



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP S/4HANA Cloud for EHS Workplace Safety

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NTT DATA Business Solutions is a Global Value-Added Reseller of SAP and provides all SAP products in the same form as if they had been purchased directly from SAP.

NTT DATA Business Solutions

We Transform. SAP® Solutions into Value

We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation - from advisory and implementation, to managed services and beyond, we continuously improve SAP solutions and technology to make them work for companies - and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for SAP solutions: As your passionate partner, we connect your business opportunities with the latest technologies – and offer you a unique approach to get the job done as smoothly as possible. Our close ties to SAP and other partners give you access to innovative solutions and developments. Being part of the global NTT DATA group enables us to master any scope of project.

With operations in more than 30 countries, we have enabled thousands of companies become more efficient and effective during the last three decades. Our more than 14,000 experts around the world will also accompany you on your journey toward a truly intelligent enterprise – wherever you want to start! We have specialised in making SAP solutions work for companies – and for their people: We Transform. SAP® solutions into Value.

We are proud to be consistently recognised within the SAP ecosystem, having won multiple SAP accolades over the years. We are also delighted to announce our recent achievement of four SAP Pinnacle Awards in the categories of GROW with SAP, SAP Business AI Customer Adoption, Business Transformation Management, and Cross-Portfolio Success. These awards celebrate the exceptional performance of the world's foremost SAP partners, underscoring our commitment to excellence and innovation. With four wins and five finalist positions, we stood out as the leading winner in 2025. Additionally, our greatest asset and our most significant differentiator is our people. In 2025, the NTT DATA Group was named a Global Top Employer in 33 countries by the Top Employers Institute. This award highlights our dedication to creating a thriving work environment and confirms our status as a choice destination for IT professionals.

Service

SAP S/4HANA Cloud for EHS workplace safety

SAP S/4HANA Cloud for EHS workplace safety tracks safety compliance and incidents in the cloud, so you can put workers first.

With advanced and automated safety software that supports hazard identification and risk mitigation, you can promote a more proactive safety culture that helps keep workers safe and productive.

As with many of the SAP solutions over the past few years, SAP has invested heavily in AI and Joule (personal digital assistant) to improve and speed up the processes and reduce overall cost of the solution.

SAP S/4HANA Cloud for EHS Workplace Safety incorporates artificial intelligence (AI) features primarily to **automate documentation**, **improve reporting efficiency**, and **provide data-driven insights** for proactive safety management. Key AI features include:

Conversational Incident and Safety Observation Recording: The AI copilot, Joule, allows employees to record detailed safety observations and incidents using natural language (voice or text). The system processes the input, asks contextual follow-up questions to gather all necessary details, and automatically formats the data into a formal report, simplifying the reporting process and encouraging participation.

AI-Assisted Safety Instruction Generation: The system uses AI to analyze data from risk assessments and job hazard analyses (JHAs) to automatically generate clear, structured, and equipment-specific safety instructions. This dramatically reduces the time and manual effort required to prepare and update safety guidelines and helps ensure the instructions use simple, inclusive language to minimize misunderstandings.

Workplace Safety Insights and Predictive Analytics: The platform leverages AI and machine learning to provide real-time performance analytics. This includes dynamic dashboards and insight cards that:

- Monitor key regulatory KPIs (e.g., OSHA) to ensure compliance.
- Detect "hotspots" and emerging safety patterns in the data.
- Proactively initiate corrective and preventive tasks based on data insights before incidents escalate.

Intelligent Permit Management: AI capabilities in EHS environment management help extract compliance requirements from hundreds of pages of PDF documents, identify relevant tasks, and propose a clear action plan to meet permit requirements.

These features aim to transform the EHS function from a reactive, compliance-focused activity to a proactive, integrated system that empowers workers and reduces operational risks.

Put worker safety first and protect the environment

SAP S/4HANA for EHS workplace safety enables an integrated approach to reducing risk, preventing incidents, and managing operational changes.

- Cloud deployment
- Direct integration to sources of truth for equipment, locations, people, and chemicals
- Robust employee data privacy and protection mechanisms
- Risk assessment capabilities with support for hazard identification, impact assessment, risk rankings, and process controls

Solution Features

Risk Assessment

- Manage your risk with comprehensive environment, health, and safety risk assessments, including job hazard analysis
- Trigger follow-up actions and track them to completion
- Run risk assessments proactively and establish occupational health protocols

- Maintain lists of applicable risk controls and validate them against hazards and impact

Incident Management

- Increase enterprise visibility and insight with a central repository for incidents and events
- Execute incident management tasks with an intuitive user interface that is consistent across devices
- Set automated notifications to alert relevant personnel or teams about reported incidents

Regulatory and Permit Compliance

- Automate the import of applicable regulatory requirements from content providers
- Maintain a comprehensive registry for EHS legal, permit, and policy requirements
- Manage compliance-related tasks using our task calendar and task analysis tools
- Record, investigate, and trigger corrective actions for compliance deviations

