

THIS PROJECT WORK ORDER was made 17 Dec 2024

BETWEEN:

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

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 Bishopgate, 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") Feb 1st, 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_2025-16	CR No. (identifier)		CR History (1/2/3/...etc.)		
SOW Title:	Unilever SOW for Service Now-Business Analyst- CTS_2025 Feb-01-2025 -Jul-31-2025					
Unilever Reference – Clarity / Cost Center (optional)		Phases covered (PA/DBTD/other) (optional)				
Landscape covered (optional)		DMR No. (if applicable)		16645		
Unilever Billing Entity Name	UEIT					
Planned Delivery Start Date	1 Feb 2025		Planned Delivery End Date		31 July 2025	
CR Start Date (applicable for CR)			CR End Date (applicable for CR)			
Supplier Project Manager	Rana, Debasis		Supplier Project Manager Email		Debasis.Rana@cognizant.com	
Unilever Project Manager	Shahid, Md		Unilever Project Manager Email		Md.Shahid@unilever.com	
Unilever Director	Jobby David		Unilever Director Email		Jobby.David@unilever.com	
Unilever Procurement Approver	sattigeri, Suraj		Unilever Procurement Approver Email		Suraj.sattigeri@unilever.com>	
CR Man Days			CR Total Charges			
Total Estimated Man Days	126		Total Estimated Charges		€ 22,170.96	
Pricing Model (tick the applicable)	Time & Material	✓	Fixed Price		Outcome / Milestone Based	
Type of Project (tick the applicable)	AD		Consulting		Staff Aug	
	AM	✓	Niches	✓	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 SOW for Business Analyst -Service Now is supporting the Business Analyst in strategizing and implementing robust Service Now program and processes, designing & maintenance of Service Now systems, document and content management. Ability to understand, capture and document service now content generated by the company.

3. TERMS INCORPORATED WITHIN THIS SOW

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. Four weeks’ notice to off board a resource to be communicated and 4 weeks’ notice starts from the day we receive communication for off boarding of resources.

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

Unilever is looking for a resource to play Service Now- Business Analyst role.

Role Description: The Service Now -Business Analyst would need to have at least 4+ years of experience.

Manage activities related to business outcomes via Stories, Sprints and Demands, ensuring quality and clear scope is available for the Development Engineers

Work closely with business stakeholders across several business areas to help deliver solutions to support business outcomes

Work with the ServiceNow Lead PO, platform team and technical/solution architect to find best possible solutions

Ability to understand, capture and document service now content generated by the company.

6.2 Project Scope and Services

The Business Analyst support the Service Now owner in strategizing and implementing robust Service Now program and processes, designing & maintenance of Service Now systems, document and content management. BA should understand, capture and document service now content generated by Unilever..

Geographical Scope:

Vendor Work Location:

The Business Analyst will work from Cognizant office(Hyderabad) from Monday – Friday

Systems Scope:

Business Analyst for DevOps

In Scope:

Cognizant will deliver the deliverables as mentioned in Deliverables Section 6.3

6.3 Deliverables

- Must have deep understanding of Service Now
- Experience in service now tools, service now design process, coaching and training business & functional team in a global environment
- Good communication skill to collaborate and train various functional teams to on board them with the service now module
- Accountable for service now audit and reporting POC for any process related assistance or requirement
- Service now Testing
- Supporting service now Team with other activities

This list is indicative and not exhaustive as we are open to thoughts and ideas on how service now content can be better developed and utilized subject to the drive, interests and capacities of the candidate.

6.4 Requirements

Refer to Scope section 6.2

6.5 Specifications

Refer to Scope section 6.2

Service Hours

11 AM IST to 9PM IST on weekdays

6.7 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

8.1 Acceptance Criteria

Access to required source systems/applications should be made available
All other software licenses required for the engagement will be provided by Unilever

8.2 Acceptance Process

9. PROJECT DELIVERY

9.1 Supplier Activities

Cognizant will deliver the deliverables as mentioned in Deliverables Section 6.3

9.2 Unilever Activities

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:

- 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

9.3 Project Timeframes

1 Feb 2025 – 31 July 2025

9.4 Delivery Centers

Cognizant nearshore and offshore locations

9.5 Service Levels

10. HYPER CARE

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

11. MILESTONES

NA

12. INTELLECTUAL PROPERTY

As per the MSA agreement

13. PERSONNEL

Following is the team profile considered for this SOW from Feb 1, 2025, to July 31 2025.

Role	Base location	Rate (EUR)	Total estimated capacity(days)
Service Now -Business Analyst	Offshore	175.96	126

14. RISK ASSESSMENT AND MITIGATION

None

Risks, Mitigation and Ownership

No.	Risk Description	Probability	Impact	Mitigation Impact	Owner
1	[Risk 1]				
2	[Risk 2]				
3	[Risk...]				

Sensitive Data

Sensitive Data	Mitigation

Personal Data

Subject Matter	Duration of Processing	Nature and Purpose of processing	Category of data	Unilever processing instructions
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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 T&M Model based on actual effort delivered from Feb 1, 2025, to July 31, 2025. The overall estimated price for this CR is Euro **22,170.96** (excluding applicable Taxes).

The invoice will be done based on the actual efforts and below is the illustration of the monthly break up of estimated price.

Milestone Description	Invoice date	Invoice Amount
Feb Month deliverables	02/28/2025	€ 3,695.16
March Month deliverables	03/31/2025	€ 3,695.16
April Month deliverables	04/30/2025	€ 3,695.16
May Month deliverables	05/31/2025	€ 3,695.16
June Month deliverables	06/30/2025	€ 3,695.16
July Month deliverables	07/31/2025	€ 3,695.16
Total		€ 22,170.96

19. REPORTING

Weekly status updates
Monthly service review

20. SOFTWARE & TOOLING

service now tools

21. SOW DEPENDENCIES

- Availability of all necessary documentation as required.

22. SPECIAL CONDITIONS

NA

23. KEY SUPPLIER PERSONNEL

NA

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

24. ESCALATION MATRIX

Supplier Escalation Matrix

Escalation Level	Name	Email
Level 1	Praveenkumar Sundar	Praveenkumar.Sundar2@cognizant.com
Level 2	Dhananjay Vaidya	Dhananjay.Vaidya@cognizant.com

Unilever Escalation Matrix

Escalation Level	Name	Email
Level 1	Shahid, Md	md.shahid@unilever.com
Level 2	Matt.Mitton	Matt.Mitton@unilever.com

EXECUTED BY UNILEVER AND SUPPLIER

DocuSigned by:

Shahid MD

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Signed by.....

For and on behalf of [UL ENTITY NAME]

Shahid MD

24 January 2025

Signed by:

Jason Clement

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Signed by.....

For and on behalf of [SUPPLIER ENTITY NAME]

Jason Clement

27 January 2025

