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Partner Name	Thoucentric Limited
Client	Unilever UKCR Unilever UKCR LTD Accounts Payable, Mail-Point 13930 Omega House, Emerald Way, Stone Business Park Stone ST15 0SR United Kingdom
Budget Holder	ITIB
Budget Sub-Category	CEP Carelines IT Overheads
Services	CEP Carelines Squad
Squad Custodian	Pramod Savanoor
Cost Centre	Build
Primary Contacts	Unilever UKCR: Suresh Mandalika
Start Date (scheduled)	19/01/2022
End Date (scheduled)	31/03/2022
Charges	Charges: <u>11,370 EUR</u> payable as described in the SOW. All prices stated are exclusive of VAT.
Partner Project Number	
Partner SOW (Order) Number	



Statement of work

Between Unilever & Thoucentric Limited for Global Ecommerce Engagement Projects – Product owner for consumer engagement center for year 2022

This statement of work should be read in conjunction with Unilever Purchasing Agreement or Master Service Agreement **UPA reference number# DocuSign Envelope ID: 250E4067-FF3E-424E-97EF-27DD1012AB75** executed on 15th March 2018 Between Unilever UK Central Resource Limited and Thoucentric Limited. All the terms and condition in the above stated Unilever Purchasing Agreement are applicable to this Statement of Work.

This Statement of work ("SOW") has an effective date ("Effective Date") of 3rd Jan 2022 and describes the services to be performed by supplier name Thoucentric Technology Private Limited for Unilever

1) Statement of Work:

Client: Unilever (UKCR)
 Project Name: Ecommerce Engagement **–Product owner for Consumer engagement centre**
 Statement of Work: - 19th Jan 2022– End Date: 31st Mar 2022
 Vendor Code: Vendor Code: 50540063
 Supplier VAT Number: GB 247173892
 Unilever Address: Unilever House, 100 Victoria Embankment, London EC4Y 0DY, United Kingdom
 Supplier Address: Thoucentric Ltd.- 950 Profile West, Great West Road, Brentford, England, TW89ES

2) Project Background:

Unilever Global Ecommerce team needs Product Management Services for rolling out Commerce enhancements globally.

Implementation is the process of examining current business practices, strategic planning, streamlining operating procedures, installing and testing software, cleansing and migrating data, managing change, training users, going live and maintaining support. It's not a one-time event, but rather a continuous process or life cycle. Ecommerce functionality has been steadily growing in importance as online businesses flourish, and brick and mortar retailers become less prominent. Integrating your company's ecommerce platform with an solution can help your business increase productivity, retain customers and boost revenue. Integration capabilities are available as prebuilt portions of software or through modules or add-ons.

3) Overall Project Scope:

4) Geographical Scope: Primary Base Location: Bangalore, India. Impact Location: Global

5) Functional Scope:

Role as a Program Manager would understand the requirements from the clients and converting the business requirements into technical and designing the solution with help of technical team and handling end to end project delivery. Managing the release process and cross-functional dependencies — all of the activities required to bring new products, features, and functionality to market. This involves bridging gaps between different functions within the company and aligning key teams — including marketing, sales, and customer support.

Manages the entire product lifecycle and product roadmap
Supports the development team by prioritizing the product backlog and creating user stories
Delivers business outcomes — growth, customer retention, revenue, etc.
Works with the engineering team on core specifications and product functionality
Creates and optimizes technical components shared across multiple products



- 6) System Scope: NA
7) Technical Scope: NA

8) **Project Approach:** Consultant from Thoucentric to work closely with Ecommerce projects

Overall Program Management

Effective communication Conduct workshops with respective teams to discuss and identify process opportunities.

9) Project Timelines:

Start Date: 03rd Jan 2022. Ongoing requirement.

10) Project Team Structure: Consultant from Thoucentric will work with Unilever Mgrs. for this project.

11) Overall Project Assumptions:

Key Assumption: Thoucentric team to work closely with Unilever Ecommerce projects.

Thoucentric team will provide program management support as an extension of the Unilever team.

Team Scope, Deliverables and Key Activities

12) Team Scope:

- Ensure timely and effective delivery of the ongoing Ecommerce projects.
- projects through effective project planning and execution
- Collaborate with the various stakeholders and team members to ensure that the project is executed as required.
- As part of project management, ensure the deliverables, milestones and templates are defined clearly; Flag risks to the project as and when they come up.
- Manage the business stakeholders in the (planning and execution team) – to ensure their interests and directions are taken care of
- Ensure business requirements are delivered through the IT solutions being delivered, to ensure value from the IT investment.
- Manage escalations by collaborating with the stakeholders and team members.
- There is one month of notice for all our resources placed in the project.
- **Effective communication**
 - Ensure necessary program progress reports are created on an ongoing basis (Executive reports, project reports and other reporting as required)
 - Stakeholder/Steering committee updates and meetings are conducted effectively.

13) Deliverables

Deliverables Description	Target Date	Acceptance Criteria
Program Delivery,	Ongoing	Accuracy and on time
Reporting and regular communication	Ongoing	Accuracy and on time

Commercial Impact



14) Commercial details: -


Resource Categorization	Monthly FTEs	Billing per month/22 days	No of Months	Total Resource Amount
		(9 hours/ day)		
Lead Consultant	1	3790	3	11,370
				11,370

The Commercials: The overall commercial for the project would be **Euro 11,370/-**. The billing would be done monthly based on timesheets. Time sheets to be approved by respective stakeholder.

Payment Schedule: Monthly billing, based on submission of time sheets to be paid within Thirty days from the date of invoice.

Approval By: Unilever IT Procurement Team	Supplier name Thoucentric Limited
Approval By:	Approval By: 
Name:	Name: NEELAKSHI KOTNIS
Title:	Title:
Date:	Date:

Service line has reviewed the scope (except commercials)

Sign: 
Director, Consumer Engagement Platforms
(Suresh Mandalika)

25 January 2022