



SAP Wave 4 Communications Plan

| Week 1 | Week 2 | Week 3 | Week 4 | Week 5 | Week 6 | Week 7 | Week 8 | Week 9 | Week 10 | Week 11 | Week 12 | Week 13 | Week 14 | Week 15 | Week 16 |
|--------------------------|--|--|--|---|--|---|---|--|---|--|---|---|--|---|---|
| Jun-11 | | Jul-11 | | | | | Aug-11 | | | | Sep-11 | | | | |
| 17 | 24 | 1 | 8 | 15 | 22 | 29 | 5 | 12 | 19 | 26 | 2 | 9 | 16 | 23 | 30 |
| Planning and Preparation | Country Leadership Communication Training Overview 1 Using the Sunrise Portal and Video Newsletter Introduction | Customer Sales Letter / Presentation Location Signage Wave 4 Newsletter 1 and Web Post | SAP Basic Terms and Acronyms Train-the-Trainer/Cutover Sessions Project Sunrise Overview | SAP/Sunrise Overview SAP Processes and Functions SAP Training and Support Wave 4 Newsletter 2 and Web Post | T&E Program Overview Procurement Overview SAP GUI Installation and Video ShopSmart with eBuy Video Post | Training Update Employee Communications Feedback Global Newsletter and Web Post Wave 4 Newsletter 3 and Web Post | Quiet Period Communication -- Internal and External Super User Overview Cutover Overview SAP Access Overview Super User Invitations | Cutover Communications (for Team) Supplier Notification -- Direct Supplier Notification -- Indirect SAP Access through GUI Wave 4 Newsletter 4 and Webpost | T&E Program Timeline Updating T&E Travel Profile eBuy Communications APO, GLIMS & GWINS SAP User ID Email | Dual Master Data Maintenance Internal General Ledger Changes Vistex Overview Global Newsletter and Web Post Wave 4 Newsletter 5 and Web Post | Batch Coding Changes Communication Procurement: Internal Communication from GM Purchasing Cutover Details Management Preparation for Go-Live Email Education Sessions | Start-Up Communication Hypercare Overview Leadership Overview Supplier Notification Cut-Off Dates Direct Supplier Notification Cut-Off Dates Indirect Wave 4 Newsletter 6 and Web Post | Hypercare Team Kickoff Deck Super Users Kickoff Deck Final eBuy Information (If Needed) T&E Remote Access Transformations are Here Email | Cutover Portal Posts Super User Support Information Day 1 Checklist Planned Outage Communication (Internal) SUST Handbook | Hypercare Communications Support Supplier Go-Live Communication Regional Newsletter and Web Posts Global Newsletter 7 and Web Post System Status Page |
| Comma Meeting | Comma Meeting | Comma Meeting | Comma Meeting | Comma Meeting | Comma Meeting | Comma Meeting | Comma Meeting | Comma Meeting | Comma Meeting | Comma Meeting | Comma Meeting | Comma Meeting | Comma Meeting | Comma Meeting | Comma Meeting |



Note:

- We update the plan so the deliverable dates stay aligned with the project
- We also add new deliverables as we uncover new requirements
- Some elements of the plan might not apply to a specific country – we tailor these communications during our country meetings
- Details follow the Wave 4 Plan overview



