meet the above-mentioned [basic principles](#).

When you offer meals and invitations to third parties, you must adhere to the policies for business events and hospitality.

The event type (on-site or virtual, business, or hospitality); the invited guests (government officials, special guests, and accompanying persons); and timing (parties in a competitive bid or sales cycle) influence whether the meal or invitation is allowed.

#### MORE INFORMATION

[SAP Global Business and Hospitality Event Policy](#)

[SAP Virtual Event Standard](#)

[SAP Global Policy on Interactions with Government Officials](#)

[Value Limits](#)

### 5.3.3 GIFTS

In general, you may offer or accept gifts and gifts in kind to or from current or prospective customers, suppliers, competitors, or partners if the above-mentioned [basic principles](#) are met and exclusions below are followed.

No gifts may be offered or accepted with a value higher than that identified in the Value Limits published on SAP One.

Gifts to government officials or public sector employees are strictly prohibited, as are gifts to customers during a competitive sales cycle.

In some contexts, and in some countries in a business relationship, it is customary to exchange gifts of higher value. In these cases, you may accept these gifts in the name of SAP but immediately hand them over to the Office of Ethics & Compliance (OEC) to be used for the wider benefit of SAP employees or as a donation to a good cause. You may not personally keep these gifts.

#### MORE INFORMATION

[SAP Global Policy on Interactions with Government Officials](#)

[Value Limits](#)







#### 5.3.4 FACILITATION PAYMENTS AND CASH OR CASH EQUIVALENTS

The offer or acceptance of cash or cash equivalents (for example gift cards, vouchers, checks, or gift certificates) is not permitted.

Facilitation or “grease” payments are also prohibited.

#### 5.3.5 CORPORATE SPONSORSHIPS, MEMBERSHIPS, AND DONATIONS

SAP may occasionally engage in sponsorship activities with other organizations to support our purpose and in return for legitimate commercial benefits such as branding rights and hospitality. We also make donations to support charitable causes.

As a large and diverse global company, we are a member of many trade associations, coalitions, and professional societies that represent the interests of the technology industry and the broader business community. We also advocate on public policy issues of importance to SAP and the communities we serve.

We never engage in sponsorship activities, make donations, or use memberships for improper purposes to influence a business decision or those actions that are contrary to applicable laws, regulations, and our policies. The engagement in all three of these activities requires approval through the official process, up to and including approval by the Office of Ethics & Compliance (OEC).

To avoid even the appearance of inappropriate influence, we reject sponsorship activities with, or donation requests from customers and their families and close personal contacts during a competitive sales cycle.

## 5.4 Artificial Intelligence

SAP believes that artificial intelligence (AI) has the potential to unlock boundless potential for businesses, governments, and society. As with similar innovations or technological advancements, AI also has the potential to create economic, political, and social challenges, depending upon how it is used and implemented.

We are committed to comply with all legislation in this regard. We are also committed to the ethical development, deployment, and sale of SAP developed AI systems. Our Global AI Policy defines a group-wide minimum standard for the development, deployment and sale or use of SAP AI applications and solutions, including assignment of clear responsibilities within SAP.

The policy is based on the SAP Guiding Principles for Artificial Intelligence:

- We are driven by our values.
- We design for people.
- We enable business beyond bias.
- We strive for transparency and integrity in all that we do.
- We uphold quality and safety standards.
- We place data protection and privacy at our core.
- We engage with the wider societal challenges of AI.

### MORE INFORMATION

[SAP Global Artificial Intelligence \(AI\) Policy](#)

[SAP Guiding Principles for Artificial Intelligence](#)

[SAP Global Human Rights Commitment Statement](#)



## 5.5 Intellectual Property, Confidential Information, and Personal Data and Privacy Rights

SAP is a trusted leader in driving business transformation and value through technology innovation. We are all responsible for protecting the intellectual property, confidentiality, integrity, and availability of confidential, personal, and proprietary information and data, no matter if it belongs to SAP, us as employees, or others. We must ensure that personal data is processed according to data protection and privacy rules and regulations worldwide. The respective experts at Global Legal, especially the Cyber, Litigation, and IP teams; Global Security; and Global Data Protection & Privacy are at hand to guide us in this endeavor.

