

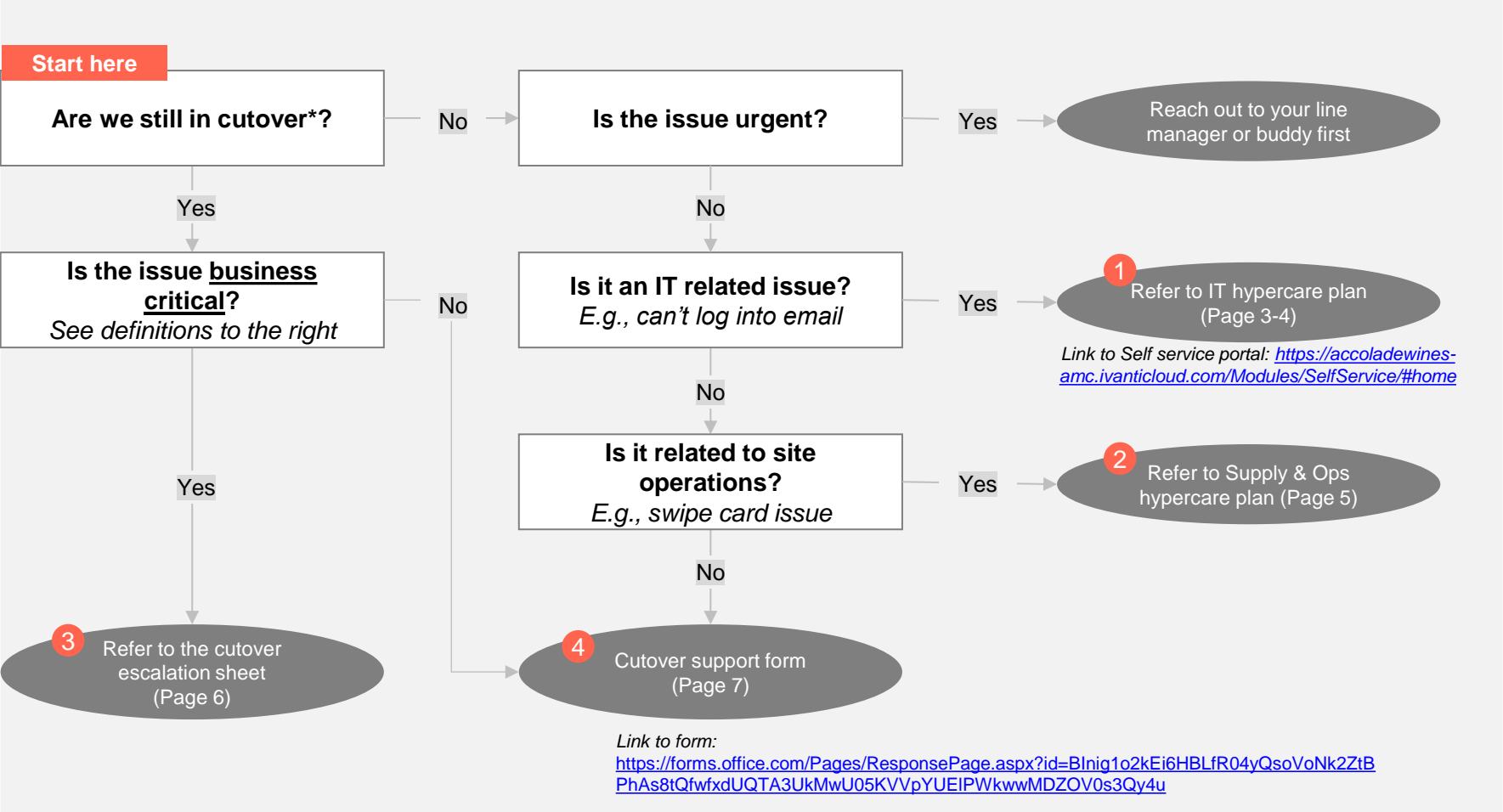
Cutover support – Quick Reference Guide

This document provides guidance on how to escalate issues during and immediately after the cutover period

Quick Reference Guide

This page summarises the process for escalating issues during and immediately after cutover

