



SAP HANA ENTERPRISE CLOUD SUPPLEMENTAL TERMS AND CONDITIONS

These supplemental terms and conditions (the "HEC Supplement") are part of an agreement for certain SAP Cloud services between SAP and Customer and apply solely to SAP HANA Enterprise Cloud Services (the "Cloud Service") and any related Cloud Services purchased in an Order Form with the SAP HANA Enterprise Cloud Services and not any other SAP product or service.

1. DEFINITIONS

Definitions used but not defined in this HEC Supplement shall have the meaning ascribed to them in the Order Form or in documents incorporated therein.

- 1.1 "Agreement" means the Order Form and all documents referenced therein, such as applicable Attachments, Supplements and Exhibits.
- 1.2 "Change Request" means any changes in the Cloud Service as described in a written document signed by the parties and referencing the applicable Order Form.
- 1.3 "Computing Environment" means the SAP provided data center facilities, servers, networking equipment, operating systems, and data storage mechanisms selected and used by SAP to provide the HEC Service for the Customer, and includes the Production Computing Environment (PRD), and any other Computing Environment used for non-production purposes (NON-PRD) as agreed in the Order Form.
- 1.4 "Documentation" means SAP's then-current (i) Service Descriptions, (ii) roles and responsibilities descriptions, and (iii) technical and functional documentation for Subscription Software, as applicable, made available to Customer by SAP and identified in each case as Documentation.
- 1.5 "HEC Services" means the following Cloud Services provided by SAP under an Order Form and further described in the Agreement: SAP HANA Enterprise Cloud, BYOL model ("HEC BYOL"), SAP HANA Enterprise Cloud, subscription model ("HEC Subscription"), SAP HANA Enterprise Cloud Start, BYOL model ("HEC Cloud Start"), and SAP S/4HANA Cloud, single tenant edition ("S/4HANA STE").
- 1.6 "LAN" means a local area network.
- 1.7 "License Agreement" means the agreement(s) (other than this Agreement) under which Customer procured Licensed Software.
- 1.8 "Licensed Software" means the version or release of the applications, databases, software, tools and components owned or licensed by Customer (other than any Subscription Software) which Customer provides to SAP as part of the Computing Environment.
- 1.9 "Non-PRD" or "Non-Production Computing Environment" means any Computing Environment other than a PRD and may include development, quality assurance or sandbox environments.
- 1.10 "Point of Demarcation" means the outbound firewall (or, in case of a VPN for access, the point of connection of the SAP network to the VPN) of SAP's Computing Environment.
- 1.11 "PRD" or "Production Computing Environment" means that part of the Computing Environment which is used exclusively for the execution of live business transactions.
- 1.12 "Service Catalog" for HEC Services means SAP's then-current service description documentation and the Roles and Responsibilities for HEC description for the HEC Service which is made available to Customer.
- 1.13 "Subscription Software" means SAP Software provided and hosted in the Computing Environment by SAP on a subscription basis as part of the HEC Subscription or S/4HANA STE offering as described in the Order Form and for S/4HANA STE, as described in the applicable Service Catalog.



2. LICENSED SOFTWARE, SUBSCRIPTION SOFTWARE AND MAINTENANCE

2.1 HEC BYOL and HEC Cloud Start

- (a) **Provision of Licenses.** Customer is responsible for providing all Licensed Software and obtaining all necessary rights from third parties required for SAP to run and host the Licensed Software. Customer will, at SAP's request, provide written verification of such rights from Customer and/or any applicable third party licensors. Customer grants to SAP the non-exclusive right to use the Licensed Software for the sole purpose of and only to the extent necessary for SAP and its subcontractors to provide the Cloud Service and to the extent as may be otherwise stated in the applicable Order Form. Customer hereby represents and warrants that it has all rights, licenses and authorizations necessary to grant the rights to SAP as set forth in this Section.
- (b) **Support.** Customer is responsible for obtaining and retaining SAP provisioned SAP Enterprise Support (or any other lower level if agreed by SAP in writing) from SAP for SAP Licensed Software, and relevant support for non-SAP Licensed Software, for the duration of the Order Form.
- (c) **Licensed Software Modifications and Configurations.** Customer is responsible for testing and resolving source code compatibility issues or other conflicts that may arise from modifications permitted under the License Agreement and any patches or workarounds or other changes provided by the licensor of the Licensed Software. Customer will inform SAP immediately about any changes to the Licensed Software. SAP may restrict customizations or modifications to the Licensed Software in order to be able to run the underlying Computing Environment in accordance with the scope of the Cloud Services.
- (d) **HEC Cloud Start.** HEC Cloud Start is only available in a Non-Production Computing Environment and shall be used by Customer solely in a non-production mode.

