

THIS PROJECT WORK ORDER was made on 25th Feb 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.

WHEREAS:

1. This statement of work 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 Statement of work ("SOW") has an effective date ("Effective Date") **1st April 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_2025-27	CR No. (identifier)		CR History (1/2/3/...etc.)	
SOW Title:	Unilever PEGA AM Consolidation 2024 SOW				
Unilever Reference – Clarity / Cost Center (optional)		Phases covered (PA/DBTD/other) (optional)			
Landscape covered (optional)		DMR No. (if applicable)	17123		
Unilever Billing Entity Name	PEGA AM Consolidation				
Planned Delivery Start Date	1 st Apr 2025	Planned Delivery End Date	30 th Sep 2025		
CR Start Date (applicable for CR)		CR End Date (applicable for CR)			
Supplier Project Manager	Chandrasekar Thangavel	Supplier Project Manager Email	Chandrasekar.Thangavel@cognizant.com		
Unilever Project Manager	Ghosh Saikat	Unilever Project Manager Email	Saikat.Ghosh@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		CR Total Charges			
Total Estimated Man Days		Total Estimated Charges	€ 574,996		
Pricing Model (tick the applicable)	Time & Material	Managed 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 (UniOPS)		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 support list of applications mentioned in Section 6 as per agreed scope delivered in a managed services model.

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
- 3.9 PEGA AM – PEGA Application Maintenance support team.

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.

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 without impacting any project deliverables, 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 that is attached in Appendix.

6. PROJECT SUMMARY (INCLUDING SCOPE AND REQUIREMENTS)

As part of the proposed scope, Cognizant will support the PEGA applications as a single, unified, and consolidated team.

The scope of work is restricted to the applications listed below and is delivered in managed services support model. The scope of work agreed part of the managed services support is caveated around the below list of criteria,

- 1. Volumetric baseline.
- 2. Support hours & Service Criticality of the applications.
- 3. Current list of regions supported & the futuristic list of upcoming releases agreed & called out in the RFP.
- 4. Scope of work is restricted to only fixing and testing PEGA Technology specific changes.

Scope Summary

Applications Supported –

Program Name	Application
Procurement	Negotiation Tool Kit, Negotiation Calendar, Negotiation Board Governance, Commercial Playbook, Strategic Sourcing, Resilience Tracker, Suppliers Claim, Supply Chain Resilience **Added the below 4 applications additionally after the Kickoff call based on the alignment that overall volumetrics as mentioned in this contract for Procurement group will not change due to the addition of these applications. ASA - Alternate Supplier Approval Contract Request Tool Supply Chain Resilience R&D Resilience
Finance	Project SCFs Lotus P&L Rewiring PEGA IFRS-16
MPOWER Product MDM	NeCO
MPOWER Customer MDM	CRETA
Product Data Management	CARA
PLC & REPACK	PLC & REPACK
Unilever CCBT	iMEP
R&D	R&D – PEGAsus R&D – Pharos

Technology Areas:

- PEGA

Service Categories

- L2 & L3 Support for Incident Tickets, Problem tickets, Service Requests

Volumetric baseline

- 420 Tickets per month.
- 85 Yammer based tickets per month.
- 120 Problem tickets per month.
- 210 Service Requests per month.
- 1590 hours of minor enhancements per month.

The above said volumetric baseline serves as a higher threshold for the managed service support contract executed as part of this SoW & breach of this threshold by 5% for 3 months shall be diligently considered for review and invoke CR if necessary to cover the additional increase in Demand and managed through agreed CCB process.

Volumetric cap shall be maintained at the application level for the first 3 months of steady state as per the below table as given in RFP document and then subsequently after 3 months of steady state the volumetric cap mentioned above can be followed at the overall scope level in total for all applications.

As part of managed service scope level of automation, shift left of these tickets or permanent fixes will be incorporated into the service delivery to reduce the overall volumetric. These savings will be in the range of 20-30% from the above baseline and effort reduction benefits due to that is already build into the overall annual price.