### 5.5.1 INTELLECTUAL PROPERTY

SAP intellectual property (IP) is one of our most valuable assets. This includes confidential information, patents, copyrights, trademarks, and trade secrets. Therefore, it is vital that you take appropriate steps to protect SAP IP. It is also important that you respect the IP rights of third parties, including our competitors, and avoid unauthorized use.

#### MORE INFORMATION

[Global IP Policy](#)

### 5.5.2 CONFIDENTIAL INFORMATION

The exchange of information is a vital part of every business. Before sharing any SAP information, you need to evaluate the appropriate classification. It is appropriate to share publicly available information about SAP. For exchange of all other information, either by SAP or a third party, we require a nondisclosure agreement (NDA) or other appropriate agreement.

You should also avoid being exposed to confidential information of third parties in the course of your business unless necessary.

#### MORE INFORMATION

[SAP Global Nondisclosure Agreement/Confidentiality Policy](#)

[SAP Security Policy Framework](#)

### 5.5.3 PROTECTION OF PERSONAL DATA AND PRIVACY RIGHTS

SAP is committed to and strives to protect the rights of individuals, particularly the right to data protection and privacy, strengthening our reputation as a sustainable and trustworthy partner in the market. We have implemented safeguards to

help protect the fundamental rights of everyone whose data is processed by SAP, whether they are customers, suppliers, partners, prospects, employees, or applicants. Therefore, all of us must respect applicable data protection and privacy rights when processing personal data during our daily work.

You are responsible for ensuring that all practices involving the processing of personal data within the course of your work comply with applicable laws and internal regulations. You are required to handle all personal data that could be accessed within the scope of your role with strict confidentiality, and not to use this data without authorization. Processing means any operation that is performed on personal data, whether or not by automated means. This includes collecting, recording, organizing, structuring, storing, adapting or altering, using, disclosing by transmission or dissemination, or otherwise making available, in alignment or combination, restriction, erasure, or destruction.

#### MORE INFORMATION

[SAP Data Protection and Privacy Policy](#)



## 5.6 Insider Trading and Inside Information



In numerous jurisdictions, publicly traded financial instruments such as shares and bonds, and their derivatives, are subject to strict statutory rules. These regulations prohibit the unlawful disclosure of inside information and its use in trading.

You must ensure that when trading in publicly traded financial instruments of SAP SE or SAP-listed subsidiaries, customers, suppliers, competitors, or partners, you do not do so based on inside information, and you must not unlawfully disclose inside information.

Except in circumstances where the prohibition of insider dealing applies, you may decide at your personal discretion whether to dispose of or acquire SAP SE or an SAP subsidiary's shares or bonds or their derivatives. However, to avoid any implication that you are involved in insider trading, the SAP Executive Board urgently appeals to all of us not to trade in SAP SE or SAP subsidiary's shares or bonds or their derivatives during the official blackout periods. You are asked to comply with this (legally nonbinding) appeal. Deviations from this guideline should be made only in emergencies, for example, where an employee has a sudden unexpected cash requirement. Cases of doubt should be discussed with the SAP SE Capital Market Compliance team beforehand.

If you have questions in this regard, especially about capital market or insider law or the blackout period, contact the SAP SE Capital Market Compliance team.

### MORE INFORMATION

[SAP Global Insider Regulations Policy](#)



## 5.7 Financial Statements, Disclosures, and Internal Accounting Controls

Accurate, complete, and reliable records are crucial to our business to avoid reputational and/or financial damages. We are committed to maintain accurate company records and accounts to ensure compliance with applicable legislations, tax rules, ethical business practices, and to prevent fraudulent activities. We are responsible to ensure that the information we record, process, and analyze is accurate and is recorded in accordance with applicable legal or accounting principles, applying SAP's policies and guidelines. Internal controls need to be in place.

