

**THIS PROJECT WORK ORDER** was made on 29<sup>th</sup> May 2025

BETWEEN:

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

WHEREAS:

1. This Change Request 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 Limited, 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 Change Request ("CR") has an effective date ("Effective Date") **1<sup>st</sup> 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.

<b>CR No. (identifier)</b>	CTS_2025-37	<b>CR No. (identifier)</b>	1	<b>CR History (1/2/3/...etc.)</b>	1
<b>SOW Title:</b>	Unilever I&A Tech DevOps for PIM2C/GDS				
<b>Unilever Reference – Clarity / Cost Center</b> <i>(optional)</i>		<b>Phases covered (PA/DBTD/other)</b> <i>(optional)</i>			
<b>Landscape covered</b> <i>(optional)</i>		<b>DMR No. (if applicable)</b>			
<b>Unilever Billing Entity Name</b>					
<b>Planned Delivery Start Date</b>		<b>Planned Delivery End Date</b>			
<b>CR Start Date (applicable for CR)</b>	1 July 2025	<b>CR End Date (applicable for CR)</b>		30 September 2025	
<b>Supplier Project Manager</b>	Subhajit Dasgupta	<b>Supplier Project Manager Email</b>		Subhajit.Dasgupta@cognizant.com	
<b>Unilever Project Manager</b>	Aniita Chegiredy	<b>Unilever Project Manager Email</b>		<a href="mailto:Anita.Chegiredy@unilever.com">Anita.Chegiredy@unilever.com</a>	
<b>Unilever Director</b>	Sanjay Gandhi	<b>Unilever Director Email</b>		Sanjay.Gandhi@unilever.com	
<b>Unilever Procurement Approver</b>	Alison Samuels	<b>Unilever Procurement Approver Email</b>		alison.samuels@unilever.com	
<b>CR Man Days</b>	567	<b>CR Total Charges</b>		€ 91380	
<b>Total Estimated Man Days</b>		<b>Total Estimated Charges</b>		.	
<b>Pricing Model (tick the applicable)</b>	<b>Time &amp; Material</b>		<b>Fixed Capacity</b>	✓	<b>Outcome/Milestone Based</b>
<b>Type of Project (tick the applicable)</b>	<b>AD</b>	✓	<b>Consulting</b>		<b>Staff Aug</b>
	<b>AM</b>		<b>Niche</b>	✓	<b>Others</b>
<b>Business Area (tick the applicable) <i>(optional)</i>:</b>					
<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>			

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

## **2. DEFINITIONS**

As part of the proposed scope, Cognizant will own and manage the DevOps services for PIM2C and PIMGDS.

## **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***

As part of the proposed scope, Cognizant will own and manage the DevOps services for PIM2C and PIMGDS.

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

#### **PIM2C and PIMGDS**

##### **Scope:**

- Provide support for PIM2C 27 countries, PIM Lite 60 Countries, PIM GDS 11 Countries
- Provide L2/L3 support for Incident Management and Resolution
- Service Request monitoring in IT-GLO-PIM queue.
- Daily Application monitoring and ensuring healthy application status
- New PIM2C and PIMGDS market roll outs based on priorities set by Unilever considering Team bandwidth for BAU activities
- Minor Enhancements – Analysis, Design, Build, Unit Test, Deployment for existing markets
- Report Weekly/Monthly status to Unilever Management
- PIM GDS Development

- During Non-Coverage hours, On-Call support for P1 issues only
- Respective interfaces with upstream and downstream applications as applicable –
- PLM
- SAP BPM
- BODS
- Brand.com
- KWR, PCP and other applications as applicable
- Monthly baseline activities:
  - Incidents – 120 – BAU activities/Job Monitoring – 500 Hrs
  - Adhoc/Service Requests - 50
  - CRs for PIM2C/GDS – 500 Hours/Month

### 6.3 ***Deliverables***

#### **Common DevOps Activities (PIM2C/GDS):**

- Change Requests – Additional work order over and above the defined scope which would be actioned based on mutual agreement.
- Release Management – deployment of fixes and minor enhancements
- Platform Admin Support – Regular monitoring and housekeeping of platform components of PIM Application to keep the systems running.
- Access Management – provide access to PIM application system via Service Requests only.
- Knowledge Management – Constant update on Application knowledge documents
- Problem Management – Grouping of common issues and perform RCA. Resolve the problem tickets.
- Alerts – mail support – Take action on email alerts that are generated by the system and forwarded by the L1 Support team

