

Dear Valued Hospital Partner,

As part of our ongoing efforts to strengthen and enhance our operational structure, we would like to inform you of several departmental name changes within our organization. These changes are intended to better align our departments with their responsibilities and support our commitment to providing exceptional service.

Effective immediately, **Product Management** will be known as **Blood Supply Chain Operations (BSCO)**.

Under the Blood Supply Chain Operations umbrella, the following departments have also been renamed:

- **Inventory and Distribution Operations (IDO)**, formerly **Hospital Services**
- **Product Manufacturing Operations (PMO)**, formerly **Component Operations**
- **Supply Chain Support Operations (SCSO)**, formerly **Product Management Quality & Compliance**

We would also like to share the following leadership assignments within these areas:

- **Lamond Smith** – Manager, Inventory and Distribution planning
- **Lora Munoz** – Manager, Product Manufacturing Operations
- **Lisa Torres** – Manager, Supply Chain Support Operations

As part of this transition, you will begin to see these updated department names reflected on our customer-facing communications and materials, including forms, reports, email signatures, correspondence, and other operational documents. These changes will also be incorporated into our website and online resources over the coming weeks to ensure consistency across all points of communication.

While these organizational and naming changes better reflect our operational structure, there will be **no change in the way we support you**. Your existing contacts, service processes, and level of support will remain unchanged. Our commitment to providing

reliable service, maintaining open communication, and ensuring a dependable blood supply remains our highest priority.

We greatly value the partnership we share with your organization and appreciate the trust you place in us. We look forward to continuing to support your team and the patients you serve.

Should you have any questions regarding these updates, please do not hesitate to contact us.

Sincerely,

Blood Supply Chain Operations (BSCO)