

THIS PROJECT WORK ORDER was made on 18th June 2025

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.
(Cognizant)

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 name 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") **July 7,2025** 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.

CR No. (identifier)	CTS_2025-37	CR No. (identifier)		CR History (1/2/3/...etc.)	1
SOW Title:	Kwery Application Enhancements_July'25				
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)	July 7,2025	CR End Date (applicable for CR)	Sep 30,2025		
Supplier Project Manager	Prema Sannasi	Supplier Project Manager Email	Prema.Sannasi@cognizant.com		
Unilever Project Manager	Katie Thomas	Unilever Project Manager Email	Katie.Thomas@unilever.com		
Unilever Director	Gaurav Dixit	Unilever Director Email	Gaurav.Dixit@unilever.com		
Unilever Procurement Approver	Alison Samuels	Unilever Procurement Approver Email	alison.samuels@unilever.com		
CR Man Days	177	CR Total Charges	€ 26,912		
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

Cognizant will be engaged in enhancement of the Data Science Modules as part of the 2024-25 roadmap presented from Unilever and focus on the priority items list shared as part of further minor enhancements and bug fixes for the existing implemented modules planned from July 7th '25 onwards till 30th Sep,2025. A Managed Fixed Capacity based model team for 3 developers will be onboarded with required Data Science and ML Ops Skills to fulfil the plan.

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 SOW shall remain in effect until the completion of the services described herein, unless earlier terminated in accordance with the terms of the Agreement. In the event 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)

Project Scope and Services

The scope of the current extension would be to work on minor enhancements for the already implemented modules mentioned below as part of the earlier work order scope and bug Fixes -

Module	Item	Description
Autonomous Content Creation	Bulk content generation	<ul style="list-style-type: none">Identify relevant keyword list. (Tier 1)Using relevant keywords, create PNC and BDC

Out of Scope

- Any major enhancements or Design changes which requires Data Science Architecture support
- Any SQL Server Database related developments and modifications to the implemented stored procedures.
- Accessibility testing & Operational acceptance testing (OAT)
- Functional enhancements like Business Process Management
- Any kind of Performance and security testing has not been considered in scope for the Data Science enhancement activities.
- CI/CD pipeline implementation for all existing Infra, Database objects, Batch processes and for any old code base.
- Product/ version upgrades for related technologies
- Test case preparation and performance of those

- The project management responsibility across streams and suppliers
- Decommissioning of legacy application servers/services.

7. Change Management

NA

8. ACCEPTANCE

Will be discussed and mutually aligned by both parties before the start of the engagement.

9. PROJECT DELIVERY

This Change request is to continue the KQUERY application minor enhancement and Bug Fixes team till 30th September 2025 to support the enhancements for Autonomous Content Creation modules and test the same.

Supplier Activities

- Bug Fixes and Minor Enhancements in the Autonomous Content Creation Module

Unilever Activities

- As in original SOW

Timeframes

July 7,2025 – Sep 30,2025

Delivery Centers:

As in original SOW

Service Levels:

N/A

10. HYPER CARE: -

N/A

MILESTONES

N/A

11. INTELLECTUAL PROPERTY: As per the MSA agreement

12. PERSONNEL

Following is the team profile considered for this SOW from July 7,2025, to September 30,2025

Role	Effort in PD	Rate/day	Price
Python (Data Science) Lead Developer	59	€ 230.70	€ 14,072.70
.Net & API Technical Lead	59	€ 115.35	€ 7,036.35
UI (React) Developer	59	€ 158.36	€ 9,659.96
		Total (Rounded off)	€ 30,769

		Adjustment for the unrealised effort from previous SOW	- € 3,857
		Final SOW amount	€ 26,912

13. RISK ASSESSMENT AND MITIGATION

As in original SOW

14. IMPACT ANALYSIS: NA

15. SARBANES OXLEY STATEMENT - NA

16. PROJECT IMPACT: NA

17. CHARGES:

This engagement will be charged in a Fixed Capacity model based delivered from 9-July-2025 to 30-September-2025. The overall estimated price for this SOW is **€ 26,912 (excluding applicable Taxes)**.

