

A MESSAGE FROM THE CEO



"Get involved and be part of the changes that we need to make to get better."

Marvin Dyke
CEO

It has become cliché to hear that the only constant these days is change. Change has always been taking place—it is how we evolve and advance. What we're really feeling is the pace of change—it's getting much faster. Historians refer to major periods of technological change as revolutions. Some of these include the Scientific Revolution (c. 1500s-1700s), the Agricultural Revolution (c. 1600- c. 1740), and the First Industrial Revolution (c. 1760- c. 1840). We are now living the Fourth Industrial Revolution—a period in which technologies are merging across different domains, blurring the lines between the physical, digital, and biological realms. Read on for some additional perspectives.

Why all these changes? The Company is not what it used to be. I hear this frequently. It is to imply that the Company was better before the change, or

that we shouldn't have made the change because it is disruptive. We make changes to improve our position, not just for the present, but for the long run. We are responding to various sources of feedback, such as an unfavorable trend in a particular KPI, feedback from customers or auditors, or identification of a weakness in our current system (e.g. a successful cyberattack).

We've recently implemented several SOP changes in response to audits by customers and regulators (i.e. the Spanish Agency of Medicines and Medical Devices--AEMPS). This is because we want our centers to be certified by the European Medicines Agency (EMA); AEMPS is one of the EU Competent Authorities that can grant this certification. Why do we need EMA-certified centers? Without it, we cannot sell plasma to fractionators in Europe and this limits our growth.

In this month's edition of ImmunoTalk, **Veronica Dennis**, Director of IT and Systems, shares important tips on how to identify potential phishing attacks. This is an attempt to steal your credentials and do something fraudulent by impersonating you. We receive these types of emails frequently and have been lucky to avoid the full impact of the intended fraud. We will implement changes to improve detection and provide helpful alerts.

Jenn Hamilton, Director of Training and Development, highlights one of our key contributors—**Roberto Molina**, who hit his 10-year anniversary in February. His advice for sustaining success? "Believe in, accept, and most importantly, embrace change." This resonates with me, and I will go one step further...get involved and be part of the changes that we need to make to get better.

You should expect that the pace of change will only increase as new technologies come about (think artificial intelligence, quantum computing, robotics, and the Internet of Things). It is best to accept and embrace it as Roberto says. For our leaders, we must be thoughtful in implementing the change—explain why, get buy-in, and communicate every step of the way.

As always, be sure to check out Kudos Korner, which features **Jefferson City, Quincy and Wilson**.

TABLE OF CONTENTS

- 02 IT SECURITY TIP OF THE MONTH BY VERONICA DENNIS
- 03 THE COMPLIANCE COLLECTIVE BY THERESA LOMELI
- 04 A DECADE OF DEDICATION | CELEBRATING ROBERTO MOLINA
- 05 KUDOS KORNER
- 06 ANNIVERSARIES AND BIRTHDAYS

PHISHING EMAILS

BY VERONICA DENNIS

Phishing is a type of cyberattack where scammers impersonate trusted sources—like your bank, IT department, or even a coworker—to trick you into revealing sensitive information or clicking malicious links. These emails often create a sense of urgency, ask for login credentials, or contain suspicious attachments.

In the example below, we've highlighted key red flags to help you spot phishing attempts before they catch you! If an email raises red flags, trust your gut, report it, and wait for IT to respond before taking any action.



The screenshot shows an email interface with the following elements and red flags:

- Header:** "Sensitive information leak" (red flag: Alarming messages designed to pressure you into taking action).
- From:** ImmunoTek Bio Centers LLC IT Department <it@immunotek.com> (red flag: Email address looks legit but could be spoofed!).
- To:** Veronica Dennis.
- Attachment:** INV 7211001540.pdf.pdf, 107 KB (red flag: Potentially dangerous file attachment).
- Body:** "Hello Veronica," followed by "A file with sensitive information was detected in your drive." (red flag: Alarming messages designed to pressure you into taking action).
- Details Table:**

Event Data	
Filename	INV 7211001540.pdf
Owner	vdennis@immunotek.com
Created at	March 11, 2025
Link	Click here
- Hovered Link:** A tooltip for the "Click here" link shows a URL: "https://secured-login.net/XdXlaPWdHdHvBzO@vc2cVjdX...". (red flag: Hover over the link-it may not lead where the email claims).

NOW INTRODUCING...



It's easy to fall into complacency, following processes without questioning why they exist. Understanding the **“why”** behind compliance helps us stay informed, motivated, and intentional in our work. Beginning this month, we will break down key regulatory topics beyond just **“because the SOP says so.”** . If there are any suggestions on what processes or topics to (un)cover in the future – please forward them to **RegulatoryManagement@immunotek.com**.

OSHA FORM 300A: WHAT YOU NEED TO KNOW

In January, all centers received an **OSHA FORM 300A**, which must be posted in the breakroom from February 1st to April 30th. This form summarizes workplace injuries and illnesses from the past year—but why is it important?

Under OSHA's Injury and Illness Recordkeeping Rule (Title 29 CFR Part 1904), we're required to document and report workplace incidents. This ensures data is accurate, consistent, and transparent across all workplaces.

How the Process Works

- HR & Regulatory Review all incident reports to determine if they meet OSHA's recordkeeping criteria.
- Qualifying incidents are recorded in the OSHA 300 log and summarized in OSHA FORM 300A.
- Certified reports are sent to centers and must be posted where employees can easily see them.

Why It Matters to You

- Employees have the right to access this information without needing approval.
- Transparency helps promote safety awareness and reduce future risks.
- Posting the OSHA FORM 300A is a federal requirement—not just a company policy.

