

June 27, 2025

Dear Valued Customer,

Thank you for your continued engagement and support as Cardinal Health Canada prepares to transition to a new SAP ERP (enterprise resource planning) system on August 4, 2025.

Further to our letter of June 9 which included more about upcoming changes related to this transition, we ask that you **please refer below to the ~30-day appendix table of instructions and timing.**

Of special note in the appendix table:

- To help support a smooth transition, changes and updates to your ordering system can be made after your last order before our blackout period, and the go-live date of August 4, 2025.
- The **blackout period** will be from **12:00 p.m. local time on Friday August 1 up to the start of regular business hours on go-live date, 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, 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.**

The resulting harmonization of our ordering system within this robust global network supports greater connectivity for the Canada business and will drive more efficiencies designed to enhance responsiveness and further improve the customer experience.

We value your collaboration with us as we work toward a shared goal for successful implementation. Please know that you have our unwavering commitment to provide rapid response support at the time of go-live and beyond.

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

Best regards,

Gilles Thériault
President, Cardinal Health Canada

Tania Batina

Director, Information and Technology, Canada

Rob Eisa

Vice President, Operations and Supply Chain, Canada