

GSKDirect's Response during the COVID-19 Pandemic

March 18, 2020

Dear GSKDirect Customer:

GSK has been closely monitoring the COVID-19 pandemic while ensuring that we are operating with a high degree of care to protect our employees, customers and patients during this public health crisis.

GSK is deeply committed to ensuring that the flow of vaccines through GSKDirect remains consistent. Through this crisis, GSKDirect is operating as normal and we have operations in place to continuously support your needs and orders of GSK vaccines.

GSKDirect distribution centers have modified processes to ensure business continuity and mitigate the health risks of staff. This approach may lead to slightly reduced daily shipping limits, so you may experience a delivery delay of one or two additional days. Please review available delivery dates when placing orders and plan accordingly. GSKDirect email communications will continue to be sent to notify you of shipments and any delivery delays.

If you have any questions, please contact your GSK Vaccine Sales Representative or the Vaccine Service Center at 1-866-475-8222. Our dedicated, US-based Vaccine Service Center is now fully remote, maintaining standard hours of 8am to 6pm EST for your convenience.

Sincerely,

The GSK Direct Team

www.gskdirect.com