

THIS PROJECT WORK ORDER was made on Jun 11,2025

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:

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. 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") 1st Jul 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_2025-46	CR No. (identifier)		CR History (1/2/3/...etc.)	
SOW Title:		Unilever SOW for Business Analysts- Jul’25 to Sep’25			
Unilever Reference – Clarity / Cost Center (optional)		Phases covered (PA/DBTD/other) (optional)			
Landscape covered (optional)		DMR No. (if applicable)			
Unilever Billing Entity Name	UEIT				
Planned Delivery Start Date	1 Jul 2025	Planned Delivery End Date	30 Sep 2025		
CR Start Date (applicable for CR)		CR End Date (applicable for CR)			
Supplier Project Manager	Ghosh,Sayantani	Supplier Project Manager Email	<Sayantani.Ghosh6@cognizant.com>		
Unilever Project Manager	Thomas, Katie	Unilever Project Manager Email	Katie.Thomas@unilever.com		
Unilever Director	Sindhu.Ravindranathan	Unilever Director Email	sindhu.ravindranathan@unilever.com		
Unilever Procurement Approver	sattigeri, Suraj	Unilever Procurement Approver Email	<Suraj.sattigeri@unilever.com>		
CR Man Days	130	CR Total Charges	€ 67031.25		

Total Estimated Man Days			Total Estimated Charges			
Pricing Model (tick the applicable)	Time & Material		Fixed Price	✓	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 Senior Business Analysts will be working across all the platforms to support the existing markets and help rolling out the four platforms to future markets as well, with SME focus on TAB and PCP, as SMEs for PIM and KWR would lie within the Cognizant PIM team. They will be operating cross-functional, focused on business processes rather than technology, and will work together with the technical teams to deliver the solutions.

3. TERMS INCORPORATED WITHIN THIS SOW

3.1 Vendor Responsibilities

The Senior Business Analysts will be supporting the existing markets, for which the platforms have been rolled out already, by performing the following activities:

- Raise Change Requests
- Build user stories
- Update core documentation

The Senior Business Analysts are also responsible for future markets rollout. More precisely, they will:

- Plan and schedule the required workshops
- Lead requirement workshops
- Gather requirements during stakeholder workshops
- Troubleshoot and analyse high priority issues as applicable
- Build user stories
- Update core documentation (functional design)
- Facilitate market specific testing
- Change management and related communications

Unilever Responsibilities

Global Unilever managers will monitor quality standards of deliverable and enable project management. The Supplier is fully accountable for technical deliverables and Unilever is responsible for backlog pipeline contribution and Business expectation and program tracking.

Unilever will also be responsible for managing third party engagements and contracts and any communication to them in relation to the project plan. Unilever PIM project will follow the agreed Ways of Working:

- Make key resources available to complete the knowledge transfer.
- Commitment to all agreed dates and times for all key activities
- Sign off and approval of agreed deliverables.

4. SOW TERM

4.1 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.

5. PROJECT TERMINATION WITHOUT CAUSE

5.1 As agreed in Master Service Agreement

6. PROJECT SUMMARY (INCLUDING SCOPE AND REQUIREMENTS)

Background

6.1

The objective of the Project is to globally roll out the following four platforms that exists within the Digital 2.0 initiative:

- PIM - Product Repository (stores and manages product information and categorization)
- KQUERY - Keyword Repository (This platform is used to create product content used for ecommerce specific enrichments)
- PCP - Product Content Portal (Aggregates product information from PIM and image information from TAB and makes it available for distribution to retailers)
- TAB - The Asset Bank (Digital Asset management Platform)

The Senior Business Analysts will be working across all the platforms to support the existing markets and help rolling out the four platforms to future markets as well, with SME focus on TAB and PCP, as SMEs for PIM and KWR would lie within the Cognizant PIM team. They will be operating cross-functional, focused on business processes rather than technology, and will work together with the technical teams to deliver the solutions.

