

## Leveraging Digitalization or Responsible and Sustainable Business Transformation

**Knowledge Transfer for SAP User Groups** 

July 2<sup>nd</sup> 2020



### Welcome Knowledge Transfer for SAP User Groups

### **Our Speakers**

#### **Marcus Wagner**

Global Environmental Lead Sustainability

#### **Sabine Otholt**

Head of Strategic Customer Engagements S/4HANA

#### Toby Croucher

Head of Solution Management Climate 21 & Sustainability

#### James Sullivan

Global Lead Circular Economy Sustainable Business Innovation

#### **Darren West**

Business Development Director for Circular Economy Products

### **Sustainability at SAP** Help the World run better and improve peoples' lives

"... We must act decisively to **protect our planet** from both the **coronavirus** and the existential **threat of** 

Secretary-General's Message (Earth Day, April 22nd 2020)

### Agenda

Sustainability at SAP

climate disruption ... "

- Climate 21
- Circular Economy



#### António Guterres Secretary-General of the United Nations

## **Sustainability at SAP**

#### Creating Positive Economic, Environmental and Social Impact within Planetary Boundaries



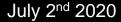


## **SAP Solution Strategy for Sustainability**



**Toby Croucher** Head of Solution Management Climate 21 & Sustainability

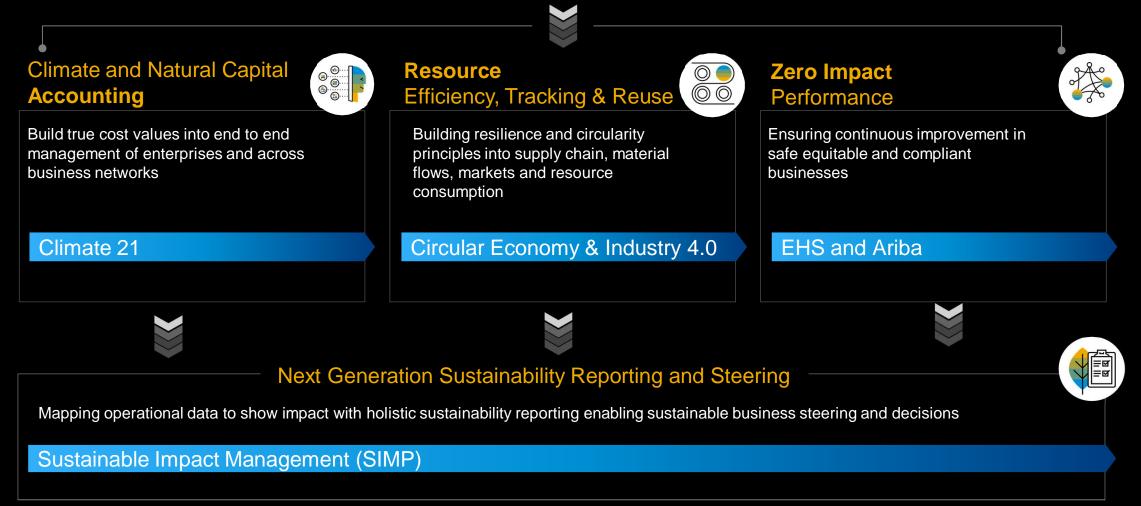




## **SAP Strategy** for Sustainability



Integrate sustainability data to business processes across all industries and across all value chains to drive performance, new products, new markets





## Climate 21 – Vision & Demo & Roadmap

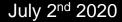


Sabine Otholt Head of Strategic Customer Engagements S/4HANA



**Toby Croucher** Head of Solution Management Climate 21 & Sustainability





## **Climate 21** Vision

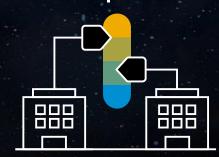
#### **Climate 21**

## To manage the carbon footprint of their products, our customers need to ...





... understand the CO<sub>2</sub> footprint of their inputs and products



... optimize their operations based on benchmarks



... transform their business models and product portfolio

# Climate 21Why SAP?75% of the worlds transactions touch a SAP system

We have the analytical tools and transaction systems to help our customers



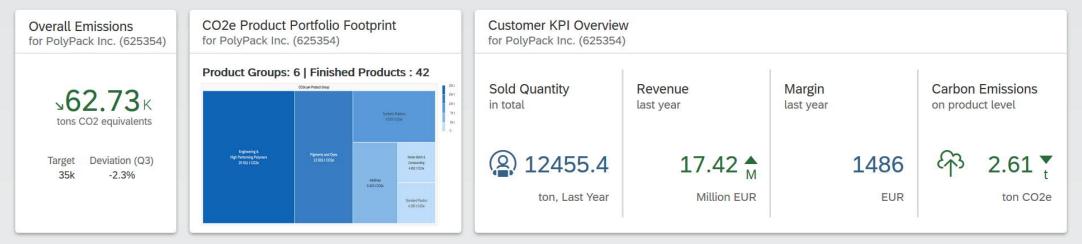
## along the full supply chain and across all industries

## **Vision Demo**

#### Carbon Emissions | CEO View



#### Carbon Emissions | Customer View



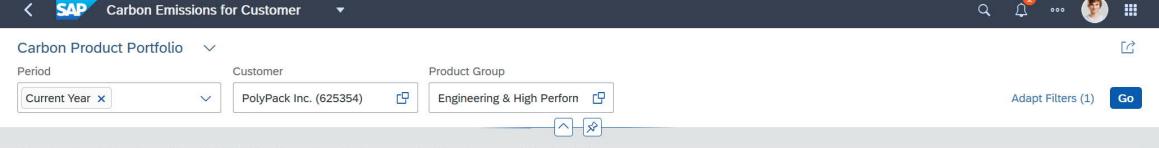
#### Carbon Emissions | Business Unit View

Overall Emissions

CO2e Business Unit Footprint

Analyze the Product Carbon Journeys

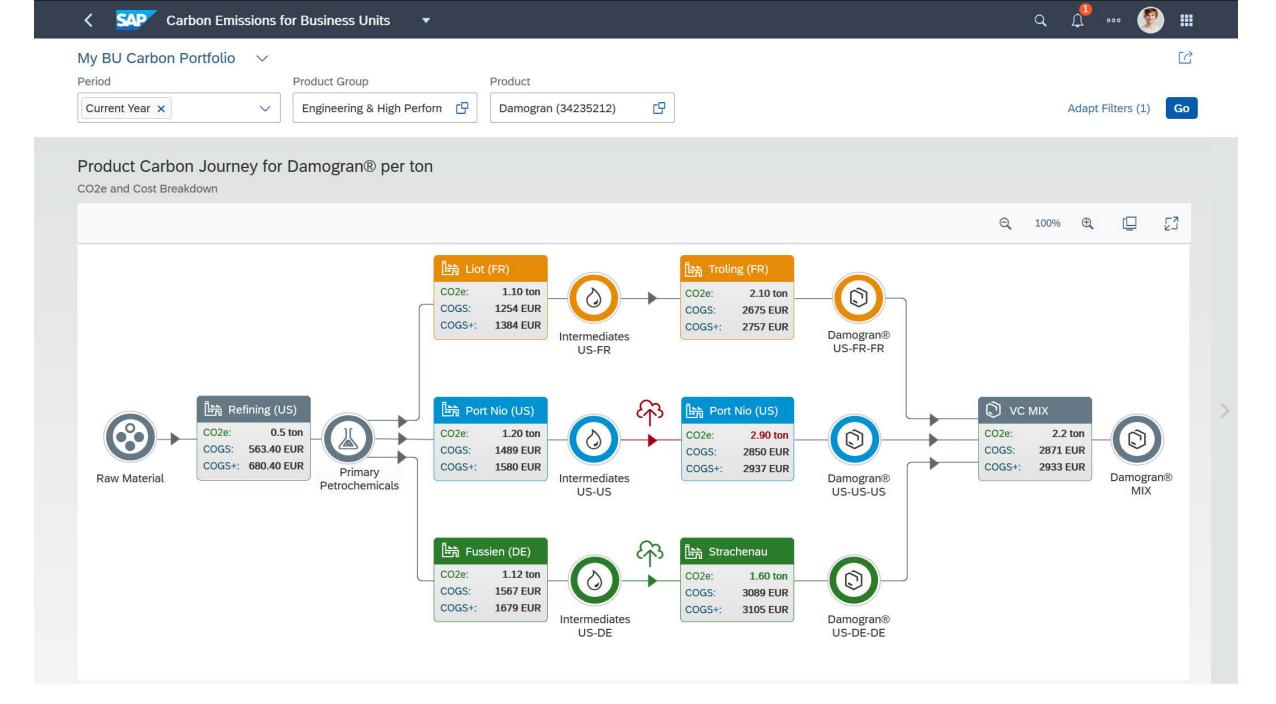
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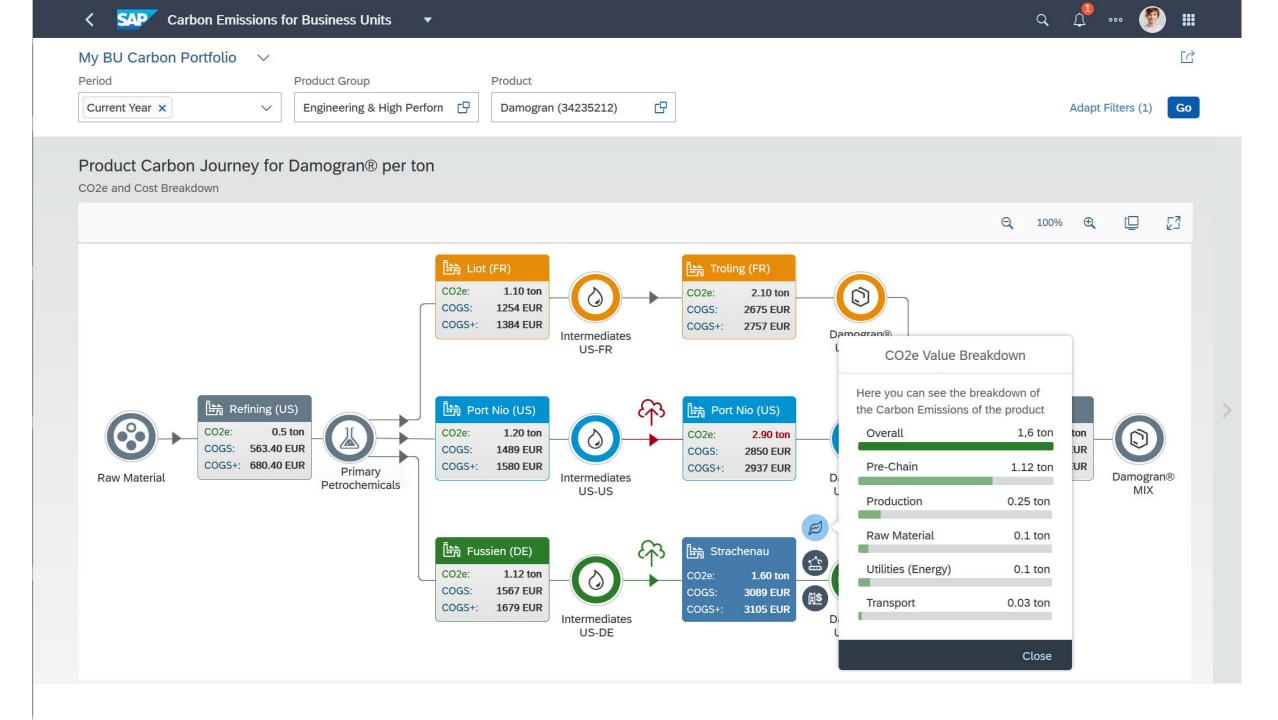