All parties involved need to ensure that these records are made secure and readily available to those with a need to know the information on a timely basis to fulfill internal and external requirements. All company records must be complete, accurate, and reliable in all material respects. There is never a reason to make false or misleading entries. Undisclosed or unrecorded funds, payments, or receipts are inconsistent with our business practices and are prohibited.

Corporate Financial Reporting is at hand for comprehensive guidance.

### MORE INFORMATION

[SAP Group Accounting Guidelines](#)

[SAP Global Revenue Recognition Guideline](#)

## 5.8 Export Controls and Trade Sanctions

Export control laws regulate exports, re-exports, and in-country transfers of items (including software) that have both military and commercial application. These laws are intended to address national security and other concerns, for example, potential to influence the behavior of a target nation, company, or person. Deliveries of SAP software and services are within the scope of these regulations regardless of how they are delivered.

Trade sanctions impose restrictions on certain countries, regions, entities, or individuals for various economic, diplomatic, and national security reasons. The scope of trade sanctions can range from comprehensive prohibition to do business to specific economic and financial measures. Because of the risk associated with these trade sanctions and as a matter of corporate policy, SAP products and services are not available in certain countries and regions. Furthermore, SAP products and services cannot be sold to entities and individuals with whom transactions are prohibited in accordance with any applicable sanctioned party lists.



Therefore, we follow such laws and regulations, including without limitation the laws of Germany, the European Union, the United States, and applicable local regulations and obligations as stated in applicable documents, which can be found on the Export Control SharePoint.

For questions or concerns, contact the Export Control Legal team.

### MORE INFORMATION

[SAP Global Export and Sanctions Compliance Policy](#)



## 5.9 Anti-Money Laundering and Commitment to Combating the Financing of Terrorism

Money laundering and financing of terrorism are global issues with far-reaching and serious consequences.

Money laundering is the process of converting illegal proceeds so that funds are made to appear legitimate. Very often, this is attempted through cash transactions, as the payer is harder to identify in these cases. For this reason, SAP does not

accept cash transactions of €10,000 and above. However, money laundering is not limited to cash transactions. Complex commercial transactions may hide financing for criminal activity such as terrorism, illegal narcotics trade, bribery, and fraud. Involvement in such transactions undermines our integrity, damages our reputation, and can expose SAP and all of us to severe sanctions.

SAP forbids knowing engagement in transactions that facilitate money laundering and financing of terrorism. We take affirmative steps to detect and prevent unacceptable or illegal forms of payment and financial transactions. Anti-money laundering laws of many countries and international organizations require transparency of payments and the identity of all parties to transactions. We observe all applicable anti-money laundering and combating terrorist financing laws of the countries in which we do business. We will conduct business only with reputable customers and business partners involved in legitimate business activities and transactions.



6 ENSURING TRUST WITH OUR ECOSYSTEM

# We Commit to Our Ecosystem



## 6.1 Business Relationships with Organizations

We do not maintain business relationships with organizations that are themselves, or are supporters of, antisocial forces, terrorists, or criminal groups.

## 6.2 Contractual Changes and Unauthorized Commitments

Transparency in business relationships is crucial to the success of SAP. Our business partners and investors expect us to operate in a fair and transparent manner. To further our goal of transparency, we must make sure that commitments to our business partners are accurate, truthful, appropriately

approved in advance, and ultimately incorporated into written agreements that cover the full understanding of all involved parties. All parties should be aware of the entire understanding of our agreements.

You must not agree to any changes, qualifications, or amendments to SAP contracts or general terms and conditions, whether by supplementary agreement, side letter, or otherwise, without proper approval. Also, any other unauthorized commitments are strictly prohibited.

Any of these actions made without proper oversight or internal controls could lead to accounting and financial errors and irregularities and could expose SAP to potentially fraudulent activities.







