

Dear Valued Client,

HemaCare continues to diligently monitor events related to the current coronavirus pandemic and we are doing our part in controlling and containing the spread of this virus. With the best interest of our donors' health and safety in mind, and to provide you with the highest level of transparency in our daily operations, we wanted to share the latest updates concerning operations at our Northridge site.

**We will continue to provide you with high quality materials including:**

- **Fresh normal random healthy leukopak 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 and internationally dependent on local regulations.**

On March 19<sup>th</sup>, Governor Gavin Newsom issued a mandatory "Shelter-in-Place" order for California with no defined end date. Although we have permission to continue shipments as outlined in this directive, our donors are volunteers and should heed warnings issued by state and local authorities to remain inside their homes with the exception of necessary services such as food, medicine, or treatment as is clearly defined. We strongly feel that we should not ask our donors to risk exposure to COVID-19 by asking them to ignore such orders. **Therefore, per government directives, we will not be able to resume collections and normal operation activities on March 30<sup>th</sup> as we originally hoped.**

This directive is open-ended and we will continue to monitor events, information, and government regulations. We will provide you with as much advance notice as possible regarding resuming donor collections and operations at our Northridge site.

For further information about rescheduling or inventory availability, please contact your local Business Development Executive.

As always you can reach a customer support specialist at (877) 397-3087 or [techsupport@hemacare.com](mailto:techsupport@hemacare.com).

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