

THIS PROJECT WORK ORDER was made on 16th December 2024

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.

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 Cognizant Worldwide Limited, 280 Bishopsgate, London EC2M 4AG, United Kingdom. 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") **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_2025-38	CR No. (identifier)	1	CR History (1/2/3/...etc.)	1
SOW Title:		Velocity Continuous Improvements – Q3 2025			
Unilever Reference – Clarity / Cost Center (optional)		Phases covered (PA/DBTD/other) (optional)			
Landscape covered (optional)		DMR No. (if applicable)			
Unilever Billing Entity Name					
Planned Delivery Start Date		Planned Delivery End Date			
CR Start Date (applicable for CR)	1 Jul 2025	CR End Date (applicable for CR)		30 Sep 2025	
Supplier Project Manager	Subhajit Dasgupta	Supplier Project Manager Email		Subhajit.Dasgupta@cognizant.com	
Unilever Project Manager	Deepak Choudhary	Unilever Project Manager Email		Deepak.Choudhary@unilever.com	
Unilever Director	Vivek Lal	Unilever Director Email		Vivek.Lal@unilever.com	
Unilever Procurement Approver	Alison Samuels	Unilever Procurement Approver Email		alison.samuels@unilever.com	
CR Man Days	945	CR Total Charges		€ 153239	
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) (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 CR. Mention “Not Applicable” if not relevant.

2. DEFINITIONS

The scope of this SoW is to provide capacity to execute the Velocity continuous improvements on VMD/ Velocity platform, on Pega, Informatica MDM and IDQ. MuleSoft support and development effort will be supported by Unilever MuleSoft Central team.

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

Supplier Portal Unilever is implementing a Single Supplier Portal with easy intuitive Onboarding and enable an Integrated Helpdesk which will eventually solve the Supplier Data challenges. This Supplier portal is now Integrated with SIM Application and Velocity. This SIM improvement activity of velocity application will include multiple technologies, Pega as User Interface for business users and vendors, Informatica MDM and Informatica Data Quality for vendor data management and Mule Soft for integrations between Pega to IDQ to MDM and downstream systems.

Additionally, in this SOW a 4 member technical team will provide Informatica MDM and DQ capacity across all applications e.g. – PIM Dev Ops, Velocity – Supplier Master , Global DQ applications

6.2 Project Scope and Services

Backlog of Velocity Continuous improvement JIRA stories are as mentioned below.

JIRA Stories will be taken into development and deployment as per the priority given by them on a weekly basis and delivered within cognizant resource bandwidth.

- BTP Migration Project
- Extensive QA support for BTP Migration Project
- VFC Removal (MVMD-1698)
- Velocity Request Hold and Restart Process
- Fine tuning of Mass Update Process

- Process of maintenance of centralized General Terms and Conditions for Suppliers
- Skipping Supplier Review & MDM Ops verification in case no data change happens for Self-Service Cases
- Set up of Goods and Services Vendors for Europe countries
- Merging Legal Entity process for Non-Self-Service Onboarding cases
- Modification of Supplier Email ID for inflight Non-Self-Service cases
- Blocking certain Commodity codes for Europe Logistics Vendors

6.3 ***Deliverables***

1. Unit test cases and test results
2. QA test cases & test results
3. Working code in Prod Environment

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***

- 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

- Requirements Analysis / Review
- Code development
- Unit testing
- System testing
- Production deployment

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

Cognizant Premises across India

9.5 Service Levels

NA

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.

Role	Base Location	Rate (EURO)	Total estimated capacity (Person days)
Pega LSA	India	€ 230.70	63
Pega Developer 1	India	€ 153.82	63
Pega Developer 2	India	€ 153.82	63
Pega Jr. Developer 1	India	€ 106.14	63
Pega Jr System analyst	India	€ 106.14	63
MDM Tech lead	India	€ 230.70	63
IDQ Tech lead	India	€ 175.96	63
Data Test lead	India	€ 230.70	63
QA Tester Lead	India	€ 153.82	63
QA Analyst	India	€ 153.82	63
Pega Jr. Developer 2	India	€ 106.14	63
QA Jr. Tester 1	India	€ 106.14	63

Informatica COE Team:-

Project Role	Daily Rate	Total No. of Days
IDQ Dev Ops	€ 158.36	63
MDM Dev Ops Analyst	€ 153.82	63
Informatica Analyst 1	€ 106.14	63
Informatica Analyst 2	€ 106.14	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	Unilever

				submitted deliverables within 5 business days	
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 rd party vendor specific resolution SLA's	Unilever

Sensitive Data

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 **€ 153239 (Excluding T&E & Exclusive of Taxes)**. Below are the streamwise breakup of the total cost for the quarter

Workstream	Total Q2 Cost
Velocity Enhancement Q3'25	€ 120198
Informatica CoE Q3'25	€ 33041

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

Invoice Date	Total Invoice Amount (Excluding of Taxes)
31-Jul-25	€ 51079
31-Aug-25	€ 51080
30-Sep- 25	€ 51080
Total	€ 153239

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

As in original SOW

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:

- Unilever to own and anchor the engagement from Program Management perspective and timelines perspective.
- Environments are available and accesses are provided for the team before start of development.
- Unilever to own and anchor the engagement with the Velocity stakeholders and importantly drive resolution of dependencies and blockers.
- Environments are available and accesses are provided for the team.
- Unilever's MuleSoft team will support the enhancements design and development as needed as part of the scope for Velocity change requests.
- Any changes to the scope will go through the Change Management Process
- Process Team and Stakeholders will be responsible for the timely UAT signoffs for deployment.
- User stories are completely defined and elaborated and have all functionalities and scenarios identified and related enhancements included and completely define the requirement.
- Functionalities/ scenarios identified during ongoing UAT and not documented on the user stories will be candidates 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	Kashif Khan	Kashif.Khan@unilever.com
Level 2	Vivek Lal	Vivek.Lal@unilever.com

EXECUTED BY UNILEVER AND SUPPLIER

Jason Clement

Signed by.....
by.....

For and on behalf of Jason Clement

Signed

For and on behalf of [SUPPLIER ENTITY NAME]

10/06/25

Signed by.....
by.....

For and on behalf of]

Signed

For and on behalf of [SUPPLIER ENTITY NAME]

Kashif Khan

Kashif Khan

06/06/25

kashif.khan@unilever.com

APPENDIX A