

HEMOLIFE DONOR WELL-BEING POLICY

Hemolife Blood Bank

Institutional Commitment

Hemolife Blood Bank considers animal welfare, professional ethics, transfusion safety, and traceability as fundamental and non-negotiable principles of its activity.

All donations made within the scope of **Hemolife Blood Bank's** activity are carried out according to rigorous criteria of veterinary medicine, animal welfare, quality control, and safety, ensuring that the health and protection of donors always prevail over any operational need.

The company maintains a permanent commitment to:

- respect for the physical and behavioral needs of animals;
- mandatory veterinary medical supervision;
- carrying out procedures under adequate hygienic and sanitary conditions;
- continuous improvement of its protocols and processes;
- compliance with quality management principles aligned with ISO 9001:2015.

1. Donor Welfare and Conditions

Hemolife Blood Bank considers it essential that all donor animals are in adequate health, management, and welfare conditions.

The assessment of donor welfare includes verification of:

- adequate access to water;
- access to appropriate food;
- availability of shelter and environmental protection;
- hygiene conditions;
- physical comfort;
- possibility of expressing natural behavior;
- adequate interaction between individuals;
- absence of signs of neglect, suffering, or excessive stress.

Whenever there are doubts regarding the welfare, health status, or safety of the animal, the donation will not be carried out until the situation is resolved and clinically reassessed.

2. Mandatory Veterinary Medical Supervision

All donations made by **Hemolife Blood Bank** mandatorily include the presence of a Veterinarian responsible for animal welfare and clinical safety of the procedure.

The responsible Veterinarian ensures and certifies that:

- the animal is clinically healthy and eligible for donation;
- animal welfare criteria are guaranteed;
- the procedure takes place in a calm, clean, and safe environment;
- The animal presents physical and behavioral conditions compatible with donation;
- There are no clinical signs or circumstances that compromise the donor's safety;
- Any situation of discomfort or risk determines immediate interruption of the procedure.

The safety and well-being of the animal are an absolute priority in all phases of donation.

3. Safety and Donation Conditions

All collections are carried out in locations considered suitable for veterinary procedures, guaranteeing:

- hygiene and biosecurity;
- sanitary control;
- calm and controlled environment;
- reduction of stress and anxiety;
- safety for donors, owners, and staff;
- protection and integrity of blood units.

Hemolife Blood Bank protocols include measures designed to minimize:

- pain;
- discomfort;
- physical or emotional stress;
- clinical risks associated with the procedure.

Animals are continuously monitored before, during, and after donation.

4. Quality Control and Traceability

In addition to veterinary medical supervision, all donations must include an employee with internal training certified by Hemolife Blood Bank, responsible for the operational and documentary control of the procedure.

This employee ensures and certifies that:

- the donation was carried out in accordance with approved internal protocols;
- all technical procedures were correctly executed;
- no incident compromised the quality or safety of the collected units;
- all mandatory documentation was correctly completed;
- all traceability information was validated and entered into the online computerized system;
- the identification, traceability, and quality control requirements were fully met.

Hemolife Blood Bank maintains traceability and document control systems designed to ensure transfusion safety, unit quality, and the ability to continuously monitor the procedures performed.

5. Eligibility Criteria and Clinical Safety

All donors undergo clinical evaluation and medical history analysis before any donation.

Whenever there is:

- recent administration of medication;
- recent medical or surgical procedures;
- relevant medical history;
- any doubt regarding the animal's eligibility;

the animal is temporarily suspended from donation until the completion of further veterinary evaluation.

The principle applied is permanent:

No donation is made if there is any doubt regarding the safety, health, or well-being of the donor.

6. Training, Auditing, and Continuous Improvement

Hemolife Blood Bank encourages continuous training of teams involved in veterinary transfusion medicine, animal welfare, biosecurity, and quality control.

The following are also implemented:

- internal audits;
- periodic protocol reviews;
- risk assessment;
- corrective actions Preventive measures;
- Continuous updating based on scientific evidence and continuous process improvement.

The company maintains a permanent commitment to strengthening its quality, ethics, and safety standards.

7. Transparency and Responsibility

Hemolife Blood Bank considers it essential to maintain a transparent, ethical, and responsible relationship with:

- pet owners;
- veterinary clinics;
- veterinary hospitals;
- institutional partners.

Our commitment is to ensure that all donations are made with absolute respect for animals, pet owners, and the ethical principles of veterinary medicine.

8. Final Commitment

Hemolife Blood Bank reaffirms its permanent commitment to:

- animal welfare;
- professional ethics;
- transfusion safety;
- quality;
- traceability;
- continuous improvement of its processes.

The trust of our clients, partners, and pet owners constitutes a responsibility assumed daily with the utmost technical, scientific, and human rigor.

Technical Direction and Management

[Hemolife Blood Bank](#)