

**THIS PROJECT WORK ORDER** was made on 28<sup>th</sup> Nov 2024

BETWEEN:

1. **UNILEVER ENTITY NAME:** Unilever UK Central Resources Ltd. (UKCR)
2. **SUPPLIER ENTITY NAME:** Cognizant Worldwide Limited of 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 of 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 Jan 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_2025-11	CR No. (identifier)		CR History (1/2/3/...etc.)		
SOW Title:		Unilever PEGA AM Consolidation 2025 SOW				
Unilever Reference – Clarity / Cost Center <i>(optional)</i>		Phases covered (PA/DBTD/other) <i>(optional)</i>				
Landscape covered <i>(optional)</i>		DMR No. (if applicable)		16023		
Unilever Billing Entity Name	PEGA AM Consolidation					
Planned Delivery Start Date		Planned Delivery End Date				
CR Start Date (applicable for CR)	1 <sup>st</sup> Jan 2025	CR End Date (applicable for CR)		30 Sep 2025		
Supplier Project Manager	Chandrasekar Thangavel	Supplier Project Manager Email		<a href="mailto:Chandrasekar.Thangavel@cognizant.com">Chandrasekar.Thangavel@cognizant.com</a>		
Unilever Project Manager	Ghosh, Saikat	Unilever Project Manager Email		<a href="mailto:Saikat.Ghosh@unilever.com">Saikat.Ghosh@unilever.com</a>		
Unilever Director	Jobby David	Unilever Director Email		<a href="mailto:Jobby.David@unilever.com">Jobby.David@unilever.com</a>		
Unilever Procurement Approver	Alison Samuels	Unilever Procurement Approver Email		<a href="mailto:alison.samuels@unilever.com">alison.samuels@unilever.com</a>		
CR Man Days		CR Total Charges				
Total Estimated Man Days	525	Total Estimated Charges		€ 102,123		
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) <i>(optional)</i> :						
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
SDM	Governance for all non-Neco applications in AMS scope
FIFA	Pega External Asset Approval
Fin-ops	Fin-Ops / Urgent payments

Technology Areas:

- PEGA

Service Categories

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

Volumetric baseline

- 60 Tickets per month.
- 3 Problem tickets per month.
- 30 Service Requests per month.
- 50 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
FIFA	10	20	2	10	0
Fin-Ops	50	10	1	40	0

**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
FIFA	Pega External Asset Approval	SC3/DR3	Global	N/A
Fin-Ops	Fin-Ops	C2/DR2 & KFAS	Global	N/A

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

- Testing efforts for Incidents/minor enhancements /Problem tickets are not included in this CR for Fin-ops application

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
FIFA	Pega External Asset Approval	SC3/DR3	9X5 (Mon-Fri) 10 AM-7 PM (IST)	10 am to 7 pm (Mon-Fri) (IST)
Fin-Ops	Fin-Ops	SC2/DR2 & KFAS	12 X5 (Mon-Fri) 9 AM-9 PM (IST)	9 am to 9 pm (Mon-Fri) (IST)

- 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 Jan 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**

- QA testing
- 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

**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 1<sup>st</sup> Jan 2025 to 30-September-2025.

Cost break up for the Steady State 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 (FIFA & Fin-ops) Jan-2025	30-Jan-25	31-Jan-25	€ 7,182
2	Support for Pega AMS (FIFA & Fin-ops) Feb-2025	27-Feb-25	28-Feb-25	€ 7,182
3	Support for Pega AMS (FIFA & Fin-ops) & SDM - Mar-2025	28-Mar-25	31-Mar-25	€ 12,537
4	Support for Pega AMS (FIFA & Fin-ops) & SDM - Apr-2025	29-Apr-25	30-Apr-25	€ 12,537
5	Support for Pega AMS (FIFA & Fin-ops) & SDM - May-2025	29-May-25	30-May-25	€ 12,537
6	Support for Pega AMS (FIFA & Fin-ops) & SDM - Jun-2025	27-Jun-25	30-Jun-25	€ 12,537
7	Support for Pega AMS (FIFA & Fin-ops) & SDM - July-2025	30-Jul-25	31-Jul-25	€ 12,537
8	Support for Pega AMS (FIFA & Fin-ops) & SDM - Aug-2025	29-Aug-25	30-Aug-25	€ 12,537
9	Support for Pega AMS (FIFA & Fin-ops) & SDM - Sept-2025	27-Sep-25	30-Sep-25	€ 12,537
<b>Total</b>				<b>€ 102,123</b>

So, the Total Contract Value (TCV) for this SOW from 1<sup>st</sup> Jan 2025 to 30 Sep 2025 is **€ 102,123.00**

**Commercial Assumptions:**

- The team size and efforts are 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	<a href="mailto:Praveenkumar.Sundar2@cognizant.com">Praveenkumar.Sundar2@cognizant.com</a>
Level 2	Dhananjay Vaidya	<a href="mailto:Dhananjay.Vaidya@cognizant.com">Dhananjay.Vaidya@cognizant.com</a>

Unilever Escalation Matrix

Escalation Level	Name	Email
Level 1	Saikat Ghosh	<a href="mailto:Saikat.Ghosh@unilever.com">Saikat.Ghosh@unilever.com</a>
Level 2	Jobby David	<a href="mailto:Jobby.David@unilever.com">Jobby.David@unilever.com</a>

EXECUTED BY UNILEVER AND Cognizant

Signed by:  
*Cristina Hadjez*  
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by.....  
Cristina Hadjez  
For and on behalf of ]  
24 December 2024

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For and on behalf of [Cognizant]

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20 December 2024

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20 December 2024

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For and on behalf of [Unilever]