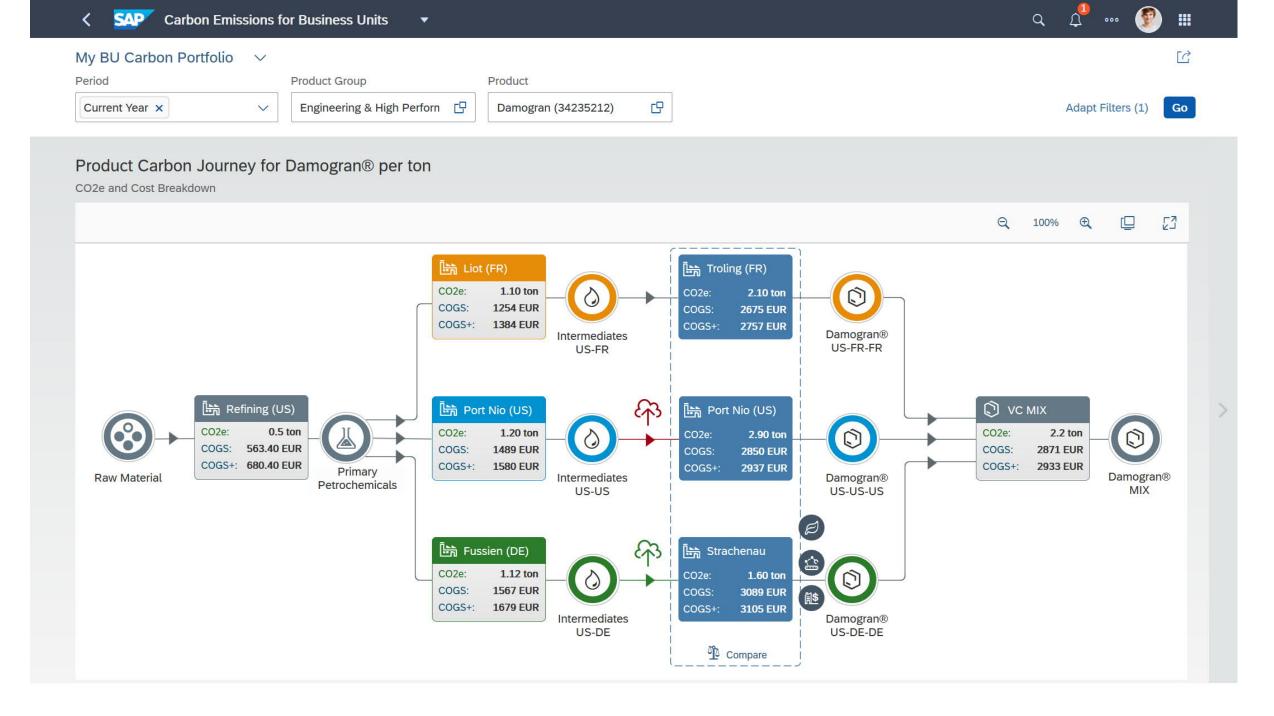
#### Products of Engineering & High Performing Polymers for Customer PolyPack Inc.

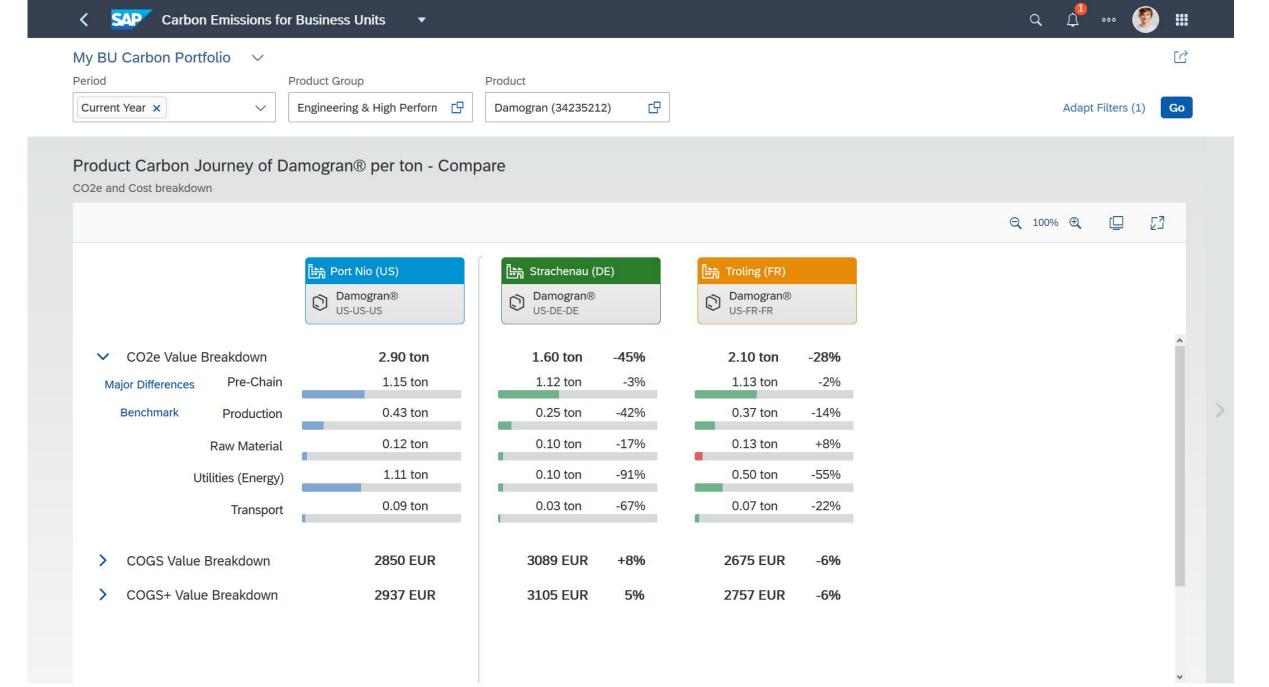
CO2e Footprint for Engineering & High Performing Polymers

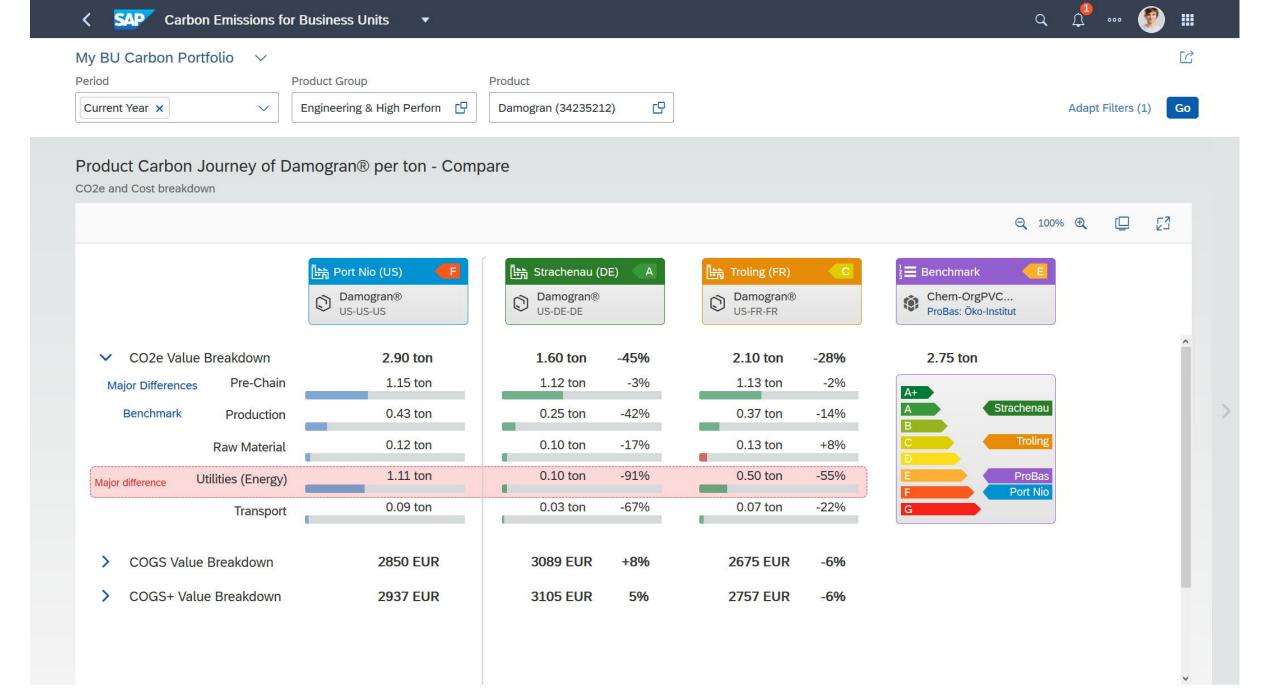
	Produced CO2e per Product		6.5K t
Damogran®	Taunton® 5 325 T CO2e	Magrathea® 3 953 T CO2e	5.8K t 4.1K t 2.6K t 1.3K t 0
6 408 T CO2e	Oglarun® 5 718 T CO2e	Krikkit® 1 125 T CO2e	
		Barteldan® Lamuella® 607 T CO2e 286 T CO2e	

