

THIS PROJECT WORK ORDER was made on 10 June 2025

BETWEEN:

1. **UNILEVER ENTITY NAME:** Unilever Europe IT
2. **SUPPLIER ENTITY NAME:** Cognizant Worldwide Limited of 280 Bishopgate, London EC2M 4AG, United Kingdom(Cognizant)

WHEREAS:

This work order 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") 1st 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.

SOW No. (identifier)	CTS_2025-45	CR No. (identifier)		CR History (1/2/3/...etc.)	
SOW Title:		BY WMS Application Support & Maintenance July-25 to Sept-25			
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	UEIT				
Planned Delivery Start Date	01 July 2025		Planned Delivery End Date		30 September 2025
CR Start Date (applicable for CR)			CR End Date (applicable for CR)		
Supplier Project Manager	Anwer, Tarique		Supplier Project Manager Email		Tarique.Anwer@cognizant.com
Unilever Project Manager	Sowbhagya. U		Unilever Project Manager Email		Sowbhagya.U@unilever.com
Unilever Director	Anacarolina Freitas		Unilever Director Email		Anacarolina.Freitas@unilever.com
Unilever Procurement Approver	Alison Samuels		Unilever Procurement Approver Email		alison.samuels@unilever.com
CR Man Days			CR Total Charges		
Total Estimated Man Days	1080		Total Estimated Charges		€ 213,289.34
Pricing Model (tick the applicable)	Time & Material	✓	Fixed Price		Outcome / Milestone Based
	AD		Consulting		Staff Aug

Type of Project (tick the applicable)	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 this SOW is to provide Blue Yonder WMS application support and maintenance for UL warehouses and factories based out of NA region.

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 has implemented Blue Yonder WMS in its 7 warehouses and 3 factories in the NA region.
- All the DCs and factories have been migrated from JDA 8.2 version to BY WMS 2021/2022 version recently.
- Traceability cockpit application, SDC, Reporting solutions and PINC yard management system are integrated to BY WMS.
- Unilever has commissioned this project for 24*7 support coverage of BY WMS (SC1 /DR1) service and make it stable so that Unilever can have a smooth warehousing operation.

6.2 Project Scope and Services

- 24*7*365 support coverage of BY WMS 2021/2022 for Unilever North America region

Geographical Scope:

Unilever - North America Region

Vendor Work Location:

The project will be implemented from nearshore and offshore offices of Cognizant and Bangalore office of Unilever (Prestige Shantiniketan).

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.

Systems Scope:

BY WMS version 2021/2022 application for 7 DCs, 3 plants.

In Scope:

- Support and maintenance of BY WMS 2021/2022 in its 7 warehouses and 3 factories.
- 24X7X365 Support of BY WMS (Cognizant Location)
- Cognizant will provide Level 2 & Level 3 support
- Installation, QA Validation, Support to any BY WMS 2021/2022 patches or hotfix releases
- Support for Infrastructure Maintenance, DR Activities carried out by Infra partner
- Minor enhancements (<= 40 hours).
- Support Tools used –
Service now – Incident, Change, Service requests & Problem management,
Azure DevOps – Change Request Tracking
- Job Monitoring Tools –EMS Alerts

Change & Release Management:

- Code Deployment from Development to Production
- Testing of Patches provided by Blue Yonder on the application side
- Planning and Coordination (Arranging the Implementation] of Application changes
- Follow Service now tool process for releases into Production
- Application of hot-fixes, new incremental upgrades to all production QA and development environment.
- Participate the RM call to ensure all application changes are represented properly

Liaison with other UL Team

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

Knowledge Management

- Maintaining Knowledge Base for Incident & Problem Resolution
- Supporting Problem Management and Know Error Management
- Creating SOP guides for Team and end user Knowledge management

Service Request Management

- Support Service requests submitted by Business

Audit & Compliance Support – to support UL Corporate Audits for the BY WMS Application

Landscape Management Support - Environment Management Stabilization & Resilience Activities

User Access Management – unlocking users, modifying access rights to screens

6.3 Deliverables

Solution design

Commands components and Rollouts

QA test cases & test results

Incident RCA

Incident resolution

6.4 Requirements

Refer to Scope section 6.2

6.5 Specifications

Refer to Scope section 6.2

Service Hours

24X7X365

6.7 Out of Scope

- Enhancements/changes greater than 40 hours
- All Infrastructure changes, including Hardware provisioning and any other software installations
- BY WMS Version upgrades
- Fixing issue in 3rd party system/software
- Fixing issues in any of the host systems
- Handling L1 related support calls, ticket creation, help desk support

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

7.1 Acceptance Criteria

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

7.2 Acceptance Process

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

9. PROJECT DELIVERY

8.1 Supplier Activities

- Requirements Analysis / Review
- Code development and deployment
- Unit testing
- System testing
- Production deployment
- Incident management
- RCA and Problem management
- Service request
- 24/7 System monitoring

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
- 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 on time