SAP Wave 4 Communications Plan

| Communication Description | Week | Target Audience | Media | Objective/Description |
|---|-----------|---|--|---|
| Planning and Preparation | 1 | Communications Team | Meetings | Set the objectives for moving forward within the region. Accompanied by slides and this plan. |
| Communications Meetings | Each Week | Country Coordinators and Country HR Leads | Meeting | Held weekly with complete team – then weekly on a Country basis. |
| Country Leadership Communication | 2 | All employees | Email or Newsletter Content | Sent by the General Manager to all employees in the region explaining the value and purpose of the communications program. |
| Training Overview 1 | 2 | All employees | Newsletter Content | Alert employees to upcoming training confirmations for SAP, GLIMS, GWINS and Legacy Collaboration Applications; Provide general information about each area of training |
| Using the Sunrise Portal | 2,3 | All employees | Newsletter Content, Web Post and Video | Provides information and steps on how to access the Sunrise Portal. Produced in multiple formats, as a newsletter article, PowerPoint deck and video., |
| Newsletter Introduction | 2 | All employees | Newsletter Content | From the Country Coordinator or General Manager introducing the country newsletter program. |
| Location Signage | 3 | All employees | Signage | Announcement on upcoming Go-Live for the location – foster awareness of SAP Go-Live. Will need something different for locations – not expecting to put up posters. Might be distributing pdfs with graphics. Might want to investigate additional usages for communications, video or monitor usage. Will depend on country requirements and availability. |



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| Customer Sales Letter / Presentation | 3 | Customers | PPT, Talking points document and Sales Letter | The purpose of this communication is to ensure the customers that the MJN transformation is being approached from a set of sound business decisions. Set includes PowerPoint deck and supporting Talking Points document and Sales Letter document. Depending on sales practices in the country – can provide or be used as required. Will not be used until after Cutover planning is complete – but want to get it to Country Coordinators early to help with planning. Has been approved by MJN Legal. |
| Country Newsletter | 3 | All employees | Newsletter Content | Distributed every two weeks. Major vehicle for distributing information to help employees prepare for Project Sunrise Go-Live. Translated when required. |
| Train-the-Trainer / Cutover Sessions | 4 | All employees | Newsletter Content | Provides employees with an overview of the scheduled Train-the-trainer and Cutover sessions. |
| Project Sunrise Overview | 4 | All employees | Newsletter Content | Gives employees an understanding of why MJN is running Project Sunrise. |
| SAP/Sunrise Overview | 5 | All Employees | PPT Portal Post | PPT deck to support Project Sunrise Overview article. Provides insight into Overview. |
| SAP Processes and Functions | 5 | All Employees | PPT Portal Post | PPT deck to support upcoming newsletter article. Provides insight into the processes and functions delivered within Project Sunrise. |
| SAP Training and Support | 5 | All Employees | PPT Portal Post | PPT deck to support upcoming newsletter article. Provides insight into the training and support for Project Sunrise. |
| Country Newsletter | 5 | All employees | Newsletter Content | Major communications vehicle, translated as required. |
| Global Newsletter | 5 | All employees | Email and Portal Post | Produced monthly to provide employees with information they need to know about Project Sunrise; accompanied by a portal post with additional details as required |



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| T&E Program Overview | 6 | All employees | Newsletter Content | High-level overview on changes coming by moving to SAP T&E and new MJN AMEX cards. Might have multiple communications rolled into this, for example, information on card applications. |
| Procurement Overview | 6 | All employees | Newsletter Content | High-level overview on changes coming by moving to eBuy. Need to coordinate this with HR due to changes in Indirect purchasing. Might have multiple communications rolled into this, for example, overview on communications to suppliers/vendors. |
| SAP GUI Installation and Video | 6 | Employees that use SAP GUI | Newsletter Content, Web Post and Video | Covers the steps to install the SAP GUI from Tivoli. |
| ShopSmart with eBuy | 6 | All employees | Video | Introduce MJN general population to eBuy and Procurement modernization effort; have long and short versions |
| SAP Processes and Functions | 7 | All employees | Newsletter Content | Information on SAP workstreams and functions implemented with MJN Project Sunrise. |
| Training Update | 7 | All employees | Newsletter Content | Detailed information on LMS and upcoming training. |
| Employee Communication Feedback | 7 | All employees | Newsletter Content | Links to survey tool employees can use to leave feedback on newsletters. This is optional and would need to be translated if used. |
| Country Newsletter | 7 | All employees | Newsletter Content | Major communications vehicle, translated as required. |
| Quiet Period Communications – Internal | 8 | All employees | Newsletter Content | Prepare employees for SAP cutover quiet period. Must follow completion of country cutover plan. |
| Quiet Period Communications – External | 8 | Customers | Post or Email | Prepare customers for SAP cutover quiet period. Must follow completion of country cutover plan. This can be covered in the expanded Sales Letter. |
| Super User / SUST Overview | 8 | All Employees | Newsletter Content | Describes SUST program used to support employees following Go-Live. |



