**THIS PROJECT WORK ORDER** was made on 14th July 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 1st January 2016 between Unilever Business and Marketing Support AG and Supplier name Cognizant Worldwide Ltd 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.

This Statement of work ('SOW'') has an effective date **16th 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_2025-50 | CR No. (identifier) | | CR History (1/2/3/...etc.) | |
|---|---|---|---|---|---|
| **SOW Title:** | | R&D .Net Developer | | | |
| **Unilever Reference – Clarity / Cost Center** *(optional)* | | **Phases covered (PA/DBTD/other)** *(optional)* | | | |
| **Landscape covered** *(optional)* | | **DMR No. (if applicable)** | | | |
| **Unilever Billing Entity Name** | | | | | |
| **Planned Delivery Start Date** | 16 July 2025 | **Planned Delivery End Date** | 31 Dec 2025 | | |
| **CR Start Date (applicable for CR)** | | **CR End Date (applicable for CR)** | | | |
| **Supplier Project Manager** | Chandrasekar Thangavel | **Supplier Project Manager Email** | Chandrasekar.Thangavel@cognizant.com | | |
| **Unilever Application Service owner** | Paulraj, Nisha | **Unilever Project Manager Email** | nisha.paulraj@unilever.com | | |
| **Unilever Tech Lead** | Madhavi, P | **Unilever Project Manager Email** | p.madhavi@unilever.com | | |
| **Unilever IT Director** | Ashish Korde | **Unilever Director Email** | Ashish.Korde@unilever.com | | |
| **Unilever Procurement Approver** | | **Unilever Procurement Approver Email** | | | |
| **SOW Man Days** | 242 | **SOW Total Charges** | € 38,148 | | |

| 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) | | | |

**Note:** *Subsections under the headers can be customized as per the requirement of the scope of the SOW. Mention "Not Applicable" if not relevant.*

## 2. DEFINITIONS

The scope of this SoW is to provide a capacity to support the Development/enhancement of R&D applications in a staff augmentation model.

## 3. TERMS INCORPORATED WITHIN THIS SOW

3.1 SOW – Statement of work
3.2 MSA – Master service agreement
3.3 PO – Purchase order
3.4 KT – Knowledge transition
3.5 BAU – Business as usual
3.6 CCB – Change control Board
3.7 QA - Quality Assurance
3.8 UAT – User Acceptance test

## 4. SOW TERM

This Statement of Work shall remain in effect until the completion of the services described herein, unless earlier terminated in accordance with the terms of the Agreement. In case of early termination of this contract, there will be 4 weeks of notice given to Cognizant.

If the personnel are incapacitated or for other reasons are not able to continue to work on the engagement, Cognizant will make all reasonable efforts to supply replacement resource of equivalent skills & experience in 4 weeks, and this Statement of Work would continue to serve as an agreement for replaced personnel.

## 5. PROJECT TERMINATION WITHOUT CAUSE

5.1    As agreed in Master Service Agreement

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

### 6.1 Background

Supplier will provide Application Development services to Unilever for the following application/service

> SIR, SPS

The following services for the above-mentioned Apps shall be part of the scope, as may be applicable.

> Solution Design, Build
> Technical Solution Design & Development
> Testing
> User Documentation
> Support for Application Go live. PGLS support as needed.

### 6.2 Project Scope and Services

> Break fix support and incident management of SIR/SPS applications as per planned capacity.
> Enhancements of the SIR/SPS applications as per planned capacity.
> To develop, enhance and deploy applications as per the sprint priorities and capacity planned in each sprint.
> Under this CR scope for technical activities would include the following:
>    • Participation in Requirement Gathering and Requirement Analysis sessions.
>    • Technical architecture and design for new features or changes in the applications
>    • Development (Coding) for new functionality and enhancements within the application based on development team's capacity.
>    • Unit Testing of the application functionality (DEV)
>    • Code deployment on Unilever Microsoft Azure platform (DEV, QA, PreProd, PROD)
>    • Provide support for Go-live.
>    • Engage with Functional team / Product Owners to understand the functionalities to be covered as part of Development Release cycle and deliver according to the plan.
>    • Provide estimates for the delivery of releases.
>    • Provide technical design and architecture for technical activities.
>    • Execute the Development, Testing and Deployment plans as per the plan.

### 6.3 Deliverables

| Phase | Possible deliverables | Definition of Done |
|---|---|---|
| **Build** | Code, UT test cases & Logs | Dev testing, UT Evidence, sign -Off. |
| **UAT Support** | UAT Defect fixes | Closure of UAT Defects |
| **Prod Deployment & Cutover** | Cutover plan, Release Notes & Prod Sanity Check Out | Delivery team Sign -Off & Hand over to Business |

### 6.4 Requirements
N/A

### 6.5 Specifications
N/A

### 6.6 Service Hours
MON-FRIDAY (10AM IST – 7PM IST) during Business days

### 6. 7 Out of Scope

- SIT and UAT Testing
- Security testing (Penetration Testing, Vulnerability Testing)
- Database testing
- Automation testing
- BAU Support
- Anything other than what is listed in Scope section

### 6. 8 Assumptions:

- Unilever will provide required access
- Tasks prioritization and Task allocation will be owned by Unilever SMEs on weekly basis
- Requirements finalization before the start of the development to be ensured
- 

## 7 ACCEPTANCE

### 7.2 *Acceptance Criteria*
*N/A*

## 8 PROJECT DELIVERY

### *9.1* Supplier Activities
- ➢ 

### *9.2 Unilever Activities*
- ➢ Infrastructure Admin, Server Administration, Infra Monitoring and maintenance, Software upgrade, performing infrastructure, network and operating system related support will be performed by Unilever's IT Support team
- ➢ Unilever shall provide office / desk space and all the required software licenses, access to Unilever facilities like tokens for VPN, Access Cards, etc. internet facilities for all Cognizant team based out of client offices for the duration of this engagement.
- ➢ SME's from Unilever' will be available as required to address queries, thereby prevent schedule slippage. Any schedule / deliverable slippage due to Unilever' will be handled through change management upon mutual agreement.