Issue escalation process



Business Critical issues are one of the below

- Prevents the business operating at a region, geography, group, or site level with no workaround in place
- Prevents processing customer deliveries or a vintage critical process.
- Prevents processing core financial functions e.g. accounts payable, end of period financial reporting.
- An immediate impact to the safety and wellbeing of staff and customers
- An immediate negative impact to the reputation of the company and employees.
- Has the potential to produce any of the above outcomes if not addressed in a timely manner

*Cutover refers to the IT outage period intended to be between Thursday 1 May and Sun 4 May inclusive

1 IT hypercare plan

This page summarises the IT hypercare plan active from 5 May to 6 June

5 May to 6 June



IT Service Portal – RECOMMENDED CHANNEL

<https://accoladewines-amc.ivanticloud.com/Modules/SelfService/#home>



Email

ITServiceDesk@vinarchy.com



Phone

+61 8 8392 2444 (AU)

+64 9 872 4180 (NZ)

+44 193 242 8700 (UK)

+34 900 816 916 (ESP)



If HR or training related, please email Vinarchy@vinarchy.com

If business process related, please reach out to your specific buddy or business lead

7 June onwards

End of Hypercare

- Support will still be available via business-as-usual (BAU) channels

IT hypercare plan

Issues will be triaged according to urgency and impact

When an incident is reported to IT, it is allocated a Priority from 1 to 5, based upon an assessment of Urgency of the incident and the extent of business Impact. Urgency is provided by the end users and IT team will determine the impact.



Impact
The extent to which the loss of service impacts the business organization. For example, if a single system is down, it will have less business impact than a Data Centre being down.



Urgency
The affected user's tolerance for a delay in the resolution. Urgency is usually time-related. For example, processing sales orders before the cut off time for the warehouse processing.



Priority
The order in which an Incident needs to be resolved, based on the impact and urgency.

Link to view on IT Service Portal [here](#)

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 dent and the extent of business
 ers and IT team will determine the

URGENCY				
	High	Medium	Low	
	Staff can no longer perform primary work functions, causing loss of productivity or service.	Work functions impaired, workaround in place. If not resolved in a timely manner, will result in loss of productivity or service.	No direct impact on service or function. Inconvenient.	
IMPACT	High Critical service failure. Whole Company or a major Region or a major site involving large number of staff. Major system or multiple system outage. Business critical process such as Shipments impacted without a workaround. Potential financial loss or breach of regulations or reputational damage.	1	2	3
	Medium Partial service failure. Impact to a small site or a small number of staff (>5), Degraded service or a non-business critical system is down. A major system is impacted but a workaround is in place.	2	3	4
	Low Minor service impact. Impacts very few users (<5). Non-critical function or procedure, unusable or hard to use, A workaround is available. A desktop application or personal procedure unusable.	3	4	5

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Supply & Ops hypercare plan

This page summarises the key contacts during the site hypercare period (5 May to 16 May)

Key: contact person

Issue type	w/c 5 May	w/c 12 May	19 May onwards
IT related	<div>5 May to 16 May</div> <div>Scale SME – Marta Swoboda On site (Rowland Flat) JDE SME - Wojciech Peretko On site (Rowland Flat) 1 x general SME - Rob Pechar On site (Rowland Flat) 2 x general SME – Bruce Apted, Anthony Mancini Adelaide</div>		
Plan & source	<div>5 May to 9 May</div> <div>General planning – Aleks Bogdanovic Remote & RF Purchasing non MRP – Mechelle Grigg, Bruna Schultz Remote Purchasing MRP – Wayne Barton Rowland Flat</div>		
Copack	<div>5 May to 16 May</div> <div>General support – Tamara Ireland Remote</div>		
Make & Move	<div>5 May to 9 May</div> <div>Work Order Packets – Wayne Barton Rowland Flat Roland Flat DC – Dom Morgillo remote Sales Invoice – Tammy Laphorne Remote (RF as needed) Chep Transfer – Phoebe Geisler Remote (RF as needed)</div>		
Site Operations	<div>5 May to 16 May</div> <div>Time and Attendance / Kronos -> Adela Jovanovic (Remote) Site visitors and contractors / Who On Location -> Shane Moll / Kerry Glassy (Remote) Incident and observation management / Intelex -> Tessa Carmichael / Shane Moll / Kerry Glassy (Remote)</div>		
Governance / escalation process	<div>Vinarchy SC&Ops 2 x Daily Standup (9.30am (AU & NZ), 4.15pm (AU Only))</div> <div>▲▲▲▲▲▲▲▲▲▲▲▲▲▲▲▲</div>		

