

**THIS PROJECT WORK ORDER** was made on 4<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") 16<sup>th</sup> June 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_2025-40		CR No. (identifier)	1	CR History (1/2/3/...etc.)		
SOW Title:		Unilever NeCO					
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)		16 <sup>th</sup> June 2025		CR End Date (applicable for CR)		31 <sup>st</sup> August 2025	
Supplier Project Manager		Thutupalli, VamsiKrishna		Supplier Project Manager Email		<a href="mailto:VamsiKrishna.Thutupalli@unilever.com">VamsiKrishna.Thutupalli@unilever.com</a>	
Unilever Project Manager		Cenk Kaynak		Unilever Project Manager Email		<a href="mailto:Cenk.Kaynak@unilever.com">Cenk.Kaynak@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		140		CR Total Charges		€ 22,000	
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):							

<b>Data &amp; Analytics</b>		<b>Customer Development</b>	
<b>Supply Chain</b>		<b>Finance</b>	
<b>Workplace</b>		<b>HR</b>	
<b>Marketing / R&amp;D</b>		<b>IT &amp; Comms</b>	✓
<b>Integrated Operations (iOps)</b>		<b>Other (specify the area)</b>	

## 2. DEFINITIONS

2.1 As per original SOW

## 3. TERMS INCORPORATED WITHIN THIS SOW

3.1 As per original SOW

## 4. SOW TERM

16<sup>th</sup> June 2025 till 31<sup>st</sup> August 2025

## 5. PROJECT TERMINATION WITHOUT CAUSE

5.1 As per original SOW

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

### ***Background***

6.1 NeCO Integration layer is migrating from Mule to SAP BTP as per the enterprise-wide direction and recommendation. Migration activity is taken care of by Unilever central team for all applications.

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

6.2 Scope of this contract is to provide Development support on Pega components to accommodate changes related to the migration of Integration layer from Mule to SAP BTP, perform SIT testing for NeCO and support UAT and migrate the changes to production.

SIT Testing related activities:

- Manual end to end testing of flows for all 8 clusters (SEAA, LATAM, Arabia, NASIA, Turkey, Nali, ANZ, Africa)
- Manual regression testing of flows for all 8 clusters (SEAA, LATAM, Arabia, NASIA, Turkey, Nali, ANZ, Africa)
- Testing on one browser (Chrome in Windows)

### ***Timeframes:***

As the project has dependency with the central team who is driving the Migration, the timelines are subject to change based on their readiness and availability. However below timelines depicts the high level timelines considered to provide support for the scope of activities mentioned above.

Proposed Timelines:

		W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13
BTP Migration														
	Build													
	SIT Scripting & Execution													
	SIT Support													
	UAT Support Dev Team													
	Pre_Prod & Go Live													
	PGLS													

### ***Deliverables***

6.3 Below are the deliverables as part of this engagement:

- Changed Pega components
- Unit test/SIT test results
- Defect fixes for UAT/PGLS support

### ***Requirements***

6.4 As per original SOW

### ***Specifications***

6.5 As per original SOW

### ***Service Hours***

6.6 As in original SOW.

### ***Assumptions:***

### ***Pega Changes:***

This is Global change applicable for SEAA, ARABIA, NASIA, LATAM, Africa, TURKEY, NALI, ANZ
Dev team will update the URL's without UT, testing will start from SIT
BTP Migration includes ORDS URL's along with URLs used to-fro in workflow
Pega will continue to pass client_id, client_secret, Content-Type in the header of the request sent to BTP. Pega will not generate bearer token for each BTP URL invocation.

BTP can have the same resource path in the new URL. Only change will be done to base URL.  
Mule URL:-

https://apiqa.unileverservices.com/mpower-gmmd-integration/api/v1/microservices/classification/status/checkout

BTP URL (To Be):-

https://unileverapiservicesqa.test01.apimanagement.eu20.hana.ondemand.com/mpower-gmmd-integration/api/v1/microservices/classification/status/checkout

URL pattern discussed in point #5 is same for ORDS URL's as well  
Mule URL :- https://apiuat.unileverservices.com/mpower-gmmd-integration/api/v2/ords/publicHolidays

BTP URL (To

Be)https://unileverapiservicesqa.test01.apimanagement.eu20.hana.ondemand.com/mpower-gmmd-integration/api/v2/ords/publicHolidays

While invoking call back services to NeCO, BTP will continue to send bearer token for each URL invocation same as the way Mule is doing today. URL's hosted by Pega will continue to use OAuth2.0 authentication.

URL's to read/fetch and to write data to PLM will still continue to work. BTP will ensure the connectivity with PLM.

Assuming BTP URL's will still support connection response timeout and the timeout's of the new BTP URL's will be same as current Mule URL's.

Pega team will make the URL changes in Dev and will deploy the same changes in SIT, UAT.