2.2 HEC Subscription and S/4HANA STE

- (a) **Provision of Licenses:** SAP shall provide the Subscription Software during the Subscription Term solely for installation on the Computing Environment, or for archival or Disaster Recovery Services purposes. Except as set forth in Section 3.1 below or the S/4HANA STE roles and responsibilities Documentation, Customer is responsible for the installation of Subscription Software, including upgrades and new releases, into the Computing Environment.
 - i. Subject to the terms of the Agreement, the Software Use Rights shall apply to the Subscription Software during the Subscription Term. For the purposes of this Agreement, references in the Software Use Rights to "Software Agreement" shall read this "Agreement" and references to "SAP Software" shall read "Subscription Software".
 - ii. Use of Subscription Software may occur by way of an interface delivered with or as a part of the Subscription Software, a Customer or third-party interface, or another intermediary system. Customer must hold the required licenses as stated in the Software Use Rights for any individuals that use the Subscription Software (directly or indirectly). Business Partners may use the Subscription Software only through screen access and solely in conjunction with Customer's use and may not use it to run any of Business Partners' business operations.
 - iii. Notwithstanding any terms to the contrary in the Agreement, if Customer has an affiliate or subsidiary with a separate agreement for SAP Software licenses and/or support services with SAP SE, any SAP SE affiliate (including SAP) or any other distributor of SAP software, the Subscription Software shall not be used to run such affiliate's or subsidiary's business operations and such affiliate or subsidiary shall not receive any support services under this Agreement even if such separate agreement has expired or is terminated, unless otherwise agreed to in writing by the parties.
 - iv. If Customer has licensed a runtime database from SAP (or its Affiliates or any of its respective resellers or distributors) under the License Agreement or a separate agreement, Customer shall comply with the license restrictions for runtime databases when integrating the Subscription Software licensed hereunder with the SAP software licensed under the License Agreement and/or such separate agreement.
 - v. All Subscription Software in S/4HANA STE packages are Runtime Software as defined in the Software Use Rights.
- (b) **Support:** HEC Subscription and S/4HANA STE include SAP Enterprise Support as defined in the Order Form.
- (c) **Subscription Software Modifications and Add-Ons.** Customer has the right to develop and use modifications and/or add-ons to SAP's Subscription Software (excluding any third party software) in furtherance of its permitted use of the Subscription Software under this Agreement. Customer is responsible for testing and resolving source code, compatibility issues or other conflicts that may arise from modifications permitted under this Agreement and any patches or workarounds or other changes provided by SAP for the Subscription Software. Customer will inform SAP immediately about modifications, add-ons or other changes to the Subscription Software. SAP may restrict customizations or modifications to the Subscription Software in order to be able to run the underlying Computing Environment in accordance with the scope of the Cloud Services.



- (d) Use of the Subscription Software components of SAP S/4HANA STE as defined in an Order Form is restricted to the Usage Metrics and volumes stated in the HEC Order Form and is subject to the conditions in the Order Form. SAP HANA, Limited Runtime edition for Applications and SAP BW is included in the SAP S/4HANA STE packages. Notwithstanding any terms to the contrary in the Order Form no modifications to the software source code of any of the Subscription Software included in the S/4HANA STE packages are permitted. All software described in the S/4HANA STE Service Description are "Runtime" software components and use of such Runtime components is limited solely to use with the other runtime components for S/4 HANA STE.

2.3 HEC Services

(a) **Currently Supported Version of Licensed Software and Subscription Software.**

i. Customer shall use, and all installations including the initial install of Licensed Software and/or Subscription Software in the Computing Environments shall be, a version or release of the Licensed Software and/or Subscription Software for which software maintenance and user support are current, as provided by the software vendor as specified in the relevant license agreement with such vendor. For SAP Licensed Software and/or Subscription Software such support (to the extent included in the applicable Order Form or License Agreement) is provided according to the current maintenance phases of SAP software releases as stated in <https://support.sap.com/releasestrategy>. For the purpose of this provision, "current" herein relates to "Mainstream Maintenance".

ii. SAP expressly points out that if Customer is not on a version or release of the Licensed Software and/or Subscription Software under current maintenance or under SAP Enterprise Support (or any lower level if agreed by SAP in writing) for SAP Licensed Software, (i) SAP's abilities for the provision of support may be limited and SAP shall assume no responsibilities for such limitations and (ii) the System Availability Service Levels shall not apply. During the Subscription Term, Customer may be required to upgrade to more recent versions or release of SAP Licensed Software and/or Subscription Software to receive SAP Enterprise Support and the Systems Availability Service Levels, Customer will bear any additional costs related to the implementation of the more recent versions or releases, if any. In the event that "Mainstream Maintenance" is no longer available for the Licensed Software and/or Subscription Software and a new version or release of the Licensed Software and/or Subscription Software is not available, the parties shall in good faith negotiate a mutually agreeable solution, which may require Customer to incur additional costs.

iii. SAP strongly recommends that Customer follows best practices for Software Lifecycle Management as published by SAP Active Global Support. Unless otherwise expressly stated in the Order Form and except as set forth in Section 3.2 below, Customer is responsible for the installation of Subscription Software and Licensed Software, including new versions or new releases, into the Computing Environment. In the event such installation requires changes to Customer's Computing Environment as reflected in the "Systems Set-Up Table" in the Order Form, such changes will be agreed upon in a Change Request pursuant to the Change Request procedure.