Business-critical issues during cutover (1 May to 4 May)

This page summarises the escalation process if a business-critical issue happens during cutover

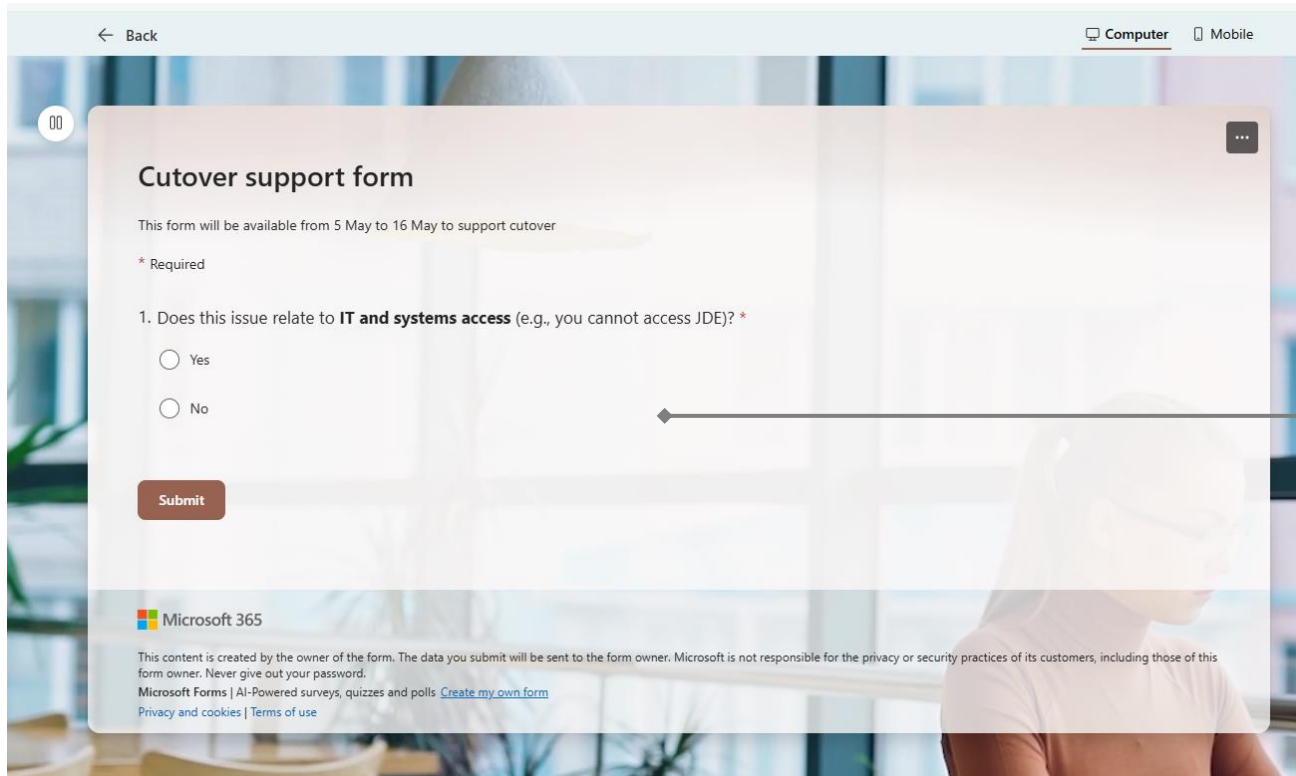
What to do if a business critical issue arises during cutover?

