SAP Global Health and Safety Management Policy

April 2012

Although SAP does not operate production units and therefore does not have to deal with the classic physical and chemical health hazards, the SAP Global Health & Safety Management Policy goes well beyond the statutory legal requirements. We at SAP are committed to promoting health, safety, and mental and emotional well-being at SAP and beyond in order to become a role model for sustainable people management.

Together with our managers and employees, we want to achieve the following objectives:

1. Provide a safe and health-promoting workplace for all our employees worldwide. This is also a prime objective in the operation of our facilities.
2. Promote health, safety, well-being, and the ability to perform well at work by providing appropriate employee information, education, and support. As a learning organization, we also encourage our employees' involvement in shaping their working conditions and in being proactive.
3. Take into account ergonomic findings that are relevant to the design of our workplaces, work processes, and working environment.
4. Promote and monitor a process of continuous improvement (including regular employee surveys that cover topics such as the working environment, equal opportunities, professional happiness, well-being, and work-life balance) and define action areas when there is a need for change.
5. Support managers in their obligation to act responsibly as regards equal opportunities and in respecting and protecting employees' health and safety, and their ability to perform well at work.
6. Create an environment that enables individual work-life balance and healthy working conditions and that is supportive of people who wish to raise a family while pursuing their career objectives.
7. Engage with our suppliers, partners, and customers to promote the topics of people health and occupational safety beyond the boundaries of our company. Health and safety are important criteria in the selection of suppliers.
8. Comply with all the applicable statutory and legal regulations. If we consider legislation to be insufficient, we commit ourselves to standards that go beyond statutory requirements.

9. Systematically analyze our activities for possible risks and take appropriate precautions; investigate and address work-related incidents.
10. Encourage dialog with employees, business partners, authorities, neighbors, and the public. Cooperate openly with the authorities on a basis of mutual trust, and participate in shaping practical provisions.
11. Provide products that are safe for our customers and employees to use.

We comply with local regulations in all jurisdictions, and take additional steps such as:

- Providing health services and health benefits (e.g. access for all employees to Health Risk Assessments and Employee Assistance Programs).
- Ensuring physical premises safety in our work locations globally, either through dedicated SAP Facility Management personnel where we own office buildings, or through building management in locations where we lease office space.
- Providing ergonomic workplace reviews upon request.
- Providing reporting channels for employees with specific physical needs or safety concerns through the Human Resources department and/or the Occupational Health Committee.
- Providing reasonable workstation accommodations to meet health or safety needs when requested by an employee.

THE MAIN GOALS FOR HEALTH & SAFETY MANAGEMENT AT SAP ARE:

- Raise awareness among employees and management about the various elements that determine health and well-being in the workplace and the relevance of these elements for sustainable performance.
- Maintain a working environment that takes account of ergonomic research and of best-practice leadership techniques, in which the personal physical and social needs of employees are fully respected, and where employees become increasingly engaged with the organization (as best demonstrated by long-term commitment).
- Cooperate with Global Risk Management to avert and manage external health hazards.
- Proactively improve measures to minimize health risks, also in the field of leadership and team culture.
- Help develop, improve, and sustain the reputation of SAP as an employer of choice.
- Enhance SAP's reputation as a global thought leader in the field of innovative health management, for example by cooperation with academic institutes and universities.
- Understand and meet market and customer expectations around the globe by playing a trusted partner role; thereby demonstrating cooperation with companies who have a strong commitment to creating a respectful working environment for their employees.
- Protect and improve the safety and health of all employees by preventing accidents at work, by avoiding or mitigating dangers and risks, and by implementing measures to create humane working conditions.
- Comply with the relevant industrial safety regulations and internal arrangements, including appropriate state-of-the-art occupational health and hygiene, and other ergonomic aspects.
- Integrate occupational health and safety in operational processes at an early stage to reduce downtimes caused by working conditions and to improve operational work routines through an optimum use of resources.