

### STATEMENT OF WORK

### THIS STATEMENT OF WORK ('SOW') applies from the Commencement Date:

Between:	<ol> <li>Unilever, as further identified in the SOW Details Sheet; and</li> <li>Supplier, as further described in the SOW Details Sheet.</li> </ol>				
	Each a Party and together the Parties.				
Background:	A. Unilever wishes to receive certain Goods and/or Services from the Supplier under an existing Framework Agreement.				
	B. This SOW provides for the supply of those Goods and Services, as identified below.				

### **Binding Contract:**

- 1) This SOW shall, once signed by the Parties, create a binding contract between the Parties incorporating and subject to the terms of the Framework Agreement (including its annexes).
- 2) Terms defined in the Framework Agreement shall have the same meaning when used in this SOW and vice versa.

# SOW Details Sheet: SOW Contract CON-0129158; Number CON-0106801; Number CON-0106801;

Commencement	
Date	·

Unilever	Unilever U.K. Central Resources Limited, with its registered or primary
	business address at Unilever House, 100 Victoria Embankment, London,
	EC4Y 0DY;

	MINDTREE LTD GLOBAL VILLAGE, with its registered or primary business address at Global Village, BANGALORE 560059 10 India;
Agreement	Framework Agreement with contract number: C4U00029575 entered into between Unilever Business and Marketing Support AG and MINDTREE LTD GLOBAL VILLAGE on 25/11/2013;

Note: Prior to entering into this SOW, the Parties must confirm that the Framework Agreement has not expired or terminated.

SOW Term	From the Commencement Date until 31 December 2022;
Goods	Not Applicable;
Period .	Note: This is subject to any minimum warranty period specified in the main terms or any Annex, unless expressly confirmed here as varying those

terms or any Annex, unless expressly confirmed here as varying those periods.

Services The Services as set out in the Services Description;

STATEMENT OF WORK Between Unilever UKCR & Mindtree Limited for Project "iFinance Application Maintenance & Support (AMS)" for Jan to Dec 2022

Any reference to the Services should be read as including reference to the provision of any deliverables specifically identified in this SOW or which are otherwise in the scope of the Services.

This Statement of Work should be read in conjunction with the Unilever Purchasing Agreement executed on 25 Nov 2013, between Mindtree Limited ("Mindtree") and Unilever Business and Marketing Support AG ("Agreement"). All the terms and conditions in the above stated Agreement are applicable to this Statement of Work.

This Statement of Work ("SOW") has an effective date ("Effective Date") of 1 st Jan 2022 and describes the services to be performed by Mindtree Limited for Unilever UKCR

The services provided by the Mindtree, for this project, would be executed from the Offshore Delivery Center (ODC) set up at Mindtree premises East campus (SEZ) facility MTE2 situated in Plot No 150,

EPIP second phase, KIADB Industrial area, Hoody village, Whitefield Bangalore – 560066.

### 1. Statement of Work:

Client: Unilever Industries Pvt. Ltd. UIPL ("Unilever")

Project Name: Unilever iFinance Application Maintenance and Support

(iFinance AMS)

Statement Of Work Start date - End Date: 1st Jan 2022 till 31st Dec 2022

MSA/UPA Agreement#: CW72281

Project Code: None

### 2. Project Background:

### **About iFinance:**

iFinance project caters to Management, incurred cost and financial consolidation and reporting areas, which cover all the Unilever regions, as this is global application.

This SOW covers the Application Maintenance / Support of the iFinance system (a.k.a. "Victory") for the year 2022.

### 3. Overall Project Scope:

IFinance project caters to Management, incurred cost and financial consolidation and reporting areas, which cover all the Unilever regions, as this is a global application.

### **Functional Landscape**

major functions in this application

- Collection of the data from source across the regions
- · Load of the Master reference data from Kalido systems via BODI.
- Consolidation of the collected data and
- · Reporting of the information.
- Management and Incurred costing reporting follows monthly cycle, and it caters to internal stake holders.

• Financial reporting is consolidated on monthly basis though reported quarterly to shareholders.

### **Technical Landscape**

As part of the project, following components are under the iFinance AMS team's scope.

- SAP BCS, SAP BW, SAP EP, SAP Security for BCS/BW and SAP GRC Tools.
- MRD and DIT (Data Input tool for collection of the data from the source ERP's)

### 4. Geographical Scope:

As this is a Global project, all the Unilever Regions are under scope.

