THIS PROJECT WORK ORDER was made on 29-May-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, England

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, England. 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 Jul 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_2025-36	CR No. (identifier)		CR History (1/2/3/...etc.)	
SOW Title:	BY Innoflex Jul-25 to Sep-25				
Unilever Reference – Clarity / Cost Center *(optional)*		**Phases covered (PA/DBTD/other)** *(optional)*			
Landscape covered *(optional)*		**DMR No. (if applicable)**	**ID: 17743**		
Unilever Billing Entity Name					
Planned Delivery Start Date	01 Jul 2025	**Planned Delivery End Date**	30 Sep 2025		
CR Start Date (applicable for CR)		**CR End Date (applicable for CR)**			
Supplier Project Manager	Sumanth Kumar Bangalore Narayana	**Supplier Project Manager Email**	SumanthKumar.BangaloreNarayana@cognizant.com		
Unilever Project Manager	Pankhuri Palod	**Unilever Project Manager Email**	pankhuri.palod@unilever.com		
Unilever Director	Philip Long	**Unilever Director Email**	philip.long@unilever.com		
Unilever Procurement Approver		**Unilever Procurement Approver Email**			
CR Man Days		**CR Total Charges**			
Total Estimated Man Days	126	**Total Estimated Charges**	€ 19,667.34		

Pricing Model (tick the applicable)	Time & Material	✓	Fixed Price		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 SOW. Mention "Not Applicable" if not relevant.*

2. DEFINITIONS

The scope of this SOW is to implement New Features, enhancements development and maintenance of the Impact dashboard.

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)**
   Project Scope and Services

6.2   The below scope of activities will be delivered based on available capacity.

Sr#	Year 2025 –Jul 2025 to Sep 2025	EPIC Id
1	BAU Support Tasks	DSF-18615
2	Data Pack	New
3	Metric Simplification	New
4	Project Classification	New

*The above mentioned features and enhancements are not definitive list, however they are in pipeline and kind of a wish list shared by the business. These are yet to be scoped, refined, and estimated only after which the magnitude of the actual work will be known and delivery timelines will be in sight.

Activities in Scope

- Implement the above mentioned enhancements and features

- Productionise the above mentioned enhancements and features

- Change Request Management - Additional work order over and above the defined scope which would be actioned based on mutual agreement.

- Release Management - deployment of fixes and minor enhancements

- Access Management

- Knowledge Management - Constant update on the documentation related changes(fixes/minor enhancements), job schedule, housekeeping activities etc

- Problem Management - Grouping of common issues and perform RCA. Resolve the problem tickets.

- Performance Reporting - Application performance Monitoring/reporting.

- Security Management – First time application access would be provided by DevOps team and any subsequent access management activities post end of said SoW period (30 Sep 2025) will be performed by Unilever L1 Support team.

- Any infrastructure security must be done through Infrastructure support team.

Assumptions

- Team capacity is in accordance with baseline estimated monthly as below:

  - Adhoc requests – ~10%

  - Minor enhancements – ~40% of the Build capacity of the team

  - New Features effort estimation – ~50% of Build capacity [Requirements analysis has not been undertaken for new features]

- Any delay from respective stakeholders on requirement clarifications and sign off, which impacts the project delivery will be the sole responsibility of the involved parties (Unilever, 3rd party vendors etc)

- All requirements once captured in JIRA cards, have to be validated and signed off by Unilever SMEs before the card is picked up for implementation

- Production Issues will take priority over enhancements/development 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 team would provide the required infrastructure, access to relevant systems and provide required tools for the implementation of the project

- Any additional services not identified as part of this project scope will follow a Change Control Procedure

- Furthermore assumptions will be identified when the new enhancements and features are scoped and refined

- NFR's are Out of scope/Not Applicable

- BBM Requirement will have a design change

Deliverables

- Build and deployment

- Production issue RCA and fixes

Requirements

Refer to Scope section 6.2

Specifications

Refer to Scope section 6.2

Service Hours

All roles mentioned in the SOW will be working from Monday to Friday in Normal IST hours between 10:00 AM to 7:00 PM

Out of Scope

- For purposes of clarity, any services that are not specifically identified as 'In Scope' services in this SOW.

