

Order Form



ServiceNow UK Ltd.
1 Bridge Street
Staines-upon-Thames
TW18 4TW
United Kingdom

Order Number
ORD1495132-1

Pricing Expiration: 19 Mar 2023

SNC Account Exec	Mike Brimmer
Phone	
E-mail	mike.brimmer@servicenow.com

Customer Invoice Address				Customer Ship To Address			
Company Name	Unilever Europe (UEIT)			Company Name	Unilever UK Central Resources Limited		
Address	Mall-Point 13597			Address	Unilever House 100 Victoria Embankment		
Suite	Unit B Rattys Lane			Suite	Unit B Rattys Lane		
City	Hoddesdon			City	London		
State/Province	Hertfordshire			State/Province	London		
Zip/Postal Code	EN11 0RF			Zip/Postal Code	EC4Y 0DY		
Country	United Kingdom			Country	United Kingdom		
AP Contact Name	Ozgur Ayan			Business Contact	Vivek Sharma		
Title	Global IT Procurement Portfolio Lead			Title	Platform Owner		
Phone				Phone			
E-mail	Ozgur.Ayan@unilever.com			E-mail	vivek.sharma@unilever.com		
Account #	ACCT0007776			VAT/ABN/Other #	HU10584473		
Reference Contract #(s)	CON1078175			PO #			
Currency	EUR			Payment Terms	Net due in 60 days		

Product Code	Subscription Product Name	Type	Units	Term (mos)	Term Start Date	Term End Date	Net Price (Monthly)	Net Price (Annual)	Net Price (Total)
PROD19278	ServiceNow® Customer Service Management Standard	Fulfiller User	300	36 Months	20 Mar 2023	19 Mar 2026	€ 45.25	€ 162,900.00	€ 488,700.00
PROD17800	ServiceNow® Business Stakeholder	Business Stakeholder User	10	36 Months	20 Mar 2023	19 Mar 2026	€ 3.50	€ 420.00	€ 1,260.00
Subscription Product SubTotal								€ 163,320.00	€ 489,960.00
Education, Knowledge and Professional Services Subtotal								€ 0.00	
Estimated Grand Total								€ 489,960.00	

Invoice Schedule	Invoice Date	Amount	Grand Total
Annual Subscription Fee	Upon Signature	€ 163,320.00	€ 163,320.00
Annual Subscription Fee	March 19, 2024	€ 163,320.00	€ 163,320.00
Annual Subscription Fee	March 19, 2025	€ 163,320.00	€ 163,320.00
		€ 489,960.00	€ 489,960.00

Hosting Details	
ServiceNow # of Instances:	1 Production 4TB Storage Limit, 2 Non Production 4TB Storage Limit
Instance Names:	udhd, udhdtest, udhddev
Customer ServiceNow Admin:	Vivek Sharma
Email:	Vivek.Sharma@unilever.com
Data Center Region:	United Kingdom

Terms and Conditions

Customer's use rights to the Subscription Products set forth herein for the term beginning on the term start date, ending on the term end date (the "Subscription Term"), are governed by the signed definitive agreement(s) with the contract reference number set forth above ("Agreement") as supplemented and modified by this Order Form and ServiceNow's Customer Support Addendum, Data Processing Addendum, Data Security Addendum, and any Service Description for purchased packaged professional services (collectively, "Addendums") set forth on www.servicenow.com/upgrade-schedules.html and EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer and ServiceNow hereby expressly agree that the provisions of this

Order Form and the Addendums shall control over any conflicting, inconsistent or related provisions in the Agreement and any prior agreements concerning the subject matter thereof that may exist between parties are hereby superseded and replaced in their entirety. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.

Payment Terms

If Customer issues a purchase order ("PO"), any additional or conflicting terms appearing in a PO shall not amend the Order Form or the Agreement. Upon request, ServiceNow shall reference the PO number on its invoices (solely for administrative convenience) so long as Customer provides the PO at least fifteen (15) business days prior to the date of the invoice.