### 5. Functional Scope:

The Mindtree Limited team will be responsible for providing primarily L2 support services.

Scope of services

L1 support will be provided by the CSC team and mindtree team is responsible for handling technical issues as part

of L2 and L3 support services.

L2 and L3 support includes -

• Incident management: Incident Management is to restore normal service operation as quickly as possible and

minimize the adverse impact on business operations. Typical activities include

- Bug fixes
- Urgent new configuration requirements
- Providing the support to business users in the month/quarter/year end reporting (data submission,

reporting, user access related issues)

- Problem management:
- To analyze the root cause for issues occurring frequently and provide permanent solutions
- Analyzing impact arising due to new master data changes and take up necessary steps to align the

data according to the business reporting requirements.

- To find the root case for any Critical/P1 issues
- · Change management:
- To ensure standardized methods and procedures followed while promoting all changes to production

### environment

- To minimize the impact of change-related incidents and improve day-to-day operations.
- To track all required approvals to move the changes to production environment.
- To track all the maintenance/housekeeping activities in production environment.
- · Service request:
- Analysis of user roles based on requests from CSC and take up appropriate actions
- Liaising with the application vendor for the product / application related issues.

Also, other support services involve Monthly preparatory activities, Master data streaming, COI support, data

maintenance activities, weekly housekeeping activities, service improvement program. The above support services

will be applicable for each of the streams as listed below under the technical scope.

### **Normal Service Hours**

The iFinance (Victory) application is classified as SC1 Service Criticality.

iFinance AMS team will work in 2 shifts between 8.00 AM India time to 5.00 PM UK time during the working days

and will follow the Unilever (L1 support) working calendar for working days and public holidays.

Shift 1 - 8.00 am to 5.00 pm (IST)

Shift 2-8.00 am to 5.00 pm (UK time). This will translate to 12.30 pm/1.30 pm (IST) to 9.30 pm/10.30 pm

(IST) depending on the day light saving followed by UK.

On-Call & Special Support Hours/arrangements

During working days after 5.00 PM (GMT) to 8.00 AM (IST) services are available ON CALL basis only for Urgent

incidents. During weekends and holidays, services are available ON CALL basis only for Urgent incidents.

Any special requests for services out of office hours, on holidays and weekends will be agreed in advance, so that

team will be present onsite (Mindtree or Unilever offices) to provide the services.

### 6. Systems Scope:

As mentioned in Section 7

### 7. Technical Scope:

The technical scope for iFinance AMS consists of the following technical streams:

- 1. BW
- 2. BCS
- 3. EP
- 4. Security
- 5. MRD
- 6. ABAP
- 7. DIT

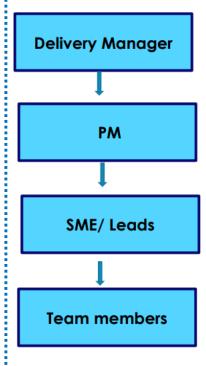
### **Out of Scope:**

The following are out of scope for the purposes of this engagement:

- 1. L1 support
- 2. Source Data Applications
- 3. GMRDR Source Applications.
- 4. Local Infrastructure CI's (Desktop's / Laptops / File and Print)
- 5. BODI MRD Interfaces
- 6. MSRS Formatted Reports
- 7. Central Infrastructure

### 9. Project Team Structure:

The over-all Mindtree team structure for the project is as follows:



### Standard Service Levels / Service Credits

### Standard Service 8. Core deliverables & Project KPI's:

Mindtree will follow the existing ITIL 3.0 support processes currently followed at Unilever ETSC while delivering the

following core services (on the new tool "ServiceNow")

Core Services	Functions	ODCScope
Incident management	Receive tickets Investigation and diagnosis Resolution (Workaround/Permanent) Incident closure Incident ownership	Receive incident details Prioritization Acknowledge the incident to the user Communicate workaround and resolution times Recover data for failure of the applications production fixes. Liaise with project development team to s Address end user queries Support IT operation during production disaster
Problem management	Problem detection and logging Problem prioritization Investigation and diagnosis Identify solution Resolution and review Problem Closure	Root Cause Analysis Raise Change requests Coordinate with cross tower teams Regular status updates Communicate workaround and resolution times
Change management	Register and filter Initial priority and categorization Plan and authorize Coordinate build and test Signoff to implement Change implementation Post implementation review Closure	Coordination with the L3/Development team for fixing issues Integration and system testing Coordinate with the country for UAT signoff Status update on the open CR Coordinate with L1 team for UAT Operational Level Agreement (OLA) with cross tower teams
Release management	Co-ordination with support teams Coordination with country IT team Test/Communicate and Deploy release	Execute deployment based on the Release Note details Rollback the change if needed Perform sanity check on application Communication to the stakeholders
Configuration management	Planning configuration activities Identification of configuration items Control, Verification and Audit	Capture configuration activities in the application handbook Check out from the configuration management tool for deployment

