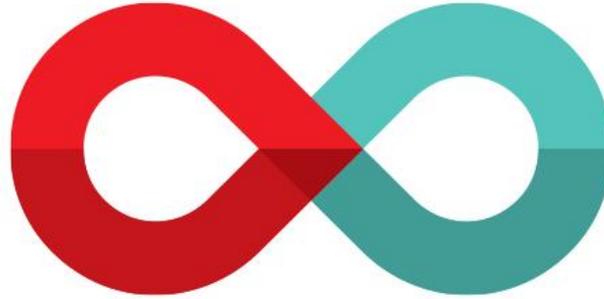




Bilal,
blood donor

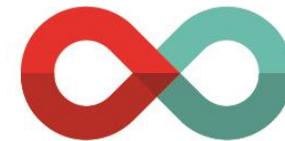


Cara,
*blood recipient and cord
blood stem cell donor*



2021–2022: Mid-Year Review

Open Board Meeting
December 3, 2021



**Canadian
Blood
Services**

BLOOD
PLASMA
STEM CELLS
ORGANS
& TISSUES

Continued to ensure that Canadian patients have reliable access to safe, high-quality products in the first half of 2021–2022

We will look at strategic and operational performance in the first half of the year

Some highlights:

- Reviewed strategic plan to ensure it remained relevant in the changed context of the pandemic.
- Product safety, the donor experience, the employee experience and a deep commitment to diversity, equity and inclusion continue to frame Canadian Blood Service's ambitions.
- Continued delivering high-quality, safe products and services and ensuring fiscal responsibility.
- Continued to successfully manage the impacts of COVID-19 and make contributions to clinical research.

We successfully managed the COVID-19 impacts in the past six months

Fresh blood products

- Continued to successfully manage our inventory levels.

Plasma protein and related products

- Mitigated the impacts of COVID-19 on global supply of immunoglobulin and increasing Canada's plasma supply.

Stem cells

- The programs continue to adapt and implement strategies to minimize impact to operations, employees, donors and patients.

Organs and tissues

- System rebounded from the significant declines caused by the pandemic.

Our supported network led cutting edge COVID-19 clinical research

- The CONCOR-1 trial concluded that convalescent plasma is not effective for treating COVID-19.
- Researchers from our network developed an effective test for vaccine-induced thrombotic thrombocytopenia and determined that intravenous immunoglobulin (IVIg) may be an important adjunct therapy to manage this rare clotting disorder.

Continuing to evaluate COVID-19 immunity among blood donors to inform public health policies

- Contributing to the review of pandemic impacts by continuing to support the Federal COVID-19 Immunity Task Force.
- 245,639 samples have been tested to date.
- Monitoring the percentage of donors with vaccine related COVID-19 antibodies vs. natural infection related antibodies to determine effectiveness.
- COVID-19 is not considered a transfusion-transmissible disease.

**Ongoing
surveillance
indicates that
the risk of
transfusion-
transmitted
pathogens
remains low**

West Nile Virus

- From June 2021, nine positive donations were screened out in 2021 (as of Oct. 15, 2021).
- Decrease in positive tests from previous year.

Babesia

- Parasite passed to humans from ticks.
- A recent risk analysis confirmed that risk remains low.

Hepatitis E

- Virus from undercooked pork.
- Risk is low in Canada; focus on increasing surveillance and awareness.

Emerging pathogens currently pose low risk to the blood supply

Anaplasmosis

- Anaplasmosis is a disease caused by a bacterium considered to be a pathogen of interest spread by ticks.
- Despite the increase in cases, it is deemed as a low threat to the blood supply.

Hepatitis A from contaminated frozen mangoes

- The impact of the recent frozen mango recall for hepatitis A has been deemed to have a low impact on the safety of the blood supply.

Neurological disease cluster in New Brunswick

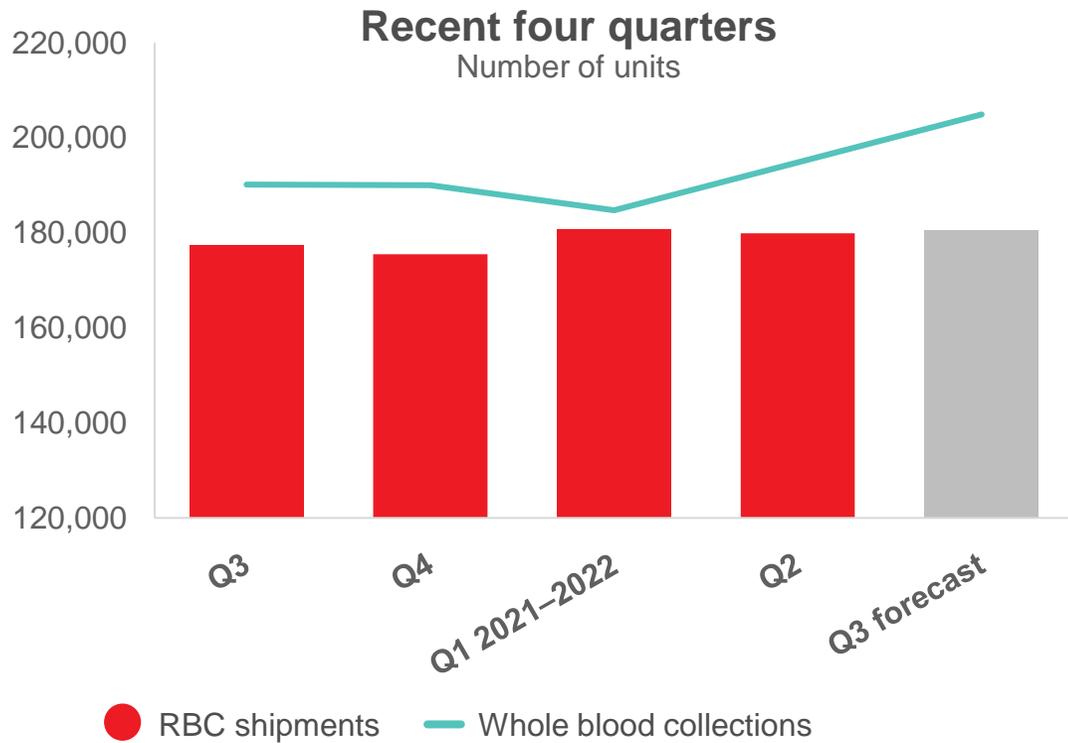
- A recent report from Public Health New Brunswick (PHNB) concluded that no specific behaviours, foods or environmental exposures have been identified as potential risk factors.
- Canadian Blood Services contributed questions to a study looking at individuals who have had the disease.
- 12 of the 34 responding survey participants had received blood or blood products and five had donated blood.
- Currently no identified risk to the blood supply.
- As per usual practice, we will continue to investigate individuals who had the disease and had or have links to blood system.
- We are working with PHNB to obtain the contact information for those donors and recipients who have consented to be contacted and will initiate appropriate lookback and traceback activities.

