

THIS PROJECT WORK ORDER was made on 27th May 2025

BETWEEN:

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

WHEREAS:

1. This statement of work should be read in conjunction with Master Service Agreement dated and executed on 8th May 2023 between Unilever Business and Marketing Support AG and Supplier name Cognizant Worldwide Limited of 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 Statement of work ('SOW') has an effective date ("Effective Date") 16th June 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_2025-41		CR No. (identifier)	1	CR History (1/2/3/...etc.)		
SOW Title:		Unilever NeCO					
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		Unilever UK Central Resources Ltd. (UKCR)					
Planned Delivery Start Date				Planned Delivery End Date			
CR Start Date (applicable for CR)		16 th June 2025		CR End Date (applicable for CR)		31 st August 2025	
Supplier Project Manager		Thutupalli, VamsiKrishna		Supplier Project Manager Email		VamsiKrishna.Thutupalli@unilever.com	
Unilever Project Manager		Cenk Kaynak		Unilever Project Manager Email		Cenk.Kaynak@unilever.com	
Unilever Director		Sindhu Ravindranathan		Unilever Director Email		sindhu.ravindranathan@unilever.com	
Unilever Procurement Approver		Alison Samuels		Unilever Procurement Approver Email		alison.samuels@unilever.com	
CR Man Days		235		CR Total Charges		€ 38,948	
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) <i>(optional)</i> :							

Data & Analytics		Customer Development	
Supply Chain		Finance	
Workplace		HR	
Marketing / R&D		IT & Comms	✓
Integrated Operations (iOps)		Other (specify the area)	

2. DEFINITIONS

2.1 As per original SOW

3. TERMS INCORPORATED WITHIN THIS SOW

3.1 As per original SOW

4. SOW TERM

16th June 2025 till 31st August 2025

5. PROJECT TERMINATION WITHOUT CAUSE

5.1 As per original SOW

6. PROJECT SUMMARY (INCLUDING SCOPE AND REQUIREMENTS)

Background

6.1 As per original SOW

Project Scope and Services

6.2 To implement the mutually aligned Change Requests including Arabia CRs NM-18411 & NM-17806, perform SIT , provide UAT Support and deploy to Production & provide PGLS support.

List of Change Requests are to be mutually agreed with both parties by the 1st week of the engagement.

Deliverables

6.3 As per original SOW

Requirements

6.4 As per original SOW

Specifications

6.5 As per original SOW

Service Hours

6.6 As in original SOW.

Out of Scope

As in original SOW and the following items:

- 1) Any support other than those mention in scope section 6.2 is out of scope
- 2) Implementation of any CR outside the in-scope list of CRs
- 3) UAT support is considered only for respective clusters as per CR applicability
- 4) No effort is considered for environmental upgrade, disaster recovery or any backend environment switch/sync activity
- 5) Necessary support needed from platform and CoE team for any product / platform SR, deployment will be made available by Unilever

Dependency

- 1) UAT users are available as per the plan to test the test cases and retest defects, to ensure UAT completed on time
- 2) Unilever to support for timely approval for the production deployment
- 3) Mule Support is not considered in the budget. During the activities if any MuleSoft support is required, NeCO BAU team should provide necessary support. Unilever leads should align on this arrangement.
- 4) BPM Support is not considered in the budget based on Unilever's direction, if any BPM support is required, NeCO BAU team should provide necessary support. Unilever leads should align on this arrangement
- 5) UAT and PGLS is timebound. Blocker and High tickets raised up to mid of the last week of PGLS can only be fixed before PGLS exit

6 CR HISTORY DETAILS

CR HISTORY	CR No. (identifier)	CR Man Days (only mention additional scope)	CR Value	Scope of the CR
1				
2				

7 ACCEPTANCE

Acceptance Criteria

8.1

Below are Exit Criteria's:

- 1) UAT Exit Criteria : 0 Blocker, 0 High, 95% of Testing and Success rate
- 2) PGLS Exit Criteria: 0 Blocker and 0 High and fix mutually agreed/prioritized residual UAT defects (Medium)

Acceptance Process

8.2NA

8 PROJECT DELIVERY

Supplier Activities

9.1 NA

Unilever Activities

9.2 NA

Project Timeframes

9.3

Delivery Centers

9.4

Service Levels

9.5

9 HYPER CARE

10.1

10 MILESTONES

11.1

11 INTELLECTUAL PROPERTY

12.1

12 PERSONNEL

Tech Track	Role	Rate - FY'25	June Effort in PD	July effort in PD	Aug effort in PD
Pega	LSA	€ 233.85	11	9	21
Pega	Sr. Developer	€ 175.96		21	21
Pega	Developer	€ 158.36	11	9	21
Pega	Developer	€ 153.82	11	9	21
QA	Tester	€ 153.82		14	21
QA	Tester	€ 115.35		14	21
Overall			33	76	126

13 RISK ASSESSMENT AND MITIGATION

Risks, Mitigation and Ownership

As in original SOW

Sensitive Data

As in original SOW

Personal Data

As in original SOW

14 IMPACT ANALYSIS

N/A

15 SARBANES OXLEY STATEMENT

N/A

16 PROJECT IMPACT

N/A

17 CHARGES

The engagement would be delivered using a Fixed Capacity model. The total cost for the period 16th June'25 to 31st August'25 is € **38,948** (excluding taxes). The invoicing will be as defined in the table below:

Invoice Details	Invoice Date	Total Cost
CRs Build completion	27 th June 2025	€ 6,006
CRs SIT completion	26 th July 2025	€ 12,249
CRs UAT /PGLS Support	28 th August 2025	€ 20,693
Total		€ 38,948

Commercial Assumptions:

- The team size and numbers are based on baselined data in the present situation.
- Travel expenses beyond the expected base location for an associate are not included in the above costs and, where incurred at the request of Unilever, such costs will be pre-approved by the Unilever IT Program Manager and Procurement Lead for payment separately

- 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 SOFTWARE & TOOLING

As in original SOW

20 SOW DEPENDENCIES

As in original SOW

21 SPECIAL CONDITIONS

As in original SOW

22 KEY SUPPLIER PERSONNEL

As in original SOW

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	Cenk Kaynak	Cenk.Kaynak@unilever.com
Level 2	Sindhu Ravindranathan	sindhu.ravindranathan@unilever.com

EXECUTED BY UNILEVER AND SUPPLIER

Archana Kalburgi

Signed by.....

Archana Kalburgi

16/06/25

For and on behalf of [UL ENTITY NAME]

Lawson Rose

Signed by.....

Lawson Rose

17/06/25

For and on behalf of [SUPPLIER ENTITY NAME]

Saikat Ghosh

Signed by.....

Saikat ghosh

17/06/25

For and on behalf of [UL ENTITY NAME]

Sindhu

Signed by.....

Sindhu.Ravindranathan@unilever.com

17/06/25

For and on behalf of [UL ENTITY NAME]

Cenk Kaynak

Signed by.....

Cenk Kaynak

17/06/25

For and on behalf of [UL ENTITY NAME]