Chemical Management

- Implement an approval process for chemicals and track associated activities
- Maintain a centralised repository for hazardous chemicals stored on site
- Tap into chemical data for health risk assessments, industrial hygiene sampling, and emissions calculations
- Integrate with materials and inventory management for real-time inventory reporting

Management of Change

- Monitor change to minimise operational risk
- Solicit and leverage expert input to evaluate change and drive risk assessments
- Track all activities and tasks to ensure approved changes are implemented properly

Action Management

- Centralise task management across EHS processes
- Monitor corrective, preventive, and compliance-based tasks with multiple views
- Use task templates to generate assignments across the enterprise
- Route notifications and reminders through email, mobile devices, and more using the SAP Workflow mobile app

Further Features

- Tracks safety compliance and incidents, putting workers first
- Advanced and automated safety software that supports hazard identification
- Promotes a proactive safety culture keeping workers safe and productive
- Puts worker safety first and protect the environment
- Enables an integrated approach reducing risk and preventing incidents
- Single source of truth for equipment, locations, people, and chemicals
- Robust employee data privacy and protection mechanisms
- Risk assessments with support for hazard identification and impact assessments
- Allows for tracking a centralised repository for hazardous chemicals
- Includes functionality for risk rankings and process controls

Solution Benefits

Increase situational awareness

Monitor operations in real time with embedded analytics, connected worker solutions, and environmental sensors.

Gain insight

Increase enterprise visibility and insight with a central repository for tracking and responding to incidents and events.

Protect workers and the environment

Identify and mitigate workplace hazards from chemicals, the environment, equipment, and more with risk assessments and occupational health protocols.

Further Benefits

- Increases situational awareness for organisations
- Monitors operations in real time with embedded analytics
- Includes technology for connected worker solutions and environmental sensors
- Organisations gain better insight on risks and issues affecting employees
- Includes tools for protecting workers and employees
- Increases enterprise visibility and insight with a central repository
- Includes functionality for tracking and responding to incidents and events
- Identifies and mitigates workplace hazards from chemicals and the environment
- Includes functionality covering risk assessments and occupational health protocols
- Integrates with materials and inventory management for real-time inventory reporting

Onboarding

The SAP software is made available to the customer from the point of contract signature as a Software-as-a-Service.

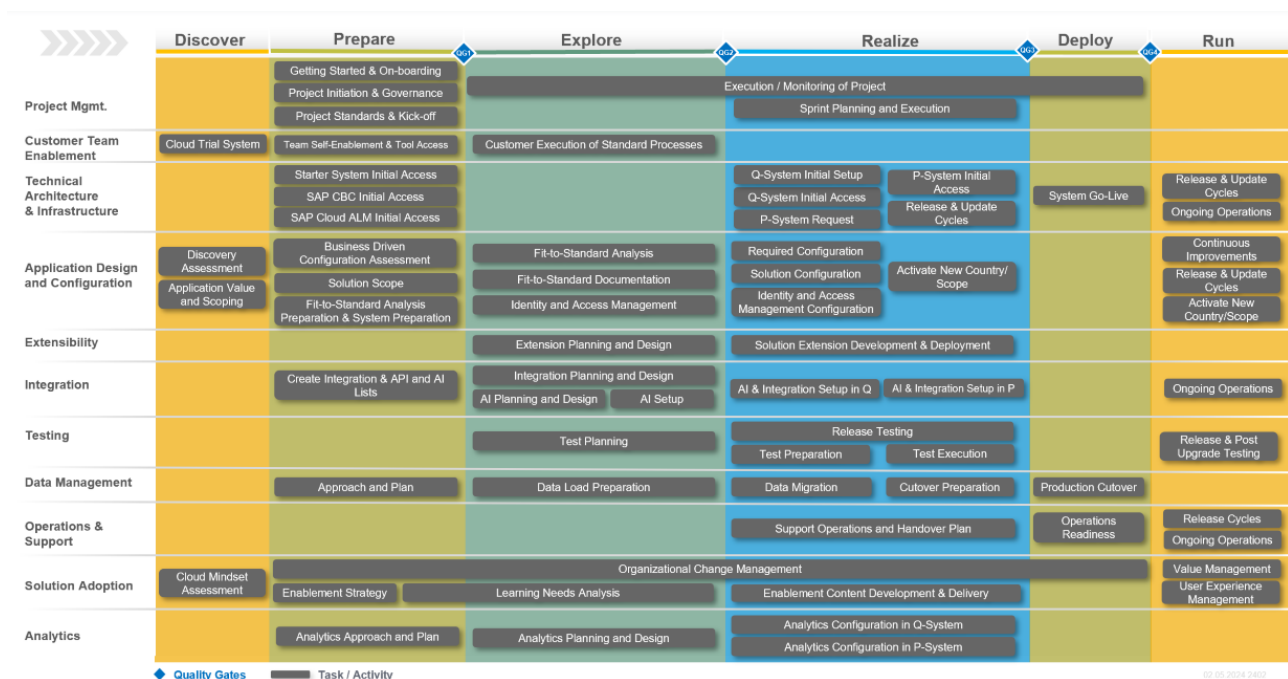
Full use of the service is enabled through an implementation project. NTT Data Business Solutions are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