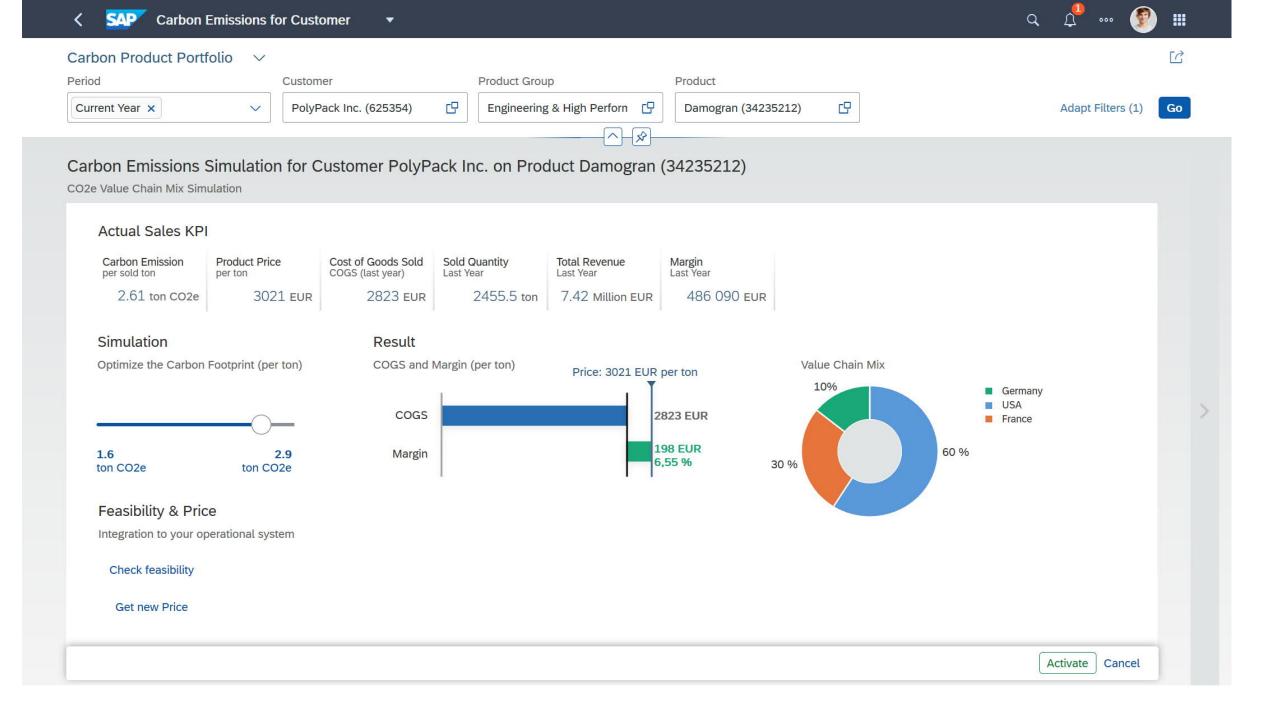


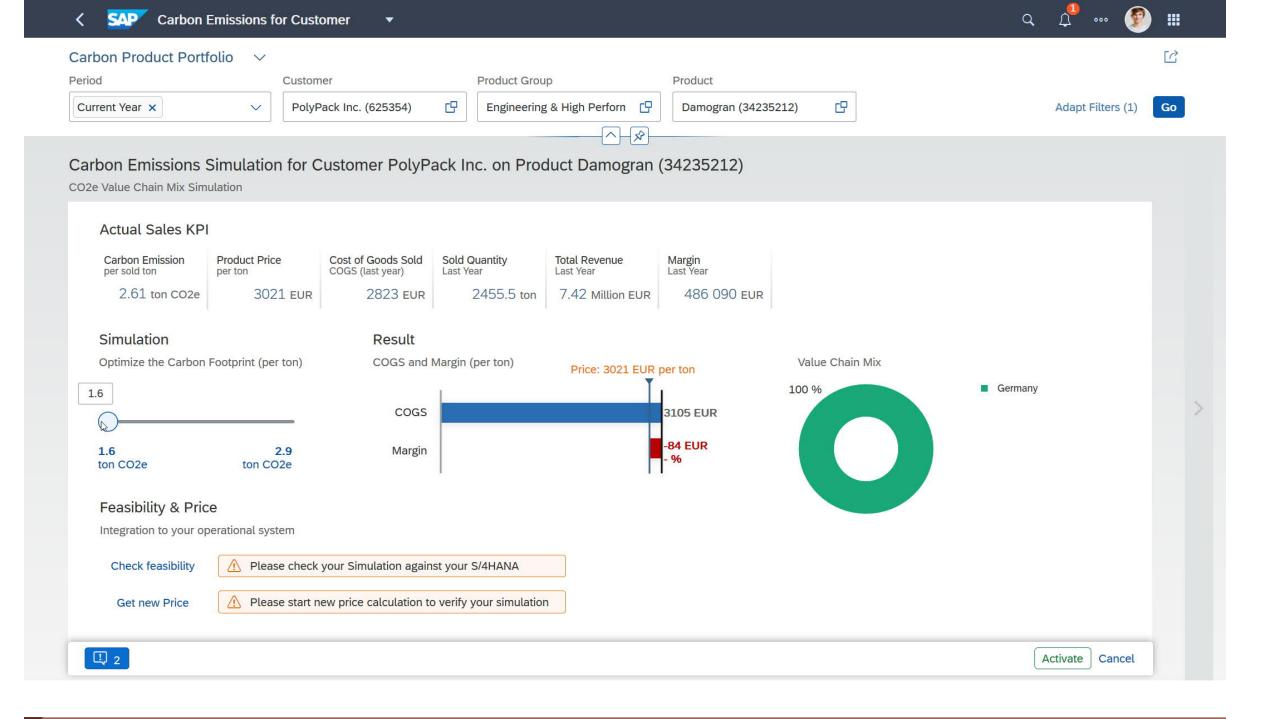


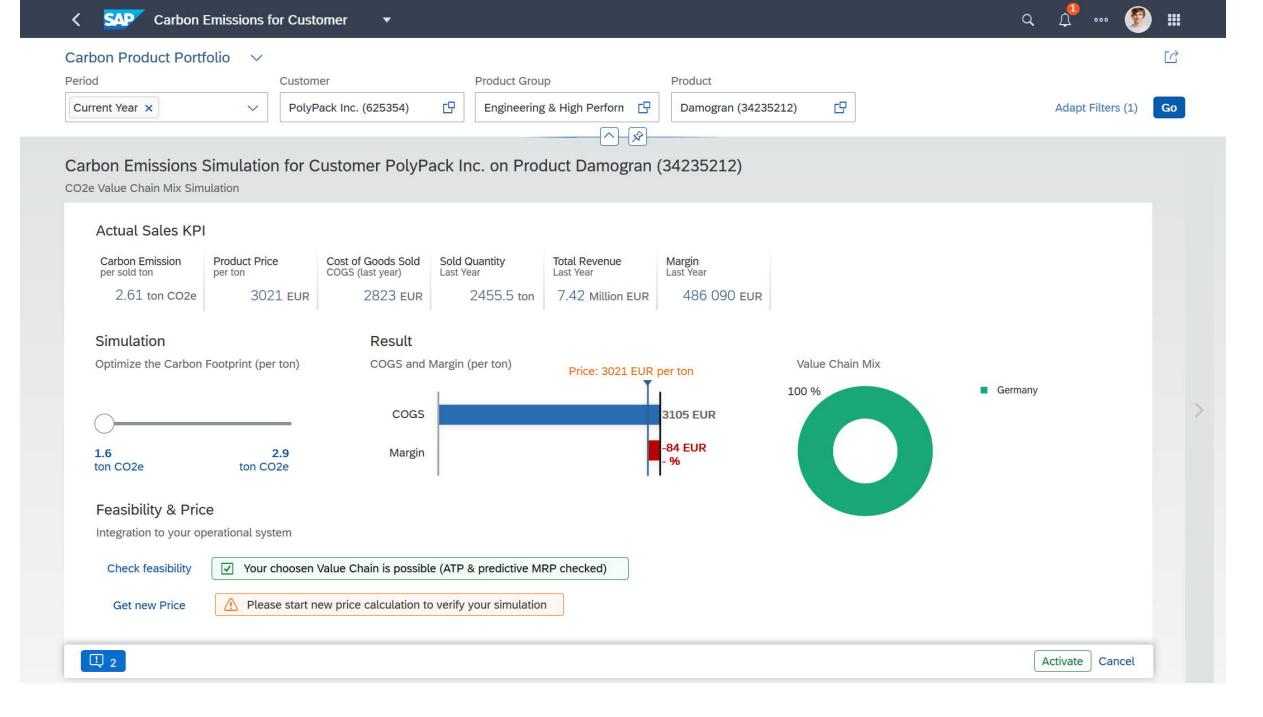


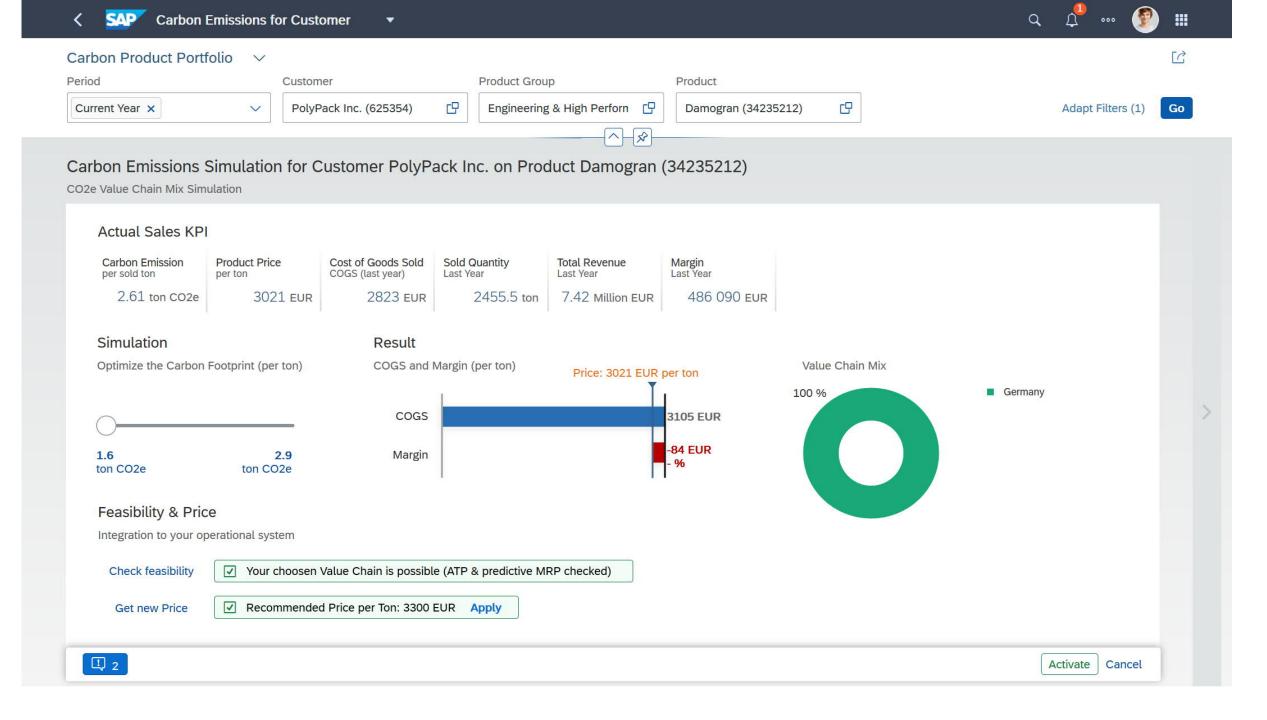


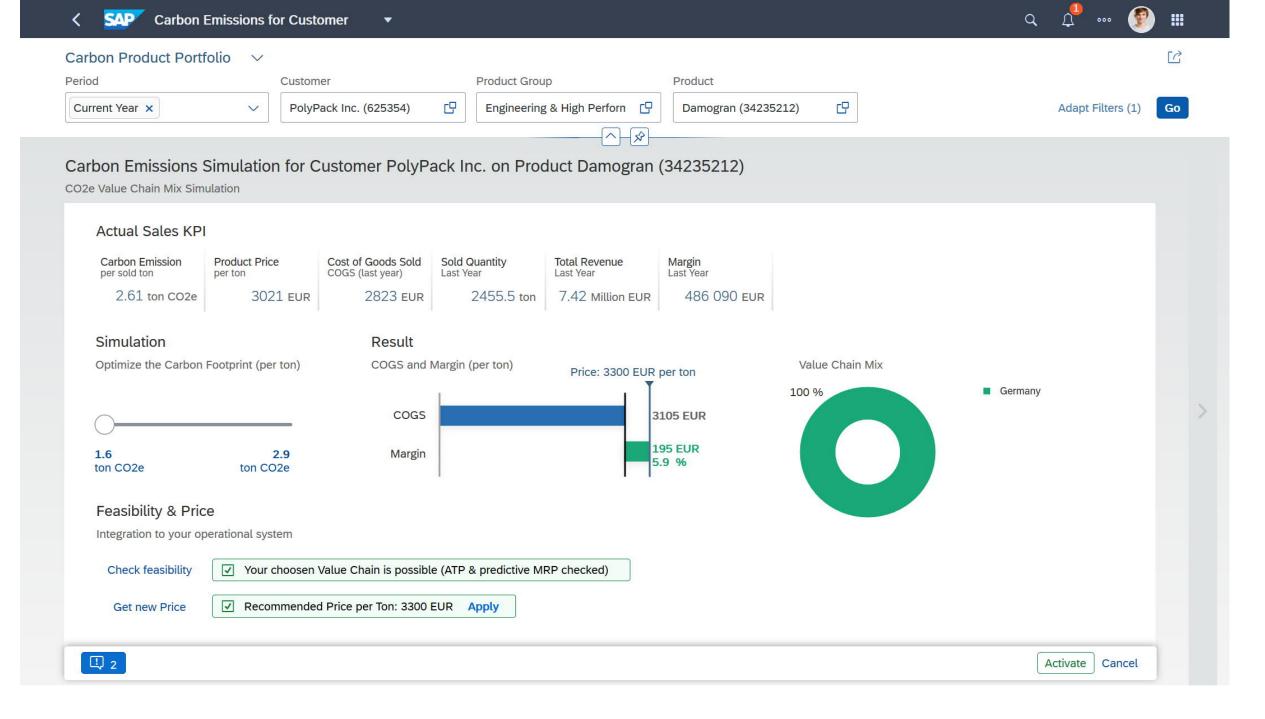






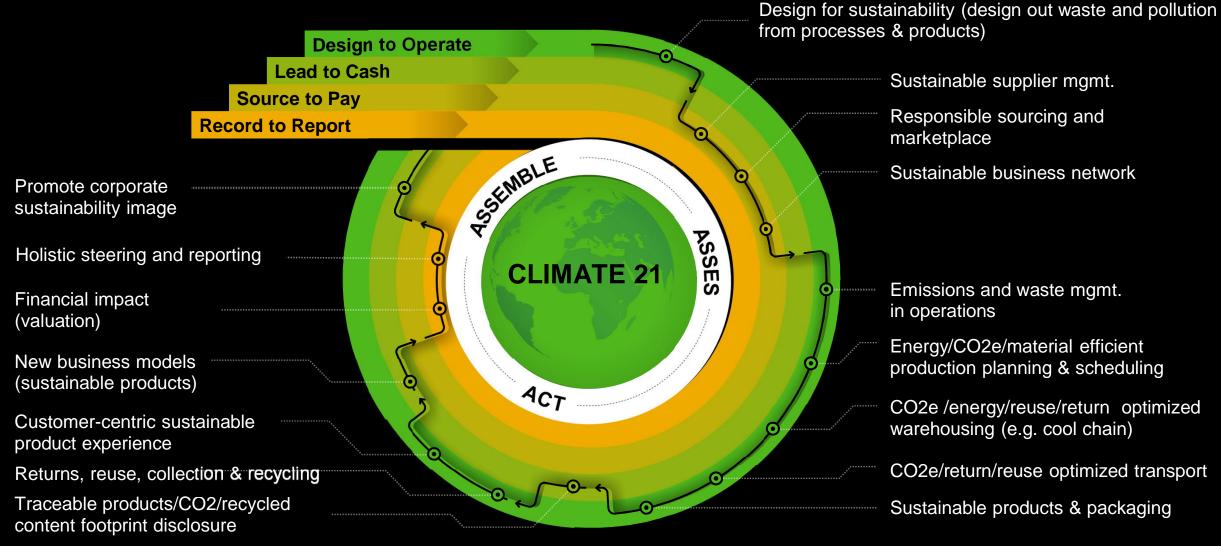






## **Climate 21** Roadmap

## E2E Processes View – Embedding the new dimension for Climate Action



## **Climate 21 Product Roadmap - Key Use Cases**

2020	2021	2022	2023
SAP Product Carbon Footprint analytics	Carbon Accounting integrate to Finance	Integrate into Operations & Supply Chain	Integrate into Product Design, Industry 4.0, Business Networks
			Sustainable Intelligent Suite: Networks, Circular Economy, Design for Sustainability
		C21 Act: Operations & Supply Chair	1
	C21 Assess: Foundation		
C21 Assemble: Produ	ct Carbon Footprint Analytics		



## **Circular Economy – Vision & Demo**



James Sullivan Global Lead Circular Economy Sustainable Business Innovation



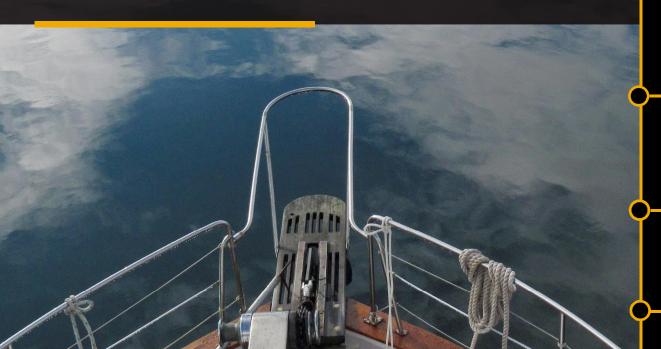
Darren West Business Development Director for Circular Economy Products



July 2<sup>nd</sup> 2020



## Vision for a Plastic-Free Ocean A program for global change – the story so far...



General site: https://news.sap.com/tags/circular-economy/