COMPLIANCE
COLLECTIVE
APRIL 2025 - OSHA
FORM 300A

How to Read a CFR | The CFRs are general and permanent rules by the executive departments and agencies of the federal government. It is divided by 50 titles which represent broad area subjects. Each title is divided into Chapters and the chapters are indicative of the regulatory agency that is issuing the rule. Chapters are then further divided into Parts and subparts that cover the specific regulatory areas. Lastly, those parts are organized into sections which are specific citations for that area.

When reviewing a CFR reference, the Title Number is observed first, followed by “CFR” for Code of Federal Regulation, and followed by the specific part and if applicable, section reference.

[1] Office of the Federal Register (OFR). (2023, August 17). About the Code of Federal Regulations. National Archives.

By understanding the why, we can create a safer, more informed workplace. If you have questions, reach out to **RegulatoryManagement@immunotek.com**.



CELEBRATING A DECADE OF DEDICATION

ROBERTO MOLINA

MANAGER OF PLASMA COLLECTIONS
BY JENN HAMILTON

“

THE BEST WAY TO
SUPPORT OUR
COMPANY IS TO
BELIEVE IN, ACCEPT,
AND MOST
IMPORTANTLY,
EMBRACE CHANGE.

”

Roberto Molina has been a cornerstone of ImmunoTek's journey since its early days. Originally from El Salvador, he moved to the U.S. in 2001 and eventually found his professional home at ImmunoTek. With a background in Biology and Chemistry, with an undergraduate in D.D.S., he quickly rose through the ranks from Center Manager in Burlington, NC, to Senior Operations Manager, and now serves as Plasma System Manager, overseeing PCS fleets, machine utilization, repairs, and software implementation.

Roberto has played a vital role in guiding centers through FDA approvals and surpassing donation milestones. He credits these achievements to teamwork, emphasizing that success is a collective effort. Over his 20-year career in the plasma industry, he has seen major advancements in technology and safety, all while staying focused on the industry's ultimate purpose—helping those who rely on life-saving therapies. He recalls a pivotal moment during a corporate meeting in Lafayette, where the company's founders shared their vision and experiences—an inspiring testament to the company's evolution into an industry leader.

What truly stands out to Roberto is the company's unwavering commitment to its employees. "ImmunoTek has demonstrated core values that put employees first," he shares. He has built lasting relationships with colleagues, cherishing the camaraderie formed both inside and outside the workplace. As someone who values family deeply, having been married for over 28 years with three wonderful children, he recognizes the importance of a strong, supportive work environment.

As ImmunoTek continues to evolve, Roberto believes that embracing change is key to sustaining success. His advice to colleagues? "The best way to support our company is to believe in, accept, and most importantly, embrace change." Looking ahead, he is confident in the company's ability to remain competitive and well-prepared for the future.

Roberto's legacy at ImmunoTek is one of leadership, adaptability, and an unwavering willingness to support his colleagues. His impact over the past ten years has helped shape the company's success, and we celebrate his contributions with gratitude and admiration. Here's to a decade of excellence—and to many more!



KUDOS KORNER



Jefferson City has started Funny Shirt Fridays (work appropriate, of course). They have even started getting the donors to participate!!



Quincy celebrated St. Patrick's Day with a team potluck!



A big congratulations to the Wilson team on their well-earned achievement - February 2025 Quality of Excellence Award! Scoring a perfect 100 is already impressive, and winning the tiebreaker based on outstanding audit performance makes this recognition even more commendable. Your dedication to quality and excellence truly sets the bar high. Well done **TEAM WILSON!**

WE WANT TO HEAR FROM YOU!

**Have a great story, achievement, or celebration to share?
Send it our way for the next edition!**

SPOTLIGHT@IMMUNOTEK.COM

ANNIVERSARIES

1YEAR

Alexis Rine
Amari Kendrick
Angela Akard
Blanca Reyna
Brittany Harmer
Charity Campbell
Christy Thomas
Diamond Wilson
Elijah Nadler
Hailey Caplinger
Jacob Colwell
Jereme Bridges
Kally Rose
Laporsche West
Macy Putnam

Mar'Quisha Payne
Megan Trapp
Rebecca Ham
Shaquana Gary
Teena Cunningham
Tricia Lanum
Troyshay Williams

2YEAR

Allyson Rick
Ashley Wright
Austin Bash
Cyle Starner-Moore
Deana Collins
Jerome Dumas
Johnie Collier
Kayla Strong
Latasha Griffin

Meghan Julius
Mia Sanders
Michael Arispe
Norra Powers
Tyese Anderson

3YEAR

Emillia Davis
Porshe Kemp

4YEAR

Giovanni Sifuentes
Jay Williams



APRIL CELEBRATIONS

BIRTHDAYS

Alicyn Seaborne
Allison Stucki
Amanda Hockett
April Dishon
Ashley Joseph
Blessing Oluwatola
Brianna Johnson
Carlee Johnson
Charity Campbell
Danielle Oliver
De'anthony Bradford
Eliana Brown
Elisa Scott
Elizabeth Harms
Haidyn Walters
Isis Tucker
Katelyn Tompkins
Kayla Roberts
Kilee Payne
Kurt Stadtmuller
Lanesha Lewis
Lashonda Harris
Lilly-Anne Printz
Lori Miles
Maegen Harvison
Marvin Dyke
Meoshia Jones
Michael Fall
Monique Hines
Patricia Wohldmann
Rafeeuah Davis
Rebecca Ham
Scott Guerard
Tedric Mickens
Timothy Sparks
Tonia Payne
Veronica Dennis
Veronica Jackson
Vincent Gilbert