General Implementation Approach

NTT Data Business Solutions offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NDBS Cloud Support Services (Implementation). These services cover:

- Application skills for implementation, configuration, testing support
- Value Added services for: change management, training and training strategy, data migration
- Technical skills for development of applications, enhancements, and integrations to the SAP platform

Customers achieve fast and cost-efficient deployment of SAP products and innovations through a consistent and proven methodology, SAP Activate®



The implementation approach encompasses the management of the key workstreams (left axis) throughout the 6 phases of implementation (top axis). Key activities during implementation include:

Discover Phase Activities:

- User enablement via the trial system
- Solution scoping via the SAP Digital Discovery Assessment tool
- Value discovery

Prepare Phase Activities:

- Define project goals, a high-level scope, and a project plan
- Identify and quantify business value objectives
- Secure executive sponsorship
- Establish project standards, organisation and governance
- Define and secure approval for the implementation/upgrade strategy
- Define roles and responsibilities for the project team
- Validate the project objectives
- Establish project management, tracking, and reporting mechanisms for value delivery
- Begin self-enablement
- Develop enablement strategy
- Receive and access the initial systems
- Kick off the project

Explore Phase Activities:

- Project management execution, monitoring and controlling
- Customer project team enablement
- Fit-to-standard analysis
- Configuration definition
- Integration prerequisites confirmation
- Solution extension preparation
- Data load preparation

Realise Phase Activities:

- Establish the solution landscape
- Implement the solution in the quality environment using incremental build in time-boxed iterations (sprints)
- Conduct overall end-to-end testing of the solution
- Set up production environment
- Prepare for data migration and data archiving
- Conduct project team and key user training
- Testing of the solution
- Finalise end user training materials and documentation
- Track and report on value delivery

Deploy Phase Activities:

- Finalise the solution and business processes for production go-live
- Proceed with cutover activities including data migration
- Execute transition and cutover plans including organisational change management (OCM) plans
- Complete all scheduled end user training
- Track and report on value delivery
- Develop post-go live support plan

Run Phase Activities:

- Ongoing system operations
- Continuous change management
- Continuous learning
- Continuous improvement
- Release cycles

Our approach embeds the following principles:

- START with BEST PRACTICES - with the solution delivered through proven, re-useable Knowledge Assets and pre-built content, including Process Flows, pre-configuration, Test Scripts, Data Migration Assets, and end-user documentation and help
- VALIDATE the SOLUTION - Validation to Best Practices and Fit-Gap Analysis
- MODULAR and AGILE – SAP provides the ability to deliver the solution incrementally, ensuring to value and focus on key business benefits
- PRE-ASSEMBLY & CLOUD READY – Pre-built Best Practices enable customers to accelerate implementation whilst leveraging the flexibility and speed of the cloud
- QUALITY BUILT-IN – A stage gate approach with embedded quality milestones delivers early identification and management of risk, with a “total quality” approach to implementation
- A FOCUS ON ADOPTION – Utilisation of Best Practices as an accelerator allows the project to focus less on the technical aspects of the solution, and more on the data and adoption aspects that are critical to success

Implementation projects for all products and services are tailored to the customer and delivered in line with client needs and requirements.

Service Levels and Support

For productive system the service level for availability is 99.7%. For non-productive systems (development, test) the service level for availability is 99.5%.

Additional cost options are available to increase the availability to higher levels for the Private Cloud option for productive systems.

Software Support is provided by SAP Enterprise Support. Additional cost options are available for enhanced support from SAP and details are available on request.

NDBS can also provide additional application and technical managed service support for the application which enhances the SAP Enterprise Support with additional support for the application and the technical elements of the application. This can include ‘how do I?’ and ‘break-fix’ type support.

Maintenance Windows

There is a weekly maintenance window (Saturday 22:00 UTC) for 4 hours. In addition, there are up to 4 major upgrade windows per year (Saturday 12am UTC) for 24 hours. There are 2 upgrade releases that must be taken.

Offboarding, and Access to Data

When offboarding, for the Public Cloud solution SAP provides tools to download the data from the service. It is the customer responsibility to download the data prior to contract termination. Additional cost options can provide enhanced support from NDBS to support the customer in the offboard and data extraction elements up to the contract termination.

For the Private Cloud solution the customer is responsible for extracting relevant data prior to contract termination. Additional cost options can be provided enhanced support from NDBS to support the extraction of the data.

Business Continuity

As a Public Cloud solution, the system is backed up daily along with multiple archive logs taken daily. Non-productive systems are backed up weekly along with multiple archive logs taken daily. Backups are stored in a secure offsite location. Backup cycles for production data is 28 days; for non-production data the cycle is 14 days.

Enhanced Business Continuity coverage is available as an additional cost service.

After Sales Support

SAP provides Enterprise Support for the duration of the subscription (software support). NDBS can enhance the Enterprise Support, by providing highly flexible Application and Technical Managed Services for the buying organisation. As these can be tailored for individual customer requirements, NDBS can provide specific detail on application.