#### **Davos Announcement 2020**

Christian Klein announces next step in our Ocean Vision

Press Release

#### **Secondary Material Marketplace 2019**

First major deliverable of the Plastic Cloud program launched

<u>Press Release</u>

#### **London Design Festival 2019**

Engage with global design community to stimulate new thinking

<u>Play Film</u>

**Ocean Plastic Leadership Summit 2019** 

Developing the concept further with producers in the N. Atlantic Gyre.

<u>Play Film</u>

### SAP/Google CE 2030 Challenge 2019

Launch of the 'Plastic Cloud' concept

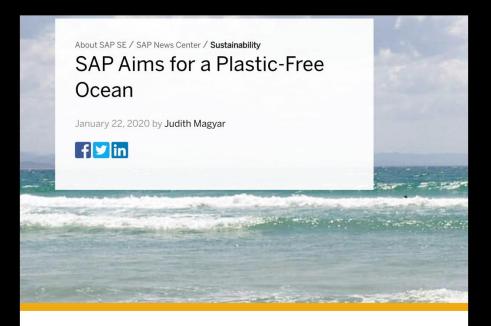
#### SAP Plastic Challenge 2018

Citizen led open innovation collaborative with major global producers

Consumer Research and Film

## **Global CEO backed commitment** World Economic Forum, Davos 2020





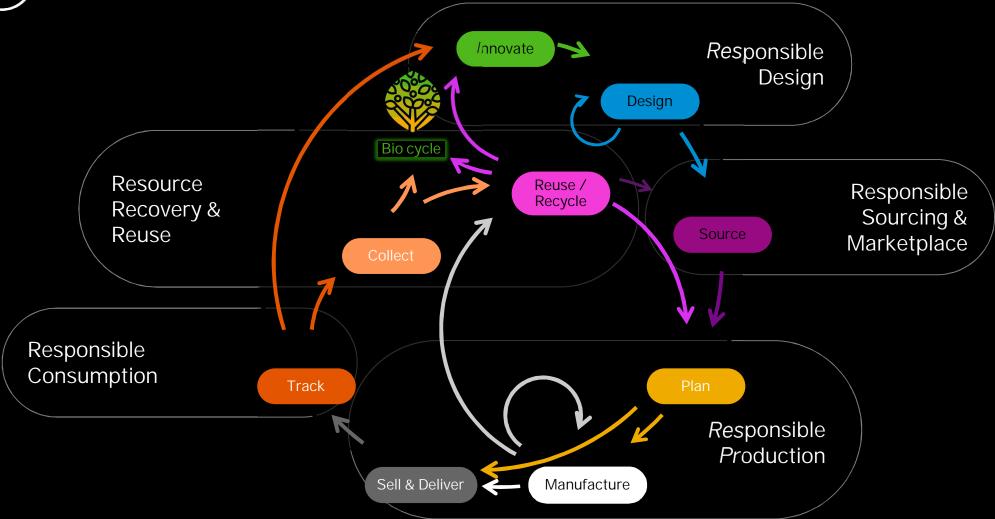
This week at the World Economic Forum, SAP announced its vision for a plastic-free ocean by 2030. Co-CEO Christian Klein made the company's global ambition clear at the annual meeting in Davos, Switzerland.

## What is Circular Economy



#### In a Circular economy everything has value and nothing is wasted.

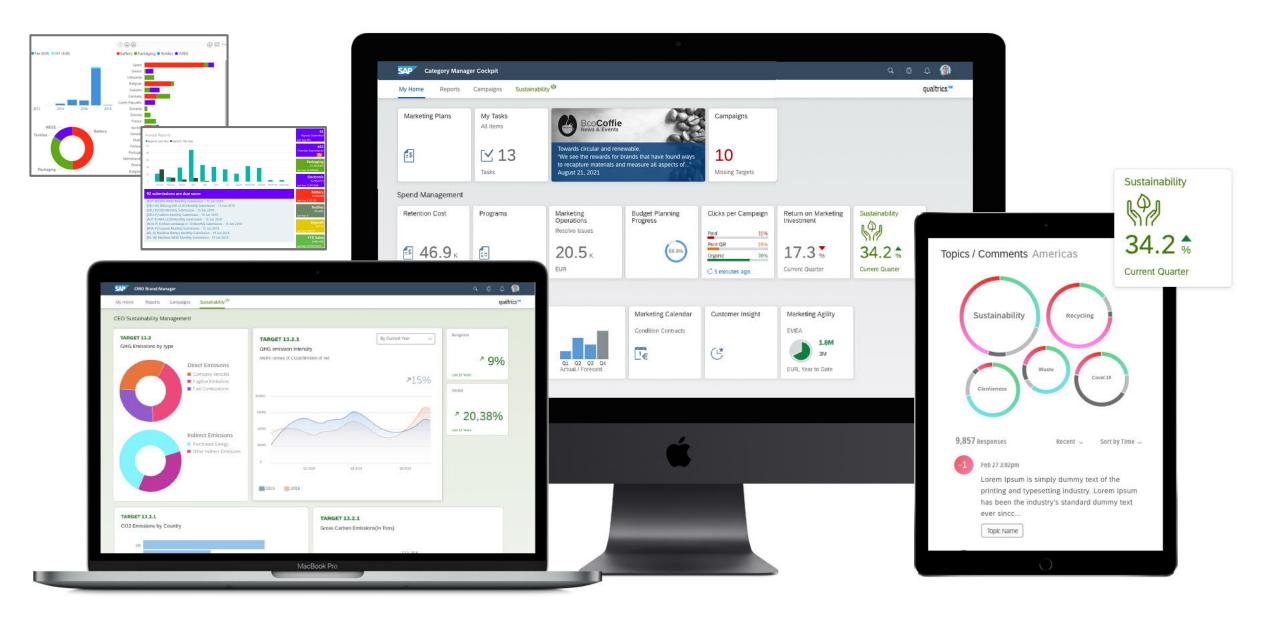
It involves designing and promoting products that last and that can be reused, repaired and remanufactured.