Applications	Incident Count	Service Ticket count	Problem Ticket count	Enhancement Dev Hours	Yammer/L1 tickets count
PLC& REPACK	3 *	20 *	3 *	160	30 *
CCBT/IMEP	2	4	1	40	1
IFRS-6 + SCF	10	10	3	120	2
CARA	6	2	1	70	0
Neco	200	25	100	640	10
Procurement	38	25	2	160	10
CRETA	120	50	5	240	0
R&D	35	70	2	160	30

- For PLC & REPACK - Incidents / Service tickets / problem tickets / Yammer tickets are to be supported with 20 Man hours / month capacity

Note: The term 'L1' used in the above table is not the industry standard L1 support, it's the Unilever custom terminology used to

refer to the incidents/issues raised to L2 support team via channels like Yammer, etc.

Application List

The below table lists the application in scope and their service criticality considered in the scope of work of this SOW. The current regions listed below, and the upcoming regions mentioned in the table against each of the application is covered part of the capacity and scope of work, hence any new region not mentioned in the below table to be supported for the below said applications and any new application to be included shall invoke a CR. Any Change in Service criticality and increase in Support hours coverage mentioned in the below table shall also be covered part of CR.

Program Name	Application	Criticality	Region	Upcoming
Procurement	Negotiation Tool Kit, Negotiation Calendar, Negotiation Board Governance, Commercial Playbook, Strategic Sourcing, Resilience Tracker, Suppliers Claim, Supply Chain Resilience	SC3/DR3	Global	N/A
Finance	Project SCFs Lotus P&L Rewiring	SC2/DR2	Global	N/A
	PEGA IFRS-16		EU & NA	
MPOWER Product MDM	NeCO	SC3/DR3	EU, SEAA, Africa, Arabia, China	ANZ, LATAM, Turkey, NALI
MPOWER Customer MDM	CRETA	SC2/DR2	55 Countries (Africa, China, SEAA, LATAM, Arabia)	NALI, TUI, NA, EU
Product Data Management	CARA	SC3/DR3	North America	
PLC & REPACK	PLC & REPACK	SC3/DR4	North America	
Unilever CCBT	iMEP	SC3/DR3	Arabia	NALI
R&D	R&D – PEGAsus	SC3/DR3	Global	N/A
	R&D – Pharos			

7. PROJECT DELIVERY

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

8. L2 & L3 Support

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

Reports

Name of Report	Description	Frequency
Daily Status Report	Application specific or Overall daily report to be shared over email with Stakeholders. It would include “Escalations, if any”, “Action Log”	Daily
Weekly Status Report	Consolidated status of application overall for the week to be shared with Key Stake Holders & Directors. It would include Highlights, Lowlights and Challenges/Risks.	Weekly
Monthly Status Report	Monthly performance report to be shared in a meeting with Stakeholders. It would also include any best practices/Value Added (if any) implemented in the reporting period by Cognizant. Efforts delivered and Volumetrics supported for the reporting period will be shared. “View on the continuous improvement”.	Monthly

Minor enhancements:

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

Test Deliverables:

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

Target Operating Model:

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

Specifications - NA

Service Hours –

Service hours vary for every application – Please refer to the table below.

Program Name	Application	Criticality	Support Hours	Desk Support hours
Procurement	Negotiation Tool Kit, Negotiation Calendar, Negotiation Board Governance, Commercial Playbook, Strategic Sourcing, Resilience Tracker, Suppliers Claim, Supply Chain Resilience	SC3/DR3	08:00 am to 07:00 pm (IST)	08:00 am to 07:00 pm (Mon-Fri) (IST)
Finance	Project SCFs Lotus P&L Rewiring	SC2/DR2	24/5 (Mon-Fri)	08:00 am to 07:00 pm (Mon-Fri) (IST)
	PEGA IFRS-16			
MPOWER Product MDM	NeCO	SC3/DR3	07:00 am to 11:00 pm (Mon-Fri) IST	07:00 am to 11:00 pm (Mon-Fri) IST
MPOWER Customer MDM	CRETA	SC2/DR2	08:00 am to 07:00 pm (Mon-Fri) IST	08:00 am to 07:00 pm (Mon-Fri) (IST)
Product Data Management	CARA	SC3/DR3	10:00 am to 07:00 pm (Mon-Fri) IST	10:00 am to 07:00 pm (Mon-Fri) IST
PLC & REPACK	PLC & REPACK	SC3/DR4	1:00 AM – 10:30 PM (7 days) IST	10:00 am to 07:00 pm (Mon-Fri) IST
Unilever CCBT	IMEP	SC3/DR3	8X5 (Mon-Fri) 10 AM-6 PM (IST)	10 am to 6 pm (Mon-Fri) (IST)
R&D	R&D – PEGAsus	SC3/DR3	8X5 (Mon-Fri) 10 AM-6 PM (IST)	10 am to 6 pm (Mon-Fri) (IST)
	R&D – Pharos			

- Team will be available online during the ‘Desk Support hours’ mentioned above.
- P1 & P2 incident will be supported through On-call outside of the ‘Desk Support hours’ mentioned above.
- Unilever India Holiday calendar will be followed by the Team for holidays.