## 6.3 Reciprocity Deals

We must ensure that we do not enter reciprocity deals in which SAP accepts goods and services from another company only on the condition that the other company obtains SAP products or services in exchange.

## 6.4 Conduct with Customers

### 6.4.1 BOYCOTTS

An agreement with a customer, supplier, competitor, or partner of SAP not to conduct business with, or to not deliver goods or provide services to any other customer, supplier, competitor, partner, or service provider, is unlawful. Therefore, you must be extremely careful if you discuss with one of our suppliers the competitive terms of another supplier. Discussions of this sort raise suspicion of an unlawful understanding. A unilateral decision not to sell to a particular customer can become

a problem if SAP has such a strong position in the market concerned that the customer is dependent on its contractual relationship with us.

### 6.4.2 EXCLUSIVE CONTRACTS

You must not ask customers to buy products and services exclusively from us as SAP or to refrain from buying the products of a competitor if this would impact competition in the market.

## 6.5 Conduct with Suppliers

### 6.5.1 GENERAL

Guided by the Global Procurement organization, we must govern our conduct with suppliers by sound judgment and absolute integrity. The most important consideration is the upholding of SAP's interests.

We must ensure that SAP's suppliers comply with the legal requirements in the country of manufacture and country of sale.

Accordingly, you must not coerce any supplier to buy SAP products in return for SAP's purchase of that supplier's goods or services. Naturally, however, you may seek to sell products to our suppliers as you do to any other customer.

Relationships with our suppliers often include access to trade secrets and suppliers' know-how. In that regard, you must exercise the utmost care and ensure compliance with the Code. Do not pass on information concerning a supplier's problems or shortcomings to any other supplier or partner or any other person outside of SAP.

### 6.5.2 BIDS, ESTIMATES, AND PROOF OF SERVICES AND GOODS

We must ensure that all qualified suppliers are fully and equally notified of SAP's technical and commercial bid requirements. The same applies to any details, changes, and additions to these requirements subsequently provided.

SAP considers the awarding of any contract based on the long-term cost to SAP, including the costs associated with defective goods and services, as well as the value of the long-term business relationship with SAP suppliers.

Before approving invoices for goods or services, ensure that you have verified that those goods or services have been provided.

### 6.5.3 EXTERNAL CONSULTANTS

When engaging external consultants, you must ensure that:

- Commission and consulting contracts are always concluded in writing
- Payments are made only for activities that are usually remunerated and are lawful

### MORE INFORMATION

[SAP Global Procurement Policy](#)

[SAP Supplier Code of Conduct](#)



## 6.6 Conduct with Competitors

### 6.6.1 GENERAL

One of the most serious infringements of the provisions of competition law is the existence of an understanding between competitors. Agreements and understandings amongst competitors about pricing, conditions of sale, volume of production, or the sharing of markets are strictly unlawful. You must not participate in agreements or understandings of this nature. The Field Legal team can provide detailed guidance in your day-to-day business.

### 6.6.2 PRICE FIXING AMONG COMPETITORS

All forms of price fixing among competitors are forbidden. This ban also includes all agreements and understandings that only indirectly affect prices or other conditions of sale, such as discounts. You must not participate in setting maximum and minimum prices or exchanging information about future pricing models with competitors. In individual cases, it may be necessary – as part of a reseller agreement – to provide information to the resale partner, who may also be a competitor, about the future pricing model so that internal licensing payments can be adjusted. You must not convey such information without first checking with the Global Legal team on the implications under competition law.



### 6.6.3 COMPETITIVE RESTRICTIONS

Joint ventures, collaboration agreements, and mergers among competitors can affect free competition. In many cases, they require official approval. Often their legality also must be checked in multiple systems of law because they can have consequences in other countries. Therefore, you must ensure that the Global Legal team checks the legality of such plans as early as possible and, in any case, before they are implemented.

