

STATEMENT OF WORK

Between

Unilever UK Central Resources Ltd & Cognizant Worldwide Limited of 280 Bishopsgate, London EC2M 4AG, United Kingdom for JDA WMS Rollout Support project.

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 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 of 14th March 2025 and describes the services to be performed by Cognizant for Unilever.

1.0 Statement of Work:

Client: Unilever

Project Name: BY WMS go-live Support for Unilever NA Region

Statement Of Work:- Start date: 14th March 2025 – End Date: 31st Dec 2025

SOW# : CTS_2025-22

DMR: 17018

2.0 Project Background:

- Unilever has upgraded JDA WMS in its 7 warehouses and 3 factories in the NA region. They are migrated to latest BY WMS 2021 version.
- Unilever has commissioned this project for 24*7 rollout support coverage of BY WMS 2021 (SC1 /DR1) service and make it stable so that Unilever can have a smooth warehousing operation.

3.0 Overall Project Scope:

- Go-live support coverage of BY WMS 2021 for Unilever North America region warehouses

4.0 Geographical Scope:

Unilever - North America Region

5.0 Vendor Work Location:

The project will be implemented from nearshore and offshore offices of Cognizant.

Due to circumstances arising from the COVID-19 pandemic, Cognizant is permitted to provide Services from remote locations including personal residences using networking, connectivity, security and data handler protocols established by Cognizant, including as already communicated to the Client by Cognizant in lieu of any conflicting terms that require Cognizant to provide Services from a different location or using different protocols.

6.0 Systems Scope:

BY WMS version 2021 application for NA DCs.

7.0 In Scope:

- Rollout Support of BY WMS 2021 in its NA warehouses .
- Support for Voice, LMS and RF integrations
- Cognizant will provide hypercare support via L1, Level 2 & Level 3 support for DCs
- Installation, QA Validation, Support to any BY WMS 2021 patches or hotfix releases during rollout process
- Support for Infrastructure Maintenance, DR Activities carried out by Infra partner
- Support Tools used –
Service now – Incident, Change, Service requests & Problem management,
LextEdit
- Job Monitoring Tools –EMS Alerts

Liaison with other UL business users

- Assign, follow up and ensure resolution of L2 and L3 issues
- Coordinate incidents requiring support of Infra teams

User Access Management – unlocking users, modifying access rights to screens for new BY 2021 systems

8.0 Out of Scope:

- Enhancements/changes
- All Infrastructure changes, including Hardware provisioning and any other software installations
- JDA WMS Version upgrades
- Fixing issue in 3rd party system/software
- Fixing issues in any of the host systems
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9.0 Project Approach:

- **Steady State support framework**

Support	Task	Responsible
Level 1	Support Helpdesk tasks	Unilever
Level 2	Lights On Support <ul style="list-style-type: none">▪ Incident & Problem Management▪ Change & Release Management▪ Service Request Management▪ Proactive & preventive maintenance▪ Knowledge Management	Cognizant

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	<ul style="list-style-type: none"> ▪ Accountability for issues reported for warehouse support (For non-JDA issues, responsibility for resolution will be with the respective service team) ▪ Ad-Hoc Request ▪ Minor Patch & break fix Management ▪ Liaison with JDA support for issues - Raise Support Cases and upload details to JDA Portal, manage updates to JDA support cases, Work with JDA consultants for analysis/testing ▪ Audit & Compliance Support – to support UL Corporate Audits for the JDA WMS Application 	
Level 3	<ul style="list-style-type: none"> ▪ Code or Configuration changes to the system based on Incident analysis (less than 40 hours of effort) ▪ Continuous Service Improvements ▪ Support Landscape Management – Environment Management Stabilization & Resilience Activities ▪ Support Innovation Projects & CRs (includes Upgrades, Minor CRs, Testing, Deployment, PGLS support) 	Cognizant
Minor Enhancements	Minor Enhancements that has Effort <=40 hours	Cognizant

Process Flow

Incident Management

Incident Management focuses on restoring unexpectedly degraded or disrupted services to end users as quickly as possible, in order to minimize business impact. This also includes handling the issues reported by users, coordination and resolution of major outages where its resolution and service restoration will require mediation between multiple resolver groups across applications, infrastructure and third party vendor teams.