The invoicing will be done based on the actual efforts and below is the illustration of the monthly break up of estimated price.

Milestone Description	Invoice Date	Invoice Amount
Kwery Team July Effort	July 31,2025	€ 8,298.12
Kwery Team August Effort	August 31,2025	€ 8,802.53
Kwery Team September Effort	September 30,2025	€ 9,811.35
Total		€ 26,912.00

Commercial Assumptions:

As in original SOW

18. REPORTING

As in original SOW

19. CR Assumptions

- ✓ Unilever will provide access to relevant SMEs for Data Science modules
- ✓ Development/enhancement will be based on Azure Open AI based models only
- ✓ Enhancements will be only based on instructions-based tuning
- ✓ New Azure services will be deployed along with existing services within same region, subscription, and virtual network.
- ✓ All Infra cost to be borne by Unilever
- ✓ All Application Infra/Env (Old + New) will be managed by Unilever.

- ✓ Cognizant will deploy the revised code by using existing pipeline
- ✓ If required Cognizant will build the pipeline and factor in the efforts
- ✓ Build effort for any additional azure services will be planned in consultation with Unilever stakeholders

General

- ✓ Any delay due to delay in environment/access availability, Business availability on timely signoff requiring movement of deployment date should be discussed for any additional time and support required outside of proposed plan / cost
- ✓ Unilever has undertaken its own assessment of the accuracy of the source data in Kwery and approves the data for use
- ✓ Unilever acts reasonably to approve in a timely way a reasonable list of data attributes to be used for this purpose.
- ✓ Infrastructure Admin, Server Administration, Infra Monitoring and maintenance, performing infrastructure, network and operating system related support will be performed by Unilever's IT Support team
- ✓ Cognizant shall not be responsible for any third-party tool limitations. However Cognizant team will work along with Unilever to identify and where reasonably possible within scope of service manage or mitigate specified limitations.
- ✓ The services will be performed in the Unilever's environment - with Cognizant personnel having Unilever approved secure access to that environment to perform the services.
- ✓ If for the project delivery any LLM / foundation model to be used, then it should be licensed by Unilever, with permission for Cognizant to use it on Unilever's behalf and in Unilever Azure instance/environment.
- ✓ All data used (for training and testing will be supplied and approved for such use by Unilever. No data will be used from Cognizant, third parties or online sources.
- ✓ Unilever is responsible for assessing and complying with its own obligations in relation to this SOW including without limitation in respect of system security, data sources and accuracy and the compliance of its use of AI.

20. CR DEPENDENCIES

Application and Infrastructure

- ✓ Access to all existing application environments will be provided by Unilever before start of Project.

Below is the tentative list of required access

Required Access list
1. Unilever Network/LAN ID
2. Azure Access
3. GitHub Access
4. Azure Devops Access
5. Kwery Application Access (Dev / Staging)
6. Unilever Network/LAN ID
7. JIRA and Confluence Access
8. Toolsets
9. SQL Server Connectivity
10. Azure VM

- ✓ Toolset will be finalized, and licenses will be provided by Unilever before start of Project
- ✓ Any new Azure/Infra services needed will follow the existing provisioning process

General

- ✓ Unilever to share the open defects related to existing Data Science modules for Cognizant to evaluate fixes to be included in enhancements no later than Sprint 1

- ✓ Any flex team addition for carrying out Data Science enhancements requires 4 weeks lead time
- ✓ All proposed tools have to be approved and procured by Unilever team
- ✓ Changes suggested by Data science engineers to be reviewed and approved/rejected by Unilever KWERY Business SME within 3 business days

21. **SPECIAL CONDITIONS: NA**
 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	Vimal Naker	Vimal.Naker@unilever.com
Level 2	Katie Thomas	Katie.Thomas@unilever.com

EXECUTED BY UNILEVER AND SUPPLIER



Signed by.....

Katie Thomas

Signed by.....**24/06/25**.....

For and on behalf of [Unilever ENTITY NAME]



Signed by.....

Rebecca Denham

Signed by.....**24/06/25**.....

For and on behalf of [Cognizant Worldwide Limited]

APPENDIX A