Cardinal Health Canada
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Vaughan, Ontario, L4K 5R8
Canada

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June 9, 2025

Dear Valued Customer,

In follow up to our letter on May 12, 2025, where we provided an overview of changes related to Cardinal Health Canada's move to a new SAP ERP (enterprise resource planning) system on August 4, 2025, we are pleased to provide additional details. Please refer to the ~60-day appendix table below.

We value your work with us in preparation for this transition and remain committed to providing support throughout. Of special note in the appendix table:

- There will be an operational blackout period from 12:00 p.m. local time on Friday August 1 to go-live date, 12:01 a.m. ET on Monday, August 4, 2025. **Please refer to the appendix for full details and timing.** For ValueLink™ customers or customers who usually submit orders on a Friday afternoon, or Saturday, or Sunday, **your Cardinal Health Canada representative will contact you in the coming weeks to discuss if a "long weekend order" may be required.**
    - In the event of a patient critical emergency, you can continue to use our after-hours process—details provided in the appendix. **We ask for your partnership to plan accordingly and only use this for emergencies, so our teams can focus on the ERP transition.**
- To help support a smooth transition, we ask that the necessary **updates** are made to your ordering system **at the time of go-live, and not prior**.

SAP is an industry leader in ERP systems for large scale businesses and is the primary ERP system across Cardinal Health globally. We are optimizing our SAP implementation and mitigating risk by leveraging our team's expertise for the Canada business and applying best practices from SAP implementations completed in 16 countries across Cardinal Health over the past five years.

The resulting harmonization of our ordering system within the Cardinal Health global network will support greater connectivity and stability, and drive efficiencies designed to enhance responsiveness.

Should you have any questions in the interim, please contact your Cardinal Health Canada representative.

We look forward to your continued collaboration as we embark on this exciting initiative to further improve the customer experience.

Best regards,

Gilles Thériault
President, Cardinal Health Canada

Tania Batina
Director, Information and Technology, Canada

Rob Eisa
Vice President, Operations and Supply Chain, Canada