We continued to successfully manage the supply and demand of fresh blood products

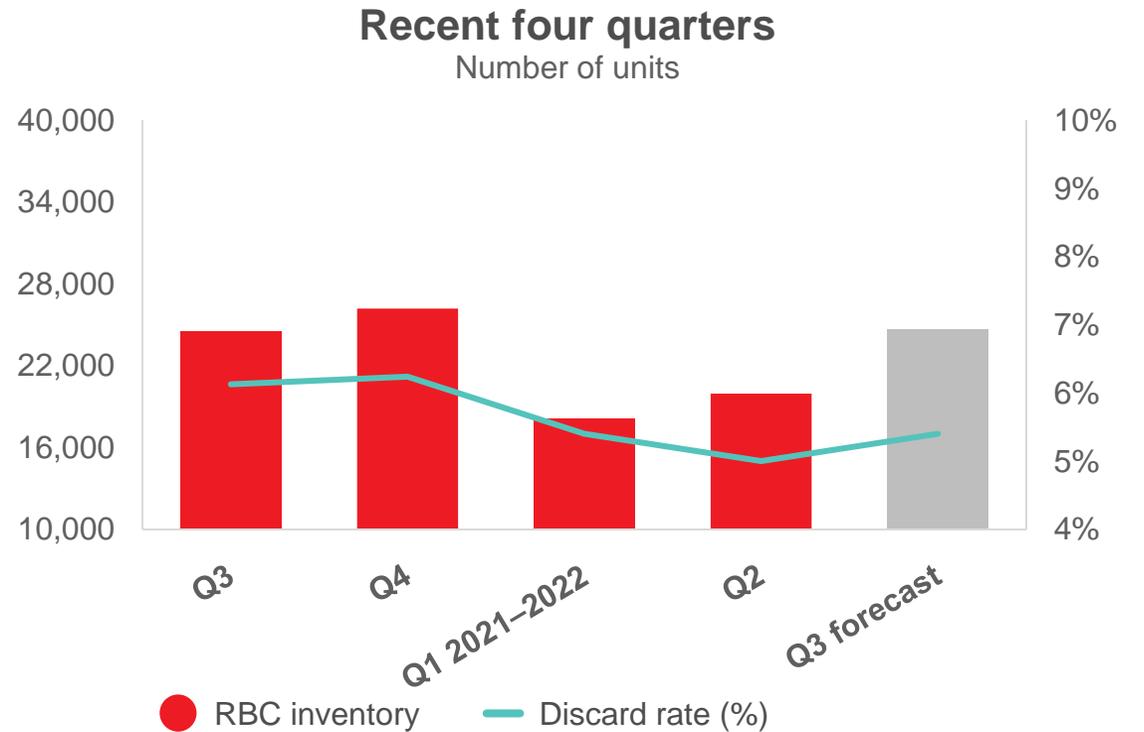
- With lower COVID-19 cases and easing provincial restrictions, the demand for fresh blood products (FBP) increased in the first half of the year.
- Summer inventory recovery plans mitigated increased donor cancellations and no-shows experienced earlier this year, even with some internal staffing impacts. As a result, inventory had not completely repositioned to the ideal range but is stable.
- Necessary increase in donor recruitment and adjustment to collections plan to ensure elevated demand was met.

Red blood cell (RBC) shipments and collections returned to pre-pandemic levels while inventory and discard rate decreased

RBC shipments and whole blood collections



RBC inventory and discard rates

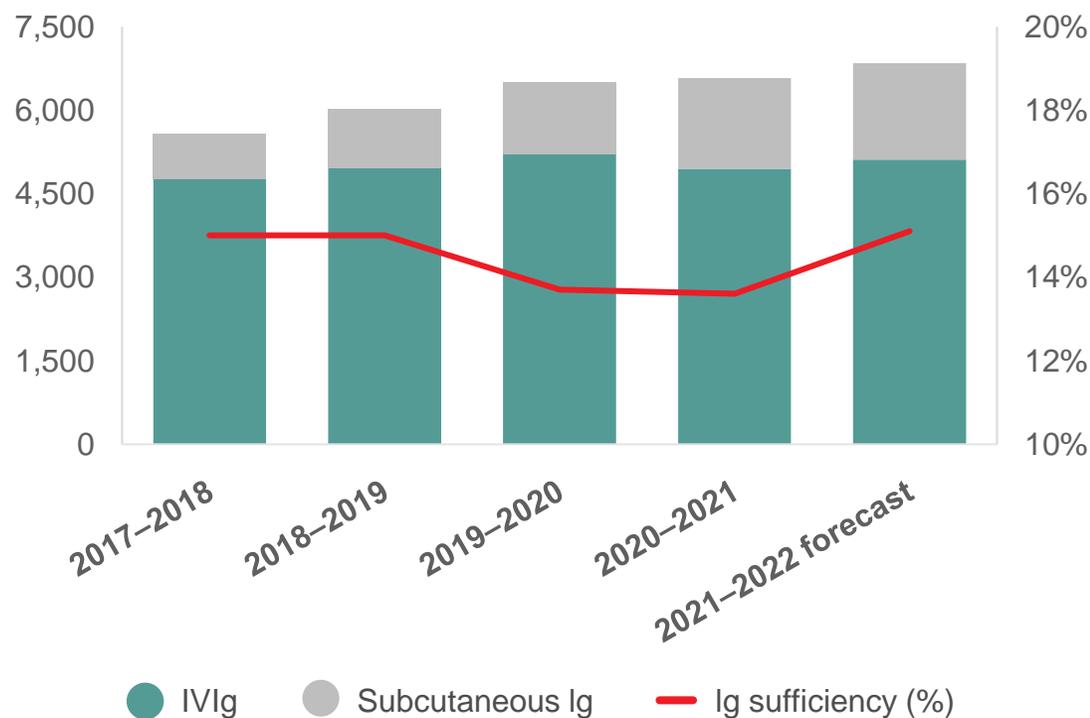


Continued to mature the plasma protein and related products program to benefit patients