### Contact with competitors

You must not discuss internal matters with competitors. This includes matters such as pricing and conditions of sale, costs, overviews of the market, organizational processes, or other confidential information, from which competitors could draw competitive advantage over SAP.



### Obtaining competitor information

We at SAP have a legitimate interest in obtaining information about competitors and evaluating all published information about its competing companies (for example, publications about products and pricing). However, you must not seek to obtain trade secrets or other confidential or secret information about a competitor using dishonest means.

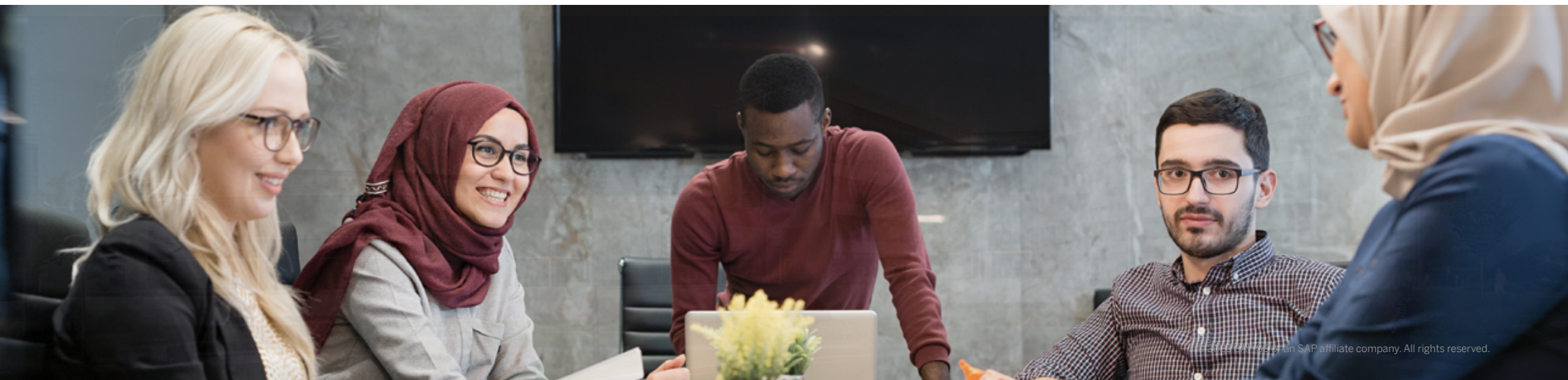
You must not accept, read, or use information about products and plans of competitors that is identified or identifiable as confidential information unless you are authorized by the competitor to do so.

SAP receives a net benefit from competitive information only when it is obtained lawfully and ethically. Therefore, we seek to avoid exposure to competitive information that is confidential, is otherwise restricted, or has no legitimate source. Actual or alleged infringement or misappropriation of competitors' confidential information or intellectual property rights may lead to litigation, which, in turn, can result in monetary loss and the inability to provide certain products or services to our customers. In addition, actual or alleged infringement or misappropriation may also damage SAP's reputation as a trustworthy business partner.

Accordingly, you may gather and use nonconfidential information about competitors, including information that can be found on competitors' Web sites.

You always must keep in mind that we are legally prohibited from:

- Collecting confidential competitive information
- Making untrue statements about competitors
- Gathering competitive information in breach of a contract
- Misrepresenting the relationship to SAP to obtain competitive information
- Violating the copyrights of a competitor
- Hiring third parties to engage in such practices





## 6.7 Conduct with Partners

Partners are very important to our company. Our partners serve as our ambassadors and support our varied business interests. That is why we must trust our partners, be loyal, and treat every partner with equality and equity. Presenting a consistent and aligned message is in the best interest of SAP and our partners.

You must present our partners with equal opportunities, always be objective, and provide transparency. Ensure that you treat them without bias or unjust preference. For example, you must be equitable when handling competing bids from several partners for the same customer. For you to ensure the best experience for our customers, every opportunity requires trustworthy collaboration with our partners, thereby creating a productive environment to deliver a successful multichannel go-to-market approach.