All the incidents assigned to the iFinance AMS team to be resolved as per below table,

Major/Urgent incident (P1) - 90% within 4 business hours

High (P2) - 90% within 8 business hours

Medium (P3) - 90% within 24 business hours

Low (P4) - 90% within 168 business hours

The KPIs/SLAs will be reviewed by Unilever & Mindtree Limited on a need basis and modified based on the analysis

of historical data, stability of the application and business requirement

The following SLA's will be applicable for this engagement for handling of all "Incidents":

Priority	Service Levels					
	Response Time	Resolution Time				
P1 (Urgent)	15 Minutes	4 Hours				
P2 (High)	30 Business Minutes	8 Business Hours				
P3 (Medium)	8 Business Hours	24 Business Hours				
P4 (Low)	24 Business Hours	168 Business Hours				

### Other notes and exclusions:

All the problem tickets assigned to be resolved within acceptable time limits.

Unilever Process adherence is a must for both Incident and Problem Management, as well as Change Management.

However, a slightly different set of processes for Incident/ Problem and Change management has been defined for

iFinance as compared to the other Mindtree ODC teams, and iFinance will continue to adhere to their customized

processes.

Delivery Schedule / Lead Times / Milestones / Key Dates

### 13. Commercial details:

Mindtree is pleased to offer a Fixed Maintenance contract for the period Jan2022 till Dec 2022 would be € 280,209.

Any changes to the scope or staffing shall be addressed through the change control procedure. Any ramp up/ ramp down shall

be exercised with a notice period of 4-6 weeks.

The following table contains the billing details for this SOW.

Details	Monthly invoice	Invoice Date
Ifinance AM services Jan'22	€ 24,426	31-Jan-22
Ifinance AM services Feb'22	€ 24,426	28-Feb-22
Ifinance AM services Mar'22	€ 24,426	31-Mar-22
Ifinance AM services Apr'22	€ 24,426	30-Apr-22
Ifinance AM services May'22	€ 24,426	31-May-22
Ifinance AM services Jun'22	€ 24,426	30-Jun-22
Ifinance AM services Jul'22	€ 22,276	31-Jul-22
Ifinance AM services Aug'22	€ 22,276	31-Aug-22
Ifinance AM services Sep'22	€ 22,276	30-Sep-22
Ifinance AM services Oct'22	€ 22,276	31-Oct-22
Ifinance AM services Nov'22	€ 22,276	30-Nov-22
Ifinance AM services Dec'22	€ 22,276	31-Dec-22
Total	€ 280,209	

The above table indicates the overall cost for the engagement from 1st Jan 2022 up to 31st Dec 2022

Invoices would be submitted to Unilever on a monthly basis.

- **1. IMP Note**: The above rates are exclusive of taxes & any applicable statutory charges
- : Mandatory to attach procurement approved quotation
- : Travel expenses need to approve by IT (stakeholder & Procurement)
- : Project base location is Bengaluru
- : Unilever Holiday calendar would be followed for these SoW resources

The services will be performed onsite at the premises of Mindtree East Campus (MTE2) location

### 14. The Commercials:

- 1. The overall commercial for the project would be EUR 280,209 (**Two hundred eighty thousand two hundred nine EURO only**)
- 2. Mindtree will raise an invoice as per the above milestone every month and the same is to be paid within 90

days from the date of invoice.

15) Payment Schedule:

Monthly billing, based on submission of time sheets to be paid within 90 days from the date of invoice.

### Delivery Criteria / Tests

### 11. Capacity Summary:

Approach is to follow capacity-based utilization that is being estimated by the project team.

Available Capacity for the year 2022.

Stream	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
SEC	1	1	1	1	1	1	1	1	1	1	1	1
BCS	3	3	3	3	3	3	2	2	2	2	2	2
DIT	1	1	1	1	1	1	1	1	1	1	1	1
ABAP	1	1	1	1	1	1	1	1	1	1	1	1
BW	3	3	3	3	3	3	3	3	3	3	3	3
EP	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
PM	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5
Total Resources	10	10	10	10	10	10	9	9	9	9	9	9

### 12. Overall Project Assumptions:

 With no contingency built in 2022 SOW, in case of additional resource requirement UL will raise a

new change request/PO for onboarding additional resource.