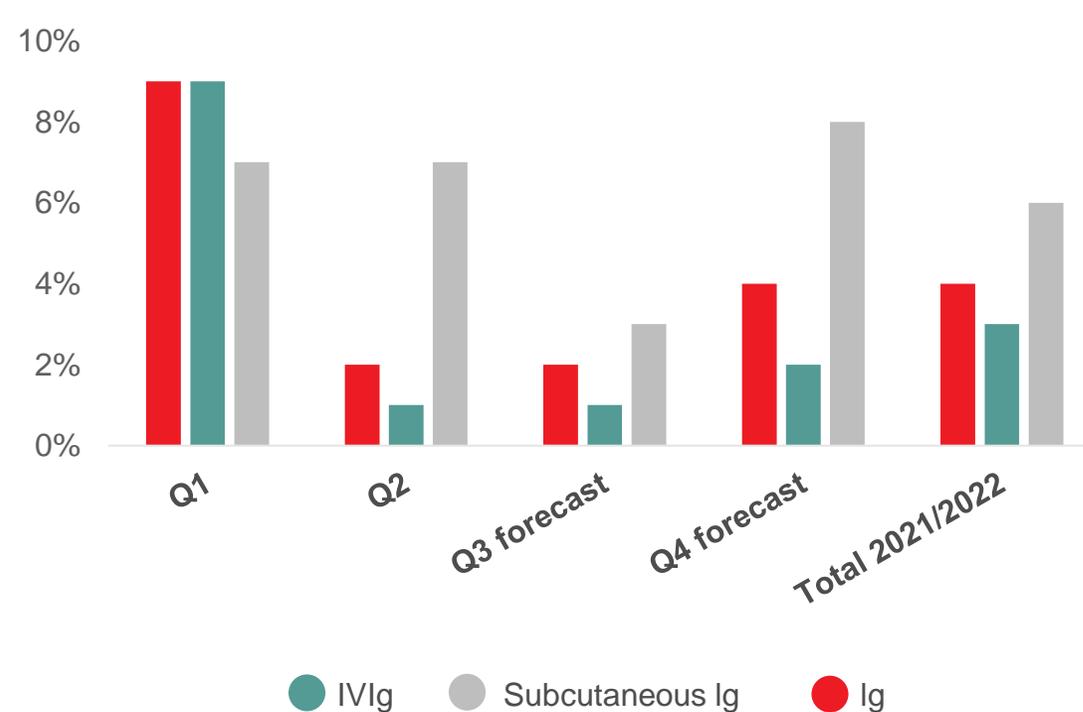
- Expanded use of emicizumab (Hemlibra®) for patients with severe hemophilia A.
- New C-1 esterase inhibitor (Haegarda®) for patients with hereditary angioedema.
- New processes were adopted to increase efficiency and adapt to changing environments.

Demand for Ig continues to grow but at a slower pace than pre-pandemic

Five-year utilization trend
Thousands of grams



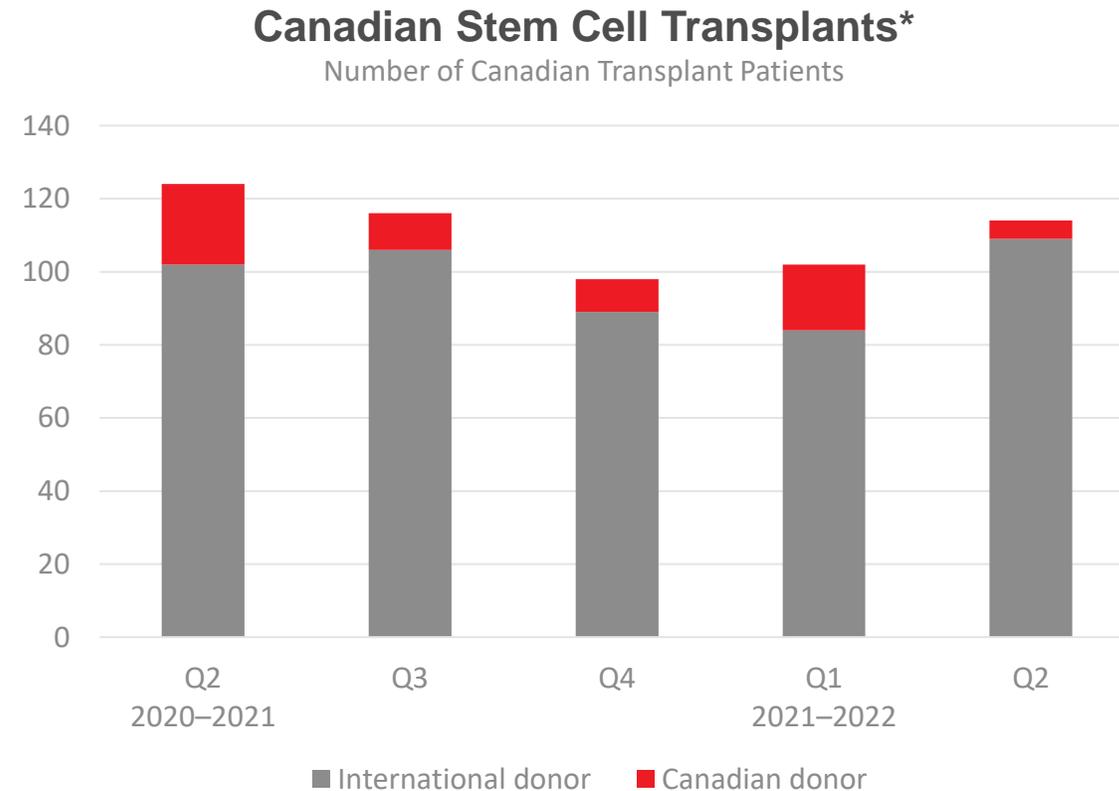
Ig, SCIg and IVIg 2021-2022 / 2020-2021 Year over Year growth rate %