If a partner is also a customer, supplier, or competitor of SAP, you must also observe this Code's rules concerning customers, suppliers, and competitors. For any questions related to conduct with partners, contact the Partner Ecosystem Success organization.

### MORE INFORMATION

[SAP Partner Code of Conduct](#)

[SAP Global Channel Operations & Governance Policy](#)

[SAP Global Channel Policy](#)



## 7 ENSURING TRUST BY SOCIETY

We Help the  
World Run Better  
and Improve  
People's Lives





Our purpose to help the world run better and improve people's lives is the guiding principle for our business strategy. As a global leader, we stand for this higher purpose beyond economic success. We believe social, environmental, and economic activities and performance are interrelated – each impacting the others. Our efforts focus on creating a sustainable future for SAP, our customers, and society in line with our commitment to the United Nations Global Compact and the United Nations Sustainable Development Goals (SDGs).

Our purpose is to help the world run better and improve people's lives.

## 7.1 Communication

We must ensure that we communicate clearly, effectively, and responsibly. It safeguards a high standard of dissemination of information concerning SAP's business activities, strategy, or other company affairs and ensures that we act in accordance with applicable laws and regulations at all times.

Only employees who are expressly authorized to communicate on behalf of SAP may engage with members of the media, industry analysts, government representatives, or other influencers. SAP-related contact with these audiences must be coordinated and authorized by SAP Global Communications. Any contact with the financial community must be coordinated and authorized by SAP Investor Relations.

We encourage communication among employees, customers, partners, and others. Be polite, honest, and respectful, and always identify yourself and make clear whether you are speaking on behalf of yourself or speaking on behalf of SAP.

Social media enables us to learn from and share information with our stakeholders, as well as communicate with the public about our company.

In addition to following all company policies, a general rule to remember when using social media is to think about the effect of statements that you make. Keep in mind that these transmissions are permanent and easily transferable and can affect our company's reputation and relationships with colleagues, customers, partners, and others.

Your employment postings on Web sites and social media platforms may include the fact that you work for SAP, your job title, a high-level job description, and your general office location. However, no specific project or initiative details or proprietary software information or names should be included.

Do not disclose internal, confidential, or proprietary information about our business, our suppliers, our partners, or our customers. Review the social media guidelines before posting any material.

SAP Marketing and SAP Global Communications, in collaboration with Global Legal counterparts, provides guidelines to help you when communicating about SAP to ensure that statements about our company, products, customers, and partners are truthful and defensible.

[MORE INFORMATION](#)

[SAP Communications Policy](#)



## 7.2 Human Rights



We respect, support, and promote human rights throughout our own business activities as well as along our value chain. Human rights refer to basic rights and freedoms that belong to every person. These are recognized in the International Bill of Human Rights and the International Labor Organization Declaration on Fundamental Principles and Rights at Work, such as the prohibition of forced labor, modern slavery, and human trafficking.

We take guidance from the United Nations' Guiding Principles on Business and Human Rights to integrate human rights considerations into our standard business practices. We maintain a range of policies and procedures designed to ensure that we treat everyone with respect and to include actions to mitigate the risk of forced labor, modern slavery, human trafficking, or other salient human rights risks occurring in our own business or along the value chain.

You are required to comply with all applicable laws, regulations, company policies, and fundamental principles relating to human rights. We also expect our business partners to share our commitment to the advancement of human rights and to avoid complicity in human rights abuses.

We encourage you to raise any questions or concerns relating to human rights and ask you to report potential breaches through the various reporting channels available.

### MORE INFORMATION

[SAP Global Human Rights Commitment Statement](#)

[SAP Partner Code of Conduct](#)

[SAP Supplier Code of Conduct](#)



## 7.3 Corporate Social Responsibility

The SAP Corporate Social Responsibility (SAP CSR) team is responsible for setting and executing SAP's CSR strategy focused on bringing to life our purpose through strategic partnerships and programs that deliver sustainable social impact and long-term business value. In this function, the team is fully responsible for managing all corporate giving (such as charitable donations) and oversees all volunteerism.