This effort is only to test the updated url's connectivity in end to end workflow and not to support any existing bug's / functional issues from NeCO.

#### ***SIT Testing related:***

- All the APIs are tested by Unilever/BTP Migration team prior to regression start
- Proper Access group and external system access to be provided
- The regression testing will be performed in STG-1

#### ***Out of Scope***

As in original SOW and the following items:

- 1) If PLM to BTP integration needs a change at PLM to update the current mule url's with BTP URL's then the same has to be taken care outside of this contract.
- 2) Any support other than those mention in scope section 6.2 is out of scope
- 3) Implementation of any CR
- 4) SIT Testing related:
  - a. SAP BTP API testing
  - b. No New CR testing will be performed
  - c. Manual Load/Performance testing
- 5) UAT and PGLS support is considered only for Migration related impacts and not for existing Production defect fixes
- 6) No effort is considered for environmental upgrade, disaster recovery or any backend environment switch/sync activity
- 7) Necessary support needed from platform and CoE team for any product / platform SR, deployment will be made available by Unilever

## Dependency

- 1) Availability of respective URLs from BTP team for Pega integration before start of the engagement
- 2) UAT users are available as per the plan to test the test cases and retest defects, to ensure UAT completed on time
- 3) Unilever to support for timely approval for the production deployment
- 4) Mule Support is not considered in the budget. During the activities if any MuleSoft support is required, NeCO BAU team should provide necessary support. Unilever leads should align on this arrangement.
- 5) BPM Support is not considered in the budget based on Unilever's direction, if any BPM support is required, NeCO BAU team should provide necessary support. Unilever leads should align on this arrangement
- 6) UAT and PGLS is timebound. Blocker and High tickets raised up to mid of the last week of PGLS can only be fixed before PGLS exit

## 6 CR HISTORY DETAILS

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

## 7 ACCEPTANCE

### Acceptance Criteria

8.1

Below are Exit Criteria's:

- 1) UAT Exit Criteria : 0 Blocker, 0 High, 95% of Testing and Success rate
- 2) PGLS Exit Criteria: 0 Blocker and 0 High and fix mutually agreed/prioritized residual UAT defects (Medium)

## 8 PERSONNEL

Tech Track	Role	Rate - FY'25	June Effort in PD	July effort in PD	Aug effort in PD
Pega	Sr. Developer	€ 175.96	42	21	21
QA	Tester	€ 153.82	21	7	
QA	Tester	€ 106.14	21	7	
Overall			84	35	21

## 9 RISK ASSESSMENT AND MITIGATION

### *Risks, Mitigation and Ownership*

As in original SOW

### *Sensitive Data*

As in original SOW

### *Personal Data*

As in original SOW

## 10 IMPACT ANALYSIS

N/A

## 11 SARBANES OXLEY STATEMENT

N/A

## 12 PROJECT IMPACT

N/A

## 13 CHARGES

The engagement would be delivered using a Fixed Capacity model. The total cost for the period 16<sup>th</sup> June 25 to 31<sup>st</sup> August 25 is € **22,000** (excluding taxes). The invoicing will be as defined in the table below:

Invoice Details	Invoice Date	Total Cost
BTP migration SIT completion for few countries	27 <sup>th</sup> June 2025	€ 12,850
BTP migration UAT completion for few countries	30 <sup>th</sup> July 2025	€ 5,515
BTP migration PGLS completion	29 <sup>th</sup> August 2025	€ 3,635
<b>Total</b>		<b>€ 22,000</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 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.

## 14 REPORTING

As in original SOW

## 15 SOFTWARE & TOOLING

As in original SOW

## 16 SOW DEPENDENCIES

As in original SOW

## 17 SPECIAL CONDITIONS

As in original SOW

## 18 KEY SUPPLIER PERSONNEL

As in original SOW

## 19 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	Cenk Kaynak	<a href="mailto:Cenk.Kaynak@unilever.com">Cenk.Kaynak@unilever.com</a>
Level 2	Sindhu Ravindranathan	<a href="mailto:sindhu.ravindranathan@unilever.com">sindhu.ravindranathan@unilever.com</a>

## EXECUTED BY UNILEVER AND SUPPLIER

*Archana Kalburgi*

Signed by.....

Archana Kalburgi

16/06/25

For and on behalf of [UL ENTITY NAME]

*Lawson Rose*

Signed by.....

Lawson Rose

17/06/25

For and on behalf of [SUPPLIER ENTITY NAME]

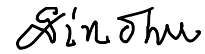


Signed by.....

Saikat ghosh

16/06/25

For and on behalf of [UL ENTITY NAME]



Signed by.....

Sindhu Ravindranathan

17/06/25

For and on behalf of [UL ENTITY NAME]



Signed by.....

Cenk Kaynak

16/06/25

For and on behalf of [UL ENTITY NAME]



