



Boucherville, March 12, 2012

The Honorable Leona Aglukkaq  
Minister of Health  
GOVERNMENT OF CANADA  
Ottawa, Canada K1A 0K9

Dear Honourable Minister of Health :

Thank you for your letter of March 2, 2012 concerning Sandoz' remediation activities and our on-going efforts to ensure supply of medically necessary drugs to Canadians.

Your letter outlines your concerns in two key areas: communication and supply of medically necessary drugs. I would like to outline the actions that Sandoz is taking that address the issues raised in your letter.

With respect to communication, you have called on Sandoz to make information on current and potential drug shortages available to healthcare professionals and patients in a timely manner. While Sandoz has taken measures to make such information available to healthcare professionals and our customers, we are sensitive to your request to extend this transparency to the patients and the public. I would therefore like to inform you that Sandoz agrees to make the current and the 90-day prospective drug shortage information available to the public as requested. Such information will be published electronically on the two drug shortage websites ([druginfo.usask.ca](http://druginfo.usask.ca) and [vendredipm.ca](http://vendredipm.ca)), as agreed to between CGPA and Health Canada.

Furthermore, Sandoz has restructured the format of supply status reports to give healthcare professionals and customers enhanced visibility to available alternate Sandoz products. This new report will be made available on Sandoz Canada's website as of this week (week of March 12).

With respect to product supply, Sandoz Canada has adopted a comprehensive action plan to help secure continued supply of critical injectable medications. We are working closely with several key stakeholders and have identified alternative supply sources for many of the affected injectable products from third-party manufacturers in highly regulated countries, with priority being given to drugs that are of critical need for the healthcare system. Last week, Sandoz submitted regulatory dossiers to Health Canada for fifteen such product families (molecules), comprising 38 different formats, or SKUs. As you are likely aware, we are in regular communication with officials in your department, and one of the topics discussed is an accelerated review pathway for such alternate sources of supply. We would like to express our appreciation for the very good support being provided by Health Canada in that regard.

In closing, please rest assured that Sandoz is treating the present situation with the utmost priority and diligence. We are deeply committed to the well-being of patients and to the supply of high quality medically necessary drugs to ensure that patients with critical medical conditions continue to receive adequate treatment. Our objective is to restore normal levels of supply as soon as possible.

Yours truly,



Michel Robidoux  
President and General Manager  
Sandoz Canada Inc.

cc. Dr. Riad Sherif B., President, Novartis Pharma Canada Inc.  
Mr. Jim Keon, President, Canadian Generics Pharmaceutical Association