- (b) **Patches and Operating System Upgrades.** SAP reserves the right to apply critical application patches and operating system security patches (security patches with priority "very high") and/or perform critical operating system activities (urgent upgrades and/or refresh of shared components) at any time without Customer's prior consent. SAP will use reasonable endeavours to provide Customer with forty-eight (48) hours advance notice regarding the critical patch deployment unless a shorter notice period is required in order to address a critical security issue. In case of downtime during such critical patch deployment and critical operating system upgrades, the parties agree that such downtime will be considered to be "Emergency Downtime" and shall count towards the aggregate of four (4) hours of Scheduled Downtime for the following calendar month. Customer will be responsible for requesting and coordinating with SAP the application of non-critical security patches (all security patches with priorities "high", "medium", or "low") by way of a service request ticket. The parties agree that such upgrades will be performed during Scheduled Downtime or other Agreed Downtime.

- (c) To the extent that the Computing Environment provided by SAP includes Microsoft® software products (e.g. specified in Section "System Set-up Table" in the Order Form), Customer agrees to the comply with the following conditions in connection with the Microsoft® software products:

i. Customer may not remove, modify or obscure any copyright, trademark or other proprietary rights notices that appear on the Microsoft® software products or that appear during use of the Microsoft® software products;

ii. Customer may not reverse engineer, decompile, or disassemble the Microsoft® software products, except and only to the extent that applicable law, notwithstanding this limitation expressly permits such activity;

iii. any warranties, liability for damages and remedies, if any, are provided solely by SAP and not by Microsoft® or its affiliates or subsidiaries;

iv. any product support for the Microsoft® software products included in the Computing Environment is provided to Customer by SAP and is not provided by Microsoft® or its affiliates or subsidiaries;



v. all title and intellectual property rights in and to the Microsoft® software products are owned by Microsoft® or its suppliers. Microsoft® software products are protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. Customer's possession, access, or use of the Microsoft® software products does not transfer any ownership of the Microsoft® software products or any intellectual property rights to Customer;

vi. SAP may disclose Customer's information regarding the use of Microsoft® software products to Microsoft® or Microsoft® affiliates or subsidiaries in case of audits;

vii. SAP expressly points out that Microsoft® software products are not fault-tolerant and it is not guaranteed that Microsoft® software products are error free or to operate uninterrupted and shall not be used in any application or situation where such Microsoft® software products failure could lead to death or serious bodily injury of any person, or to severe physical or environmental damage ("High Risk Use"). Examples of High Risk Use include: aircraft or other modes of human mass transportation, control of nuclear or chemical facilities, life support systems, implantable medical equipment, motor vehicles, or weaponry systems. High Risk Use does not include utilization of Microsoft® software products for administrative purposes, to store configuration data, engineering and/or configuration tools, or other non-control applications, the failure of which would not result in death, personal injury, or severe physical or environmental damage.

3. SAP RESPONSIBILITIES AND OBLIGATIONS REGARDING CLOUD SERVICES

- 3.1 As part of the HEC Service, SAP will (i) provide the initial installation of the Subscription Software and/or Licensed Software, as applicable, in the Computing Environment, (ii) setup and configure relevant hardware/software monitoring/managing tools for the Computing Environment, and (iii) introduce Customer to SAP's support and communications procedures of the Cloud Services. SAP's responsibility shall not extend beyond the Point of Demarcation described in Section 4 below.
- 3.2 At Customer's request prior to termination or expiration of an Order Form, SAP shall, within a reasonable time period provide to Customer in a reasonable backup media format being utilized by SAP the Customer Data stored in the Computing Environment.
- 3.3 The Cloud Services are described in the applicable service description and roles and responsibilities Service Catalog.
- 3.4 SAP will nominate a representative called Customer Engagement Service Manager ("CESM") who will be the Customers prime point of contact with respect to the performance of the Cloud Services.