- Cluster/Market Rollouts related training

- Data Cleansing, Standardization, Enrichment and integration using any 3rd party data or tool

- Product/ version upgrades for related technologies

- Any defects / issues related to the products (tools – software or hardware/infrastructure) need to be fixed by the product vendor (i.e. Microsoft Power BI, Azure, Clarizen, BDL, Databricks). Client will use their reasonable endeavors to fix such defects within a reasonable time so as to not impact the project. In case of material impact this would be taken through Change Control Procedure

- The project management responsibility across streams and suppliers

- 3rd Party(ies) (like IPM, Clarizen) Management will be managed by Unilever

- Data mock up by Development and Testing team.

- BDL code migration and BDL support

- Architecture or Design level activities

- Architecture or Design level tasks

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

Acceptance Criteria

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

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

9. PROJECT DELIVERY

Supplier Activities

- JIRA cards detailing the requirements and acceptance criteria
- Functional Specification
- Clarizen Interface Specification
- Code and configurations
- Release notes

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

Project Timeframes

1st Jul 2025 – Sep 30th , 2025

Delivery Centers

Cognizant nearshore and offshore locations

Service Levels

NA

10. HYPER CARE

NA

11. MILESTONES

NA

12. INTELLECTUAL PROPERTY

NA

13. PERSONNEL

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

14. RISK ASSESSMENT AND MITIGATION

Risks, Mitigation and Ownership

No.	Risk Description	Probability	Impact	Mitigation Impact	Owner
1	The working of the BBM requirement might not be as per the expectation because initial analysis suggests it involves Architecture and Design changes and currently our program does not have Solution Architect to do this task	High	Design / Delivery	To be discussed with stakeholders on way forward	Harshitha

| 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:

Role	Estimated Billable Days	Rate Card(Euro)	Row grand total
Senior PBI Developer	63	€ 158.36	€ 9,976.68
Senior PBI Developer	63	€ 153.82	€ 9,690.66
Total cost			€ 19,667.34

The overall commercial for the project is **€ 19,667.34** (Exclusive of Taxes). The billing would be done monthly based on actual timesheets.

*This rate card is subject to change as per Year 2026

Payment Terms: Monthly billing, to be paid within 90 days from the date of invoice.

Cognizant will invoice Unilever in Euros.

Important notes:
- The above rates are exclusive of Taxes & any applicable statutory charges.
- Travel and Expense costs will be pre-approved by the Unilever IT Program Manager and submitted for payment separately based on actual expense amount. 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.
- Any increase or decrease in the team size will be done based on the mutual agreement between Unilever and Cognizant

19. REPORTING

Daily status updates

20. SOFTWARE & TOOLING

Innoflex Impact Dashboard

21. SOW DEPENDENCIES

On InnoFLEX System

- InnoFLEX System will have provisioned to restate the target in the system due to alteration of currency exchange rate in the new year and share the same
- The seasonality information for phasing out the targets across months
- The campaign field for identifying the campaigns associated with projects
- The END of TRACKING field for stopping the tracking/reporting of a project

The InnoFLEX System will be the single source of truth for IDR. Data will not be validated against GMRDR, so DQ rules will rely on InnoFLEX System data for validating data and reporting errors.

Until InnoFLEX System is able to send the seasonality and campaign information, the data will come from I&A Ops team as part **of Project Master data** set manually placed in PSLZ. The end of tracking would be by default 2 years. Target restatement needs to be done in Innoflex.

On LANDSCAPE TEAM

- To provide access to required resources
- Creation of mount points
- Access to BDL and PSLZ

On Hyperion System (one of the new features is to integrate with Hyperion system for YTG forecasts)

- To provide access to required resources
- Creation of mount points

  Furthermore dependencies will be identified when this feature is scoped and refined

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	Sumanth Kumar Bangalore Narayana	SumanthKumar.BangaloreNarayana@cognizant.com

Unilever Escalation Matrix

Escalation Level	Name	Email
Level 1	Pankhuri Palod	pankhuri.palod@unilever.com
Level 2	Philip Long	philip.long@unilever.com

EXECUTED BY UNILEVER AND SUPPLIER

Pankhuri Palod

PfL

Signed by………………………………………………………………

For and on behalf of **[UL ENTITY NAME]**

16/06/25

Lawson Rose

Signed by………………………………………………………………

For and on behalf of **[SUPPLIER ENTITY NAME]**

17/06/25