### 6.4 ***Requirements***

Refer to Scope section 6.2

### 6.5 ***Specifications***

Refer to Scope section 6.2

### 6.6 ***Service Hours***

MON-FRIDAY (9AM IST – 7PM IST)

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

- Product version upgrades for PIM 360, Talend and related technologies
- Requirement gathering is out of scope for PIM DevOps team for new market rollouts
- Informatica Product bug fixes
- PIM2C/PIM GDS and CARA Merge assuming it will be taken care as part of CARA initiative
- Infrastructure support and maintenance for PIM and relevant systems
- Gathering requirements from cluster procurement functions
- Cluster/Market Rollouts
- Mulesoft Development & support
- Data Cleansing, Standardization, Enrichment and integration using any 3rd party data or tool
- Procurement, installation, configuration and administration of any tools
- Environment/infrastructure setup (such as Server Maintenance, Backup, Restore & Space availability) and capacity planning.
- Installations and major platform upgrades
- Deployment of customer specific tools
- Operating System Upgrades / any Migrations
- Software distribution and license management

- Organization changes management
- End user training including user manual/training documentation preparation.
- Changes to Conceptual and Logical Data Model
- Any activities that require special technical skill other than those mentioned in section scope of work.
- End to End & Integration testing, User Acceptance Testing for Applications (i.e. any testing apart from Unit Testing)
- End to end Performance Management, performance engineering and testing

## 7. Change Management

NA

## 8. ACCEPTANCE

### 8.1 *Acceptance Criteria*

Functional change requests should be working as expected in the JIRA story without impacting any of the existing functionalities.

### 8.2 *Acceptance Process*

Functional walkthrough with Business team in UAT environment before deployment to Prod

## 9. PROJECT DELIVERY

### 9.1 *Supplier Activities*

- Change Requests – Additional work order over and above the defined scope which would be actioned based on mutual agreement.
- Release Management – deployment of fixes and minor enhancements
- Platform Admin Support – Regular monitoring and housekeeping of platform components of PIM Application to keep the systems running.
- Access Management – provide access to PIM application system via Service Requests only.
- Knowledge Management – Constant update on Application knowledge documents
- Problem Management – Grouping of common issues and perform RCA. Resolve the problem tickets.
- Alerts – mail support – Take action on email alerts that are generated by the system and forwarded by the L1 Support team

### 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.
- Unilever will provide approvals for all Cognizant deliverables within 5 business working days.
- Setting up connection from Source system is responsibility of Unilever Infrastructure team.

### 9.3 *Project Timeframes*

July 1,2025 – September 30, 2025

### 9.4 *Delivery Centers*

### 9.5 Service Levels

There will be no SLA to be considered in Scope for this Project

#### 10. HYPER CARE: -

Cognizant provide 2 weeks of hyper care after each story deployment and handover with KT to dev ops team members.

#### MILESTONES

N/A

#### 11. INTELLECTUAL PROPERTY:

As per the MSA agreement

#### 12. PERSONNEL

Following is the team profile considered for this SOW.

##### PIM Dev Ops Team:-

Project Role	Daily Rate	Total No. of Days
Service Delivery Lead	€ 233.85	63
PIM Dev Ops Lead	€ 230.70	63
PIM Analyst 1	€ 153.82	63
PIM Analyst 2	€ 106.14	63
PIM Analyst 3	€ 153.82	63
PIM Analyst 4	€ 106.14	63
PIM Analyst 5	€ 153.82	63
PIM Analyst 6	€ 153.82	63
PIM Analyst 7	€ 158.36	63