Issue type	Systems and data	Supply and Ops	Employees	Customers
Example	Cyber attack occurs during cutover (e.g., ransomware or data breach)	Safety-critical equipment fails and there is no way to escalate locally	A large group of employees have mismatched records from the transfer, leading to incorrect pay, leave or reporting lines	A pre-agreed order for a major customer was not processed ahead of cutover and a complaint is being raised
Approach to example issue	<ul style="list-style-type: none"> System lockout or ransom attack identified Observing party to report issue to Ash Peck via email (Ash's email will still be online during cutover). Alternatively, call or text Ash If email is chosen as method of contact, observing party to also CC remaining points of contact Ash to share issue with governance group 	<ul style="list-style-type: none"> Observing party to report incident to Joe Russo via email (Joe's email will still be online during cutover). Alternatively, call or text Joe If email is chosen as method of contact, observing party to also CC remaining points of contact Joe to share issue with governance group 	<ul style="list-style-type: none"> Observing party to report issue to Jeremy Stevenson via email (Jeremy's email will still be online during cutover). Alternatively, call or text Jeremy. If email is chosen as method of contact, observing party to also CC remaining points of contact Jeremy to share issue with governance group 	<ul style="list-style-type: none"> Observing party to report issue to Martin Newell via email (Martin's email will still be online during cutover). Alternatively, call or text Martin If email is chosen as method of contact, observing party to also CC remaining points of contact Martin to share issue with governance group
Points of contact	<div> <div> Ash Peck IT TMO lead ash@kincaidpartners.com.au +61 409 978 546 </div> <div> Kingsley Bibby IT TMO support kings@kincaidpartners.com.au +61 481 388 332 </div> </div> <div> <div> Tom McGrath Head of IT services tom.mcgrath@accoladewines.com +61 438 046 684 </div> <div> Anthony Mancini Head of Core Systems anthony.mancini@accoladewines.com +61 400 100 771 </div> </div>	<div> <div> Joe Russo Chief Supply Officer joe.russo@accoladewines.com +61 438 365 143 </div> <div> Brett McKinnon Chief Technical Officer +61 408 832 649 </div> </div> <div> <div> Christian Loughran S&O TMO Lead christian.loughran@accoladewines.com +61 435 190 587 </div> <div> Michael Colwill Premium Wineries Manager michael.colwill@accoladewines.com +61 400 335 033 </div> </div>	<div> <div> Jeremy Stevenson Chief Corp. Officer jeremy.stevenson@accoladewines.com +61409604380 </div> <div> Sophie Ellis Head of HR, ANZP sophie.ellis@accoladewines.com +61479174545 </div> </div>	<div> <div> Martin Newell Commercial TMO Lead martin.newell@accoladewines.com +61 498 744 164 </div> <div> Emma Baldwin PRW RTM Separation Lead +61 428 727 724 </div> </div> <div> <div> Norbert Jozsa RTM Lead <u>Europe</u> norbert.jozsa@accoladewines.com +44 (0)7584 776034 </div> <div> Jaime Cantu Acting MD <u>Americas</u> jaime.cantu@accoladewines.com </div> </div> <div> <div> Sean Cunial Regional MD, <u>Asia</u> sean.cunial@accoladewines.com +61 466 551 011 </div> <div> Tegan Flanagan Head of Comms tegan.flanagan@accoladewines.com +61 431 475 116 </div> </div>
Governance group	<div> <div> Ben Clarke Executive Chairman ben.clarke@accoladewines.com </div> <div> James Hole Chief Transformation Officer jhole@baincapital.com </div> <div> Adrian James TMO lead adrian.james@pip.global </div> <div> oneVintage TMO lead TMO lead onevintage.tmo@accoladewines.com </div> </div>			

Cutover support form

Cutover support form link:

<https://forms.office.com/Pages/ResponsePage.aspx?id=Blng1o2kEi6HBLfR04yQsoVoNk2ZtBPhAs8tQfwfxdUQTA3UkMwU05KVVpYUEIPWkwwMDZOV0s3Qy4u>



The screenshot shows a Microsoft Forms interface for a 'Cutover support form'. At the top, there is a 'Back' button and a toggle for 'Computer' and 'Mobile' views. The form title is 'Cutover support form'. Below the title, a message states: 'This form will be available from 5 May to 16 May to support cutover'. A red asterisk indicates a required question. The question is: '1. Does this issue relate to **IT and systems access** (e.g., you cannot access JDE)? *'. There are two radio button options: 'Yes' and 'No'. A 'Submit' button is located below the question. At the bottom of the form, the Microsoft 365 logo is displayed, followed by a disclaimer: 'This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.' Below the disclaimer are links for 'Microsoft Forms | AI-Powered surveys, quizzes and polls', 'Create my own form', 'Privacy and cookies', and 'Terms of use'.

1. Fill in your support request
2. You will receive an email confirming that your query has been received
3. The TMO will review and get back to you as soon as possible