You must not make funding commitments to potential recipients, such as the promise of a donation, before receiving approval through the official SAP CSR process.

### MORE INFORMATION

[SAP Global Corporate Social Responsibility Policy](#)

## 7.4 Commitment to Improving Our Environmental Performance

Sustainability is an integral part of our purpose to help the world run better and improve people's lives. We strive to be a role model of a sustainable company and enable our customers to create positive social, environmental, and economic impact within planetary boundaries. Led by our Sustainability organization, we continually improve and invest in SAP's environmental performance, enabling transparency and protecting our planet. Therefore, we conduct business in an environmentally responsible manner and comply with relevant environmental laws, regulations, and standards.

We commit to reducing negative environmental impacts and preventing pollution by reducing resource and water consumption, carbon emissions, energy, and waste, including electronic waste, among others. To do so, we provide the necessary resources and information to efficiently manage our environmental performance and achieve our objectives. The environmental objectives and the impact of our operations and solutions are analyzed, managed, and reported throughout their lifecycle.



We are all responsible in the course of our business to keep environmental protection in mind and integrate sustainable practices that support SAP's sustainability goals. We can achieve this through sustainable product design and development, efficient use of resources, or other activities and behaviors that reduce our environmental footprint.

### MORE INFORMATION

[SAP Global Environmental Policy](#)

## 7.5 Political Activities

Society is partly determined and shaped by politics and the political activity of its citizens.

### 7.5.1 PERSONAL POLITICAL ACTIVITY, CONTRIBUTIONS, AND COMMUNICATION

SAP is proud that we are socially engaged and that we participate in the political process.

Your political engagement should take place outside of your working hours. Although individuals may make political contributions, these are not reimbursed by SAP. SAP does not make direct contributions for political purposes to political parties, politicians, or political organizations other than through event sponsorships and related marketing as allowed by law and specifically approved by SAP Global Government Affairs and the Office of Ethics & Compliance (OEC).

If you are engaged in political activities, make sure that this reflects your own personal view and do not give the impression that any of these activities are connected to SAP.

### 7.5.2 LOBBYING

Policymaking and legislation have a significant impact on our business. We are committed to engaging appropriately in the public policy process as an important means of enhancing shareholder value, a fundamental principle for free and democratic societies.

SAP engages with governments around the world on public policy issues that are core to our business. Lobbying is an appropriate way for us to educate policymakers about the legitimate interests of SAP and to participate in political decision-making processes. We believe that by sharing our expertise and communicating our position on certain topics, we contribute responsibly to policymaking, but these communications must be conducted and reported in compliance with all applicable laws.

It is our policy to comply with the lobbying laws and restrictions of every jurisdiction where we conduct business, and to be as transparent as possible in lobbying activities and the engagement of lobbyists. As the regulation of lobbying activity varies widely across jurisdictions, a detailed knowledge of the legal requirements is needed. Lobbying activities are therefore solely managed by SAP Global Government Affairs.

### 7.5.3 MEMBERSHIPS IN PROFESSIONAL OR POLITICAL ORGANIZATIONS

In principle, we believe that memberships in professional organizations are worth supporting, as amongst other things, they provide us with the ability to take part in shaping and developing standards and best practices of the profession. However, we as SAP act very cautiously in our political activities. If SAP pays for your membership in a group that has political affiliation or appears to be associated with it, you must align with SAP Global Government Affairs before becoming a member. Of course, you may become a private member in such organization at any time. However, SAP does not reimburse any costs or expenses

For information on corporate memberships, see the “[Corporate Sponsorships, Memberships, and Donations](#)” section of this Code.

### MORE INFORMATION

[SAP Global Policy on Interactions with Government Officials](#)

[SAP Communications Policy](#)

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