

THIS PROJECT WORK ORDER was made on 24<sup>st</sup> Jun 2025

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(Cognizant)

WHEREAS:

1. This statement of work should be read in conjunction with the Master Service Agreement dated and executed on 1st January 2016 between Unilever Business and Marketing Support AG and Supplier name Cognizant Worldwide Limited of 280 Bishopgate, London EC2M 4AG, United Kingdom(Cognizant). All the terms and conditions in the above-mentioned Unilever Purchasing Agreement are applicable to this Statement of Work.

This Statement of Work ("SOW") is effective as of 10 July 2025 and outlines the services to be provided by Cognizant for Unilever.

**NOW IT IS HEREBY AGREED** as follows:

**1. KEY DETAILS:**

**Note:** All the fields below are mandatory unless stated as optional.

|  |                              |  |                                      |                                   |                                  |
|--|------------------------------|--|--------------------------------------|-----------------------------------|----------------------------------|
| <b>SOW No. (identifier)</b>                                  | CTS_2025-48                  | <b>CR No. (identifier)</b>                       |                                      | <b>CR History (1/2/3/...etc.)</b> |                                  |
| <b>SOW Title:</b>  | Finance SCF– Change Requests |  |                                      |                                   |                                  |
| <b>Unilever Reference – Clarity / Cost Center (optional)</b> |                              | <b>Phases covered (PA/DBTD/other) (optional)</b> |                                      |                                   |                                  |
| <b>Landscape covered (optional)</b>                          |                              | <b>DMR No. (if applicable)</b>                   |                                      |                                   |                                  |
| <b>Unilever Billing Entity Name</b>                          |                              |  |                                      |                                   |                                  |
| <b>Planned Delivery Start Date</b>                           | 10 Jul 2025                  | <b>Planned Delivery End Date</b>                 | 9 Aug 2025                           |                                   |                                  |
| <b>CR Start Date (applicable for CR)</b>                     |                              | <b>CR End Date (applicable for CR)</b>           |                                      |                                   |                                  |
| <b>Supplier Project Manager</b>                              | Chandrasekar Thangavel       | <b>Supplier Project Manager Email</b>            | Chandrasekar.Thangavel@cognizant.com |                                   |                                  |
| <b>Unilever Application Service owner</b>                    | Hitanshi bhatia              | <b>Unilever Project Manager Email</b>            | hitanshi.bhatia@unilever.com         |                                   |                                  |
| <b>Unilever Tech Lead</b>                                    | Sriram Chary                 | <b>Unilever Project Manager Email</b>            | sriram.chary@unilever.com            |                                   |                                  |
| <b>Unilever Business Director</b>                            | GS Anand                     | <b>Unilever Director Email</b>                   | gs.anand@unilever.com                |                                   |                                  |
| <b>Unilever Procurement Approver</b>                         | Alison Samuels               | <b>Unilever Procurement Approver Email</b>       | alison.samuels@unilever.com          |                                   |                                  |
| <b>CR Man Days</b>   |                              | <b>CR Total Charges</b>                          |                                      |                                   |                                  |
| <b>Total Estimated Man Days</b>                              | 22                           | <b>Total Estimated Charges</b>                   | € 3,384.04                           |                                   |                                  |
| <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>                 | AD                           | ✓  | <b>Consulting</b>                    |                                   | <b>Staff Aug</b>                 |
|  | AM                           |  | <b>Niche</b>                         | ✓                                 | <b>Others</b>                    |
| <b>Business Area (tick the applicable) (optional):</b>       |                              |  |                                      |                                   |                                  |
| <b>Data &amp; Analytics</b>                                  |                              | <b>Customer Development</b>                      |                                      |                                   |                                  |

|                              |  |                          |   |
|------------------------------|--|--------------------------|---|
| 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

This SoW outlines the ability to implement the solution for a change request within Finance SCF AMS support. The activities include development, unit testing, and defect fixing for the specified CRs.

## 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. 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

We are assisting with Finance SCF project incidents, requests, and minor enhancements as part of the Pega AMS support project. Due to an increased number of backlog change requests that need completion, this SOW is created to obtain additional support to address those backlog change requests specified in the scope.

### 6.2 Project Scope and Services

The scope is to complete the development work on the below CR's with Fixed capacity model

Here is the comprehensive list of available backlog items. The scope will be mutually agreed upon before starting the engagement.

| # | Particulars  | Control |
|---|--|---------|
| 1 | Adding SCFS team in PR case creation notification (Monthly once) Reminders and escalations - case to case basis - Going to Engineers currently. PR Case Creation + Reminder + Escalation | CWIP    |
| 2 | CWIP Report Performance enhancement Resolution of PDC exceptions in Production due to Existing CWIP reports configuration and Display  | CWIP    |
| 3 | Criteria Description as one line on Pega page for control MTD C3.1   | IC      |
| 4 | Update reviewer feature does not have MTD C3.1 control. Need the option to add and update the Reviewer Access Table through MR case (INT6141691) - Raised on 9th Oct                     | IC      |
| 5 | MVA EU Transaction and History report to consider cases created only from calendar day 2 to 6  | MVA     |
| 6 | Upload & Transaction Table extract to be placed on BLOB  | Generic |

|   |  |      |
|---|--|------|
| 7 | Currently no threshold is involved in SIT NA hence threshold mentioned as 0. There are line items which are in negative value. As per control performance all the line items are above threshold. But due to zero threshold all negative values are tagging under below threshold. | SIT  |
| 8 | MR case creation notification should trigger only to plant for which SCFS reviewer is assigned.  | CWIP |
| 9 | COGI email template to be changed for WD-2 and WD-1  | COGI |