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| Super User Invitations | 9 | Super Users | Email | Invitations sent to Super Users to ask them to participate in the SUST program. Also lists responsibilities within the role. |
| Cutover Overview | 8 | All Employees | Newsletter Content | Provides overview of cutover program and initial information on controlled start-up. |
| SAP Access through the SAP GUI | 9 | All Employees | Newsletter Content | Illustrated how to access SAP through the GUI (Graphical User Interface). |
| Supplier Notification – Direct | 9 | Direct Suppliers / Vendors | Post or Email | Information for suppliers/vendors covering upcoming changes, new addresses and processes. |
| Supplier Notification – Indirect | 9 | Indirect Suppliers / Vendors | Post or Email | Information for suppliers/vendors covering upcoming changes, new addresses and processes. |
| Cutover Team Notification | 9 | Internal Cutover Team | Email | Invitation to participate in Cutover and describes process to be used during Cutover—might be handled directly by Cutover team. |
| Country Newsletter | 9 | All employees | Newsletter Content | Major communications vehicle, translated as required. |
| T&E Program Timeline | 10 | All Employees / T&E Users | Newsletter Content / Portal Post | Lists actions employees that will use T&E must follow in order to use the system effectively (last day for entering expenses in the old system, for example). |
| eBuy Communications / Procurement Timeline | 10 | All Employees / Procurement Team | Newsletter Content / Portal Post | Lists actions employees involved in purchasing must follow in order to be ready for cutover/Go-Live (last day for entering POs, for example). |
| APO, GLIMS & GWINS | 10 | All Employees | Newsletter Content | Overview of production changes being implemented using APO, GLIMS and GWINS. |
| SAP User ID Email | 10 | SAP Users | Email | For use at Go-Live, want to get it to translation. Email from security containing an employee's SAP User ID and Password, details on signing-on to SAP for the first time and information on SUST / Super User support. To be produced in both English and country language. |



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| T&E Travel Profile Updates | 10 | All Employees | Newsletter Content, Web Post | If used in the country, information on how to update an employee's travel profile with the new AMEX information. |
| Customer Number Mailing | 11 | Customers | Post or Email | Copy the sales team can use to communicate that the company number is changing. This can be covered by the expanded Sales letter. |
| Dual Master Data Maintenance | 11 | All Employees | Newsletter Content | Describes steps in Dual Master Data Maintenance (depends upon need of project team). |
| Internal General Ledger Changes | 11 | All Employees | Newsletter Content; Web Post | Information covering the basic changes to accounting processes for the new SAP system. Points to the list of the new codes use |
| SAP Access through the SAP Portal | 11 | All Employees | Newsletter Content | Illustrated how to access SAP though the SAP Portal |
| Country Newsletter | 11 | All employees | Newsletter Content | Major communications vehicle, translated as required. |
| Global Newsletter | 11 | All employees | Email and Portal Post | Produced monthly to provide employees with information they need to know about Project Sunrise; accompanied by a portal post with additional details as required |
| Batch Coding Changes – External | 12 | Suppliers / 3PL | Email or Mail | Communicate importance of using predetermined range of batch codes upon receipt of raw and packaging materials, eliminating dual transactions into SAP and WMS; Basic explanation of numbering. |
| Batch Coding Changes – Internal | 12 | All Employees | Newsletter Content and Web Post | Explain and illustrate changes to batch coding for both internal control and regulatory compliance and of 3PLs' use of Batch Codes to Internal Audiences. |
| Procurement: Internal Communication from GM | 12 | All Employees | Email from GM | Management email for employees covering the changes that Indirect purchasing brings to the organization. |