#### 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	The Business may have a backlog pipeline/ desire to roll out scope that is not possible with the delivery capability bandwidth under this SOW	low	Delivery Schedule, Cost	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 the ADM tool to be clear on priorities and the scope to sprint allocation	Cognizant
2	Informatica MDM Tool Limitation and product bugs impacting project timelines	low	Requirements fulfillment	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.	Unilever
3	Fluctuations in demand on delivery stream capacity	low	Staffing	Current support team size is based on the current situation. Regular reviews on service delivery (once a month) will be set-up with Unilever leadership and any large fluctuations/ deviations from baseline data will be reported and corrective action will be mutually agreed and taken.  New resources to be added to the team will have a lead time of 4 – 6 weeks.	Cognizant
4	Environment readiness and unavailability may lead to delivery slippage	low	Delivery Schedule and Cost	Plan the available environments and set calendar for use of them. If any environment is not used, release for cost saving and that are extremely required, agree the up time with Unilever Management.	Unilever
5	Scope Change	Medium	Delivery Schedule, Cost	Baseline the list of processes to be supported. Joint session to discuss potential scope changes and adhere to the change management process.	Unilever
6	Non-availability of Unilever SMEs for clarifications	Low	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
7	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
8	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
9	Inability to meet the baseline SLA due to dependencies on third party vendor	Low	Delivery Schedule	Record and Publish the time taken by Cognizant instead of overall SLA time taken by all the participants Unilever to work in defining 3 <sup>rd</sup> party vendor specific resolution SLA's	Unilever

NA

***Personal Data***

NA

**14. IMPACT ANALYSIS: NA**

**15. SARBANES OXLEY STATEMENT - NA**

**16. PROJECT IMPACT: NA**

**17. CHARGES:**

The overall commercial for the project is **€ 91380 (Excluding T&E & Exclusive of Taxes)**. Below are the streamwise breakup of the total cost for the quarter

Workstream	Total Q2 Cost
PIM Dev Ops	€ 91380

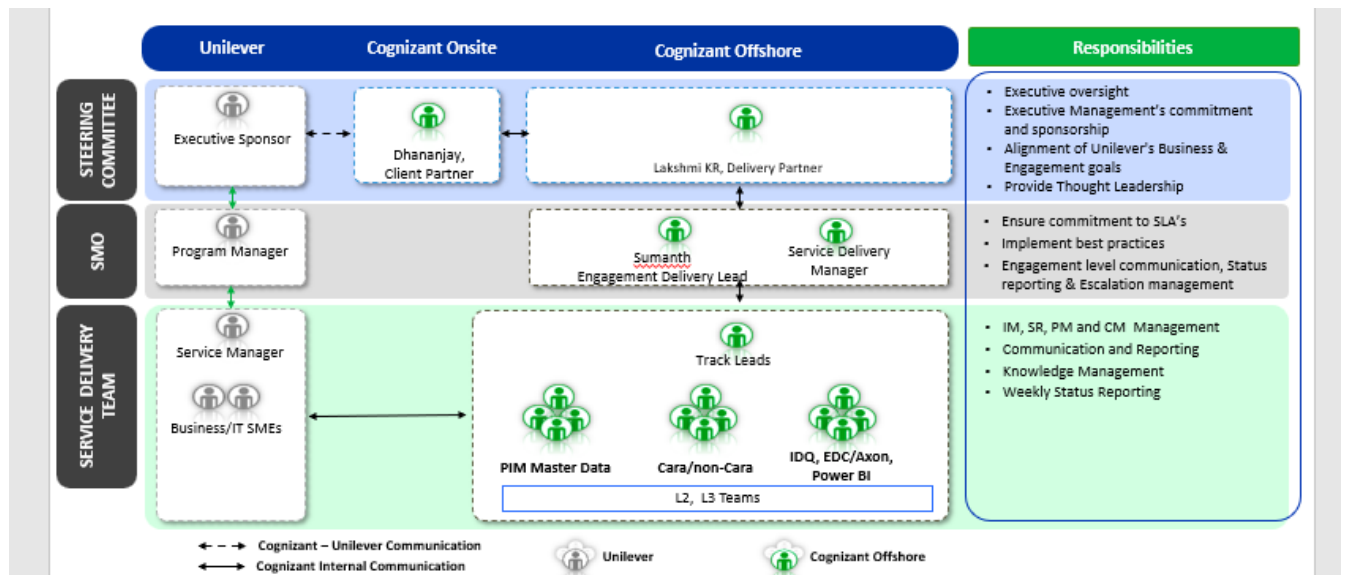
The invoicing will be done on payment milestones as defined in the table below –

Invoice Date	Total Invoice Amount (Excluding of Taxes)
31-July-25	€ 30460
31-Aug-25	€ 30460
30-Sep-25	€ 30460
Total	€ 91380