Incident Management includes:

- Understand the issues reported by User
- Initiate incident resolution, prioritization
- Prioritize /reprioritize the incidents
- Track incident resolution progress
- Escalate/route incidents according to standard operating procedures
- Determine incident resolution or work-around solution
- Implement incident resolution or work-around solution
- Liaison with JDA support for issues - Raise Support Cases and upload details to JDA Portal, manage updates to JDA support cases, Work with JDA consultants for analysis/testing
- Communication of incident status to business users / global customer service center on resolution and confirm satisfactory resolution
- Analyze incident trends to determine recurring problems

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- Conduct problem resolution including co-ordination across applications support team, infrastructure team or third-party vendor, where required. See Problem Management section for further details
- Create and maintain frequently-asked-questions ("FAQ") / knowledge base for recurring incidents, create and maintain known error database

Problem Management

Problem Management focuses on identifying the root cause for any recurring incidents. It also covers incidents that are resolved by applying a workaround that requires further root cause analysis. The process includes the following steps:

- Initiate problem resolution for repeatedly occurring incidents and prioritize
- Conduct root cause analysis and identify problems
- Conduct problem resolution including co-ordination with application support team, infrastructure team and/or third-party vendor, where required
- Assign and escalate/route problems according to standard operating procedures
- Identify problem resolutions
- Track problem resolution progress
- Create Problem Analysis document (previously RCA document) and maintain knowledge base
- Liaison with JDA support for issues - Raise Support Cases and upload details to JDA Portal, manage updates to JDA support cases, Work with JDA consultants for analysis/testing

Support Model

- Support Coverage – 24*7
Support will be available 24*7

	INDIA (IST)	US (CST)
	10:30 AM	12:00 AM
	11:30 AM	1:00 AM
	12:30 PM	2:00 AM
	1:30 PM	3:00 AM
	2:30 PM	4:00 AM
	3:30 PM	5:00 AM
	4:30 PM	6:00 AM
	5:30 PM	7:00 AM
	6:30 PM	8:00 AM
	7:30 PM	9:00 AM
	8:30 PM	10:00 AM
	9:30 PM	11:00 AM
	10:30 PM	12:00 PM
	11:30 PM	1:00 PM
	12:30 AM	2:00 PM
	1:30 AM	3:00 PM
	2:30 AM	4:00 PM
	3:30 AM	5:00 PM
	4:30 AM	6:00 PM
	5:30 AM	7:00 PM
	6:30 AM	8:00 PM
	7:30 AM	9:00 PM
	8:30 AM	10:00 PM
	9:30 AM	11:00 PM
Support Coverage		
Support Coverage	Shift 1	
	Shift 2	
	Shift 3	

- Reports (Status Reports and other key notes)

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SOW Role	New Level	% of support	Efforts in PD	Day Rate-2025	Pricing for 2025
Delivery Manager	NICHE Level 1	10%	55.00	€ 1,000.62	€ 5,503.40
Sr. Application Specialist	AM-Level 2	65%	55.00	€ 164.79	€ 5,891.14
Niche Tech application Specialist	NICHE-Level 5A	100%	55.00	€ 158.36	€ 8,709.82
Sr. Developer	AM-Level 6	100%	55.00	€ 98.87	€ 5,437.97
Developer	AM-Level 7	100%	55.00	€ 82.39	€ 4,531.65
Total					€ 30,074

Reports/Meetings	Frequency
Daily status stand up call covering the below. <ul style="list-style-type: none">Weekly review with JDA for Open BY 2021 CasesTroubleshooting calls for Cross team issues impacting serviceTroubleshooting calls with Business and Opex team	Daily

10.0 Project Timelines:

The project timelines with period have been mentioned under section 1.0

11.0 Team Profile

12.0 Escalation Matrix:

Escalation Levels	Cognizant	Unilever
1	Delivery Manager Sundar, Praveen Kumar Praveenkumar.Sundar2@cognizant.com +919740890001	Sowbhagya.U Sowbhagya.U@unilever.com DevOps Manager - WMS North America, Information Technology, IT Platform
2	Client Partner Dhananjay Vaidya, dhananjay.vaidya@cognizant.com / +447918223781	Global IT Lead – Warehousing Venkataraman B Venkataraman.B@unilever.com

13.0 Overall Project Assumptions:

General Assumptions

- Product Vendor (JDA) will handle core product issues. Cognizant team will coordinate with JDA as required to progress Cases raised to JDA
- Unilever will facilitate in getting the time and effort of other relevant stakeholders as required
- Unilever will provide requisite logistics like conference rooms, work space, desk phone, printers and network access for Cognizant resources to work from Unilever PSN office premise
- In the event that Unilever requires Cognizant personnel to travel to any of its locations, travel and expenses on actuals as per Unilever T&E guidelines, will be charged additionally to Unilever
- Projects or Major Enhancements (Level 4) will be taken up as a separate change order(s).
- Cognizant delivery team would be based out of Chennai & Bangalore. Cognizant SDL to have travel schedule to Unilever office as required
- Cognizant will share the resource name with Unilever in advance for ID creation etc.; in case of any replacement in team.
- Unilever's support will be sought for operational or infrastructure related issues and platform changes.
- Any Performance issues will be jointly managed by Unilever team and Cognizant team with JDA
- Any (RCA/resolution) delay with external 3rd party & backend/Legacy team will be beyond Cognizant control. Cognizant will do everything within its remit to expedite response from 3rd Party.
- Any hardware failures supporting JDA WMS 2021 will be handled by Unilever. However, Cognizant will perform initial analysis to identify the nature of issue. E.g., Printer Issues, RF failures, Voice Device Failures - Cognizant team will participate in break fix (especially where application support is required)
- Appropriate repositories will be provided to maintain documents created as part of the project execution