Project Scope and Services

6.2

The Senior Business Analysts will be supporting the existing markets, for which the platforms have been rolled out already, by performing the following activities:

- Raise Change Requests
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The Senior Business Analysts are also responsible for future markets rollout. More precisely, they will:

- Plan and schedule the required workshops
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- Build user stories
- Update core documentation (functional design)
- Facilitate market specific testing
- Change management and related communications

Furthermore, they will perform the following tasks:

- Knowledge transfer with resources they will take over from, in partnership with Unilever resources
- Knowledge transfer with offshore resources throughout the project lifecycle
- Project management
- Oversight and management of risks and issues with project activities and project deliverables
- Commitment to all agreed dates and times for all key activities

The services will be delivered using an agile delivery framework and best practices: Managing scope pipeline and delivery streams and completing technical delivery sprints continuously through the timeframe. The business can choose when to deploy to Production in line with change management activities.

Deliverables

6.3

The Senior Business Analysts shall provide the following Deliverables pursuant to this SOW:

- Updates to existing documentation
- Functional Specification Documents
- User Stories
- JIRA updates
- Test Scripts for market specific testing
- Training plan and training material

A dedicated work stream considered under this SOW:

- Responsible for support activities and enhancements
- Capacity driven planning and execution - ongoing review of bandwidth availability post addressing of support activity requirements and consequent planning of releases based on available bandwidth
- The team will take up tasks based on the capacity and in a case where multiple requests are being asked to work upon (beyond team's capacity) we will look for the business to prioritise the tasks which can then be delivered within the existing capacity

Requirements

6.4

TAB – The Asset Bank 9.3

PCP – Product Content Portal

PIM – Product Information Management Hub

KWERY – Keyword Repository

Specifications

Refer to Scope section 6.2

Service Hours

The support engagement will cover 09:00 AM GMT – 6:00 PM GMT Monday to Friday for UK associate(except for the UK national holiday) and 09:00 AM IST – 7:00 PM IST Monday to Friday for offshore associate (except for the Indian holidays)

Out of Scope

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

Acceptance Process

7.2

9. PROJECT DELIVERY

Cognizant will deliver the deliverables as mentioned in Deliverables Section 6.3

8.1

Unilever Activities

Cognizant will deliver the deliverables as mentioned in Deliverables Section 3.1

Project Timeframes

Jul 1, 2025 to Sep 30,2025

Delivery Centers

Cognizant nearshore and offshore locations

Service Levels

8.5

10. HYPER CARE

Cognizant will provide hyper care support as per the duration agreed.

11. MILESTONES

NA

12. INTELLECTUAL PROPERTY

NA

13. PERSONNEL

NA

13.1 The following matrix sets out the Supplier resource profile used to provide services under the SOW:
Mandatory for Staff Aug SOWs & T&M, optional for Fixed Price

Resource Name	Role	Base Location	Estimated Man Days Effort
Ghosh,Sayantani	Senior Business Analyst	India	65
Margondan,Arunkumar	Senior Business Analyst	UK	65

14. RISK ASSESSMENT AND MITIGATIONS

Risks, Mitigation and Ownership

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:

#	Risk	Areas of Impact	Mitigations
1	The Business may have a backlog pipeline/ desire to roll out scope that is not possible with the delivery capability bandwidth under this SOW	Delivery Schedule, Cost	<ul style="list-style-type: none">• Cognizant can flex the team if instructed to increase the delivery capability bandwidth (with minimum 4 weeks' notice)• The Business expectation/delivery schedule can be managed through interaction with JIRA tool to be clear on priorities and the scope to sprint allocation
2	TAB and PCP tool limitations and product bugs impacting project timelines	Requirement's fulfillment	<ul style="list-style-type: none">• Change Authority Board has been established to assess if the requirements can be deferred due to a limitation in the core product• Open Cases with Informatica for Feature Enhancements in future releases.
3	Any Delays due to Third Parties not delivering as per the agreed project timelines	Delivery Schedule and Cost	<ul style="list-style-type: none">• Managed by Unilever PM through regular meetings and updates with the Third Parties

4	Lack of country engagement and readiness. Delay in providing signoff	Delivery Schedule and Cost	<ul style="list-style-type: none"> Weekly catchup calls with all the markets and update them of the deadlines.
5	Flex demand on delivery stream capacity	Staffing	<ul style="list-style-type: none"> Identify core team resources that will not fluctuate Establish a flex resource pool that can act as a buffer for any smaller fluctuations in demand. New resources to be added to the flex pool will have a lead time of 3 – 4 weeks.