Overall continued growth of the stem cell registry remains a challenge

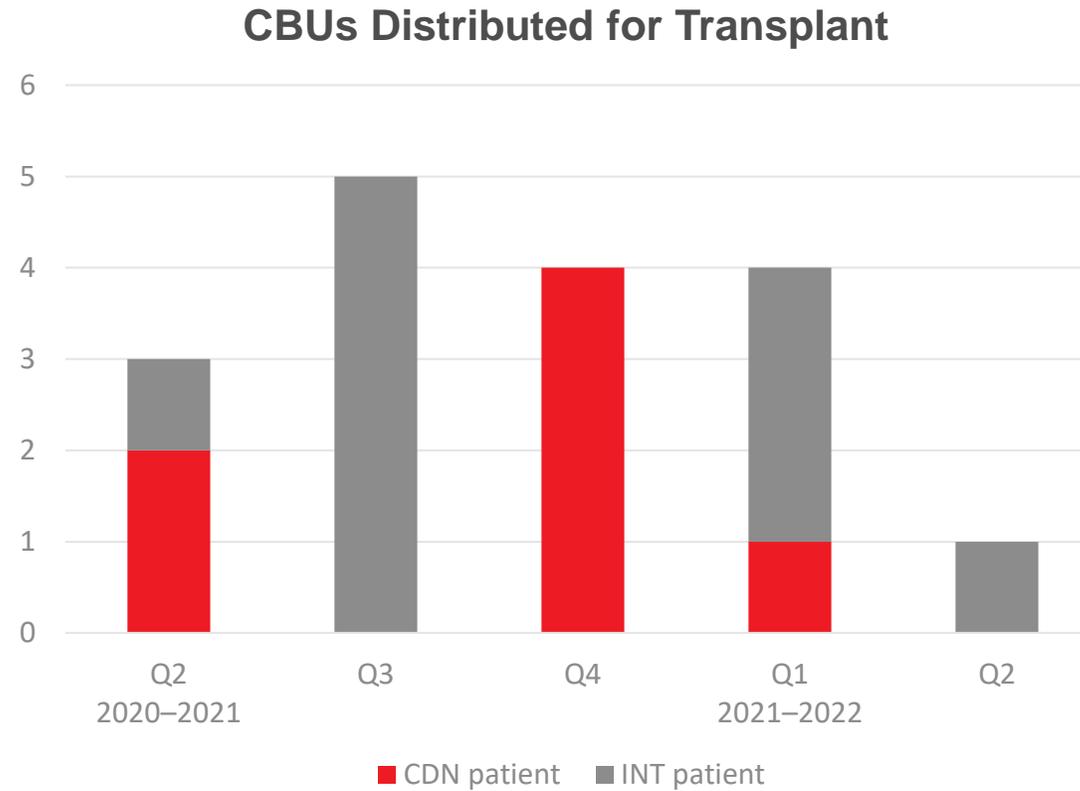
- Stem cell registry recruitment continues to be a challenge due to the suspension of in-person recruitment events.
- A greater focus on digital recruitment and improved website user experience.

Total number of Canadian patients receiving a stem cell transplant is steadily on the rise after trending downwards last fiscal.



* Transplant data does not include cord blood units

The cord blood units used for transplant for both Canadian and international patients remain variable

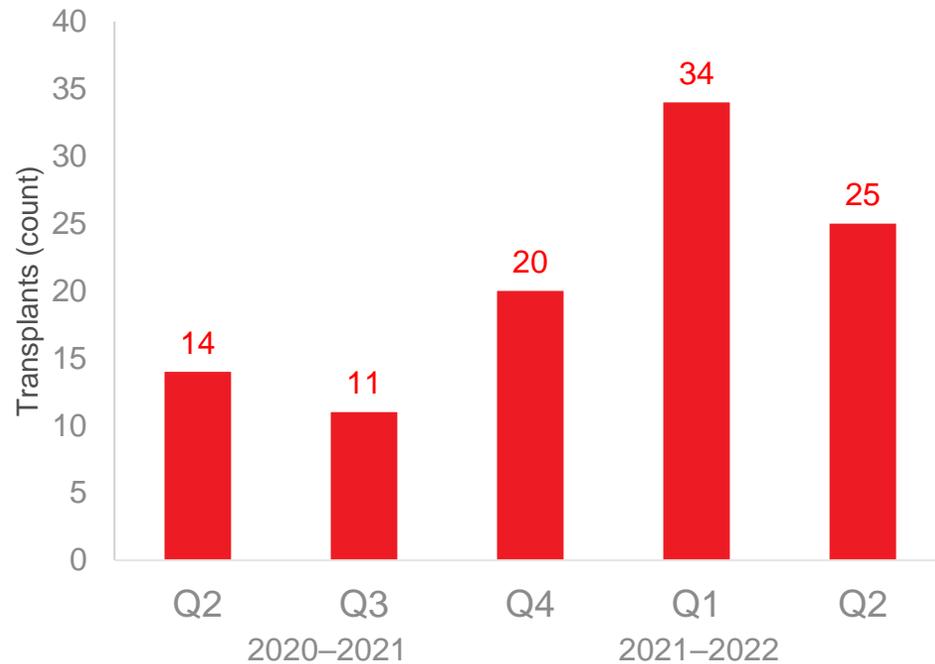


The organ and tissue donation and transplantation program worked to mature national programs and improve system performance

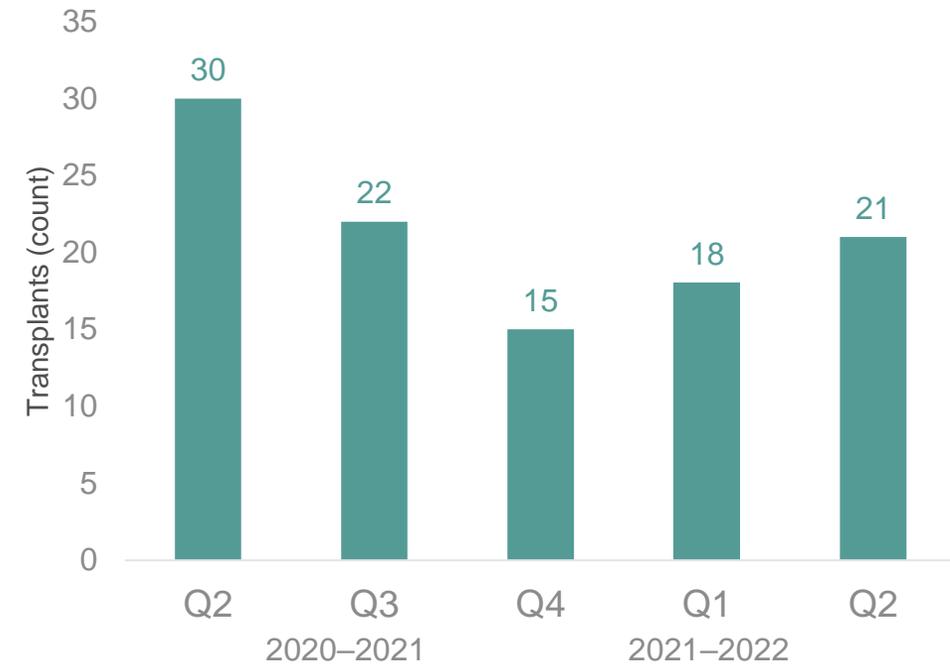
- Launched innovative public awareness and education materials to support living kidney donation.
- Significant contributions were made to system-level reporting.
- Continued to work in partnership with Health Canada's Organ Donation and Transplantation Collaborative.

