SAP Product Stewardship Network
Supplemental Terms and Conditions

SAP and Customer have entered into an agreement for the purchase of certain SAP products and services ("Agreement") pursuant to which Customer is purchasing SAP Product Stewardship Network. SAP Product Stewardship Network is deemed part of the Service (as defined in the General Terms and Conditions for SAP Cloud Services) and is provided under the terms and conditions of the Agreement. The Agreement includes an Order Form, the General Terms and Condition for SAP Cloud Services, these supplemental terms and conditions (the "Supplement") and any Schedules referenced by those documents. This Supplement and any modifications to the Agreement made herein apply solely to SAP Product Stewardship Network and not to any other SAP product or service.

1. Named Users and Storage

A subscription to each Edition of the Service includes a number of Named Users and storage as follows:

	Basic Edition	Professional Edition	Enterprise Edition
Named Users	1	3	20
Storage (GB)	1	10	100

2. Compliance

(a) The Service may be used by Customer in support of its efforts to comply with laws and regulations governing its products and business. Customer acknowledges that SAP makes no warranty that use of the Service ensures that Customer will be in compliance with such laws and regulations. It is solely Customer's responsibility to retain information in accordance with applicable law, and SAP shall have no obligation to retain Customer Data under this Agreement in order to meet Customer's regulatory requirements. SAP shall have no liability for breach of warranty, contract or any other form of liability under the Agreement, to the extent damages are caused by or arise from incomplete, incorrect or misleading Customer Data, changes to Customer Data not made by SAP, and changes in Customer Data of which SAP is not notified.

(b) SAP may make available to Customer through the Service certain content provided by third party users of the Service, but SAP has no obligation to make such content available. Further, Customer acknowledges that SAP does not verify the accuracy or authenticity of data supplied by other customers or users of the Service. As such, Customer agrees that SAP shall have no liability to Customer for any damages or liability arising out of Customer's use of or reliance on any data in the Service supplied by a third party. Upon expiration of the term set forth in the Order Form, Customer may not be able to access through the Service certain Customer Data in the form originally supplied by Customer.

3. Use of Product Information and Component Information by SAP

(a) At the time Customer enters Customer Data into the Service regarding its products and services ("Product Information"), Customer is responsible for using the Service to accurately identify Product Information that is Confidential Information. Product Information includes but is not limited to material identifier, material composition, compliance assessment, and uploaded supporting documents. Customer is also responsible for using the Service to determine the level of publication to users of the Service of information that is not marked as Confidential Information. SAP has no liability to Customer for use of Product Information by other users of the Service if published in accordance with Customer's selected level of publication. SAP will not distribute the Product Information in its unmodified, non-aggregated form, except as permitted by this Agreement or as expressly permitted by Customer. Unless required by law or directed by Customer, SAP will not identify Customer as the provider of the Product Information.

(b) SAP will use Product Information in combination with other SAP customer content, SAP content, SAP partner content, SAP vendor content, third party content, and/or publicly sourced information to create aggregated content ("SAP Aggregated Content"). Customer grants to SAP and its SAP Affiliates a non-exclusive, perpetual, fully paid up, irrevocable, worldwide, royalty-free license, under all of Customer's relevant intellectual property rights, to (i) use, reproduce, display, distribute, perform, disclose, and create derivative works of Product Information to create SAP Aggregated Content, and (ii) to commercially use, reproduce, display, distribute, perform, disclose, create derivative works of, make, have made, sell, offer to sell, or otherwise dispose of the SAP Aggregated Content containing Product Information in any manner and via any media SAP chooses, without reference to the source (including the right to sublicense any of the foregoing). Customer warrants that it has sufficient rights to grant SAP the foregoing license.

(c) The SAP Aggregated Content, and all of SAP's intellectual property rights embodied in the foregoing, remains the sole and exclusive property of SAP, subject to any rights expressly granted to Customer herein.

(d) SAP Aggregated Content is proprietary to SAP and comprises: (a) works of original authorship, including compiled SAP Aggregated Content containing SAP selection, arrangement and coordination and expression of such information or pre-existing material it has created, gathered or assembled; (b) confidential and

trade secret information; and (c) information that has been created, developed and maintained by SAP at great expense of time and money such that misappropriation or unauthorized use by others for commercial gain would unfairly and irreparably harm SAP. Customer must not commit or permit any act or omission that would impair SAP's proprietary and intellectual property rights in SAP Aggregated Content.

4. Support. Support for the Service shall be provided by SAP in accordance with the description set forth in Attachment 1 to this Supplement.

5. Chinese Customers. If Customer is located in mainland China ("China"), Customer acknowledges and accepts that the Service is provisioned at the location of SAP's data center outside China, by non-Chinese entities, and it is solely Customer's obligation to ensure use of the Service complies with Chinese laws. Notwithstanding anything else in this Agreement, (i) Customer is solely responsible for obtaining Internet connection to the Service from within China and (ii) SAP is not providing any form of telecommunication service under the Agreement (and any representation or warranty to such effect is disclaimed).

Attachment 1 to Supplement for SAP Product Stewardship Network

SUPPORT TERMS

Support Services (Basic Account)
SAP will provide an Internet address for submitting support requests, maintained by qualified support specialists, per SAP's policies.

Support Services (Enterprise & Professional Account)
SAP will offer support for all malfunctions of the Service (each an "Incident"). Incidents must be reported by Customer via the help functionality made available by SAP as part of the Service (or any other support channel introduced by SAP). SAP has no obligation to provide support for Incidents resulting from modification of any part of the Service except if made by SAP, or use of the Service in violation of this Agreement or to answer questions about how to use or access specific functions of the Service. The following service levels shall apply:

Incident Priorities	Definition	Support Availability	Support Language	Initial Response Time*
Very High	The problem has very serious consequences for major business transactions and urgent work cannot be performed. The Incident requires immediate attention because the malfunction can cause serious losses.	Monday to Friday from 9:00 am – 5:00 pm Central European Time (excluding SAP recognized holidays)	English, German	4 hours
High	A business transaction does not work and necessary tasks cannot be performed. The Incident requires prompt attention because the malfunction can disrupt the entire productive business flow.			4 hours
Medium	A business transaction does not work as expected with minor consequences for the productive operation.			None
Low	The malfunction has only few or no effects on business transactions.			None

* IRT is the time between the receipt of a Customer Incident message and the initiation of processing by SAP.