- · Any additional resource onboarding will have 4-6 weeks lead time
- Mindtree team would work primarily from Mindtree office in Mindtree East Campus (MTE2), Bangalore or

WFH due to Pandemic.

- An estimate of per day effort is 8.5 hours / day.
- Mindtree reserves right to replace resources during the duration of engagement, with prior written

communication to Unilever of at least a month in advance, so that appropriate handover can be planned.

This resource replacement/handover period agreement is only applicable to this current statement of work

and does not apply to any other statements of work in progress.

• In all instances where Mindtree requests a formal sign-off/acceptance, Unilever to revert within 5 business

days failing which it is assumed that the documents are signed off/accepted.

 Mindtree and Unilever will conduct weekly status meetings to measure progress against the work plan

and address outstanding project issues.

 Mindtree will provide periodic governance reports to Unilever, as called out and required by Unilever. The

number and nature of such reports and governance meetings may change from time to time.

• The language of communication and documentation will be in English.

### Pre-Agreed Delay Payments

If Delay Payments apply, [insert details here];

# Termination for Convenience Period

### 16. Termination Clause:

Unilever may terminate this SOW with or without cause at any time upon Four (4) weeks' notice to Mindtree. Upon

such termination, Mindtree shall be entitled to payment for services performed until the date of termination in

accordance with this SOW and to reimbursement of expenses paid or incurred by Mindtree till the date of

termination and which are reimbursable pursuant to the Agreement, and such payment shall constitute full

settlement of any and all claims of Mindtree of every description against Unilever. A minimum of 4 weeks lead time

required to onboard the team from the date of SOW signed off.

# Governance (Meetings / Reports)

### 10. Governance & Reporting:

Mindtree will follow the below governance and reporting model which will lead to more accountability and

ownership from Mindtree and also continue the transparency of operations that exists today. We have defined our

governance structure around

- Governance reports & meetings For periodic reviews
- Escalation Path For both Application services and management
- Metrics and KPIs To ensure quantifiable success parameters and enable continuous improvement

Periodic reviews of the engagement will be facilitated through daily weekly and monthly meetings between

Mindtree and Unilever as summarized in the table below:

Frequency	Purpose	Report / Meeting	Comments
Daily	Open Incidents every day	EOD Report (Standard UL format)	To be mailed to line manager if there are any open incidents on a given day. (If none – this report will not be sent).
Weekly	Highlights of the week gone by	Weekly Report (Standard UL format)	To highlight the activities and happenings of the past week
Monthly	To discuss and highlight the activities of the previous month.	Monthly SD connect deck (Standard UL format)	Monthly review of all incidents, MEC issues, SLA's, KPI's, trends of incidents / SRs for the past 6 mos etc.
Fortnightly	Fortnightly catch up with Line Manager	Governance Meeting	To evaluate the status every two weeks, and take corrective actions if needed, and discuss plans ahead, if any and identify special requests (if any) from users etc/
Monthly	Monthly DM catch up with Line Manager	Governance meeting	DM and Line Manager to discuss and review progress and identify any action items (if any) for the stability of the system.

### **Escalation Mechanism:**

As part of the governance mechanism, the following escalation path will be used relating to the following:

- P1 incident escalation
- Delay in response between cross tower teams
- Delay in resolving specific issues, and any other significant issues.

Note: The first level of escalation will be the AMS Team Lead (Incident Manager) and the second level of

escalation will be the iFinance Team Manager (Support Project Manager), and the third level will be the Delivery

Manager. For P1 incidents and cross tower related issues will be escalated to Unilever ETSC Organization team

in 3rd level as depicted below:



### **Variations:**

Except for those specific subjects where the Framework Agreement provisions expressly state that a varied position may be set out in a SOW, other variations from the Framework Agreement terms only apply to the extent expressly set out in the: (i) Local Law; and (ii) Purchase Specific sections below.

**Local Law** 

Purchase Specific

Not Applicable;

Payment terms are 90 days\* from whichever is latest between...