Kidney paired donation (KPD) facilitated more transplants than historical trends would predict; highly sensitized patients (HSP) facilitated fewer

KPD program



HSP program



Innovative research and development to meet changing patient needs

- Published the 2020–2021 Centre for Innovation Annual Progress report.
- Our supported network advanced knowledge on blood and the blood system.
- Innovated to improve our products, product utilization and patient outcomes.
 - Development work optimized the INTERCEPT process for pathogen-reduced platelets.
 - Research has informed ways to improve red blood cell utilization.
 - Joined a consortium to establish international standards for a more precise, genomics-based blood typing test that will make transfusions safer for patients globally.

We are maintaining our strategic plan, *Keeping the Promise*, relevant through the pandemic and beyond

- Guided by the insights gained since the pandemic, we are:
 - Sharpening our foresight to anticipate emerging challenges
 - Proactively building long-term resilience to withstand future shocks
 - Building agility to respond more rapidly to unforeseen events
- The pandemic has led us to deepen our focus on:
 - Automation and digitalization
 - The future of work
 - Enhancing products and services



*Meet changing patient needs
by providing lifesaving
products and services*

Continued to innovate products and services to meet patient needs

- Completed pathogen inactivation (PI) roadmap, together with an environmental scanning report on product resiliency technologies.
- PI implementation is underway, beginning with platelets in Ottawa, and the business case for introduction of PI plasma has been approved.
- Product development work on leukoreduced whole blood has been completed and collaboration with vendors underway to develop longer shelf-life products (e.g. freeze-dried plasma).



*Build and deepen
relationships with the
donors of the future*

Continued to focus on the donor experience during the pandemic

- Digitally-booked appointments continued to rise — 82 per cent.
- Donor retention remains at the highest rates seen in years.
- Using a stated ambition for the donor experience, we are now designing our changes with donors in mind.
- Work underway to better understand motivations and barriers to whole blood and stem cell donation across diverse communities.
- Launched regular outreach with surveys to all stem cell registrants and stem cell donors to learn about opportunities for improvement.



*Ensure a secure supply
of Canadian plasma for
immunoglobulin*

Growing domestic supply for Canadian patients

- Operating Sudbury, Lethbridge, Kelowna.
- Ottawa and Brampton on track to open in Spring 2022.
- Looking at future sites for six additional plasma donor centres in Canada.

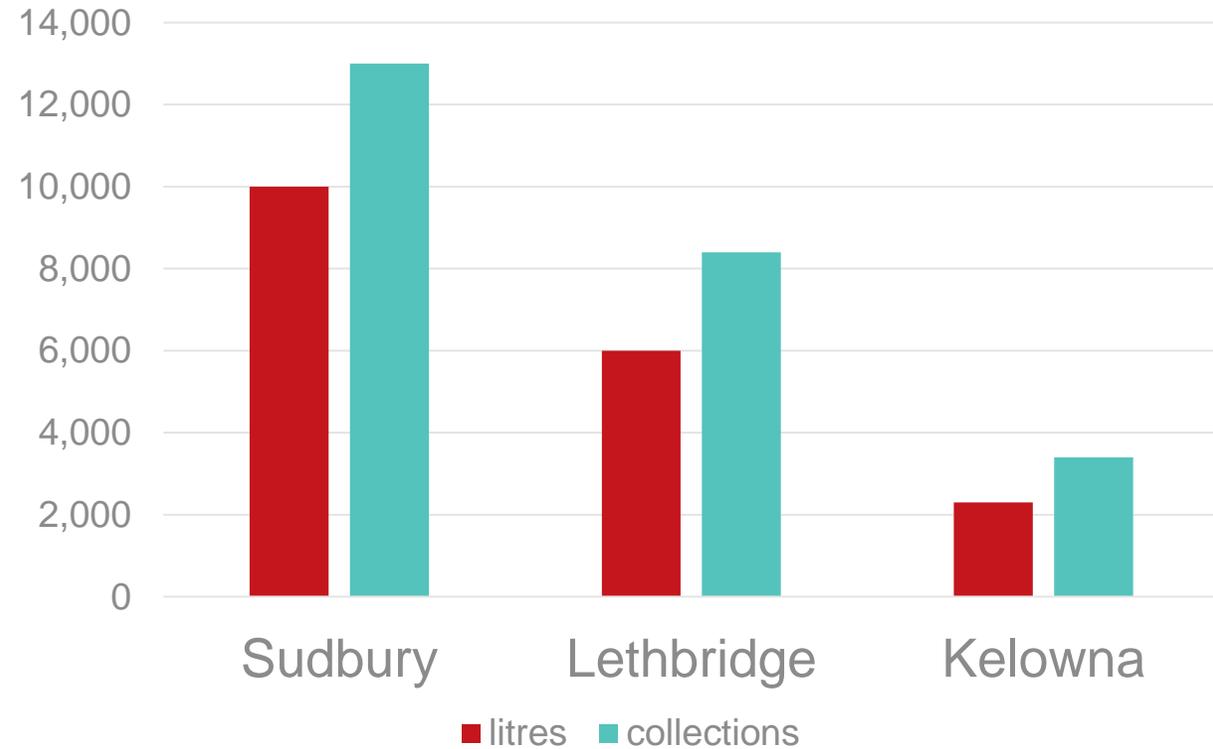
Brandon,
plasma recipient, and his family