- Lean Support will be provided during Unilever India Holidays
 - Lean Holidays support will be provided to monitor the incident queue and pickup P1/P2 incidents.
 - Application functional related P1/P2 will be picked by PEGA AM support team.
 - Platform related P1/P2 shall be picked up by PEGA platform operations.
- Lean support model during the weekend shall be provided for any Planned upgrades (or) Planned Outage only.
- Unplanned outages (or) P1/P2 incidents during weekends would be supported through On-call support.

Managed Service Timeframes

- 1st April 2025 – 30 September 2025

Delivery Centers:

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

Service Levels:

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

SLA's and KPI's are defined below as per Unilever UniOPS standards.

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

9. Change Management

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

10. Out of Scope

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

11. INTELLECTUAL PROPERTY: As per the MSA agreement

12. PERSONNEL

N/A as the scope of work will be delivered in a managed service model agreed against the Volumetric capacity and support scope of work against specific list of application. Resourcing will be capacitated and managed by Cognizant to meet the agreed delivery commitment and Quality of the service.

13. RISK ASSESSMENT AND MITIGATION

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

Sensitive Data: NA

Personal Data: NA

14. IMPACT ANALYSIS: NA

15. SARBANES OXLEY STATEMENT – NA

16. PROJECT IMPACT: NA

17. CHARGES:

This engagement will be delivered in a Managed Services Model from 1st Apr 2025 to 30 Sep-2025.

Cost break up for the contract duration as below:

The invoicing will be done on payment milestones as defined in the table below for the current contract duration

Sr#	Milestone Description	Milestone date	Invoice Date	Invoice Amount
1	Support for Pega AMS Steady State in Apr-2025	29-Apr-25	30-Apr-25	€ 95,834
2	Support for Pega AMS Steady State in May-2025	29-May-25	30-May-25	€ 95,834
3	Support for Pega AMS Steady State in Jun-2025	27-Jun-25	30-Jun-25	€ 95,834
4	Support for Pega AMS Steady State in Jul-2025	30-Jul-25	31-Jul-25	€ 95,834
5	Support for Pega AMS Steady State in Aug-2025	29-Aug-25	30-Aug-25	€ 95,830
6	Support for Pega AMS Steady State in Sep-2025	27-Sep-25	30-Sep-25	€ 95,830
	Total			€ 574,996

So, the Total Contract Value (TCV) for this SOW from 1st Apr 2025 to 30 Sep 2025 is **€ 574,996**

Commercial Assumptions:

- The team size and efforts arrived based on the scope agreed in the RFP. Cognizant will manage the team size to meet the agreed demand of volumetric capacity.
- 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 effort versus agreed volumetric data, and any corrections to the team size on the back of increased volumetric baseline will be mutually agreed through a Change Request.

18. Project Governance and Reporting

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

19. SOW Assumptions

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

20. SOW DEPENDENCIES

- As agreed in Unilever PEGA AM Consolidation 2024 SOW

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	Saikat Ghosh	Saikat.Ghosh@unilever.com
Level 2	Sindhu Ravindranathan	sindhu.ravindranathan@unilever.com

EXECUTED BY UNILEVER AND Cognizant

Oliver Ward

Signed by.....

Oliver Ward

25/04/25

For and on behalf of]

For and on behalf of [Cognizant]

Geeta Dembla

Signed by.....

Geeta Dembla

23/04/25

For and on behalf of]

For and on behalf of [Unilever]

Saikat Ghosh

Signed by.....

Saikat ghosh

25/04/25

For and on behalf of]

For and on behalf of **[Unilever]**

Cenk Kaynak

Signed by.....

Cenk Kaynak

25/04/25

For and on behalf of]

For and on behalf of **[Unilever]**

Sindhu

Signed by.....

Sindhu Ravindranathan

25/04/25

For and on behalf of]

For and on behalf of **[Unilever]**