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# Global Health and Safety Policy

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# Table of content

1	Introduction.....	5
2	Definitions .....	6
3	Policy content .....	7
4	Appendix.....	9
4.1	Related Guidelines .....	9
4.2	Links.....	9

# Cover Sheet

<p><b>Objective</b></p>	<ul style="list-style-type: none"> <li>The SAP Global Health &amp; Safety Policy is an integral part of SAP’s long-term commitment to sustainability. It provides a framework that supports business processes, leadership behavior and culture by addressing, integrating, and leveraging health, occupational safety, well-being, and stress-management topics. The objective is to ensure employees’ long-term employability, engagement and creativity in developing sustainable value for our organization, for our customers, and for themselves.</li> </ul>
<p><b>Rationale</b></p>	
<p>Why – the benefits and strategy alignment</p>	<p>The Global Health &amp; Safety Policy supports SAP Business and People Strategy and SAP Social Sustainability:</p> <ul style="list-style-type: none"> <li>At SAP, we attract, develop, and retain people and enable organization to:             <ul style="list-style-type: none"> <li>- inspire innovation</li> <li>- lead change and</li> <li>- create ultimate customer satisfaction.</li> </ul> </li> <li>All in accordance to support SAP’s vision of “Help the world run better and improve people’s lives”.</li> <li>Employees who feel healthy, respected, and supported can efficiently utilize their full potential, thereby enabling SAP to better anticipate and meet or exceed the needs of its customers by providing high-quality products and services.</li> <li>Effectively addressing health and safety issues in our organization allows us to better leverage potential and performance within our talented workforce.</li> <li>Standardized processes enable consistent procedures throughout the organization (creation of ergonomic working conditions, management awareness, availability of supporting services, anti-pandemic measures, and so on).</li> <li>By driving support for the implementation of the above, SAP Health and SAP Occupational Safety are contributing to SAP’s long-term strategic commitment to sustainability in order to enhance its profitability, compliance, and reputation.</li> </ul>
<p>Risk of Non-compliance to SAP</p>	<ul style="list-style-type: none"> <li>Customers, investors, analysts, and other stakeholders are increasingly asking for proof points of SAP’s sustainability performance. Without the SAP Global Health &amp; Safety Policy, we might experience conflicts with, or even lose, customers who have a strong focus on social compliance in their supply chain. This aspect is particularly relevant because SAP needs to be a role model in order to be a credible supplier of health and safety sustainability solutions.</li> <li>Periods of change and transformation present important opportunities to positively influence health, to motivate, and to stimulate productivity by providing appropriate employee support. These periods are characterized by:             <ul style="list-style-type: none"> <li>- Increases in work-related illness, absenteeism, and presenteeism</li> <li>- A lack of appropriate procedures in the case of global health hazards, such as pandemics</li> </ul> </li> <li>Loss of reputation as an “employer of choice” and a thought leader in the field of first-class health and safety management.</li> </ul>

## SAP Global Health & Safety Policy

<b>Applicability</b>	
Primary group applicable to	<ul style="list-style-type: none"> <li>All employees, specifically managers</li> </ul>
Indirectly Affected Areas	<ul style="list-style-type: none"> <li>All parts of SAP's organization being responsible for health &amp; safety topics</li> </ul>
Confidentiality	<ul style="list-style-type: none"> <li>External</li> </ul>
Enforcement	<ul style="list-style-type: none"> <li>Compliance is monitored by internal reviews through management and/or HR and/or the global internal audit services at SAP</li> <li>An act in contravention of SAP's Health &amp; Safety Management Policy can result in severe consequences that affect employer and employees and which may lead to further internal investigation and/or legal action by SAP or external parties</li> </ul>
<b>Ownership</b>	
Policy Owner	<ul style="list-style-type: none"> <li>Natalie Lotzmann – Chief Medical Officer, Global Health Management</li> <li>Beate Hinze – Occupational Safety Engineering Germany</li> </ul>
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Approved by (Board Members)	<ul style="list-style-type: none"> <li>Executive Board</li> </ul>
<b>Document Information</b>	
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### 1 Introduction

SAP has a long tradition of excellence in employee health, safety, and well-being as a prerequisite for delivering outstanding, innovative products and solutions. The importance and recognition the company attaches to this area are a clear demonstration of SAP's commitment to its employees, customers, and business partners. **This policy is an extension of our public commitment to the Luxembourg Declaration on Workplace Health Promotion and the International Labor Organization (ILO) Core Conventions.** It supports the execution of SAP's Global Health Strategy being a key element in ensuring that SAP's people agenda is successfully implemented in a sustainable way and thereby contributes to achieve SAP's business objectives.