8.3 Project Timeframes

1st July 2025 – 30th September 2025

8.4 Delivery Centers

Cognizant nearshore and offshore locations

8.5 Service Levels

Cognizant will provide Level 2 & Level 3 support

10. HYPER CARE

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

11. MILESTONES

NA

12. INTELLECTUAL PROPERTY

NA

13. PERSONNEL

NA

13.1 The following matrix sets out the Supplier resource profile used to provide services under the SOW:
Mandatory for Staff Aug SOWs & T&M, optional for Fixed Price

Role	Base Location	Estimated Man Days Effort
Deliver Manager - Tarique (50%)	Canada	60
BY AMS - Service Delivery Mgr - Suma	India	60
Development Project Manager	India	60
Sr. Application Specialist	India	60
Niche Tech Application Specialist	India	60
Niche Tech Application Specialist	India	60
Application Specialist	India	60
Application Specialist	India	60
Functional consultant	India	60
Test Analyst	India	60
Project Analyst	India	60
Sr. Developers	India	60
Developers	India	60
Developers	India	60
Developers	India	60
Niche Tech application Specialist	India	60
Niche Tech Application Specialist	India	60
Niche Sr. Application Specialist	India	60

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

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

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 T&M capacity model based on roles profile and rate card below:

Sr#	Location	Role	Daily Rate (EUR)	#FTE	Start Date	End Date	PD	Actual Cost (EUR)
1	Canada	Deliver Manager	€ 1,000.62	1	1/7/2025	30/09/2025	60	€ 60,037.20
2	India	BY AMS - Service Delivery Mgr - Suma	€ 300.83	1	1/7/2025	30/09/2025	60	€ 18,049.80
3	India	Development Project Manager	€ 230.70	1	1/7/2025	30/09/2025	60	€ 13,842.00
4	India	Sr. Application Specialist	€ 164.79	1	1/7/2025	30/09/2025	60	€ 9,887.40
5	India	Niche Tech Application Specialist	€ 158.36	1	1/7/2025	30/09/2025	60	€ 9,501.60
6	India	Niche Tech Application Specialist	€ 158.36	1	1/7/2025	30/09/2025	60	€ 9,501.60
7	India	Application Specialist	€ 159.29	1	1/7/2025	30/09/2025	60	€ 9,557.40
8	India	Application Specialist	€ 159.29	1	1/7/2025	30/09/2025	60	€ 9,557.40
9	India	Functional consultant	€ 125.42	1	1/7/2025	30/09/2025	60	€ 7,525.20
10	India	Test Analyst	€ 106.14	1	1/7/2025	30/09/2025	60	€ 6,368.40
11	India	Project Analyst	€ 100.20	1	1/7/2025	30/09/2025	60	€ 6,012.00
12	India	Sr. Developers	€ 98.87	1	1/7/2025	30/09/2025	60	€ 5,932.20
13	India	Developers	€ 82.39	1	1/7/2025	30/09/2025	60	€ 4,943.40
14	India	Developers	€ 82.39	1	1/7/2025	30/09/2025	60	€ 4,943.40
15	India	Developers	€ 82.39	1	1/7/2025	30/09/2025	60	€ 4,943.40
16	India	Niche Tech application Specialist	€ 158.36	1	1/7/2025	30/09/2025	60	€ 9,501.60
17	India	Niche Tech Application Specialist	€ 158.36	1	1/7/2025	30/09/2025	60	€ 9,501.60
18	India	Niche Sr. Application Specialist	€ 158.36	1	1/7/2025	30/09/2025	60	€ 9,501.60
Total								€ 209,107.20
T&E%(2%)								€ 4,182.14
Overall Total								€ 213,289.34

The overall commercial for the project would be **€ 213,289.34** [Exclusive of Taxes]. Infrastructure and T&E would be charged as mentioned in Sec 18.0 Charges.

Cognizant will invoice Unilever in Euro on the monthly invoice. Support will be provided as per US Business Operations which runs 24*7*365.

- ✓ **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

19. REPORTING

Weekly status updates
Monthly service review

20. SOFTWARE & TOOLING

Blue Yonder WMS 2021

21. SOW DEPENDENCIES

- Tickets will be reported via Unilever service now tool.
- Requirement documents will be available for any minor enhancements.
- 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
- Unilever will ensure availability of development and QA environment

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	U, Sowbhagya	Sowbhagya.U@unilever.com
Level 2	J Rajeshirke, Manisha	<a href="mailto:<Manisha.Rajeshirke@unilever.com>"><Manisha.Rajeshirke@unilever.com>

EXECUTED BY UNILEVER AND SUPPLIER

B Venkataraman

Signed by.....

For and on behalf of [UL ENTITY NAME]

B Venkataraman

11/06/25

Stephen Ansley

Signed by.....

For and on behalf of [SUPPLIER ENTITY NAME]

Stephen Ansley

13/06/25

ATTACHMENT A

Supplier charges: Resource effort and charges breakdown by month

Note: Sample format for monthly resource charges (Indicative list of fields for final charges). Rate card details in case of fixed price projects are optional.

Strictly as per the NextGenSI rate card.