- a) Receipt of Goods and/or Services covered by the invoice
- b) Receipt of an invoice for the delivered Goods and/or Services

\*or next working day if falling on a weekend or national holiday in the country of payment

Note: Any variation from Framework Agreement terms will only be binding where written confirmation has been provided by the Unilever Global Procurement Director that such terms may apply in respect of this identified SOW.

The Parties will sign below to confirm agreement with the terms of this SOW.

This SOW may be **signed in counterparts**, each of which when taken together are one and the same instrument:

Sign Docusigned by:
here Alism Samuels

84D92D14DF73462...

### For Unilever

Print name: Alison Samuels

Job Title: IT Procurement Manager

Place: Kingston Date: 28 March 2022

Address for Notices: See SOW Details

Sheet

Sign DocuSigned by:
here Shankaran Ramackandran

For the Supplier: Mindtree Limited

Print name: Shankaran Ramachandran

Job Title: General Manager

Place: Bengaluru Date: 29 March 2022

Address for Notices: See SOW Details

Sheet







### 1. NATURE AND PURPOSE OF THE PROCESSING:

The context for and purposes of the Processing of Unilever Personal Data is the Supplier's provision of Goods and/or Services, as further identified in the Statement of Work. [This, in particular, includes the following specific Processing activities: [insert any specific agreed Processing activities]]

### 2. **DURATION OF PROCESSING:**

Processing of the Unilever Personal Data by the Supplier shall be for up to the period of the Statement of Work and following termination or expiry as required to comply with deletion/return obligations.

### 3. PERSONAL DATA IN SCOPE:

The Supplier may Process the following types/categories of Personal Data:

[insert types of data relevant to the specific activities/services being performed/delete any which are not relevant and add any other relevant ones where applicable]

 [personal details][contact details][family details][lifestyle and social circumstances][financial or payment details][employment information][marketing information][data analytics][images or video][other]

[Special categories of Personal Data and Personal Data relating to criminal convictions and offences, consisting of:

• [physical or mental health data][genetic data or biometric data][criminal offences or other data relating to alleged offences and proceedings][racial or ethnic group information][religious or philosophical beliefs][trade union membership][sex life or sexual orientation]]

### 4. PERSONS AFFECTED (DATA SUBJECTS):

The group of Data Subjects affected by the Processing of their Personal Data consists of:

[insert relevant types of data subjects whose personal data is being processed/delete any which are not relevant and add other relevant ones where applicable.]

• [customers and clients] [employees and staff][suppliers or contractors][consultants or other professional experts][research participants][children (13 or under)][other]

### 5. PERMITTED SUBCONTRACTORS AND TRANSFERS:

The authorised subcontractors and/or transfers of Unilever Personal Data are set out in the table below:

Name and Services	Location/Transfers	Mechanism
(Name and registered address of Supplier entity or subcontractor, with brief description of corresponding activities)	(Location where entity will Process the Unilever Personal Data. Indicate where and from whom transferred, where relevant)	(Agreed mechanism for ensuring any transfer is compliant with Data Protection Laws)
[Insert details]	[Insert details]	[Insert details]

### 6. SPECIFIC RESTRICTIONS AND INSTRUCTIONS:

The Supplier shall comply with the following when Processing Unilever Personal Data:

- [Processing of Unilever Personal Data shall occur only at the following [Supplier/Unilever] locations [insert details].]
- [Unilever Personal Data **OR** [specify specific types of Unilever Personal Data] shall only be Processed by the Supplier and/or transferred to a subcontractor in [anonymised/pseudonymised] format [and the Supplier shall not (and shall procure that any subcontractor shall not) re-identify individuals from [anonymised/pseudonymised] data.]]
- [Unilever Personal Data relating to [insert] shall not be transferred by the Supplier or a subcontractor outside [insert] except where [insert additional restrictions on transfers].]

•	[Insert relevant re	estrictions and	delete above	if not relevant.]	
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### **SOW SUPPLY SPECIFIC SUPPLEMENTS**

[Note for template users: The following supplements will be added to the above base SOW template but only for those supply types agreed under the terms of the applicable Framework Agreement.]