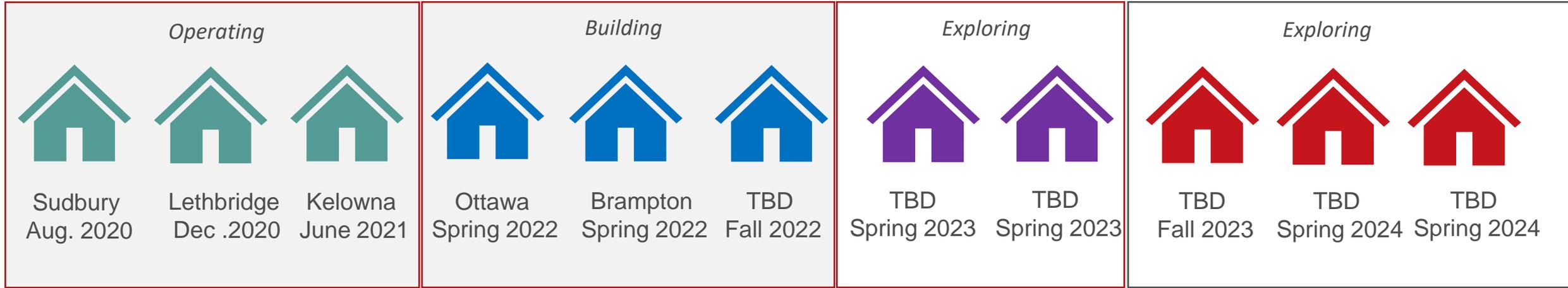
Ensure a secure supply of Canadian plasma for immunoglobulin

Growing domestic supply for Canadian patients



- 18,240 litres of source plasma collection in Sudbury, Lethbridge and Kelowna during the first year of operation
- 99 per cent to program target to date

Growing domestic supply for Canadian patients



- Ottawa and Brampton on track to open in spring 2022
- Looking at future sites for six additional plasma donor centres in Canada



Create an engaging and empowering employee experience

Identified critical areas to enhance the employee experience

- Continue to focus mainly on safeguarding employee well-being during the pandemic.
- Launched a new Future of Work program to modernize all aspects of the employee experience.
- Concluding work to define our “next normal” post-pandemic work environment.
- In early 2022 will release the People Promise to define what it means to work here.



Create an engaging and empowering employee experience

Proactively acted throughout the year to support the mental and physical well-being of the workforce

- Launched execution of a new mental well-being strategy, containing over 30 recommendations to support employee health.
- Mental health first-aid training to be rolled out to all people managers, starting in Nov. 2021.
- Deployed vaccination policy to ensure a fully vaccinated workplace.



*Create an engaging and
empowering employee
experience*

Diversity, equity and inclusion

- Welcomed our chief diversity officer
- A corporate priority with a resourced program of activity:
 - Employee diversity, equity and inclusion
 - Removing barriers for those of diverse backgrounds seeking to join **Canada's Lifeline**
 - Strengthening relationships and partnerships with Indigenous organizations and communities in Canada
 - Evolving donor eligibility for all components
 - Removing barriers for trans donors



Create an engaging and empowering employee experience

Evolving eligibility for gay, bisexual and other men who have sex with men (gbMSM):

- Submission to Health Canada to remove criteria specific to gbMSM.
- Seeking to ask all donors the same sexual behaviour-based questions.
- Plasma eligibility expanded for gbMSM in Calgary, Alberta and London, Ontario.



“I last donated whole blood in 2014. Since then, I came out and I’ve been denied the opportunity to donate blood or plasma because I’m a sexually active gay man. It feels great to be able to donate again, because I know that donated plasma saves lives.”

Glend I. Miguel, one of the first donors in the gbMSM plasma program. Read his story: blood.ca/stories



*Create an engaging and
empowering employee
experience*

Canadian Blood Services recognized for leadership and innovation in occupational health and safety

Throughout the pandemic, we continued to thrive as **Canada's Lifeline** while also diligently protecting employee health and safety.

COVID-related measures and our overall culture of safety, contributed to being one of four "Excellence Award" winners at the 2021 Canada's Safest Employers Awards (CSEAs).



*Achieve organizational
excellence*

We continue to advance organizational excellence by making progress in critical bodies of work

- The productivity metrics showed strong results.
- Our operations remain in a state of control.
- We continue to optimize our collections strategy with the donor and employee at the centre of our design.
- Our donor experience ambition now is in place to help the organization meet donors' expectations, in order to support patients.
- We are making progress in key bodies of work:
 - On-line ordering and integrated business planning are progressing according to plan
 - Initiated work to establish a robust level of stakeholder engagement with the hospital / physician community under the guidance of public affairs
 - Began work on collections strategies in each region
 - The data and analytics program continues to advance according to plan



Achieve organizational excellence

Quality indicators

All indicators of the quality index met targets

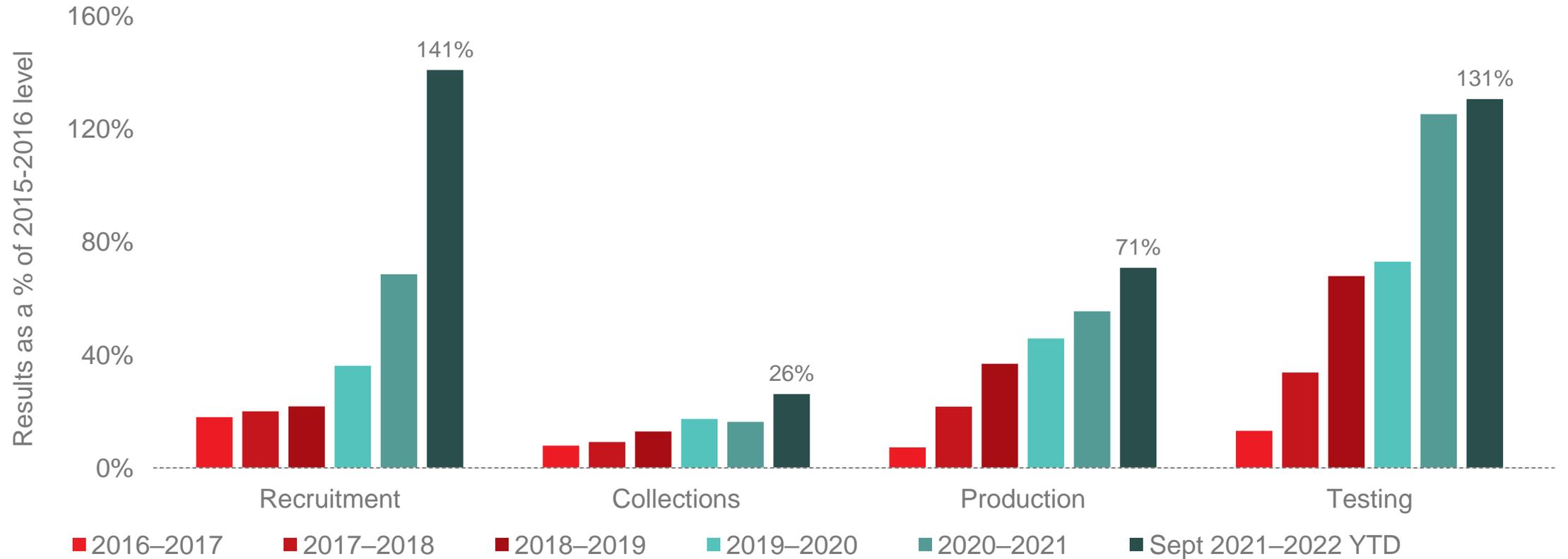
Performance indicator	Target	Quarterly average
Number of fresh blood products recalled due to errors, accidents or post-donation information	≤ 300	149
Number of serious errors or accidents related to fresh blood products	0	0
Number of Health Canada critical observations	0	0
Number of adverse transfusion reactions	<20	17
Number of type A non-conformance reports	≤ 2	0
Number of serious stem cell events	0	0
Number of recalled plasma units for fractionation	<150	135
Timely execution of supplier recalls	timely response	no recall
Number of quality indicators meeting target	8 out of 8	8 out of 8



