

**THIS PROJECT WORK ORDER** was made on 9<sup>th</sup> June 2025

**BETWEEN:**

1. **UNILEVER ENTITY NAME:** Unilever UK Central Resources Ltd. (UKCR)
2. **SUPPLIER ENTITY NAME:** Cognizant Worldwide Limited of 280 Bishopsgate, London EC2M 4AG, United Kingdom (Cognizant)

**WHEREAS:**

1. This statement of work should be read in conjunction with Master Service Agreement dated and executed on 8<sup>th</sup> May 2023 between Unilever Business and Marketing Support AG and Supplier name Cognizant Worldwide Limited of 280 Bishopsgate, London EC2M 4AG, United Kingdom (Cognizant).. All the terms and conditions in the above stated Unilever Purchasing Agreement are applicable to this Statement of Work.
2. This Statement of work ("SOW") has an effective date ("Effective Date") 1<sup>st</sup> July 2025 and describes the services to be performed by Cognizant for Unilever.

**NOW IT IS HEREBY AGREED** as follows:

**1. KEY DETAILS:**

**Note:** All the below fields are mandatory unless stated as optional.

SOW No. (identifier)	CTS_2025-43	CR No. (identifier)	1	CR History (1/2/3/...etc.)	
SOW Title:		Unilever NeCO DevOps			
Unilever Reference – Clarity / Cost Center (optional)		Phases covered (PA/DBTD/other) (optional)			
Landscape covered (optional)		DMR No. (if applicable)			
Unilever Billing Entity Name	Unilever UK Central Resources Ltd. (UKCR)				
Planned Delivery Start Date		Planned Delivery End Date			
CR Start Date (applicable for CR)	1-July-2025	CR End Date (applicable for CR)		30-September-2025	
Supplier Project Manager	Tathagata Paul	Supplier Project Manager Email		<a href="mailto:Tathagata.paul@cognizant.com">Tathagata.paul@cognizant.com</a>	
Unilever Project Manager	Geeta Dembla	Unilever Project Manager Email		<a href="mailto:Geeta.Dembla2@unilever.com">Geeta.Dembla2@unilever.com</a>	
Unilever Director	Sindhu Ravindranathan	Unilever Director Email		<a href="mailto:Sindhu.Ravindranathan@unilever.com">Sindhu.Ravindranathan@unilever.com</a>	
Unilever Procurement Approver	Alison Samuels	Unilever Procurement Approver Email		<a href="mailto:alison.samuels@unilever.com">alison.samuels@unilever.com</a>	
CR Man Days	126	CR Total Charges		€ 29,068.44	
Total Estimated Man Days		Total Estimated Charges			
Pricing Model (tick the applicable)	Time & Material	✓	Fixed Capacity		Outcome / Milestone Based
Type of Project (tick the applicable)	AD		Consulting		Staff Aug
	AM	✓	Niche	✓	Others
Business Area (tick the applicable) (optional):					
Data & Analytics		Customer Development			

Supply Chain		Finance	
Workplace		HR	
Marketing / R&D		IT & Comms	✓
Integrated Operations (iOps)		Other (specify the area)	

## 2. DEFINITIONS

2.1 As per original SOW

## 3. TERMS INCORPORATED WITHIN THIS SOW

3.1 As per original SOW

## 4. SOW TERM

1<sup>st</sup> -July-2025 – 30-September-2025

## 5. PROJECT TERMINATION WITHOUT CAUSE

5.1 As per original SOW

## 6. PROJECT SUMMARY (INCLUDING SCOPE AND REQUIREMENTS)

### ***Background***

6.1 As per original SOW

### ***Project Scope and Services***

6.2

- a) To provide BAU Support for NeCO ANZ
- b) To provide BAU support for Pega Sony application
- c) Work on fixes for Problem tickets across clusters for NeCO Applications

### ***Deliverables***

6.3 As per original SOW

### ***Requirements***

6.4 As per original SOW

### ***Specifications***

6.5 As per original SOW

***Service Hours***

As in original SOW.

