
INFORMATION ONLY

Shipping Containers Utilized for RBC Shipments
Customer Letter # 2012-05

2012-01-26

Dear Customer:

As part of our ongoing effort to improve our processes and increase customer satisfaction, Canadian Blood Services continues to assess all of our current packing configurations. As a result of these assessments Canadian Blood Services has determined that a small change can be made to the utilization of the current RBC packing configurations as follows:

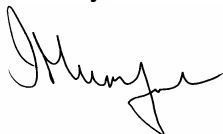
- The J-82 shipping container (regular blood boxes), and its current packing configuration of two ice packs, will be used for shipments where we have assurances that the shipping container will NOT be exposed to temperatures below 0°C for extended periods of time (an extended period of time being defined as approximately more than 2 hours). Use of this shipping container will no longer be dependent on the calendar month of the year (season) as temperature studies indicate this packing configuration performs very well during above 0°C shipping conditions and, based on our latest transport information, we anticipate a good number of our hospital transit routes/methods will meet this condition even in the winter.
- The E-38 shipping container (large shipping boxes), with its current packing configuration of two gel packs, will continue to be utilized, but only when there is a high probability that the shipment will be exposed to temperatures below 0°C for extended periods of time (an extended period of time being defined as approximately more than 2 hours).

These changes are effective immediately; please refer to customer letter **CL 2011-02, *Canadian Blood Services Evaluating Current Use of Shipping Containers – Further Information***, for specific information on the two current RBC packing configurations.

We expect this to be a positive change as customer feedback has indicated that the J82 is currently the preferred container by a number of hospitals.

This Customer Letter can also be viewed at www.blood.ca in the “Hospitals” section. If you have questions about this Customer Letter, please contact your local Hospital Liaison Specialist.

Sincerely,



Ian Mumford
Chief Operating Officer