

**THIS PROJECT WORK ORDER** was made on 27<sup>th</sup> May 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") 20<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_2025-42		CR No. (identifier)	1		CR History (1/2/3/...etc.)			
SOW Title:			Unilever NeCO						
Unilever Reference – Clarity / Cost Center <i>(optional)</i>					Phases covered (PA/DBTD/other) <i>(optional)</i>				
Landscape covered <i>(optional)</i>					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)			20 <sup>th</sup> June 2025		CR End Date (applicable for CR)		31 <sup>st</sup> July 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			66		CR Total Charges		€ 12,000		
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) <i>(optional)</i> :									

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

20<sup>th</sup> June 2025 till 31<sup>st</sup> July 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 Scope is to assess the IceCream business separation impact for NeCO Product and provide required development support for Vardi Program.

### ***Deliverables***

6.3 As per original SOW

### ***Requirements***

6.4 As per original SOW

### ***Specifications***

6.5 As per original SOW

### ***Service Hours***

6.6 As in original SOW.

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

As in original SOW and the following items:

- 1) Any support other than those mention in scope section 6.2 is out of scope
- 2) No effort is considered for environmental upgrade, disaster recovery or any backend environment switch/sync activity
- 3) Necessary support needed from platform and CoE team for any product / platform SR, deployment will be made available by Unilever

### ***Dependency***

- 1) Unilever to support for timely approval for the deliverables
- 2) 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.
- 3) 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 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)

### ***Acceptance Process***

8.2NA

## **8 PROJECT DELIVERY**

### ***Supplier Activities***

9.1 NA

## ***Unilever Activities***

9.2 NA

## ***Project Timeframes***

9.3

## ***Delivery Centers***

9.4

## ***Service Levels***

9.5

## **9 HYPER CARE**

10.1

## **10 MILESTONES**

11.1

## **11 INTELLECTUAL PROPERTY**

12.1

## **12 PERSONNEL**

<b>Tech Track</b>	<b>Role</b>	<b>Rate - FY'25</b>	<b>June Effort in PD</b>	<b>July effort in PD</b>
Pega	LSA	€ 233.85	10	12
Pega	Developer	€ 158.36	10	21
Pega	Developer	€ 153.82	10	12
<b>Overall</b>			<b>30</b>	<b>36</b>

## **13 RISK ASSESSMENT AND MITIGATION**

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

As in original SOW

### ***Sensitive Data***

As in original SOW

**Personal Data**

As in original SOW

**14 IMPACT ANALYSIS**

N/A

**15 SARBANES OXLEY STATEMENT**

N/A

**16 PROJECT IMPACT**

N/A

**17 CHARGES**

The engagement would be delivered using a Fixed Capacity model. The total cost for the period 20<sup>th</sup> June'25 to 31<sup>st</sup> July is € **12,000** (excluding taxes). The invoicing will be as defined in the table below:

Invoice Details	Invoice Date	Total Cost
Impact assessment	30 <sup>th</sup> June 2025	€ 5,460
Development Support	26 <sup>th</sup> July 2025	€ 6,540
<b>Total</b>		€ 12,000

**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.

**18 REPORTING**

As in original SOW

**19 SOFTWARE & TOOLING**

As in original SOW

## 20 SOW DEPENDENCIES

As in original SOW

## 21 SPECIAL CONDITIONS

As in original SOW

## 22 KEY SUPPLIER PERSONNEL

As in original SOW

## 23 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.....

For and on behalf of [UL ENTITY NAME]

Archana Kalburgi

17/06/25

*Duncan Hinnells*

Signed by.....

For and on behalf of [SUPPLIER ENTITY NAME]

Duncan Hinnells

19/06/25

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