Achieve organizational excellence

Productivity results: 2021–2022 September YTD

Productivity results strong in first half of the year. Expected to continue as the year progresses.



2021–2022 summary financial results

As at Sept. 30, 2021 (charts in millions of dollars).

WORKING CAPITAL

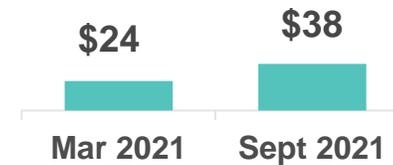


ASSETS

UNRESERVED CASH



RECEIVABLES



INVENTORY



PREPAIDS



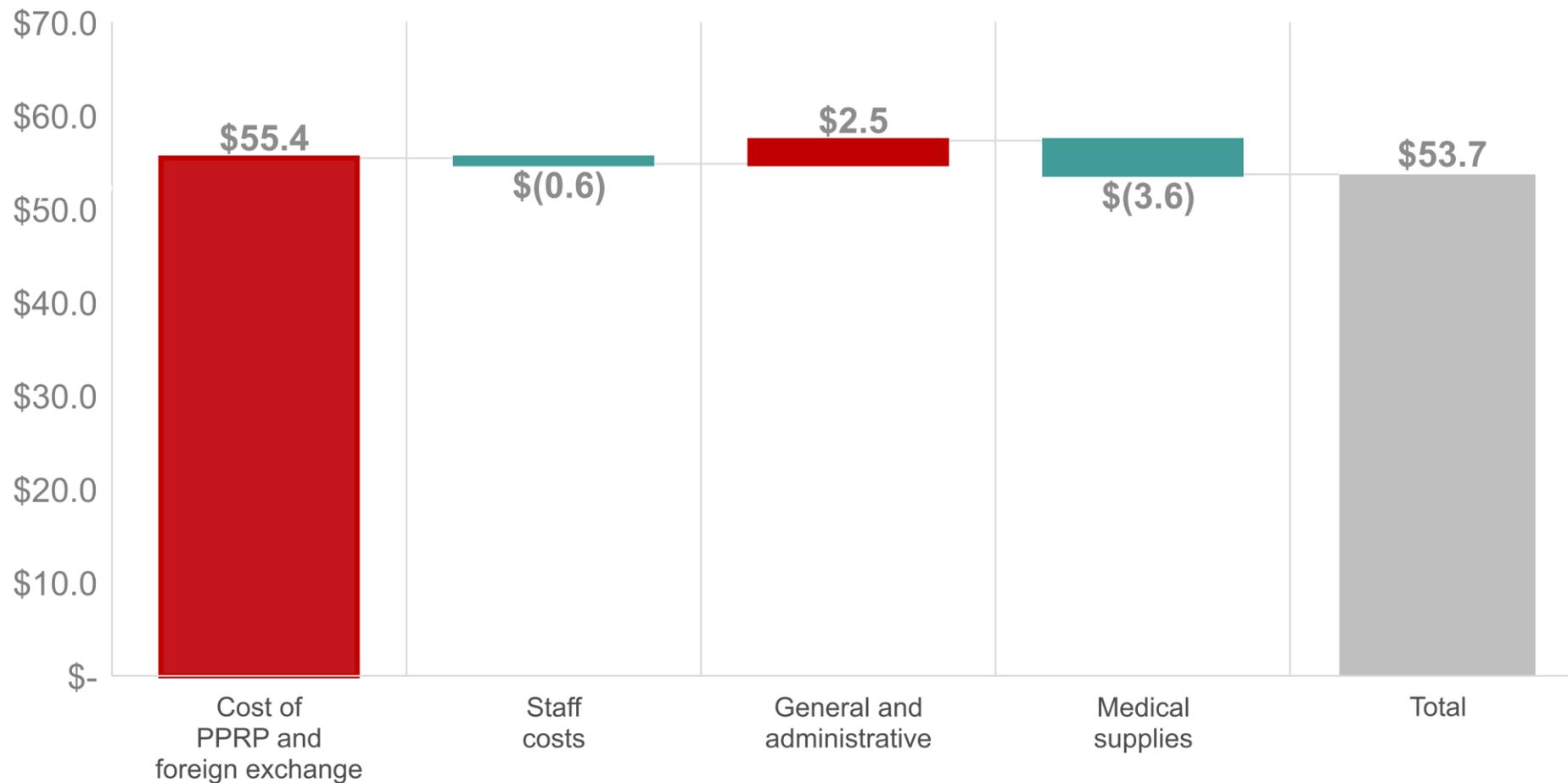
LIABILITIES

ACCOUNTS PAYABLE & OTHER



2021–2022 summary financial results

Sept 2021 total costs compared to Sept 2020 total costs (charts in millions of dollars).

