

**Subject: Update on Cerus Business Continuity During SARS-CoV-2 (COVID-19) Pandemic**

Dear Valued Customer,

Since our communication approximately 2 weeks ago, the COVID-19 pandemic and global response have continued to evolve rapidly. Cerus has been making changes to our operations as needed to maintain business continuity while protecting our employees and customers from potential exposure. Our primary goals are to ensure availability of INTERCEPT to our blood center customers and the hospitals and patients that they serve, while making the operational accommodations needed to safeguard the health and safety of our employees. More specifically, we'd like to provide you with a few updates:

- At this time, our supply chain continues to functional normally. There has been no disruption to manufacturing and the inventory position in our warehouses remains at or above our 3-month safety stock targets.
- We've enacted our work from home protocols for our office-based support teams. These procedures are working as expected and our staff have remote access to the systems required to maintain business continuity. All contact phone numbers remain unchanged.
- In accordance with scientific advice and local requirements, we are limiting travel for our field-based support personnel to essential travel only.
  - All our field-based personnel have access to teleconference and video conference technology and will leverage these whenever possible in lieu of face to face visits.
  - Our Technical Service team remains available for illuminator service.
    - If your illuminators are due for preventive maintenance in the coming weeks and you would like to pre-discuss the arrangements for the Service Engineer's visit (e.g. timing, site access requirements, etc.), please feel free to contact our Customer Service department.
    - For other illuminator service needs, please continue to contact Customer Service as normal. Our team will first work with you to see if the issue can be resolved remotely. If an on-site visit is required, we will endeavor to arrive at your site as expediently as possible. Please understand that due to travel disruptions, our time to arrive on site may be longer than typical.

We are in continuous communication with our staff, suppliers, manufacturing facilities, logistics, and service providers. If the situation changes and we identify a risk for supply or service disruption, we will promptly notify you and work with your institution directly to manage the situation as it evolves.



Please do not hesitate to contact your Cerus commercial representative or Customer Services if you have further questions or concerns. Customer Services can be reached via the following:

International:

Phone: +31 33 496 0600

Email: [customer\\_services@cerus.com](mailto:customer_services@cerus.com)

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We thank you for your continued partnership and are honored to work with you to ensure that patients have access to the safest blood products available.

With Kind Regards,

Cerus Corporation and Cerus Europe B.V.

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