## **Vision Demo**

### **Responsible Production & Design**

#### Reporting, Packaging, EPR, Design for Circularity, Consumer Sentiment



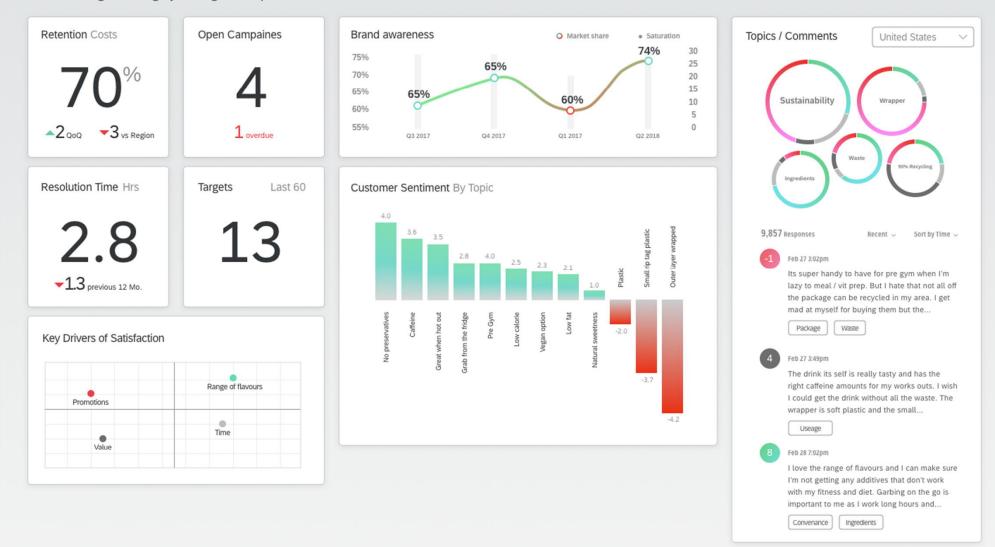
#### Q @ A 🔞 SAP Category Manager Cockpit Sustainability 🐕 My Home Reports Campaigns New Plastic Tax in UK × Campaigns Marketing Plans My Tasks New materials available that will reduce costs. Check EPR tab. BCO**Coffie** News & Events All Items Just Now Sustainability Towards circular and renewable. ☑ 13 =\$ 10 000 "We see the rewards for brands that have found ways to recapture materials and measure all aspects of ... " August 21, 2021 Missing Targets Tasks You are now not compliant with UK WRAP KPIs × Spend Management this may damage public profile and brand reputation - please check consumer sentiment score (Qualtrix) EPR & Recyclability Marketing Budget Planning Packaging Just Now Recyclability Operations Progress qualtrics." 000 Resolve Issues Single Use 11% 19% Recaptured 17.3 % 34.2 🍰 29.6% 20.5 ĸ 88.8% Organic Sustainable 70% Q1 Q2 Q3 Q4 Weight / Units Recyclability EUR Current Quarter Current Quarter C 5 minutes ago

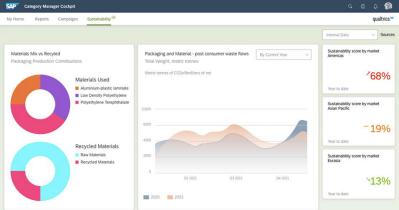
#### Marketing

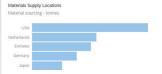


qualtrics.<sup>304</sup>

#### Brand Manager / Category Manager Cockpit

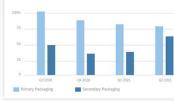








Gross vs Net Carbon Emissions By CO2 per revenue(mte)







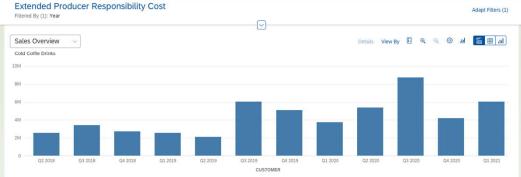
On Track

Category Manager Cockpit

My Home Reports Campaigns Sustainability 🥸

Category Manager Cockpit a @ A 🍘 qualtrics." My Home Reports Campaigns Sustainability EPR fee per unit by country Adapt Filters (1) Filtered By (1): Year  $\bigtriangledown$ Details View By 🗉 🔍 🔍 🚳 🔟 🔚 🛄 Product Fee Overview ~ Cold Coffie Drinks 10M 8M 6M 4M 2M 0 Italy France Germany Netherland Spain United Kingdom Countries EPR fee Euro cents

Year	Units Sold	Total Weight	Locations	Schemes	Fee(EUR)	VAT	Total Fee (EUR)	
<ul> <li>Euros</li> </ul>								
Italy	3,017000	3,845770	1	1	2,44022	6,1005	3,050,27	>
France	9,425300	12,014430	1	1	13,17706	3,29427	16,47133	>
Germany	1,636521	2,086047	1	2	2,21687	5,5422	2,77108	>
Netherlands	4,416323	5,629458	1	1	1,87493	4,6873	2,34366	>
Spain	1,181734	1,506313	1	2	7,5562	1,8891	9,4453	>
United Kingdom	9,60120	1,223839	1	1	4,2564	1,0641	5,3206	>



	Year	Units Sold	Total Weight	Locations	Schemes	Fee(EUR)	VAT	Total Fee (EUR)	
~	Euros								
	Q1 2021	3,017000	3,845770	1	1	2,44022	6,1005	3,050,27	
	Q4 2020	9,425300	12,014430	1	1	13,17706	3,29427	16,47133	
	Q3 2020	1,636521	2,086047	1	2	2,21687	5,5422	2,77108	
	Q2 2020	4,416323	5,629458	1	1	1,87493	4,6873	2,34366	
	Q1 2020	1,181734	1,506313	1	2	7,5562	1,8891	9,4453	
	Q4 2019	9,60120	1,223839	1	1	4,2564	1,0641	5,3206	
	Q3 2019	1,097123	1,398473	1	1	8,2742	2,0686	1,03428	

qualtrics."

35

#### New Packaging Design Requirement

General Selected Feedback Notes

#### Details

*Name:	*Priority:	*Description:
Pivot away from using PET Plastics *ID: M-REQ-1352	High     ✓       Affected Customers:     □	I have concluded the benefits from the market data that we have in the Qualtrics CX system that we'll see increased brand adoption if we can prove our materials are more environmentally friendly - please can you
Status:	Affected Product:	assess
New V	2jO Cold Press Coffee	
Risk:		
High 🗸		

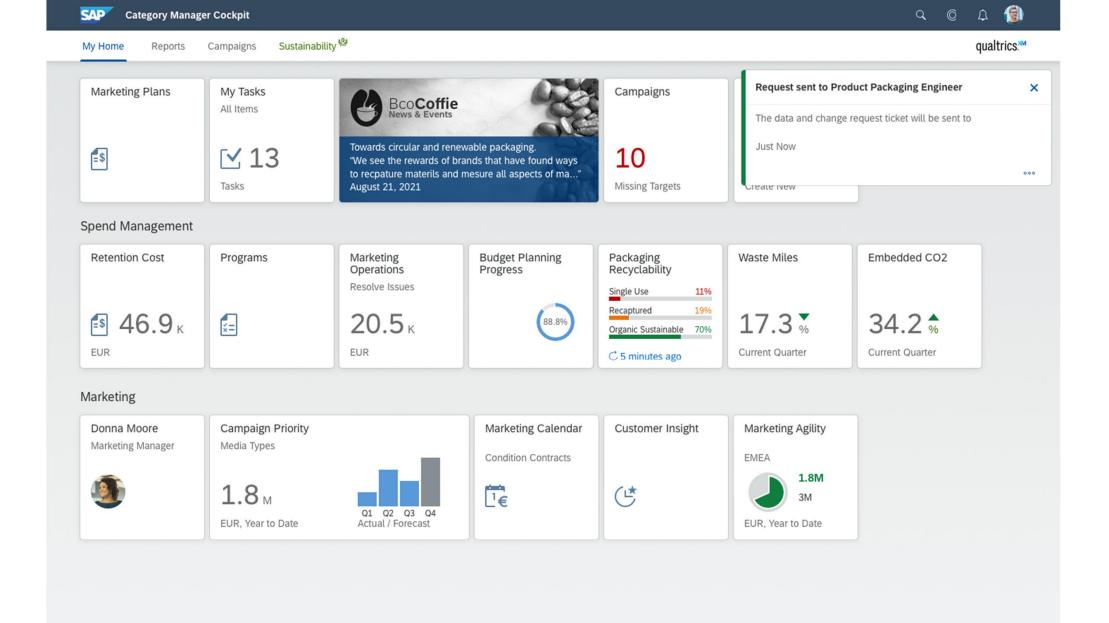
Selected Feedback (3)

Add Remove ↑↓ {③}

Category	Feedback	Submitter	Affected Product	
Packaging Mrtl	Seeing the Response to K&L's market share increase as a reslut more	👰 Lisa Jenkins	2jO Cold Press Coffe with cream	>
	Qualtircs brand research and C/4HANA data has shown a direct more	🕑 Lisa Jenkins	2jO Cold Press Coffe with cream	>
	We suggest an improvment of the mixing ratio due to new more	Monique Legrand	2jO Cold Press Coffe with cream and all others	>

