Ernst & Young LLP
12th & 13th Floor
"UB City" Canberra Block
No. 24, Vittal Mallya Road
Bengaluru – 560 001, India

Tel: +91 80 6727 5000
ey.com/en_in

STATEMENT OF WORK   DMR-6948

Between

Unilever U.K.Central Resources Ltd, 100 VE, Victoria Embankment, London

& Ernst & Young LLP for project ML enabled Demand Forecasting

Further to the Engagement Agreement dated 6th **May 2023**, in connection with Ernst & Young LLP ("we" or "EY") performing professional services for Unilever U.K. Central Resources Ltd be read in conjunction with Unilever Purchasing Agreement or Master Service Agreement CW67101 executed on 1st May 2019 Between Unilever U.K. Central Resources Ltd and Supplier name Ernst & Young LLP. All the terms and condition in the above stated Unilever Purchasing Agreement are applicable to this Statement of Work.

1)   Statement of Work:
Client: Unilever U.K.Central Resources Ltd. **Project Name**: ML operations Support_Thailand **Statement of Work**: May 2023 – April 2024 **MSA/UPA Agreement#**: CW67101 **Project Code:** MLOps support-FEU

2)   Project Background:
By leveraging Machine Learning capabilities, Unilever has undertaken a program to support the Business As Usual "BAU". EY will be delivering ML models for **Thailand**. This is done under the program **Integrated Operations Program.**

3)   Overall Project Scope:
Our experienced professional would assist Unilever in managing complex programs across Supply chain projects that focus on delivering value, reducing risk and enhancing enterprise alignment. • **Geographical Scope:** Geographical scope includes Thailand. EY resources will work out of Unilever Bangalore locations to reap the benefits of cost advantages. • **Functional and System Scope:** The project will be led by Global D&A Solution Factory and the Global solution Delivery project team consisting of UniOps Enterprise Solutions and EY will be formed. This is a non-system consulting project and hence involves not system changes as part of its scope.

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SoW No UKCR_230503_02_v1

We will not identify, address or correct any errors or defects in your computer systems, other devices or components thereof ("Systems"), whether or not due to imprecise or ambiguous entry, storage, interpretation or processing or reporting of data. We will not be responsible for any defect or problem arising out of or related to data processing in any Systems.

- **Technical Scope:**
- Weekly Support Refresh as per SOPs & Upload Output Schema
- Update & Monitor Drift and provide RCA to Forecast Analysts after industrialization.
- To close Incidents & Service Requests as per SLAs and Manage Defect Triages--- define SLA
- Periodic Sync Production Model to Disaster Recovery Environment
- BAU Governance & Thailand User Access Management
- Upload to BDLWB Schema the following schemas developed by the built team (2 for ACTPM), (1 for RR), (2 for TPA), (1 PBI Dashboard), and (1 Output Guardrail to be transitioned from the built team as part of MLOps handover)
- RCA for Drift detection to be raised as a P4 incident and closed once RCA is provided to Forecast Analyst
- Support will be limited to the FEU prod environment
- Service Requests have an SLA of 3 working days
- Incidents will be transferred to Data Lake Queue for DL Incidents or Landscape Queue for Environment Incidents
- FEU Environment upgrades and cluster configuration as per Landscape team inputs
- PBI dashboard ownership will be with MLOps
- DR and BCP
- includes CR capacity of 10 PDs at the cost (EUR 1500 odd) mentioned

Steps for DR as below:

Steps:	Description	Automatic	Manual
1	All the pipelines, notebooks and scripts will be deployed to the disaster recovery region during prod deployment to the primary region.	Yes	
2	Once the pipeline run is completed in the primary region, data will be copied to the disaster recovery region (weekly basis).	Yes	
3	In case there is a disaster, disaster recovery region will become the primary region.	Yes	
4	Since all the components are already deployed, the jobs will be triggered post of activation of triggers.		Yes
5	The flow will remain the same in DR region as it will be in the primary region.	Yes	

Link to access the BCP details and DR steps:

Thailand - BCP and DR details.xlsx

Assumptions:

1. End users are well trained in the process by Forecast Analyst
2. UAT Support for any non-FEU product testing is out of scope for MLOps and will be taken as CR
3. FEU support is limited to incident and service requests related to the prod environment
4. All the access to be provided and facilitated by ML Ops Lead

- **Project Timelines:** Unless otherwise agreed, and subject to the terms and conditions, this SOW is valid till 30th April 2024.

