



# 2010 sustainability performance summary

In this document we show key highlights of our sustainability performance, customer solutions and social impact in 2010. For more details and a chance to become part of the dialogue around these ideas, please go to [www.sapsustainabilityreport.com](http://www.sapsustainabilityreport.com) to leave comments or share best practices.

## Helping the world run better.

Sustainability is transforming the business world in the 21st century. And as a business software company, we have an important role to play as this transformation unfolds. We welcome your feedback and ideas as we share our progress on this journey.

## SAP becomes a more sustainable company

In order to provide sustainability solutions to our customers, we must act as a model for change ourselves. We are committed to rigorous measurement of our own performance, reporting on eleven core metrics that fall into three main areas of impact: environmental, social, and economic. Below is a summary of our 2010 performance compared to 2009.

		2009		2010
Environment	Greenhouse Gas Footprint (kTons rounded to units of 5)	450	↓	425
	Total Energy Consumed (GWh)	808	↓	791
	Renewable Energy (%)	16	↑	48
	Data Center Energy (kWh/employee)	3,038	↓	2,763
Social	Employee Turnover (%)	11	↓	9
	Women in Top Management (%)	11	↗	11.5
	Employee Health (%)	61	↓	59
	Employee Engagement (%)	69	↓	68
Economic	Revenue-SSRS (€ millions)	8,198	↑	9,794
	Operating Margin (% , non-IFRS at constant currency)	27.4	↑	30.5
	Customer Satisfaction	7.7	↓	7.6

### Key highlights of our performance:

- We analyzed our environmental impact and determined that greenhouse gas (GHG) emissions represent the greatest opportunity for us to make positive change. Our goal is to reduce emissions to their 2000 level by the year 2020 in ways that best support profitability. In 2010 we continued on our path to achieve this milestone.

Through a variety of actions, we achieved a 6% drop in emissions while at the same time delivering revenue growth of 17%. Our total emissions in 2010 reached a total of 425 kilotons, representing a drop of 25% from their peak in 2007. The following examples show what happened to our emissions in these key areas:

- Electricity usage: 9% reduction through energy efficiency initiatives and projects
  - Corporate cars: 1% reduction due to selection of more efficient cars by employees
  - Business flights: 33% increase to support increased business activity
  - Employee commuting: 14% reduction due to carpooling and other alternative transportation approaches.
- We increased our use of renewable electricity to 48% in 2010 through increased purchases of solar, wind and hydro.



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- Women in top management went from 11% in 2009 to 11.5 % in 2010. A slight improvement from last year.
- Our employee engagement figures stabilized after dropping in 2009, reflecting a variety of initiatives; moving forward, employee engagement will become one of four companywide key performance indicators. Our engagement score stayed relatively flat in 2010 at 68%, shifting slightly from 69% in 2009.

## SAP Helps Companies Grow Profitably and Sustainably

Our greatest potential to create positive impact lies with our customers. SAP technology enables companies around the world to align their business performance with their sustainability performance. We help turn risk into opportunities for greater efficiency, new value creation, and greater profitability. As sustainability becomes a core element of our strategy, we see vast untapped potential for other companies to benefit from a paradigm shift that is on par with the changes brought by globalization.

We have designed sustainability solutions that fall into five key areas: sustainability reporting and analytics, energy management, operational risk management, sustainable supply chain and products, and sustainable workforce. Highlight the below are estimates and that our reporting methodology with regards to our customer impact is still expected to mature over time!

**Impact estimated by SAP**

Category	Area	Value	Description
Env.	Energy & Environmental Resource Management	2.5	million tons of estimated carbon reductions, saving \$470 million in energy spend
	Sustainable Supply-Chain	800	million consumers are estimated to live safer & healthier, protecting 5+ trillion in customer revenue
Social	Operational Risk Management	2	million workers are estimated to be safer, saving \$400 million in reduced accidents
	Sustainable Workforce	50	million employees attracted & developed, an estimated \$2 trillion investments in employees
Econ.	Sustainability Reporting and Analytics	95	% of companies listed in both Corporate Knights Global 100 and Dow Jones Sustainability World Index run SAP

## SAP Helps Drive Opportunity for All

In a better run world, we believe that IT will be a primary driver of opportunity for all people. As we pursue this vision, we view our work to create positive social change as very different from charity. It is an opportunity – and even a necessity – for building a sustainable future for the world and our company.