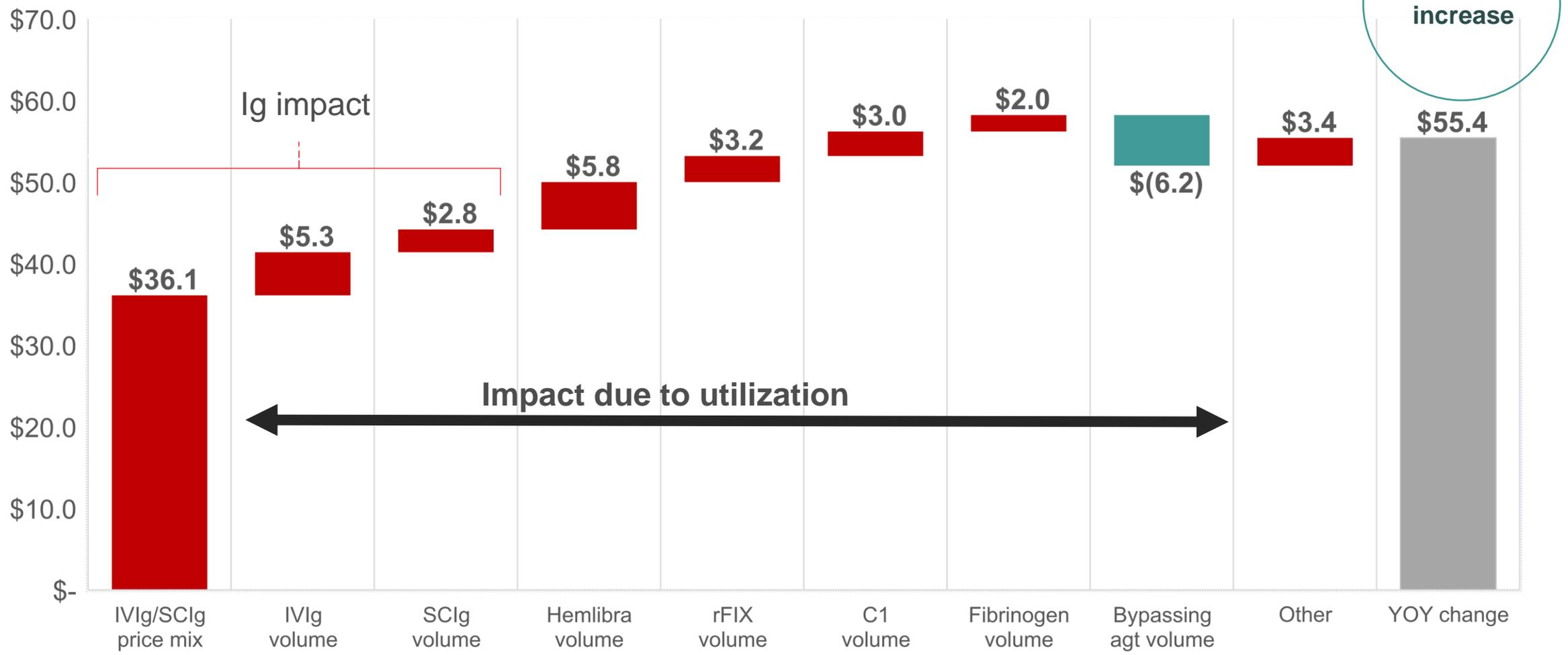


Key takeaways

- 9% increase in overall costs
- Most of the increase relates to PPRP

2021–2022 summary financial results

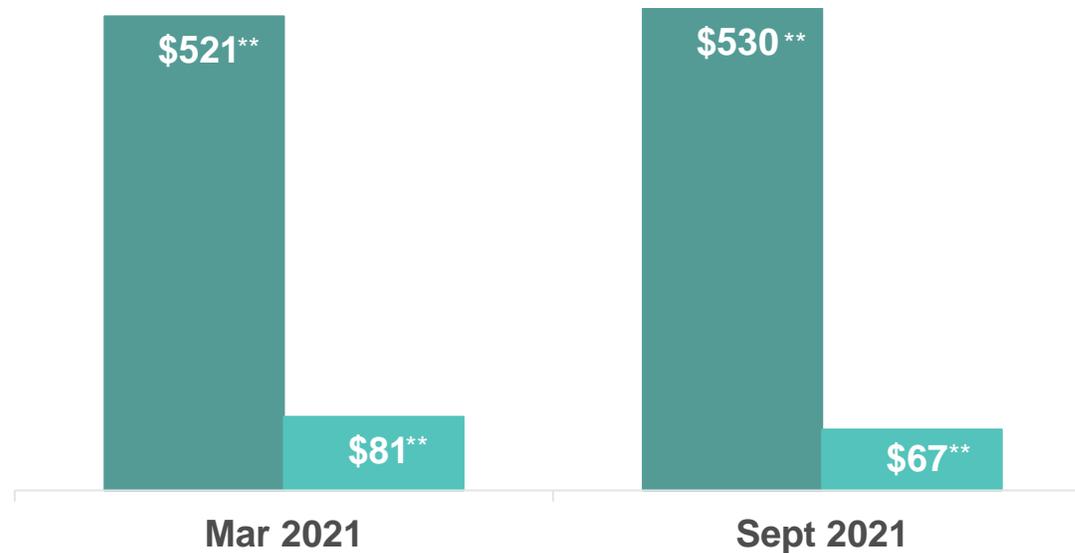
Sept 2021 plasma protein and related product costs compared to Sept 2020 costs
(chart in millions of dollars)



2021–2022 summary financial results

As at Sept. 30, 2021 (charts in millions of dollars).

CASH AND INVESTMENTS, CAPTIVE INSURANCE OPERATIONS



- Cash and investments (including short term notes)
- Premium Net Assets

** Figures reported based on IFRS accounting standards basis (fixed income measured at fair value), net of investment mgt fees. This differs from NPO accountings standards (fixed income measured at amortized cost).

INVESTMENT RETURNS



Market returns:

\$17.0 million or 3.32% **

Returns reflect strong returns in equity funds

Learnings from the past help inform how we move forward

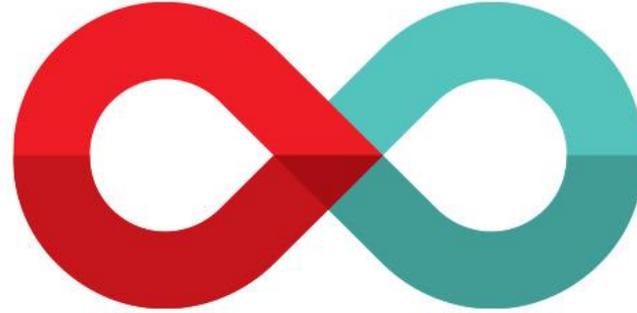
- In the first half of the fiscal year we continued to advance our strategic priorities.
- Our relentless focus on delivering safe, high-quality products, improving donor experience and our deep commitment to diversity, equity and inclusion guide us.
- We will continue to monitor and adopt the capabilities required to continue ***Keeping the Promise*** no matter what the future holds.



Together, we are Canada's Lifeline



Brenda,
blood donor



Aizad,
blood recipient