Notes

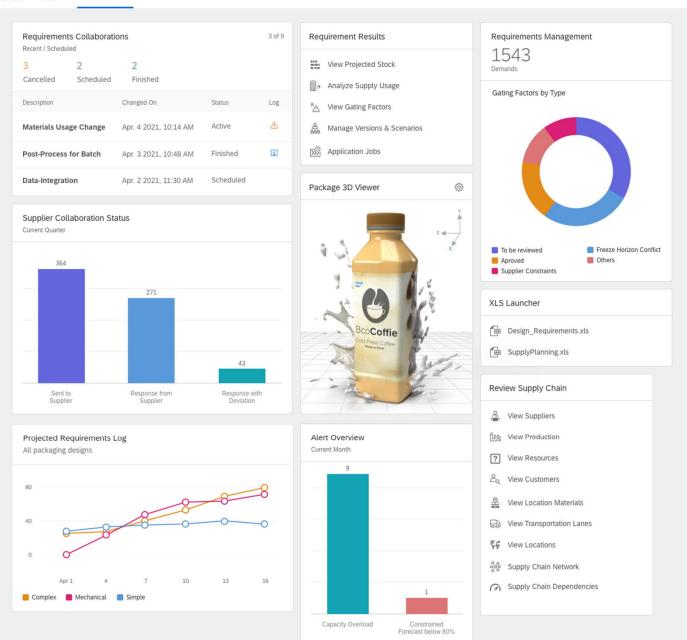


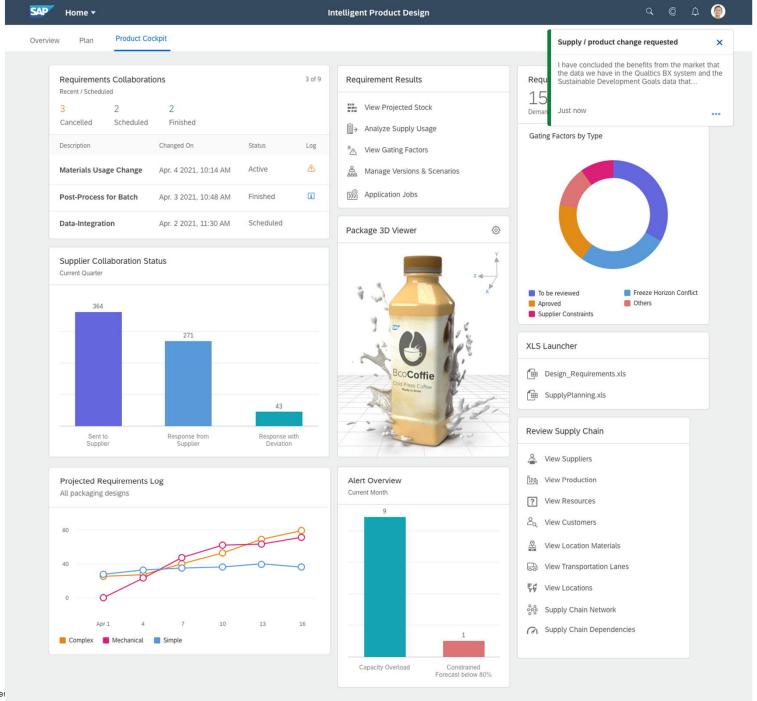


SAP Home 🔻

Intelligent Product Design

Overview Plan Product Cockpit





Intelligent Product Design

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Requirements  $\sim$ 

Gating Factors 🔻

SAP

Hide Filter Bar Restore Filters Go

	Material:	Location	Type:	
Search Q	- C	6	All ~	

Requi	rments Fa	ctors (1543)	Grouped by: Order			Analyze Demands ↑↓ (=	•) (*) (*)
	Phase	Item Number	Gating Factor	Affected	Requested	Confirmation Percentage	Status
	3662	10	Insufficient Lead Time EK-FG, EKD1	10 PC Feb 12, 2021	10 PC Feb 21, 2021	Unconfirmed 0%	10 PC
	3875	10	Materials revision change request Cold Press coffee packaging	10 PC Feb 14, 2021	10 PC Feb 21, 2021	Confirmed Delay	10 PC Apr 3, 2021
	3943	10	Insufficient Lead Time CU_VALVE_A, DC72	20 PC Feb 19, 2021	20 PC Feb 21, 2021	Unconfirmed 0%	0 PC
	3943	20	Insufficient Lead Time CU_VALVE_A, DC72	25 PC Feb 19, 2021	25 PC Feb 21, 2021	Unconfirmed 0%	0 PC
	3944	20	Insufficient Lead Time EK-FG, EKD1	21 PC Feb 19, 2021	21 PC Feb 24, 2021	Unconfirmed 0%	0 PC
	3982	10	Adjusted Quantity Exceeded EK-FG, EKD1	20 PC Feb 22, 2021	35 PC Feb 27, 2021	Confirmed Delay	35 PC Feb 21, 2021
	3991	10	Insufficient Lead Time EK-FG, EKD1	10 PC Mar 11, 2021	10 PC Mar 21, 2021	Unconfirmed 0%	0 PC
		10	Freeze Horizon Conflict EK-FG, EKD1	10 PC Mar 11, 2021	10 PC Mar 21, 2021	Unconfirmed 0%	10 PC
	4001	10	Freeze Horizon Conflict EK-FG, EKD1	60 PC Mar 14, 2021	60 PC Mar 21, 2021	Unconfirmed 0%	0 PC

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AP	Gating	Factors	•

Intelligent Product Design

Requ	uirements	$\checkmark$

Hide Filter Bar Restore Filters Go

	Material:	Location	Туре:
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Requir	rments Fa	ctors (1543)	Grouped by: Order			Analyze Demands 1	=) ۞ 🕩 🗸
	Order	Item Number	Gating Factor	Affected	Requested	Confirmation Percentage	Status
	3662	10	Insufficient Lead Time EK-FG, EKD1	10 PC Feb 12, 2021	10 PC Feb 21, 2021	Unconfirmed 0%	10 PC
	3875	10	Materials revision change request Cold Press coffee packaging	10 PC Feb 14, 2021	10 PC Feb 21, 2021	Confirmed Delay	10 PC Apr 3, 2021
	3943	10	Insufficient Lead Time CU_VALVE_A, DC72	20 PC Feb 19, 2021	20 PC Feb 21, 2021	Unconfirmed 0%	0 PC
	3943	20	Insufficient Lead Time CU_VALVE_A, DC72	25 PC Feb 19, 2021	25 PC Feb 21, 2021	Unconfirmed 0%	0 PC
	3944	20	Insufficient Lead Time EK-FG, EKD1	21 PC Feb 19, 2021	21 PC Feb 24, 2021	Unconfirmed 0%	0 PC
	3982	10	Adjusted Quantity Exceeded EK-FG, EKD1	20 PC Feb 22, 2021	35 PC Feb 27, 2021	Confirmed Delay	35 PC Feb 21, 2021
	3991	10	Insufficient Lead Time EK-FG, EKD1	10 PC Mar 11, 2021	10 PC Mar 21, 2021	Unconfirmed 0%	0 PC
		10	Freeze Horizon Conflict EK-FG, EKD1	10 PC Mar 11, 2021	10 PC Mar 21, 2021	Unconfirmed 0%	10 PC
	4001	10	Freeze Horizon Conflict EK-FG, EKD1	60 PC Mar 14, 2021	60 PC Mar 21, 2021	Unconfirmed 0%	0 PC

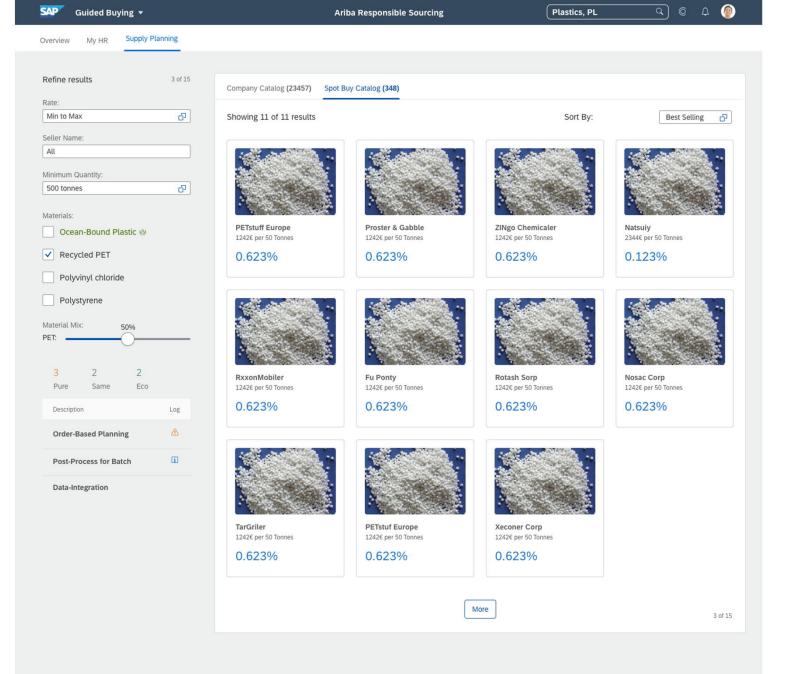
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### Materials Plans 🗸

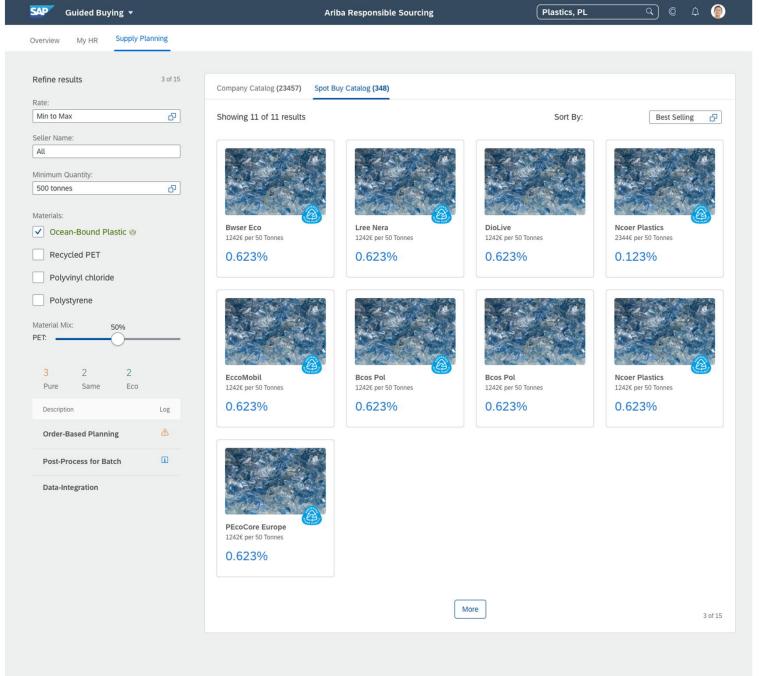
Filtered by: Order 3875

Adapt Filters

ating Factors (1)							
Gating Factor Iten	1	Affected		Requested	Confirmatio	on Percentage	Confirmed
New materials source needed 10	)	10 PC		10 PC	Confirmed	Delay	10 PC
EK-FG, EKD1	Fe	b 14, 2021	F	eb 21, 2021		100%	Apr 3, 2021
rder Network Items (6)						* ^ ~ *	↑↓ ۞ 🖽 ८
Receipt/Reqirement	Gating Order	Location	Material	Quantity	Issues	Requested	Planned
🗹 🗸 🕤 Change Requirement	No	EK-SD	EK-FG	10 PC		Feb 21, 2021	Feb 21, 2021
🗹 🛛 🖓 Mtrl Stock Requirements	No	EKD1	EK-FG	10 PC	No Supplier Set	Feb 19, 2021	Feb 21, 2021
V 🖶 Planned Order	No	EKP1	EK-FG	2 PC		Feb 18, 2021	Feb 18, 2021
✓ Yurchase Requisit	ion No	EKP1	EK-COMP	2 PC		Feb 16, 2021	Feb 16, 2021
V 🖳 Planned Order	No	EKP1	EK-FG	8 PC		Feb 18, 2021	Feb 18, 2021
✓ ↓ Purchase Requisit	ion No	EKP1	EK-COMP	8 PC		Feb 16, 2021	Feb 16, 2021