- **Overall Project Assumptions:** The calculation of fees is based on Fixed basis Fees are defined assuming India based resources only. Additional costs will be incurred for deploying EY resources from other regions/EY local resources for respective countries.

- **Travel and expense:** Travel expenses will be billed as per actual and as per the standard contract between Unilever and EY

Team Scope, Deliverables and Key Activities

11) Team Scope:

This document covers the roles and responsibilities of the following teams, within the scope of the overall team structure.

a) **EY Responsibilities**

Deliverable
Weekly Support Refresh as per SOPs & Upload Output Schema
Update & Monitor Drift and provide RCA to Forecast Analyst
Closure on Incidents & Service Requests as per SLAs and Manage Defect Triages
Periodic Sync Production Model to Disaster Recovery Environment
BAU Governance, FEU Environment Upgrades & FEU User Access Management

b) Unilever Responsibilities

Unilever Enterprise solution managers will monitor quality standards of deliverables, evaluate whether objectives are being met and enable project management. EY is fully accountable for deliverables mentioned in part (a) above. Unilever manager will be responsible to escalate or take corrective actions where other 3rd parties are involved.

c) Specific additional terms and conditions

Our work will not be performed in accordance with generally accepted auditing, review, or other assurance standards in [the relevant jurisdiction] and accordingly does not express any form of assurance. None of the Services or any Reports will constitute any legal opinion or advice. We will not conduct a review to detect fraud or illegal acts.

Notwithstanding anything to the contrary in the Agreement or this SOW, we do not assume any responsibility for any third-party products, programs or services, their performance or compliance with your specifications or otherwise.

We have based any comments or recommendations as to the functional or technical capabilities of any products in use or being considered by you solely on information provided by your vendors, directly or through you. We are not responsible for the completeness or accuracy of any such information or for confirming any of it.

Commercial Impact

12) Commercial details :-

Sr. No	Activity	No of Month	Months	Cost Per Month (EUR)	Total Fees (EUR)
1	ML Ops Support	12	May'23 – Apr'24	2500	30,000
2	Industrialization support	2	May'23-June'23	1000	2,000
3	ML Ops CR	12	May'23 – Apr'24	1500	18,000
				Total	50,000

- **IMP Note***
- **The above EUR rates are calculated at a conversion rate of 1 EUR = 81 INR. Billing will be done basis applicable monthly rate as per agreement between EY and Unilever**
- Total 12 Tickets (SR & Incidents) per Market per Month will be in scope and additional SR/incident will be charged at extra 200 Euros per SR/ incident
- 1 Weekly BAU run is assumed per market. Any additional ad-hoc run will be considered a Service Request
- Industrialization support is for additional 2 weekend support to run parallel runs on working days
- ML Ops support is 8 Business hours (7:30 am to 16:30 PM IST) for 5 Working Days per shift
- includes CR capacity of 10 PDs for 12 months at the cost (EUR 1500 odd) per month charged on actuals
- For Weekend support and night-shift allowance, a special allowance of 500 INR/resource/day per market will be applicable and charged back on a quarterly basis
- The above rates are exclusive of Taxes &any applicable statutory charges
- Mandatory to attach a procurement-approved quotation
- Travel expenses need to be approved by IT (stakeholder & Procurement).

13) Other Overheads:-

	UOM	Rate (Per Month)	Total Amount
Laptop Charges			Nil
Data Card			Nil
Mobile charges			Nil

14) The Commercials:

The overall commercial for the project would be 50,000 EUR /- and the additional cost may be applicable based on the support requested and SR as applicable.

Approval By: U.K. CENTRAL RESOURCES LTD	Supplier name: EY LLP
Approval By: *Abhishek Jain*	Approval By:
Name: Abhishek Jain	Name: Ajay Kamat
Title: Senior Manager, Solution Factory Demand and Planning	Title: Partner
Date:	Date: 3rd May 2023
Approval By: U.K. CENTRAL RESOURCES LTD	**Approval By: U.K. CENTRAL RESOURCES LTD**
Approval By: *Chandrusen Kotai*	Approval By: *Poornima Biradar*
Name: Chandrusen Kotai	Name: Poornima Biradar
Title: Tech Solution Design Manager	Title: ML Ops Senior Manager
Date:	Date: 3rd May 2023

(UKCR_230503_02_v1) UKCR - ML_BAU_Thailand_Mlops_SoW_May'23-Apr'24

Final Audit Report 2023-05-08

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