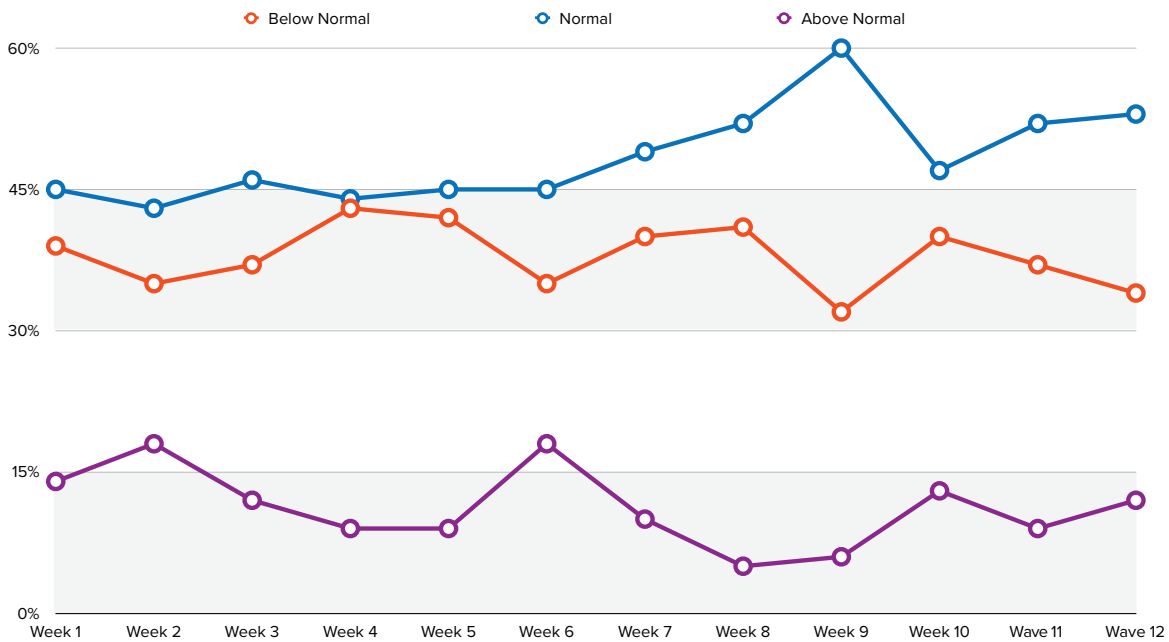


Changes in Operations Due to COVID-19

Levels of operations remain consistent with the average we have tracked since March 20, with slightly more than half of organizations operating normally as of July 10. When compared with mid-June data, we saw a slight uptick in organizations operating at above-normal levels and a slight decrease in those operating at below-normal levels.

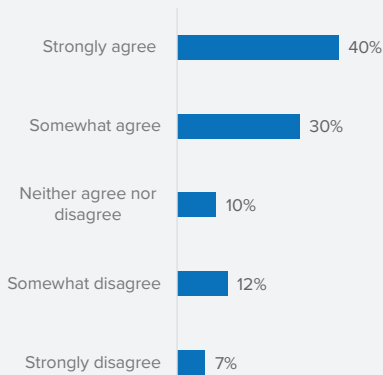


SAP Customer Workforce Confidence Index

We wanted to capture how SAP customers are feeling about their careers in our new index. Optimistically, customers are confident in their ability to get or hold a job right now. Yet more than 1 in 3 do not expect to improve their financial situation or experience career growth this year.

I feel confident in my ability to...

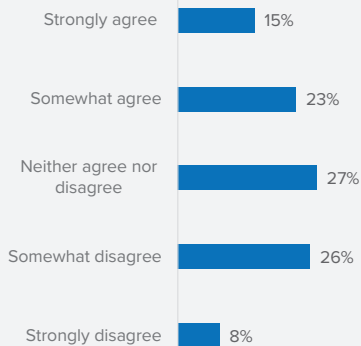
Get or hold a job right now



Workforce Confidence Index

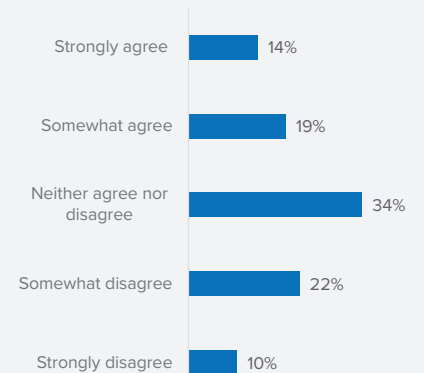
+42

Improve my financial situation in the next 6 months



+6

Progress in my career in the next year



+3