			Ariba Responsible So			9 © D
DioLive   PO-48865	Recycled PE	T Polyethylene			EPR costs	
	Delivery Time:	Quotation Option:	Rate Ratio:			
Ser.	12 days	To Be Selected	37.99 USD		IT FR	UK EU T
					Current Mater	rial Current EPR: 3,55
			(\)		New Material	New Mtrl EPR: 1,05
Details	Providence	Contact Information				
Name:			Factory:		Supplier:	
Recyled Poly	vethylene		Florida, OL	~	DioLive (23423423)	
Manufacturer:						
DioLive		ۍ ۲				
Aggregator D					Ratio Rates	
Order ID:			Expected Delivery Date:		Variant:	
Order ID: 589946637			June 23, 2021		Variant: General Waste / Household	
Order ID: 589946637 Contract:		 ۳	June 23, 2021 Factory:		Variant: General Waste / Household Color:	
Order ID: 589946637 Contract: 10045876			June 23, 2021 Factory: Florida, OL	~	Variant: General Waste / Household Color: Various (default)	
Order ID: 589946637 Contract:		<u></u> ව	June 23, 2021 Factory:	~	Variant: General Waste / Household Color:	
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Order ID: 589946637 Contract: 10045876 Transaction Da		e P	June 23, 2021 Factory: Florida, OL Supplier:		Variant: General Waste / Household Color: Various (default) Stock Rate: Default Contract per Tones	
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SAP Guided Buying		Ariba Responsible Sourcing		Q © D
Ncoer Plastics Oc	ean-Bound Recycled Po	blyethylene		LORAX
PO-48865 Delivery Tim 16 days Details Providence	The second	Best Match This Material has the la This is the optimum combination 41.05 USD Cost Saving: 22%	X rgest reduction on of EPR score / material cost	EPR costs IT FR UK EU To Current Material Current EPR: 3,558 New Material New Mtrl EPR: 9,47
Name:		Factory:	Supplier:	
Ocean Bound Plastic (Certifie	d by Ocean Cycle)	Orlando, FL	V Ncoer Plastics (0	89237247)
Manufacturer:				
Ncoer Plastics	<u>ہ</u>			
Aggregator Details			Ratio Rates	
Order ID:		Expected Delivery Date:	Variant:	from beaches or was ocean/river bound
Aggregator Details Order ID: 589946637 Contract:		July 01, 2021	Variant: Certified picked f	from beaches or was ocean/river bound.
Order ID:	<u>ි</u>		Variant:	rom beaches or was ocean/river bound.
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Order ID: 589946637 Contract: 10045876 Transaction Date:		July 01, 2021 Factory: Florida, OL Supplier:	Variant: Certified picked f Color: Various (default) Stock Rate: Default Contract Mix: Official certificati Rate:	per Tones on from Ocean Cycle
Order ID: 589946637 Contract: 10045876 Transaction Date: May 6, 2021 Quotations Options Work Items with Errors (		July 01, 2021 Factory: Florida, OL Supplier:	Variant: Certified picked f Color: Various (default) Stock Rate: Default Contract Mix: Official certificati Rate: 41.05 USD per Te	per Tones on from Ocean Cycle onne Q î↓ 🏹 (=)
Order ID: 589946637 Contract: 10045876 Transaction Date: May 6, 2021 Quotations Options	23)	July 01, 2021 Factory: Florida, OL Supplier: Ncoer Plastics (089237247)	Variant: Certified picked f Color: Various (default) Stock Rate: Default Contract Mix: Official certificati Rate: 41.05 USD per To	per Tones on from Ocean Cycle onne Q V V [=] e Amount (Local Cur

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Adapt Filters

SAP	Analy	yze Demands 🔻	

Intelligent Product Design

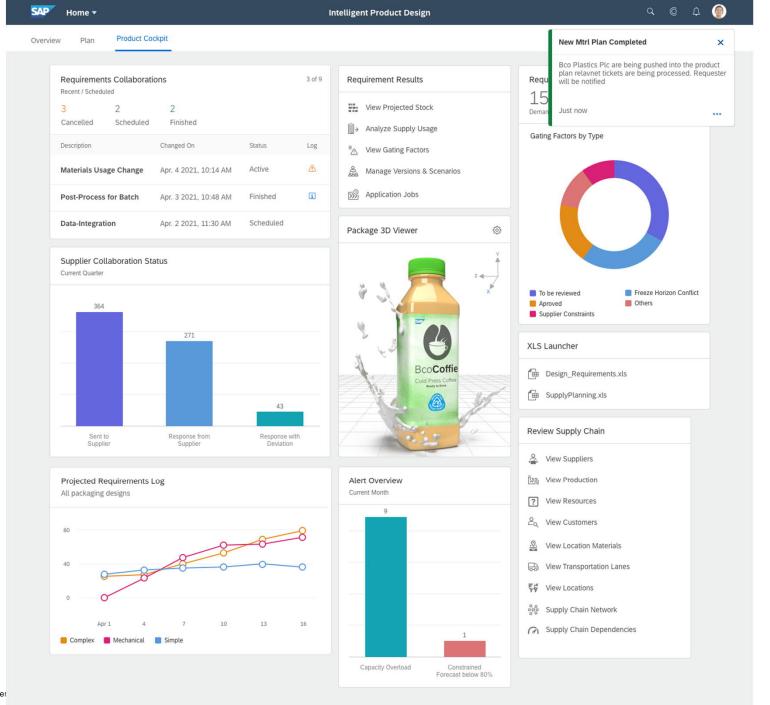
### Materials Plans 🗸

Filtered by: Order 3875

Gating Factors (1)								
Gating Factor	Item	At	ffected	Re	quested	Confirmation Pere	centage	Confirmed
New materials source needed EK-FG, EKD1	10	Feb 14	10 PC , 2021	Feb 2	10 PC 21, 2021	Confirmed Delay	_	10 PC Apr 3, 2021
Order Network Items (6)						:		. @ III &
Receipt/Reqirement		Gating Order	Location	Material	Quantity	Issues	Requested	Planned
S Change Requirement		No	EK-SD	EK-FG	10 PC		Feb 21, 2021	Feb 21, 2021
🗹 🛛 🖓 Mtrl Stock Requirement	S	No	EKD1	EK-FG	10 PC	New Supplier Set	Feb 19, 2021	Feb 21, 2021
V E Planned Order		No	EKP1	EK-FG	2 PC		Feb 18, 2021	Feb 18, 2021
✓ ∑ Purchase Requ	uisition	No	EKP1	EK-COMP	2 PC		Feb 16, 2021	Feb 16, 2021
V Planned Order		No	EKP1	EK-FG	8 PC		Feb 18, 2021	Feb 18, 2021
V Purchase Requ	uisition	No	EKP1	EK-COMP	8 PC		Feb 16, 2021	Feb 16, 2021

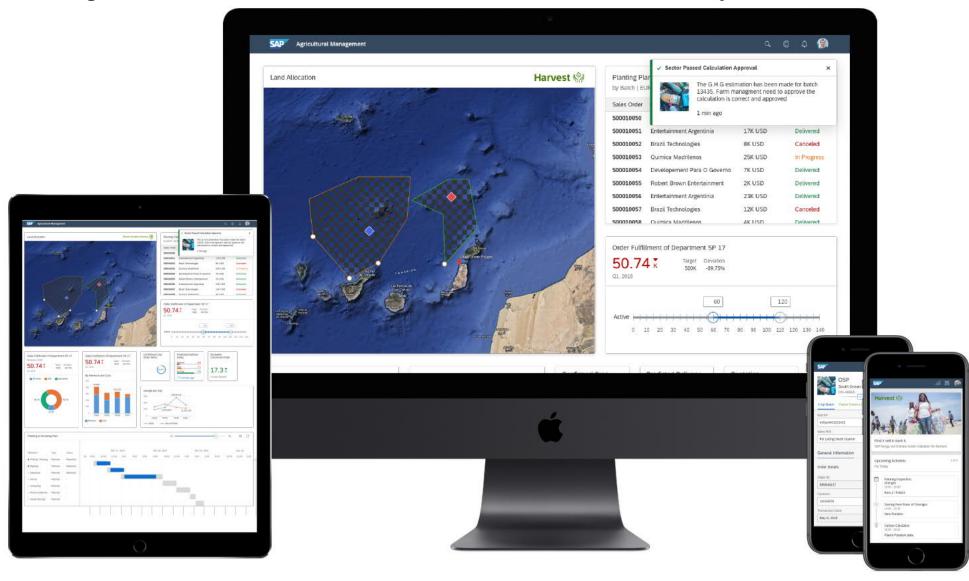
Analyze Demands ▼		Intelligent	Product Design		a © t 🍥
Production Plan ~ Filtered by: Order 3875					Adapt Filters [순
ating Factors (1)					
Gating Factor	Item	Affected	Requested	Confirmation Percentage	Confirmed
New materials format needed EK-FG, EKD1	10	10 PC Feb 14, 2021	10 PC Feb 21, 2021	Confirmed Delay	10 PC Apr 3, 2021
rder Network Items (6)				<b>*</b> ^ ~ *	Sales Order
					ಈ Stock Transfer Requisition
		<b>(S</b> )	(_] +		
		<ul> <li>✓ EK-SD</li> <li>○ EK-FG</li> <li>⑤ 10 Ton</li> </ul>	<ul> <li>✓ EKD1</li> <li>○ EK-FG</li> <li>○ 10 Ton</li> </ul>		

Production Plan ~ Itered by: Order 3875					Adapt Filters
ing Factors (1)					
Gating Factor	Item	Affected	Requested	Confirmation Percentage	Confirmed
New materials format needed EK-FG, EKD1	10	10 PC Feb 14, 2021	10 PC Feb 21, 2021	Confirmed Plan 100%	10 PC Apr 3, 2021
er Network Items (6)				<b>*</b> ~ ~ *	¥ ↑↓ @ 🔳 2
S FK-			<ul> <li>✓ EK-SD</li> <li>◯ EK-FG</li> <li>◯ 2 PC</li> </ul>		<ul> <li>Gales Order</li> <li>Stock Transfer Requisitio</li> <li>▲ Planned Order</li> <li>☆ Purchase Requisition</li> </ul>
© EK- <sup>6</sup> 10	FG	EK-FG I 10 Ton	✓ EK-SD © EK-FG ⑤ 8 PC	<ul> <li>✓ EK-SD</li> <li>◯ EK-FG</li> <li>⑤ 10 PC</li> </ul>	