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| Purchasing Cutover Details | 12 | All Employees | Newsletter and Web Post | Lists actions employees involved in purchasing must follow to be ready for cutover/Go-Live (last day for entering POs, for example). Updated information if needed by project team. |
| Management Preparation for Go-Live | 12 | Managers and Leaders | Email | Provides talking points managers and leaders can use to discuss the upcoming Go-Live. Sent from General Manager to promote conversations within team meetings. |
| Education Sessions | 12 | All Employees | Meetings | Planned web-based or group “town hall” sessions to deliver information on T&E, eBuy and Vistex. |
| Start-up Communications | 13 | All Employees | Newsletter Content | Describes controlled-start process. |
| Hypercare Overview | 13 | All Employees | Newsletter Content | Contains information for all employees about Hypercare processes, roles and expectations. |
| Supplier Notification Cut-Off Dates Direct | 13 | Direct Suppliers / Vendors | Post or Email | Provides reminder on cut-off dates for supplier and vendors (for example, last day to send invoices to old system). |
| Supplier Notification Cut-Off Dates Indirect | 13 | Indirect Suppliers / Vendors | Post or Email | Provides reminder on cut-off dates for supplier and vendors (for example, last day to send invoices to old system). |
| Country Newsletter | 13 | All employees | Newsletter Content | Major communications vehicle, translated as required. |
| Hypercare Kickoff Deck | 14 | Employees involved in Hypercare Process | PowerPoint Deck | Contains information for all employees participating in Hypercare on the processes, roles and expectations. Produced by Hypercare Team. |
| Super User Training / Pre Go-Live | 14 | Super Users and SMEs (SUST members) | PowerPoint Deck | Training session information from Change Enablement team given on-site to Sunrise User Support Team (SUST) members. |



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| Final eBuy Information (if needed) | 14 | All Employees | Newsletter Content | If needed, final information on eBuy processes. |
| T&E Remote Access | 14 | Remote T&E Users | Newsletter Content, Web Post | Information on using T&E from a standard URL at a remote location. |
| Transformations are Here Email | 14 | All Employees | Email | Makes upcoming transformations important to employees based on message coming from General Manager |
| Transformations are Here Handout | 15 | All Employees | Handout | Contains details on what employees can expect at Go-Live happens at cutover and provides links to further information as required. Timed to reinforce the Transformations are Here email from General Managers. |
| Cutover Portal Posts | 15 | All Employees | Web Posts | Information added to the Sunrise Portal to support the Go-Live action. The list will be developed earlier in the plan to allow for translation (as required). |
| SUST Handbook | 15 | SUST Team | Web Post | Contains tools and information for use by SUST members to support end-users at Go-Live. Will be produced earlier in the plan to help support translation (as needed). This is a final check to verify information. |
| Day 1 Checklist | 15 | All Employees | Handout | Provides step-by-step information to make employees more comfortable on SAP Day 1. Can be used by Super Users to verify that an employee has what they need for Go-Live. |
| Planned Outage Communications | 15 | All Employees | Email | Notice that all SAP end users will be locked out of the SAP Production system for an initial backup of the new SAP system. Affects all users in regions/countries that have implemented SAP. Need to coordinate and plan the outage. |
| Supplier Go-Live Communication | 16 | Direct and Indirect Suppliers / Vendors | Email | Announce the SAP Go-Live to Suppliers. |



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| Hypercare Communications Support | 16 | All Employees | Various | Provide communications support for Hypercare; developed specific communications as required during the Hypercare process. |
| System Status Page | 16 | All Employees | Web Post | Maintained to give current system information. |
| Country Newsletter | 16 | All employees | Newsletter Content | Major communications vehicle, translated as required. |
| Global Newsletter | 16 | All employees | Email and Portal Post | Produced monthly to provide employees with information they need to know about Project Sunrise; accompanied by a portal post with additional details as required |