***Out of Scope***

- In addition to the Out of Scope mentioned in Original SOW , Support for Mule and BPM Components is also out of scope as this is covered in a separate contract.
- Support for Major enhancements (> 40 PD of effort for individual enhancement) and Development for Pega Sony application

**7. CR HISTORY DETAILS**

CR HISTORY	CR No. (identifier)	CR Man Days (only mention additional scope)	CR Value	Scope of the CR
1				
2				

**8. ACCEPTANCE**

***Acceptance Criteria***

7.1 NA

***Acceptance Process***

7.2NA

**9. PROJECT DELIVERY**

***Supplier Activities***

8.1 NA

***Unilever Activities***

8.2 NA

***Project Timeframes***

8.3

***Delivery Centers***

8.4

### ***Service Levels***

8.5

## **10. HYPER CARE**

9.1

## **11. MILESTONES**

10.1

## **12. INTELLECTUAL PROPERTY**

11.1

## **13. PERSONNEL**

13.1 The following matrix sets out the Supplier resource profile used to provide services under the SOW/Change request:

<b>Tech Track</b>	<b>Role</b>	<b>Base Location</b>	<b>Efforts in PD</b>	<b>Duration</b>
Pega	Sr. Developer	India	63	July'25 – Sept'25
	Sr. Developer	India	63	July'25 – Sept'25
<b>Total</b>			<b>126</b>	

In case of any change in the scope of work or the stream that is supported is getting redundant then the resources will be given 1 month notice period and will be offboarded.

## **14. RISK ASSESSMENT AND MITIGATION**

### ***Risks, Mitigation and Ownership***

As in original SOW

### ***Sensitive Data***

As in original SOW

### ***Personal Data***

As in original SOW

## 15. IMPACT ANALYSIS

N/A

## 16. SARBANES OXLEY STATEMENT

16.1 N/A

## 17. PROJECT IMPACT

N/A

## 18. CHARGES

The engagement would be delivered in a Time & Material model. The total expected cost for the period 1-July-25 to 30-Sept-25 is **€ 29,068.44 (excluding taxes)** however the invoicing will be done as per the actual efforts delivered:

Milestone Description	Milestone date	Invoice Date	Invoice Amount
Support for NeCO ANZ and Pega Sonny during July'25	30-July-25	31-July-25	€ 9,689.48
Support for NeCO ANZ and Pega Sonny during Aug'25	28-Aug-25	29-Aug-25	€ 9,689.48
Support for NeCO ANZ and Pega Sonny during Sept'25	29-Sept-25	30-Sept-25	€ 9,689.48
<b>Total</b>			<b>€ 29,068.44</b>

### Commercial Assumptions:

- The team size and numbers are based on baselined data in the present situation.
- Travel expenses beyond the expected base location for an associate are not included in the above costs and, where incurred at the request of Unilever, such costs will be pre-approved by the Unilever IT Program Manager and Procurement Lead for payment separately
- Monthly governance will be conducted between the Cognizant service delivery team and Unilever to track and review the actual activities versus baselined data, and any corrections to both the team size and the commercials will be mutually agreed.

## 19. REPORTING

As in original SOW

## 20. SOFTWARE & TOOLING

As in original SOW

## 21. SOW DEPENDENCIES

As in original SOW

## 22. SPECIAL CONDITIONS

As in original SOW

## 23. KEY SUPPLIER PERSONNEL

Neither the Supplier nor the Buyer shall replace or remove any individual employed or engaged by it, who is identified as being "Key Personnel" in the relevant CTC, without first notifying the other party to the CTC in writing (including details of a suitable replacement, being an individual of substantially equivalent skills and experience) in advance of the relevant individual's replacement or removal, unless such individual:

- (a) voluntarily resigns;
- (b) is required to be replaced due to that individual's family considerations, in accordance with the party's applicable internal policy;
- (c) is dismissed for misconduct (e.g., fraud, drug abuse, theft);
- (d) fails to perform his or her duties and responsibilities in connection with the Agreement;
- (e) dies or is unable to work due to his or her illness or disability; or
- (f) retires,

in which case the relevant party shall notify the other promptly and agree with them a suitable replacement as soon as reasonably practicable.

## 24. ESCALATION MATRIX

### *Supplier Escalation Matrix*

Escalation Level	Name	Email
Level 1	Praveenkumar Sundar	<a href="mailto:Praveenkumar.Sundar2@cognizant.com">Praveenkumar.Sundar2@cognizant.com</a>
Level 2	Dhananjay Vaidya	<a href="mailto:Dhananjay.Vaidya@cognizant.com">Dhananjay.Vaidya@cognizant.com</a>

### *Unilever Escalation Matrix*

Escalation Level	Name	Email
Level 1	Saikat Ghosh	<a href="mailto:Saikat.Ghosh@unilever.com">Saikat.Ghosh@unilever.com</a>
Level 2	Sindhu Ravindranathan	<a href="mailto:sindhu.ravindranathan@unilever.com">sindhu.ravindranathan@unilever.com</a>

EXECUTED BY UNILEVER AND SUPPLIER

Signed by *Geeta Dembla* .....

For and on behalf of [UL ENTITY NAME]

**Geeta Dembla**

**11/06/25**

*Stephen Ansley*  
Signed by.....

For and on behalf of [SUPPLIER ENTITY NAME]

**Stephen Ansley**

**13/06/25**

Saikat Ghosh

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