Dependencies

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- Unilever to communicate in advance on planned Downtime and of any Production Release to the support team.
- Unilever shall enable approvals for changes to production environments.
- The monitoring/support tools (if any) and Software licensing needs to be provided and maintained by Unilever.
- Unilever to provide required access to applications, ticket tracking systems and Products as applicable.
- Unilever to provide Key contacts for Business/Release/3rd party & backend systems/PROD log access.

Change Management

A change request is a proposal to change, modify, or alter this SOW ("Change Request"). A Change Request affecting the SOW shall not be effective until reviewed and approved in writing by Cognizant and Unilever as evidenced by a written amendment to this SOW that is executed by the Parties' authorized representatives. The Change Request shall be documented, additionally, the Change Request shall describe the proposed change, the rationale for such change, the effect such change will have on the charges to Unilever (if any), time schedule(s), and other terms and conditions of this Agreement or any applicable Statement(s) of Work and/or related documents. The Parties shall use the Change Request to mutually consider the proposed change. Unilever is under no obligation to accept the cost estimates for the proposed changes. If the Parties, however, agree to any proposed changes, such changes shall become binding on the Parties only through an Amendment to the SOW signed by both Parties' authorized representatives. In no event shall Cognizant be required to perform additional work under the SOW, or Unilever be required to pay for additional work performed under the SOW without prior written authorization from Unilever and an amended PO for payment of such services.

Any deviations from the terms and conditions of this SOW or changes that affect the scope, schedule, and quality of the project will follow the standard Unilever' ITPM Change Management process for the project. Cognizant and Unilever will put in reasonable efforts to respond to Change Request in 5 business days.

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14.0 Commercial Details

Fees payable pursuant to section 1.3 of MSA, Commercials are calculated based on the number of resources proposed above. Subject to change based on requirements.

Cognizant proposes to invoice Unilever on a Fixed price model with below milestones :

Sl#	Milestone Description	Milestone Date	Invoice Date	Invoice Amount
1	Newville go-live support	30-March-2025	30-March-2025	€ 6,900
2	PGLS Support	31-March-2025	31-March-2025	€4,939.80
3	Go-Live support Phase-2	26-Dec-2025	26-Dec-2025	€ 18,234.20

The overall commercial for the project would be **€ 30,074** [Exclusive of Taxes]. Infrastructure and T&E would be charged as mentioned in Sec 14.0.

Cognizant will invoice Unilever in Euro as per milestone. Support will be provided as per US Business Operations which runs 24*7

- ✓ **IMP Note*:** - The above rates are exclusive of Taxes & any applicable statutory charges.
: - Travel expenses need to be approved by Service Line and will be charged on actual basis

15.0 The Commercials:

The overall commercial for the project would be **€ 30,074** [Exclusive of Taxes]. Infrastructure and T&E would be charged as mentioned in Sec 14.0.

Pricing Assumptions

- Any changes to scope or timeline may have a cost or schedule impact or both and will be handled through change request process with the mutual agreement between COGNIZANT and UNILEVER
- The proposed pricing is based on the information available to COGNIZANT and its understanding of the requirements. Any change in the information or the perceived scope would require change to the timelines and financials proposed.
- All COGNIZANT cost estimates and pricing figures are stated in Euro currency
- The price quoted is exclusive of all applicable taxes and government levies
- Impact of any OEM product related defects or unavailability of SME shall be handled via the change management process impact. Cognizant will take best possible efforts to provide a workaround for any business issue caused by the defect until resolved by OEM.

16.0 Payment Schedule:

Monthly billing invoice to be paid within 120 days from the date of invoice.

17.0 Term

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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.

Unilever IT Procurement Team	Cognizant Worldwide Limited (Service Provider)
Approval By:	Approval By: <i>Andrew Bunch</i>
Name:	Name: Andrew Bunch
Title:	Title:
Date:	Date: 26/03/25

Unilever
Sign : <i>B Venkataraman</i>
Name: B Venkataraman
Date: 26/03/25

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