

Dear Valued Client,

As we continue diligently monitoring events related to the current coronavirus pandemic, HemaCare has made the difficult decision to suspend some operations at our Los Angeles facility effective Wednesday, March 18<sup>th</sup> through Friday, March 27<sup>th</sup> in order to protect and safeguard both our employees and our donors who may risk coming in contact with the virus during the donation process.

Effective immediately, HemaCare will cease donor room and laboratory activities until at least March 27<sup>th</sup>, 2020:

- Last mobilized leukopak collections will take place on Tuesday, March 17<sup>th</sup>.
- Mobilization of new donors will NOT be initiated currently until management deems it is safe to fully reopen the facility.
- Cell isolation and production activities will be halted Wednesday, March 18<sup>th</sup> through Friday, March 27<sup>th</sup>.
- International shipments are subject to local restrictions. Please contact your BDE for details.

We are highly committed to you and do not take this decision lightly. We realize you require high quality materials for research and to produce the next generation of cell and gene therapies. The current pandemic shines a spotlight on exactly how imperative it is to pursue therapies which can provide treatments for so many who could be severely and negatively impacted by COVID-19. Therefore, in the interest of continuing to support your research and development goals to the best of our ability, we have enacted business continuity efforts including:

- Fresh normal random healthy leukopaks will continue to be supplied through our partner site in Florida as capacity allows.
- Cryopreserved materials are available and will continue to be shipped domestically.

For further information about rescheduling or inventory availability, please contact your local BDE with requests if they arise and as always you can reach a customer support specialist at (877) 397-3087 or [techsupport@hemacare.com](mailto:techsupport@hemacare.com).

As you are all aware, this is a rapidly evolving situation and we will continue to assess the situation over the next weeks to determine when it is safe and responsible to resume normal operations.

Please let me know if you have any questions or concerns.

I can be reached at: [pvanderwal@hemacare.com](mailto:pvanderwal@hemacare.com)

Thank you,

Pete van der Wal  
General Manager  
HemaCare Corporation, A Charles River Company