As a business software company, **SAP does not have the occupational health and safety issues associated with manufacturing or heavy-industry jobs.** Most of our employees have sedentary, intellectually demanding jobs in a constantly changing business environment that demands very considerable flexibility and agility. Therefore, typical health and safety management issues at SAP are ergonomic and safe workplaces, stress management, self-management, work-life balance, travel medicine, and general medical prevention relating to demographic change.

**Moreover, as a software company, SAP delivers solutions and services that do not entail the traditional product-safety issues associated with many other industries. SAP does not have a physical production process that poses direct health and safety risks for our employees or customers.**

The SAP Global Health & Safety Policy provides a framework aimed at supporting business processes and leadership behavior by addressing, integrating, and leveraging health, safety, well-being, and stress-management topics as the key to successfully meeting our corporate objectives. The creation of an environment that promotes well-being at work is an important part of the corporation's responsibility to its employees and of a lasting and sustainable business strategy for a healthy, top-performing company.

The policy is built on the SAP culture "How We Run" as the foundation for all business activities. "How We Run" was created from the input of thousands of people across SAP who sent it their ideas and feedback. The How We Run team identified the major themes, and crafted a first draft. Everyone then had the chance to join sounding boards, and give their feedback on the draft. Based on this feedback, the final version was created.

"How We Run" – consisting of

- Keep the promise
- Tell it like it is
- Stay curious
- Build bridges, not silos, and
- Embrace differences

provides the guiding principles on top of which we can create the basis for personal health and efficiency, and contribute to the good reputation of SAP as an employer of choice.

### 2 Definitions

- The United Nations World Health Organization defines health as "*a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.*" Experts agree that, in addition to the physical working environment, there are business culture and leadership aspects that affect an individual's health, creativity, and performance – for better or worse.
- Therefore, at SAP, the terms “health”, “well-being”, and “safety” refer to the constructive interaction between physical, mental, and social factors. These factors include the way of working, communication, work atmosphere, work environment, and attitude.
- SAP is committed to the health and safety of all its employees. Our support for occupational safety, health, and well-being through prevention is vital to our innovation, productivity, and employee morale. In short: vital to SAP as a healthy organization.
- “Burnout” is the combination of emotional exhaustion in the workplace and chronic stress, and can lead to a depletion of resources, and to emotional and mental fatigue. Burnout is often construed as the result of a period of expending too much effort at work while having too little recovery time. If employees are unable to balance their lifestyles appropriately, the result may be exhaustion, symptoms of burnout, and other signs of continuous overstrain. These in turn lead to lower performance and efficiency in the workplace and a reduced quality of life: a state that ultimately threatens both the individual and the effectiveness of the organization. But burnout can be alleviated or averted through the appropriate implementation of stress management and work-life balancing measures.
- SAP defines sustainability as a management principle that holistically addresses economic, social, and environmental risks and opportunities for increased profitability and an enhanced reputation.

### 3 Policy Content

Although SAP does not essentially 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:

- Provide a safe and health-promoting workplace for all our employees worldwide. This is also a prime objective in the operation of our facilities.
- 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.
- Take into account ergonomic findings that are relevant to the design of our workplaces, work processes, and working environment.
- 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.
- 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.
- 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.
- 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.
- 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.
- Systematically analyze our activities for possible risks and take appropriate precautions; investigate and address work-related incidents.
- 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.
- Provide services and solutions that are safe for our customers and employees to use.

## SAP Global Health & Safety Policy

We comply with all relevant regulations in the respective countries: Providing health services and health benefits (e.g. access for 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 consulting services 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:**

- Raising permanent awareness of employees and managers for health and well-being at work. Raise awareness amongst employees and managers 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 best-practice 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 and work-related commuting accidents, by avoiding or mitigating dangers and risks, and by implementing measures to create humane working conditions.
- Comply with the country specific safety regulations and SAP directives, including appropriate state-of-the-art occupational health and hygiene, and other ergonomic aspects.
- Integrate occupational health and safety in operational processes and the timely involvement of the representatives at an early stage to reduce downtimes caused by working conditions and to improve operational work routines through an optimum use of resources.

## 4 Appendix

### 4.1 Specific Local Amendments

- Due to local law additional local amendments may exist

### 4.2 Related Policies and Guidelines

- SAP Code of Business Conduct
- SAP Global Mobility Policy
- SAP Global Diversity Policy
- SAP Risk Management Policy

### 4.3 Links

- SAP Health pages on SAP Corporate Portal, quick link /go/health
- Occupational Safety page on SAP Corporate Portal, quick link/go/safety
- Sustainability@SAP on SAP Corporate Portal, quick link /go/sustainability
- Business Health Culture Index, see the impact in our [Integrated Report](#)