Please submit a PO for the amount set forth above to accountsreceivable@servicenow.com or the ServiceNow address above with Attention: Accounts Receivable.

PRICES ARE FINAL. THIS ORDER IS NON-CANCELLABLE AND, EXCEPT AS OTHERWISE PROVIDED IN THE AGREEMENT, NON-REFUNDABLE. This Order is for the entire Subscription Term and is undividable. Payments are due as per the invoice schedule. All remaining fees are due immediately if ServiceNow terminates for non-payment.

Prices are stated exclusive of taxes, duties and similar assessments on Customer's use, which Customer agrees to pay, excluding taxes on ServiceNow's net income. Taxes shall not be deducted from the payments to ServiceNow, except as required by law, in which case Customer shall increase the amount payable as necessary so that after making all required deductions and withholdings, ServiceNow receives and retains (free from any tax liability) an amount equal to the amount it would have received had no such deductions or withholdings been made.

When applicable, Customer must provide its VAT or GST identification number(s) on this Order Form for (i) the country where Customer has established its business and/or (ii) any other country where Customer has a fixed establishment. Customer shall use the ordered Subscription Service or related professional services for Customer's business use in the foregoing location(s).

Product Overview

The ServiceNow Product Overview containing descriptions of the ServiceNow applications and platform services included in the Subscription Products ordered hereunder is posted on <https://www.servicenow.com/upgrade-schedules.html>.

ServiceNow® Order Form - Product and Use Definitions

USER TYPE DEFINITIONS

"**User**" means any employee or contractor of Customer or Customer Affiliate that is assigned a unique username and password and has a user profile in the Subscription Service designated as "active". Only Users may be given access to the subscription service by Customer. A use right may not be shared or transferred. Customer shall not use the subscription service in a manner that circumvents usage restrictions.

For clarity, Users need to remain allocated until they permanently no longer need access to the subscription service. This occurs for example when a User switches roles and/or is no longer employed by Customer, and access to the subscription service is no longer required. For the avoidance of doubt, temporarily removing and/or re-adding use rights is not permitted

"**Approver User**" is any User performing any of the functions set forth in the table below for an Approver User. An Approver User may only perform the functions set forth in the table below for an Approver User.

"**Requester User**" is any User that performs only the functions set forth in the table below for a Requester User.

"**End User**" has the same use rights as "**Requester User**."

"**Fulfiller User**" is any User other than an Approver User or Requester User. Without limitation, a Fulfiller User is any User that performs any function other than an Approver User function or Requester User function, including those set forth in the table below for a Fulfiller User.

FUNCTION / USE RIGHTS AUTHORIZED	USER TYPES		
	REQUESTER	APPROVER	FULLFILLER
Create its own request	included	included	included
View its own request	included	included	included
Modify its own request	included	included	included
Search the Service Catalog	included	included	included
Search the Knowledge Base	included	included	included
Access public pages	included	included	included
Take surveys	included	included	included
Set its own notification preferences	included	included	included
View assets assigned to user	included	included	included
Access and post to Live Feed	included	included	included
Initiate Chat sessions	included	included	included
Participate in a Watch List	included	included	included
View a report published to them	included	included	included
Approve requests by email that are routed to user	-	included	included
Approve requests routed to user via system	-	included	included
Create any record	-	-	included
Delete any record	-	-	included
Modify any record	-	-	included
Drill through any report	-	-	included
Create any report	-	-	included
Delete any report	-	-	included
Modify any report	-	-	included
Perform development activities	-	-	included (see below)
Perform administrative activities	-	-	included

CUSTOM TABLE CREATION AND INSTALLATION

The creation or installation of Custom Tables in a production instance requires either the purchase of the Now Platform App Engine product or an express Custom Table entitlement that is granted with the purchase of another product. A "Custom Table" is any non-ServiceNow provided table created or installed by or on behalf of Customer on the ServiceNow Platform and used for any purpose, including the creation of a custom application, unless such table is specifically exempt. A list of exempt ServiceNow provided tables and Custom Table use rights are as set forth in the Custom Table Guide on <https://www.servicenow.com/upgrade-schedules.html> and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.