### *9.3 Project Timeframes*
16th July 2025 – 31 Dec 2025

### *9.4 Delivery Centers*
Cognizant Premises across India
Cognizant Hybrid WFH model will be adhered across all cognizant based out locations.

### *9.5 Service Levels*
*NA*

## 9 HYPER CARE
NA

## 10 MILESTONES

NA

## 11  INTELLECTUAL PROPERTY

NA

## 12  PERSONNEL

This project will be supported by below level of resources with their available capacity.

| S.No | Role | Rate Category | Daily Rate |
|:---:|:---:|:---:|:---:|
| 1 | .Net +Azure Developer | AD L4 | €    123.59 |
| 2 | Sr. .Net +Azure Developer | AD L3 | €    192.25 |

## 13  RISK ASSESSMENT AND MITIGATION

Cognizant will input to the project risk register highlighting potential risks and identified mitigation measures depending on the nature of the problem. The mitigation might be in the form of resolution of the issue through corrective steps, or an alternate solution in case resolution is not possible. All stakeholders are notified, and necessary escalation process is invoked as required to ensure speedy corrective action. Below are the identified risks for this engagement:

*Risks, Mitigation and Ownership*

| No. | Risk Description | Probability | Impact | Mitigation Impact | Owner |
|---|---|---|---|---|---|
| 1 | Non-availability of Unilever SMEs for clarifications | Medium | Delivery Schedule | Unilever to ensure availability of SMEs for providing clarifications. In case of unavailability, the timeline of the deliverables will be re-visited. | Unilever |
| 2 | Delay of having access to Infrastructure, Environment, resource on-boarding, acceptance of deliverables | low | Delivery Schedule | Unilever will ensure that all the access to Infrastructure, Environment will be provided on timely manner and resource onboarding and acceptance of the deliverables as well. In case of delay, the timeline will be re-visited | Unilever |
| 3 | Delay in providing sign-off | Medium | Delivery Schedule | SMEs should provide objective feedback or sign-off on the submitted deliverables within 5 business days | Unilever |
| 4 | Any delay from the external systems which is dependent | Medium | Delivery Schedule | Unilever to ensure completion of external systems deliverables as planned, in case of delay from any external dependent system activity, the timeline of the deliverables will be re-visited | Unilever |

*Sensitive Data*

NA

*Personal Data*

No personal data will be accessed, handled, or otherwise processed under this SOW.

## 14 IMPACT ANALYSIS

| Impact Analysis Questions | | |
|---|---|---|
| Category | Yes/No/Not Applicable/Unknown | Comments |
| [Sample 1] | Yes | |
| | | |

## 15 SARBANES OXLEY STATEMENT

**NA**

## 16 PROJECT IMPACT

NA

## 17 CHARGES

The overall commercial for the project is **€ 38,148 (Excluding Taxes).** Below table is just an illustrative number for the month and actual invoicing would be done based on the actual efforts delivered in T&M mode.

| Invoice Date | Total Invoice Amount (Excluding of Taxes) |
|---|---|
| 31 July 25 | € 3,405.5 |
| 29 Aug 25 | € 6,948.5 |
| 30 Sept'25 | € 6,948.5 |
| 31 Oct'25 | € 6,948.5 |
| 28 Nov'25 | € 6,948.5 |
| 31 Dec'25 | € 6,948.5 |
| | **€ 38,148** |

**Commercial Assumptions:**
- The team size and numbers are based on the present situation.
- The payment must be made by Unilever within 120 days of the invoice being generated as per MSA terms.
- Travel and Expense costs will be pre-approved by the Unilever IT Program Manager and submitted for payment separately based on actual expense amount.
- Cognizant will follow the holiday calendars of Cognizant at the respective regions in India during the contract period duration.

## 18 REPORTING

18.2   N/A

## 19 SOFTWARE & TOOLING

N/A

## 20 SOW DEPENDENCIES

- All required documentation be available.

## 21 KEY SUPPLIER PERSONNEL

**NA**

## 22 ESCALATION MATRIX

*Supplier Escalation Matrix*

| Escalation Level | Name | Email |
|---|---|---|
| Level 1 | Prema Sannasi | Prema.sannasi@cognizant.com |
| Level 2 | Dhananjay Vaidya | Dhananjay.Vaidya@cognizant.com |

*Unilever Escalation Matrix*

| Escalation Level | Name | Email |
|---|---|---|
| Level 1 | Paulraj, Nisha | nisha.paulraj@unilever.com |
| Level 2 | Madhavi, P | p.madhavi@unilever.com |
| Level 3 | Ashish Korde | Ashish.Korde@unilever.com |

**EXECUTED BY** UNILEVER AND SUPPLIER

Signed by………………………………………………………………

For and on behalf of **[**Unilever Application service Owner**]**

Signed by…………………………………………………………………

For and on behalf of **[**Unilever Tech Lead**]**

Signed by………………………………………………………………          Signed by……………………………………………………………………….

For and on behalf of **[**Unilever Business Director**]**          For and on behalf of **[Cognizant]**

**Signature:**          𝘱.𝘖𝘺          **Signature:**          *Jamie Nutt*

**Email:**  Nisha.Paulraj@unilever.com          **Email:**  Jamie.Nutt@cognizant.com