The bars below provide more detail about how we are utilizing the full range of our resources to create social impact around the world.

		2009		2010
Social	Technology for Non-profits (# of organizations enabled per year)	942	↓	715
	Volunteering (Employee hours)	62,000	↓	59,000
	Social Investment (Euros)	7,828,391	↑	12,844,914

Developing new markets opens up new business opportunities. Healthy local communities with robust infrastructure and development create demand for our products and services. A strong educational system ensures that we have access to a pipeline of talent.

At the same time, we see enormous potential to utilize technology and our other resources to help improve people's lives throughout the world. Our goal is to impact 1 million people in 2011 by focusing on three main areas: meeting basic needs, enhancing education and creating sustainable growth and economic opportunity.

To reach this goal, we have aligned it with our expertise, talent and business goals to create even greater impact. Our efforts go beyond a traditional giving model to strategically deploy our technology, whether it is training IT leaders of the future or providing entrepreneurs with cutting-edge tools to create new ventures. Our employee volunteers use their skills



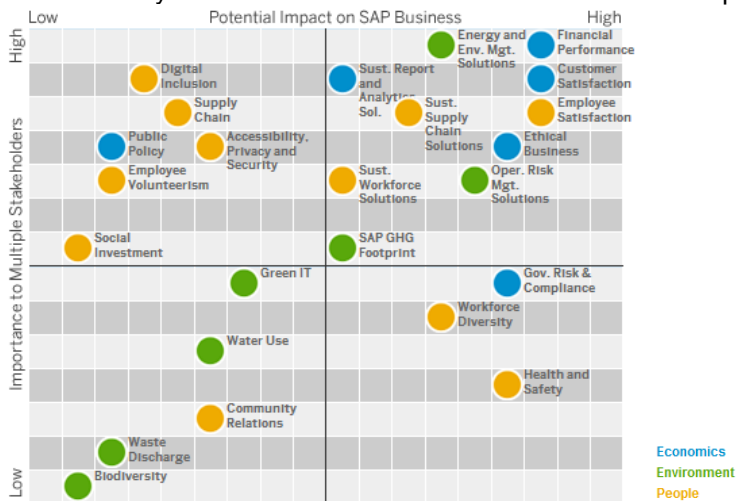
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to help nonprofits run more effectively and thereby reach more people. Above all, we seek to deploy all of our assets as a company to bring innovation to the creation of positive social change.

## Engaging our stakeholders

Our 2010 report has been designed to foster an interactive conversation. We know that we don't have all the answers for how to move closer to our sustainability goals. We've built the functionality of the site to aid in the dialogue. Visitors can make a comment and tweet it at the same time. It's also easy to post on Facebook. Meanwhile, we will be tracking comments, directing them to the appropriate content experts at SAP, and providing responses.

One key way to foster a dialogue is through our materiality matrix, which shows which sustainability issues are most important to our stakeholders as well as SAP. Each quadrant tells part of this story. For example, the upper right signifies high importance to both stakeholders and SAP, while the bottom left signifies the opposite. We provide visitors to the site with the ability to create their own matrix to tell us about their priorities.



## About our 2010 Sustainability Report

This report has been:

- Prepared in accordance with the Global Reporting Initiative (GRI) G3 sustainability reporting framework and has been independently checked by GRI, fulfilling requirements of application level A+.
- Prepared in accordance with AA1000 Accountability Principles Standard
- Reported carbon data was been prepared using SAP's own internal criteria based on the Greenhouse Gas Protocol.
- The report is independently assured by KPMG and limited assurance is provided that SAP has applied the AA1000 Accountability Principles Standard, reasonable assurance is provided that the GHG information is fairly presented in accordance with stated reporting criteria and limited assurance is provided that all other information is fairly presented in accordance with the GRI G3 reporting framework.

Please go to [www.sapsustainabilityreport.com](http://www.sapsustainabilityreport.com) to view and participate in our interactive report.