IT Services		
IT Service Output Specification	-	••••
IT Services Key Personnel	-	
Maintenance Se	<u>ervices</u>	
Maintenance Se Maintained Systems	<u>ervices</u>	
Maintained	ervices -; -;	

### **Certificate Of Completion**

Envelope Id: 846A62225192492A918C5365C9D70FC2 Status: Completed

Subject: C4U00035334(CON-0129158) - Contracts4U contract ready for signature United Kingdom: Statement of Wo

Source Envelope:

Document Pages: 15 Signatures: 2 **Envelope Originator:** Certificate Pages: 5 Initials: 0 Sandeep Sahasrabudhe

AutoNav: Enabled

Unilever House Envelopeld Stamping: Enabled 100 Victoria Embankment Time Zone: (UTC) Dublin, Edinburgh, Lisbon, London London, EC4Y 0DY

Sandeep.Sahasrabudhe@unilever.com

IP Address: 212.118.234.2

Sent: 3/28/2022 12:35:26 PM

Sent: 3/29/2022 6:01:15 AM

**Record Tracking** 

Status: Original Holder: Sandeep Sahasrabudhe Location: DocuSign

3/25/2022 9:47:06 AM Sandeep.Sahasrabudhe@unilever.com

**Signer Events** Signature **Timestamp** 

DocuSigned by: Sent: 3/25/2022 9:51:07 AM Alison Samuels Alison Sanuels alison.samuels@unilever.com Viewed: 3/28/2022 12:35:00 PM 84D92D14DF73462... MBS Signed: 3/28/2022 12:35:24 PM

Signature Adoption: Pre-selected Style Procurement Using IP Address: 82.7.138.194 Approv

Unilever

Security Level: Email, Account Authentication

(None)

**Electronic Record and Signature Disclosure:** 

Not Offered via DocuSign

DocuSigned by: Shankaran Ramachandran Shankaran Ramachandran Sales.Support@mindtree.com

General Manager Mindtree Limited

Security Level: Email, Account Authentication

(None)

**Electronic Record and Signature Disclosure:** 

Accepted: 3/29/2022 6:00:45 AM ID: aa6c6547-9d51-4177-8839-e75ac8758723

Viewed: 3/29/2022 6:00:45 AM -EDDC1BEBE4CE449 Signed: 3/29/2022 6:01:13 AM Signature Adoption: Pre-selected Style

Using IP Address: 122.162.194.218

In Person Signer Events Signature **Timestamp Editor Delivery Events Status Timestamp Agent Delivery Events Status Timestamp Intermediary Delivery Events Status Timestamp Certified Delivery Events Status Timestamp** 

**Carbon Copy Events Status Timestamp** 

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Mindtree Accounts Unilever Accounts.Unilever@mindtree.com

Security Level: Email, Account Authentication

(None)

**Electronic Record and Signature Disclosure:** 

Not Offered via DocuSign

**Carbon Copy Events Status Timestamp** Kritika Madan Sent: 3/29/2022 6:01:15 AM **COPIED** 

kritika.madan@mindtree.com Mindtree Limited, Bengaluru

Security Level: Email, Account Authentication

(None)

**Electronic Record and Signature Disclosure:** 

Accepted: 11/12/2021 9:28:17 AM

ID: b39f9ed8-cc44-4484-8556-d68ac10209b9

Sunit Sharma

Sunit.Sharma@mindtree.com

Security Level: Email, Account Authentication

**Electronic Record and Signature Disclosure:** 

Not Offered via DocuSign

**COPIED** 

Sent: 3/29/2022 6:01:16 AM

Witness Events	Signature	Timestamp		
Notary Events	Signature	Timestamp		
Envelope Summary Events	Status	Timestamps		
Envelope Sent	Hashed/Encrypted	3/25/2022 9:51:08 AM		
Certified Delivered	Security Checked	3/29/2022 6:00:45 AM		
Signing Complete	Security Checked	3/29/2022 6:01:13 AM		
Completed	Security Checked	3/29/2022 6:01:16 AM		
Payment Events	Status	Timestamps		
Electronic Record and Signature Disclosure				

### ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, Unilever Group (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

### **Getting paper copies**

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you a digital PDF copy of the document you need to request this through your Unilever contact.

### Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

### **How to contact Unilever Group:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically please send an email message to your Unilever contact.

### To advise Unilever Group of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to your Unilever contact and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

### To request paper copies from Unilever Group

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

### To withdraw your consent with Unilever Group

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;

ii. send us an email to your Unilever contact and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

### Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: <a href="https://support.docusign.com/guides/signer-guide-signing-system-requirements">https://support.docusign.com/guides/signer-guide-signing-system-requirements</a>.

### Acknowledging your access and consent to receive and sign documents electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

By selecting the check-box next to 'I agree to use electronic records and signatures', you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify Unilever Group as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by Unilever Group during the course of your relationship with Unilever Group.