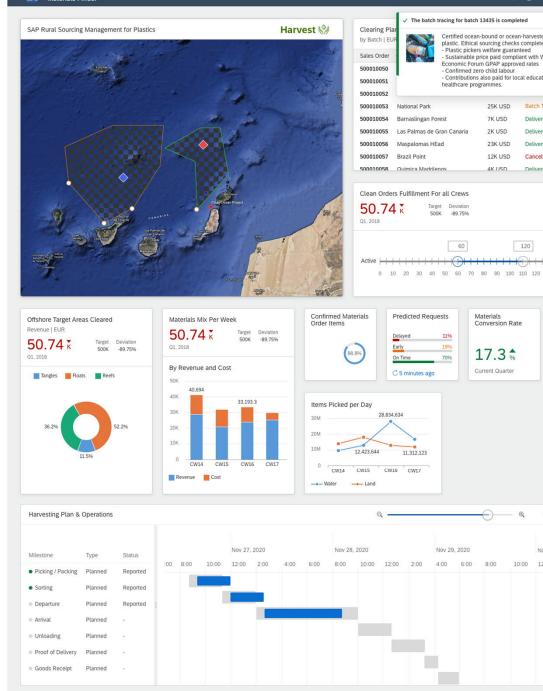


# **Responsible Sourcing & Marketplace**

Ethical sourcing from the informal sector to unlock new sources of recycled materials



SAP Materials Finder 🔻



ted x	SAP		SAP
-harvested completed teed int with World df rates al education and Batch Tracing Delivered Delivered Delivered	Harvest 😭		Batch Harvest Data
Canceled Delivered	Find it sell it mark it. SAP brings out Climate Action Calulators for Clea	arers	Batch#:
			435w3443252425
120	Upcoming Activities For Today	3 of 5	Location Ref:
<del>DHHH</del>	Por louay		Clean up funded
10 120 130 140	Clearing Inspection: Plastics & Polymers 10:00 - 10:30 Beach 2 / Zone 6		General Information
	Clear Organics & Compostables 14:30 - 15:30 Produce Creation Plan		Order Details
	Produce Creation Plan		Order ID:
	Carbon Calulation 15:00 - 16:30		589946637
	Waste Harvest Reimbursements		Contract:
			10045876
R @ []	Yeald per location type		Transaction Date:
	Spend per Day		May 6, 2021
Nov 30, :00 12:00 2:00	30M 28,834,634		Expected Delivery Date:
	20M 10M 12,423,644 11,312,123		June 23, 2021
	0 CW14 CW15 CW16 CW17		
	Water Land		

OSP South Ocean 6 Row 3 ON-48865	000
Batch Harvest Data	$\sim$
atch#:	
435w3443252425	
ocation Ref:	
Clean up funded	6
General Information	
order Details	
rder ID:	
589946637	
ontract:	
10045876	6
ransaction Date:	
May 6, 2021	
xpected Delivery Date:	
June 23, 2021	

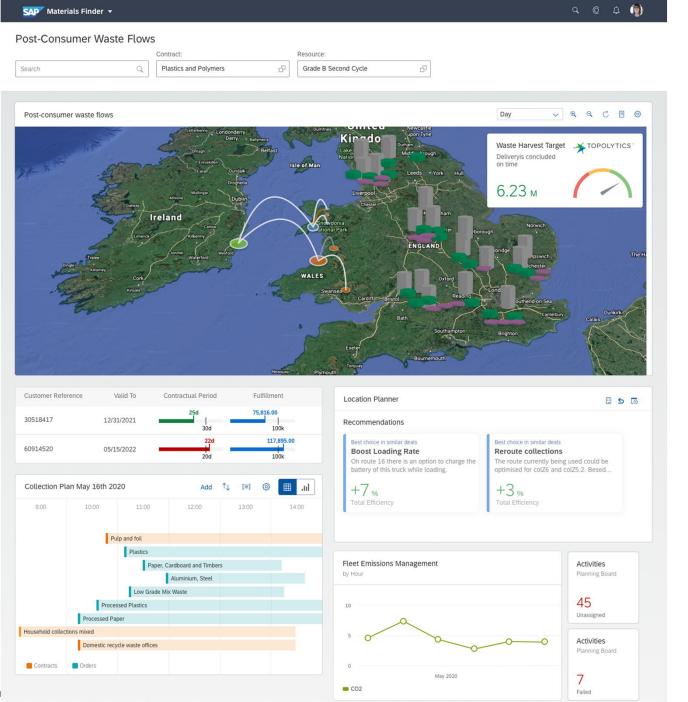
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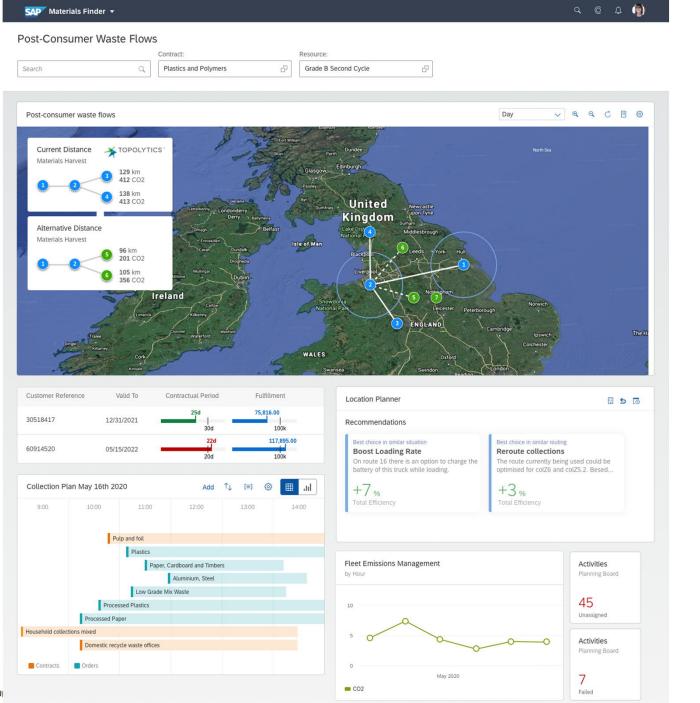


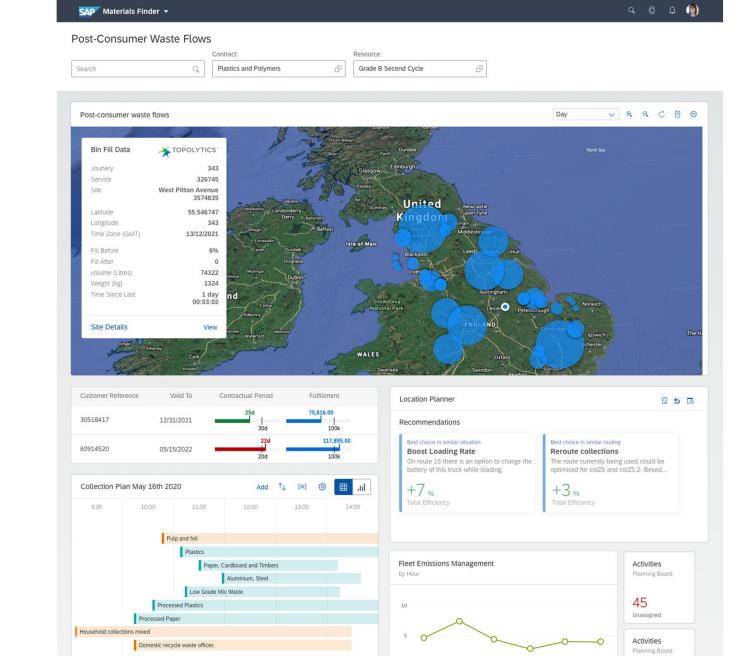
## **Responsible Recovery and Re-use**

Topolytics Waste Insights & Tracking combined with SAP data ....

9.					
SAP Recyce Finder +	Q (	s o 😵			
Logistics Management					
Contract: Resource:					
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		2011 La 112			
Route Planner Overview	Day 🗸 🔍	CEO			
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United and Annual An	Delivery Plan	n May 16th 2020	Add	î⊥ (≡) @	lıl. 🎟
ć	9:00	10:00	11:00 12:00	13:00	14:00
		Pulp and	foil		
			nail campaign for MultiEco 33i		
		173	Video campaign on YouTube		
			On-Site-Event "Pum		
			MacBook Pro		







May 2020

CO2

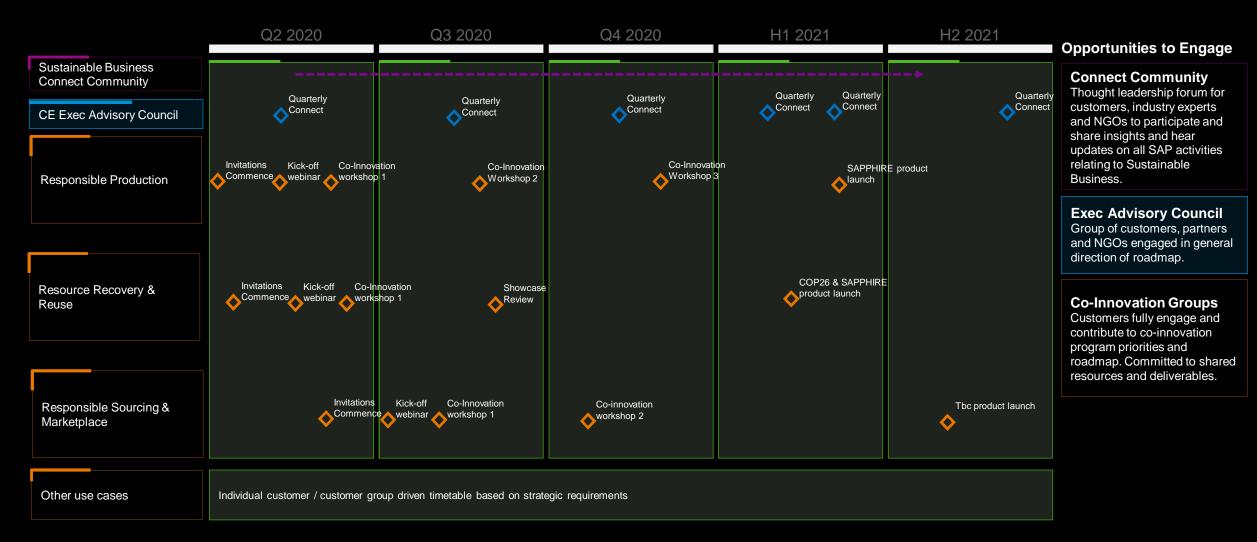
7

Failed

Contracts Orders

# **Customer Engagement Plan**

## Contact: <u>SustainableBusinessInnovation@sap.com</u> for more information



# **QUESTIONS ?**



## Sabine Otholt Head of Strategic Customer Engagements S/4HANA



**Toby Croucher** 

Head of Solution Management

Climate 21 & Sustainability



**James Sullivan** 

**Global Lead Circular Economy** 

Sustainable Business Innovation



## **Darren West**

Business Development Director for Circular Economy Products

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