Personal Data

Subject Matter	Duration of Processing	Nature and Purpose of processing	Category of data	Unilever processing instructions

15. IMPACT ANALYSIS

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

16. SARBANES OXLEY STATEMENT

NA

17. PROJECT IMPACT

NA

18. CHARGES

This engagement will be charged in Fixed capacity Model.

Milestone	Milestone date	Invoice date	Invoice amount
BA Support for Mar'25	7/26/2025	3/26/2025	€ 23,718.75
BA Support for Apr'25	8/26/2025	4/26/2025	€ 20,625.00
BA Support for May'25	9/26/2025	5/26/2025	€ 22,687.50
Total			€ 67,031.25

19. REPORTING

17.1

20. SOFTWARE & TOOLING

21. SOW DEPENDENCIES

19.1

Dependencies

- Availability of stakeholders (Unilever, Market and 3rd party) to conduct review and provide approval according to agreed SLA days.
- Availability of Business SMEs/Market Analysts for daily pipeline interaction including scope definition, business clarification needed and acceptance testing
- Review and sign-off of all documents within an agreed timeframe (3 business days). Post this timeframe, deliverable would be deemed accepted
- Availability of all necessary documentation as required.

Assumptions

- The engagement has dependencies on the availability of key Unilever stakeholders and Cognizant assumes that they will be available for scheduled discussions and for providing clarifications
- Access to required source systems/applications should be made available to the project team
- All other software licenses required for the engagement will be provided by Unilever, including for ADM tool (for example JIRA)
- Turn-around time for questions and deliverables signoff will not be more than 3 business days. Beyond this timeframe, the deliverables would be deemed accepted
- All program and delivery communication (for all locations) will be in English
- Unilever will provide various environments for TAB and PCP design and implementation in a timely manner or will provide an approval in time for Cognizant to procure the environments in time to start the design and build activities.

22. SPECIAL CONDITIONS

20.1

23. KEY SUPPLIER PERSONNEL

Resource Name	Resource Level
[Name 1]	[Level]
[Name 2]	[Level]

24. ESCALATION MATRIX

Escalation Level	Name	Email
Level 1	Sannasi, Prema	Prema.Sannasi@cognizant.com
Level 2	Praveenkumar Sundar	Praveenkumar.Sundar2@cognizant.com

Unilever Escalation Matrix

Escalation Level	Name	Email
Level 1	Thomas, Katie	Katie.Thomas@unilever.com
Level 2	Sindhu Ravindranathan	sindhu.ravindranathan@unilever.com

Signed by.....

Katie Thomas

16/06/25

For and on behalf of [UL ENTITY NAME]

Signed by.....

Lawson.Rose@cognizant.com

17/06/25

For and on behalf of [SUPPLIER ENTITY NAME]

ATTACHMENT A

Supplier charges: Resource effort and charges breakdown by month

Note: Sample format for monthly resource charges (Indicative list of fields for final charges). Rate card details in case of fixed price projects are optional.

Strictly as per the NextGenSI rate card.

Resource Details									
Rate Card Type	Le vel	Role Description	Experience (Years)	Resource Location					
[AD / AM / Niche / IT Consulting]		[Role]	X – Y	[Country]		M-1	M - 2	M-3	Total
IT Consulting	3	Senior Business Analyst	12 - 15 Years	India		23	20	22	65
Niche	3	Senior Business Analyst	9+ Years	UK		23	20	22	65
Total						46	40	44	130
Rate Card Type	Le vel	Role Description	Experience (Years)	Resource Location	Rate	M - 1	M - 2	M-3	Total
IT Consulting	3	Senior Business Analyst	12 - 15 Years	India	€247.18	€ 5685.14	€ 4943.60	€ 5437.96	€ 16066.70

Niche	3	Senior Business Analyst	9+ Years	UK	€784.07	€ 18033.61	€ 15681.40	€16,471.39	€ 17255.7
Total						€23736.69	€ 20640.6	€17249.54	€67031.25