

GSK's Response during the COVID-19 Pandemic

March 17, 2020

Dear GSK Customer:

GlaxoSmithKline (GSK) would like to reassure our customers that GSK is fully operational, and we continue to fulfill orders as normal. GSK is committed to the health and safety of our employees and patients and we are closely monitoring the situation.

We have implemented a variety of measures to help prevent spread of the disease and minimize disruption to our operations.

- **Ensuring medicine supply and patient access.** At this time, there is no impact to supply of our medicines and vaccines in the U.S. as a result of the coronavirus outbreak. We have supply chain planning in place for our products, which includes measures to secure reliable supply, such as holding strategic stock and dual sourcing.
- **Caring for our people and communities.** GSK has directed our field teams to suspend all face-to-face interactions and refrain from visits to clinical offices and healthcare centers. Some sales representatives may provide our customers with virtual opportunities to meet to provide support and ensure adequate supply and access to resources, such as samples and planned educational programs as appropriate.

GSK is committed to partnering with you to find solutions and provide support to ensure patients continue to receive the care they need. We will continue to closely monitor the situation as we seek to safeguard the health and wellbeing of our employees, limit the spread of the disease and continue to make our products available to the patients.

Please contact your GSK Channel or Specialty Account Director if you have any additional questions. The GSK Pharma Service Center is open during normal business hours, Monday through Friday 8am to 6pm ET at 1-800-877-1158.

Thank you.

Sincerely,



Maureen Danielewicz
Vice President
Channel Development and Sales