SUBSCRIPTION PRODUCTS

Subscription Product Code/Name

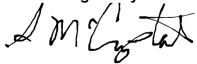
Included ServiceNow Applications and Use Rights

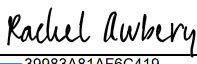
<p>PROD19278 ServiceNow® Customer Service Management Standard</p>	<p>Included Applications: Customer Service Management; Engagement Messenger; Walk-Up Experience; Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Digital Portfolio Management and Universal Request</p> <p>Usage is limited by the number of purchased Fulfiller Users. Requester Users and External Users are not included in the Fulfiller User count and are not subject to Customer Service Management Standard Subscription Product fees.</p> <p>Notwithstanding the definition of User above, an External User is defined as Customer's external contacts, including, but not limited to Customer's accounts, consumers, households, partners or other contacts. External User may create, view, modify, or approve requests of their own or related accounts via the customer portal, approve requests for new contact creation; and manage users or assets of their own or related accounts.</p> <p>Customer is wholly responsible for External Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such External Users.</p> <p>Each Fulfiller User purchased includes 1,000 Customer Portal Visits per month (unused Portal Visits expire monthly without credit or refund). Additional Customer Portal Visits may be purchased in increments of 1,000. A Visit is a period of activity on the Customer Portal, including a community visit. A new Visit is generated if an anonymous, unauthenticated, External User or Requester User accesses, logs out, times out, or a Visit lasts beyond midnight in the Data Center Region indicated above.</p> <p>Customer is granted the right to create or install up to 25 Custom Tables and to grant each Fulfiller User, External User and Requester User the right to access those Custom Tables and perform the actions granted to that User Type.</p> <p>Extensions to the case table are exempt from the custom table count.</p> <p>Universal Request use rights apply only to Customer Service Management Standard applications and 25 Custom Tables.</p> <p>Protocols and Spokes that are available in the Subscription Product are set forth in the then-current applicable Product Documentation. Use of Protocols and Spokes may require purchase of Integration Hub Transactions at an additional fee.</p> <p>The following Application(s) became available in the family release indicated: San Diego - Digital Portfolio Management</p>
<p>PROD17800 ServiceNow® Business Stakeholder</p>	<p>A Business Stakeholder User may approve requests by email that were routed to the User or via the Subscription Service and view and drill through reports within the Subscription Products to which the Customer is subscribed.</p> <p>Customers with a separately purchased IT Service Management Subscription product may provide Business Stakeholder Users with the right to update comments to incidents or requests on behalf of other Users.</p> <p>Customers with a separately purchased Customer Service Management, Financial Services Operations, Telecommunications Service Management, Public Sector Digital Services, Technology Provider Service Management or Healthcare & Life Sciences Service Management Subscription product may provide Business Stakeholder Users with the right to create cases and update comments on behalf of their customers or service organizations. Customer may grant Business Stakeholder User rights to users that are either internal or external to Customer's organization.</p> <p>Customer is wholly responsible for Business Stakeholder Users' compliance with the terms of the Agreement and this ordering document, and all acts and omissions of such Users. Such Users will not have the right to take any legal action against ServiceNow under this Agreement or any ordering document.</p> <p>Customers with a separately purchased App Engine Subscription Product may provide Business Stakeholder Users with the right to create or update comments to records in an App Engine Custom Table.</p> <p>Use of Custom Tables with Business Stakeholder User rights requires: (i) use of the ServiceNow created approvals module; and (ii) creation of a read role on the Custom Table associated with the Business Stakeholder User role.</p>

ACKNOWLEDGED AND AGREED:

Customer: Unilever UK Ltd

ServiceNow UK Ltd.

Signature:	<div>DocuSigned by:  FA1B14754C8C4F5...</div>
Name:	
Title:	
Date:	

Signature:	<div>DocuSigned by:  39983A81AF6C419...</div>
Name:	
Title:	
Date:	

DS
