



## **GSK Shipping and Handling Guidelines (Revision Date: January 2021)**

This policy document covers the Shipping and Handling of GSK products and serves as notification of policy revision. Current copies are available on [www.GSK-eCS.com](http://www.GSK-eCS.com) & [www.GSKDirect.com](http://www.GSKDirect.com).

### **GLAXOSMITHKLINE GENERAL PHARMACEUTICAL PRODUCTS POLICIES**

GSK products are labeled with storage and temperature control information for ensuring the integrity of GSK's pharmaceutical products. Companies in possession of GSK's products are required to maintain procedures and controls to ensure the proper handling, storage, and shipment of each product according to the labeled requirements of each product. GSK reserves the right not to ship GSK products to customers or locations that GSK has reason to believe are not willing or capable of following these guidelines or procedures. Temperature control guidelines referred to are the following:

- Room Temperature (Ambient): Temperature is between 15° C and 30° C
- Refrigerator: Temperature is thermostatically controlled to between 2°C and 8°C
- Freezer: Temperature is thermostatically controlled to not higher than minus 10°C (-10°C)
- Do Not Freeze: Products with labeled storage requirements which state Do Not Freeze should be appropriately protected

### **GLAXOSMITHKLINE (GSK) COLD CHAIN PRODUCT POLICIES**

Certain GSK products, such as Vaccines, require cold chain temperature control to ensure integrity of product while in storage and in transit within the supply chain. Authorized Distributors and other companies in possession of GSK products are required to maintain the appropriate controls, practices and standard operating procedures that result in meeting the temperature requirements identified on the product label.

At no time can the packaging materials utilized by GSK to deliver your product be REUSED. These packaging materials include: insulated containers, gel packs and the Temperature Monitor. GSK packaging materials are certified for single use ONLY and must be discarded upon receipt.

Shipping practices and procedures must consider various conditions encountered during transit of a shipment to meet temperature control requirements of each product. Key shipment conditions to be considered include:

- Duration of time the product will be in-transit
- Reliability of the carrier used for transport
- Temperature exposure expected during shipment (either heat or cold)
- Controls in place to alert of temperature excursions

Shipping practices need to adapt to the above conditions and apply the appropriate level of cold chain support to ensure product is maintained within the temperature requirements of each product specified on the label:

Considerations for shipping cold chain products include but are not limited to:

- **Insulated Containers** – Shipping containers constructed of insulating materials (e.g. Styrofoam, mineral wool) that protect product from extreme environmental conditions and temperature variations.
- **Gel packs** – Gel packs or other insulating components added within the containers to stabilize and maintain constant internal temperatures within approved ranges.
- **Proper Labeling** – **Clearly** labeled containers to indicate special handling or storage (e.g. refrigerate on arrival) and/or to indicate product is temperature sensitive.
- **Temperature Monitor Device** – The use of a device that monitors temperature while in transit is recommended to assure identification of improper temperature excursions. Any temperature monitoring device that meets cold chain requirements and is approved for use by Wholesaler/Distributor internal control processes may be used. Instructions for use of device should be included in shipments.



## Receipt from GSK of Temperature Controlled Packaged Products

### INSTRUCTIONS UPON ARRIVAL

- Open each cold chain container immediately upon receipt.
- Retrieve the Temperature Monitor from the product payload area and verify the reading.
  - If the Temperature Monitor display window indicates the temperature inside the container deviated from the recommended range, do not use the product and immediately contact the appropriate GSK department.
- Discard GSK insulated containers, gel packs, and Temperature Monitor.
- **At no time should the insulated containers, gel packs or the Temperature Monitor be placed in the refrigerator or reused.**

### Contact Information

**Vaccine Service Center  
Pharma Service Center**

Vaccine Orders  
Wholesalers & Retail Chains  
Puerto Rico Wholesalers & Distributors

1-866-GSK-VACC(1-866-475-8222)  
1-800-877-1158  
1-877-420-0493