



## **A Message to Our Customers from Fred Burke, Guardian Pharmacy Services CEO**

The safety and well-being of our customers, residents and employees is always our top priority. Our teammates across the U.S. live to serve residents and their caregivers in long-term care communities and take great pride in our reputation for attention to accuracy and safety. In the face of the unprecedented onset and spread of coronavirus (COVID-19), this is now more important than ever. While this serious crisis significantly impacts our entire country, it is the elderly population we serve that are some of the most vulnerable.

Guardian Pharmacy Services, our partner pharmacies and our hundreds of clinical experts across the country are actively monitoring the COVID-19 crisis and connecting daily to share best practices with one goal in mind: to ensure the safety of residents, their caregivers and employees while supporting our customers' needs with minimal disruption.

We are effecting a myriad of actions to accomplish this from implementing enhanced sanitization protocols and monitoring teammates' health, to limiting interaction in the communities and preparing for emergency procedures in case someone in our pharmacy or in your community is infected.

We know that your residents' lives often depend on the medications we provide. As a regular course of business, we identify trending issues that may affect Guardian Pharmacy and the communities and facilities we serve. As such, we plan accordingly and have done so since the onset of COVID-19. Together with our clinical and supply chain teams, we have been proactively working to ensure that your residents will continue to receive their medications.

To further safeguard our employees, we are restricting business travel, attendance at conferences and seminars, and are communicating closely with our customers and other stakeholders to ensure that they are taking the necessary preventative actions, as well.

We know our local pharmacy teams are in communication with you. They have tremendous resources at their disposal, and we encourage you to work in partnership with them. Together, we can implement processes and programs that can protect your residents, staff and business.

At our core, we are a people business. Our greatest strengths as a company are the outstanding clinical skills of our pharmacy teams and the passion with which they serve our customers. Now, in the wake of COVID-19, I am confident that with these extraordinary skills and capabilities, we will persevere. Together, we will navigate this critical situation.

It is a privilege to serve you. Thank you for the trust you place in us.