### 6.3 Deliverables

| Phase      | Deliverable                | Definition of Done   |
|------------|----------------------------|--|
| Enablement | Code, UT test cases & Logs | Dev testing, UT Evidence, sign -Off.   |
| Governance | Weekly Status reports      | Weekly would cover the below aspects.<br>1. Risk/Dependency Management<br>2. Detailed status of overall project status |

### 6.4 Requirements

Refer to Scope section 6.2

### 6.5 Specifications

Refer to Scope section 6.2

### 6.6 Service Hours

MON-FRIDAY (10AM IST – 7PM IST)

### 6.7 Out of Scope

- Security testing (Penetration Testing, Vulnerability Testing)
- Database testing
- Automation testing

## 7. ACCEPTANCE

### 7.1 Acceptance Criteria

- Requirement finalization before start of the development

### 7.2 Acceptance Process

- NA

## 8. PROJECT DELIVERY

### 8.1 Supplier Activities

- Pega Development as per the scope
- Perform unit testing in Dev Environment

### 8.2 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.
- The Unilever Infrastructure team is responsible for setting up the connection from the source system.

### 8.3 **Project Timeframes**

10<sup>th</sup> July 2025 – 9<sup>th</sup> Aug 2025

### 8.4 **Delivery Centers**

Cognizant Premises across India

Cognizant Hybrid WFH model will be adhered across all cognizant based out locations.

### 8.5 **Service Levels**

NA

## 9. **HYPER CARE**

NA

## 10. **MILESTONES**

NA

## 11. **INTELLECTUAL PROPERTY**

NA

## 12. **PERSONNEL**

This project will be supported by below level of resources with their fixed available capacity.

| S.No | Role           | Rate                 | Efforts in PD |
|------|----------------|----------------------|---------------|
| 1    | Pega Developer | € 153.82             | 22            |
|      |                | <b>Total Efforts</b> | <b>22</b>     |

## 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 the 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)<br>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 |

|    |   |        |                            |  |                      |
|----|---|--------|----------------------------|--|----------------------|
| 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.<br>New resources to be added to the team will have a lead time of 4 – 6 weeks. | Cognizant            |
| 4  | Environmental 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 access to Infrastructure and 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  | ICAA and ISA approval before deployment   | Medium | Delivery Schedule          | Cognizant to prepare required documentation and submitted for Approval, Unilever to provide Unilever specific information and help to get information specific to Pega vendor and make sure we get required approvals before deployment  | Cognizant / Unilever |
| 9  | 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             |
| 10 | Any delay from the external systems which is dependent to Pega development                              | Medium | Delivery Schedule          | Unilever to ensure completion of external systems deliverables as planned, in case of delay from any external dependent system activity, the timeline of the deliverables will be re-visited   | Unilever             |
| 11 | 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.<br>Unilever to work in defining 3rd party vendor specific resolution SLA's   | Unilever             |

***Sensitive Data***

NA

***Personal Data***

No personal data will be accessed, handled, or otherwise processed under this SOW.

#### 14. IMPACT ANALYSIS

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

#### 15. SARBANES OXLEY STATEMENT

NA

#### 16. PROJECT IMPACT

NA

#### 17. CHARGES

The overall commercial for the project is **€ 3,384.04 (Excluding Taxes)**.

The invoicing will be done as per the schedule listed in below table.

| Invoice Date               | Total Invoice Amount (Excluding Taxes) |
|----------------------------|--|
| 28 <sup>th</sup> July 2025 | <b>€ 3,384.04</b>                      |

#### Commercial Assumptions:

- The team size and numbers are based on baselined data in the present situation.
- The payment must be made by Unilever within 90 days of the invoice being generated.
- 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.
- Cognizant will follow the holiday calendars of Cognizant at the respective regions in India during the contract period duration.

#### 18. REPORTING

18.1 Weekly status update on all User stories

18.2 Monthly Governance report

#### 19. SOFTWARE & TOOLING

19.1 Agile studio

#### 20. SOW DEPENDENCIES

- All required documentation is to be made available.

#### 21. SPECIAL CONDITIONS

##### Assumptions:

- Environments are available and access is provided for the team.
- Any changes to the scope will go through the Change Management Process

#### 22. KEY SUPPLIER PERSONNEL

NA

## 23. 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          | Sriram Chary | sriram.chary@unilever.com |
| Level 2          | GS Anand     | gs.anand@unilever.com     |

EXECUTED BY UNILEVER AND SUPPLIER



Signed by.....

Alessandro Ventura

10/07/25

For and on behalf of [Unilever Tech Lead]



Signed by.....

Nkaepe Etteh

10/07/25

For and on behalf of [Cognizant]