4. CUSTOMER RESPONSIBILITIES AND OBLIGATIONS REGARDING CLOUD SERVICE

- 4.1 In addition to Customer's obligations set forth in the Agreement, Customer will change all passwords used to access the Cloud Service at regular intervals, no less frequently than once every six (6) months. If Customer learns of an unauthorized third party having obtained knowledge of a password, Customer will inform SAP thereof without undue delay and promptly change the password.
- 4.2 Customer is responsible for the connection to the Cloud Service, including the Internet connection to the Point of Demarcation.
- 4.3 Customer shall use reasonable commercial efforts to ensure that Customer Data and the Licensed Software is free of all viruses, Trojan horses and comparable elements which could harm the computer systems or software used by SAP or its subcontractors to provide the Cloud Service.
- 4.4 SAP's provision of the Cloud Service is subject to Customer's prompt performance of its responsibilities set forth in the Agreement (including those set forth in the Service Catalog) and provision of qualified employees and resources required:
 - (a) Primary point of contact in dealing for SAP (Project Manager), responsible for coordinating all activities and authorized to implement required technical changes.
 - (b) Current list of key Customer contacts with access to the Computing Environment, including role, title, office phone number, cell phone number, e-mail address, etc.
 - (c) Customer informs SAP on policies and procedures regarding the authorization of network access to the Computing Environment and necessary information regarding requirements for authorization to the Computing Environment (e.g. IP range, VPN Questionnaire, installation number etc.). Customer shall inform SAP of any changes to such information, policies and procedures as soon as practicable without undue delay.
 - (d) A service user ("S-User") ID in the Computing Environment with the authorizations defined below. This S-User ID, which Customer uses to log on to SAP's Service Marketplace for software download and support, is required by SAP's Cloud Services resources to permit SAP Cloud Services resources to also log on and perform software download tasks necessary to obtain the software for set-up of the Computing Environment. Required authorizations include:
 - Sending and/or creating and / or confirming and / or re-opening Customer messages
 - SSCR key registration



- Processing service messages
 - Opening service connections
 - Software download
 - Maintaining system data
 - Requesting license keys
- (e) Customer authorizes SAP to set up and use an S-user with these authorizations. Additionally, in connection with sending and/or creating and/or confirming and/or re-opening Customer messages, Customer authorizes SAP to directly implement a Semi-Automatic Opening (SAO) to enable these messages. Customer will ensure that any authorizations that may be required for third parties or its employees will be provided promptly.
- (f) For S/4HANA STE, Customer authorizes SAP to set up and use an administrative user in the agreed business client of the S/4HANA STE systems as needed to provision S/4HANA STE (e.g. completing the setup of the Computing Environment). Additionally, Customer will provide a DNS domain name including a valid signed certificate if SAP Fiori Frontend is to be enabled.
- 4.5 Customer is and will remain solely responsible for the definition, documentation and execution of its business processes including, but not limited to, configuration of systems management and application and data security policies, batch processing requirements, and compliance with other governmental or regulatory requirements. Customer is responsible to provide SAP necessary and sufficient documentation of its applicable processes in order for SAP to perform its Cloud Service responsibilities under the Agreement.
- 4.6 If Customer elects to have any services provided by a third party, SAP will have no liability for any defect or failure of the Cloud Service or Computing Environment caused by or related to such third-party services, and Customer will not be entitled to any reduction in fees for the Cloud Service. SAP may deny access to the Cloud Service and/or Computing Environment to any third-party service provider which SAP determines in its reasonable discretion poses a security or confidentiality risk to SAP systems, data or intellectual property.
- 4.7 Third Party Licensed Software. This Section shall apply if any Licensed Software is non-SAP software owned by Customer or licensed by Customer from a third party.
- (a) Customer shall indemnify, defend and hold harmless (at its sole expense) SAP, SAP SE, its Affiliates and subcontractors from and against any claims, damages, losses, liabilities, costs and expenses (including reasonable attorneys' fees) arising from or related to any third party claim concerning (i) the Licensed Software (excluding Licensed Software licensed by Customer from SAP) or (ii) the combination of such Licensed Software with the Cloud Service or other applications, content or processes, including any claim alleging infringement or misappropriation of third party rights by such Licensed Software or by the implementation, hosting or use of such Licensed Software as contemplated in the Agreement. The defense procedures set forth in the Agreement shall apply.
- (b) CUSTOMER'S OBLIGATIONS SET FORTH HEREIN SHALL BE EXCLUDED FROM ANY LIABILITY LIMITS SET FORTH IN THE AGREEMENT.
- (c) In the event SAP reasonably believes that any such Licensed Software violates applicable law, infringes or misappropriates the rights of any third party, otherwise violates a material term of the Agreement or can result in material harm to the Cloud Service, SAP may require such Licensed Software be promptly removed from the Computing Environment.

5. Escalation Contacts

Each party will nominate a representative who will be the other party's prime point of contact with respect to the performance of the Cloud Services. Each party will further nominate a representative who will serve as a decision-making authority in case of any dispute or escalation that cannot be settled between the primary points of contact within a reasonable period of time.