**Commercial Assumptions:**

- The team size and numbers are based on baselined data in the present situation.
- Travel and Expense costs will be pre-approved by the Unilever IT Program Manager and submitted for payment separately based on actual expense amount.
- 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**



Cognizant proposes to follow the following schedule to govern the DevOps program effectively:

Cadence	Meeting Type	Participants	Objectives
Daily	Incident Management, Service Requests and Enhancement tracking	<b>Cognizant</b> SDM, Track Leads, Respective DevOps Teams  <b>Unilever</b> Program Leads	<ul style="list-style-type: none"> <li>Day to day service delivery - Report and manage daily incidents</li> <li>Manage SLAs and KPIs</li> <li>Track and manage development bandwidth</li> </ul>
Weekly	Weekly Status Reporting	<b>Cognizant</b> Engagement Lead, SDM, Track Leads  <b>Unilever</b> Program Leads	<ul style="list-style-type: none"> <li>Track and report SLAs and KPIs</li> <li>Track and report volumetric trends</li> <li>Quality audits</li> </ul>
Monthly	Steering Committee Meeting	<b>Cognizant</b> Client Partner, CRM, Engagement Lead, SDM  <b>Unilever</b> Executive Sponsor, Program Leads	<ul style="list-style-type: none"> <li>Demand forecast - Review monthly volumetric trends and agree on corrective action</li> <li>Service level review</li> <li>Mindshare on future roadmap and optimizations</li> </ul>

## 19. CR Assumptions

N/A

## 20. CR DEPENDENCIES

- All required documentations to be available.
- All timelines are dependent on the user story being complete. If there are any changes on the scenarios or functionalities during the Jira User Story review or UAT or during development the timelines and cost impacts are subject to change management.
- MuleSoft support and development will be supported by Unilever's Central MuleSoft Team
- Timely UAT signoffs from stakeholders will be critical for deployments, any impact/ delays on signoffs will impact timelines, which will be addressed via the Change Management Process

## 21. SPECIAL CONDITIONS:

### Assumptions:

- Current devops team size is based on last 3 month data in the existing Contract. Regular reviews on service delivery (once a month) will be set-up with Unilever leadership and any fluctuations/deviations greater than 10% from baseline data will be reported and corrective action in terms of scope and/or commercials will be mutually agreed.
- Cognizant will make use of the existing ticketing tool as part of this engagement
- Unilever performs L1 Helpdesk 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
- P1 takes priority above all other activities or tasks. Similarly, incidents will take priority over enhancements/development activities
- Bug fixes / Enhancements / Change requests will be handled through Change Request Management route in the Agile methodology for the PIM2C / PIMGDS Track.
- CI/CD pipeline activities is out of scope
- Unilever will help define the prioritization of work with SDM and PIM2C Tech lead
- Team will work as per Unilever India Holiday calendar
- 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.
- Cognizant will not be responsible for fixing the product issues. These will be owned by the respective product teams and governed by the contracts that Unilever has with each of these product vendors.
- Cognizant shall not be responsible for any tool limitation, however any limitations in such tools shall be communicated to Unilever.
- Any critical impact communication to the Business will be managed by Unilever with required support from Cognizant team.
- 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.
- Any change impact to scope/cost/schedule will have to be agreed mutually through the change management process
- Unilever will provide approvals for all Cognizant deliverables within 5 business working days.
- Setting up connection from Source system is responsibility of Unilever Infrastructure team.
- Standard security mechanism will be used as applicable.
- All the tickets will be tracked via Service Now tool.
- Common framework service is available and will be used for logging, error handling and monitoring respectively.

## 22. KEY SUPPLIER PERSONNEL: NA

## 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	Zoheb Rahman	<a href="mailto:Zoheb.Rahman@unilever.com">Zoheb.Rahman@unilever.com</a>
Level 2	Sanjay Gandhi	<a href="mailto:Sanjay.Gandhi@unilever.com">Sanjay.Gandhi@unilever.com</a>

**EXECUTED BY UNILEVER AND SUPPLIER**

*Oliver Ward*

Signed by.....

**Oliver Ward**

**06/06/25**

For and on behalf of

]

For and on behalf of [SUPPLIER ENTITY NAME]

Signed by.....

.....

For and on behalf of ]

For and on behalf of [SUPPLIER ENTITY NAME]



Sachin Vaghyani

Sachin.Vaghyani@unilever.com

04/06/25

## APPENDIX A