

**Response to the observation stemming from the Health Canada inspection
of the Quebec City facility
from November 30th to December 4th, 2009**

OBSERVATION AND RESPONSE

RAW MATERIAL TESTING – C.02.009

- 1. During the donor selection interview at the QCGMY mobile clinic on 01/12/2009, the nurse did not ask the donor to read self-exclusion instruction sheet CLI-IND-014 and did not make sure that he had understood, as specified in item 6.11 of SOP CLI-INS-041v11 “Selection Interview”. However, the donor was asked to sign the confidential exclusion form.**

Response:

This issue was followed up individually with the employee the same day, namely on 01/12/2009. The employee was made aware of the importance of asking the donor to read self-exclusion sheet CLI-IND-014. The personnel in charge made sure that the employee clearly understood item 6.11 of SOP CLI-INS-041v11 “Selection Interview”.