



2024 GuardianGives COMMUNITY IMPACT REPORT

Table of Contents >

4 Guardian at a Glance

- A Message from Leadership
- About Guardian
- Vision and Purpose
- Our Core Values

10 Community Outreach

- Highlights
- Hurricane Season
- Health & Wellness
- Empowering Youth
- United for Community
- Annual Charity of Choice
- Impact Stories

18 Employee Engagement

20 Educational Outreach & Mentorship

22 Sustainability

- Greener Operations
- Saving Medicine, Savings Lives

24 Advancing Care

- Advancing Age-Friendly Care
- Improving Affordability and Access
- Insurance Optimizer Impact
- Our Strategies

26 Promoting Wellness

- Immunization Initiatives
- Clinical Intervention Impact

28 Industry Outreach

- Industry Partnerships
- Advocating for Change

31 Looking Ahead



“Do what’s right, no matter what. That is the best way, and the right way, to succeed in business.”

A few words from our CEO, Fred Burke

At Guardian, our mission is simple: improve access to high-quality, affordable long-term care pharmacy services for older adults and individuals with complex needs. It’s a mission that has remained constant even as our company continues to evolve.

In 2024, we reached several important milestones—including becoming a public company and expanding to 51 pharmacy locations and approximately 3,400 employees nationwide. But numbers only tell part of the story.

This report reflects the heart of who we are and what we value. It’s about impact—on residents, their families, the communities we serve and the neighborhoods we call home. Through our Insurance Optimizer program, we helped residents save millions of dollars in out-of-pocket medication costs. In 2024, our pharmacists performed over 112,000 clinical interventions to help safeguard the health of more than 79,000 vulnerable individuals. And as part of our national charitable efforts with the Alzheimer’s Association, our teams stepped up to fundraise, volunteer, and raise awareness.

It’s these moments of purpose—big and small—that define us.

None of it would be possible without our people. Their dedication and shared belief in doing what’s right continue to drive us forward.

As we look to the future, we remain focused on scaling our mission, strengthening our communities, and making health care work better for everyone we serve.

Sincerely,

Fred Burke

President & CEO



“ *What stands out most is the consistency of commitment across the board. Our employees continue to find ways to give back while delivering meaningful results.”*

A few words from our EVP, Kendall Forbes

There's something powerful about seeing people take initiative—not because they have to, but because they care. That's exactly what I've seen from our teams across the country this past year.

When Florida was hit with a record-setting hurricane season, our teams didn't hesitate. They worked around the clock to ensure residents had medications ahead of evacuations, leveraged technology to maintain communication, and went above and beyond to deliver urgent prescriptions—even driving through storm-damaged areas when others couldn't. That level of dedication reflects who we are and how we operate.

We also deepened our commitment to education and workforce development. By welcoming pharmacy students and other interns into our operations, we helped build awareness and expertise in the specialized world of long-term care pharmacy. Many of our team members serve as mentors and preceptors—guiding the next generation of clinical leaders and instilling a strong foundation of care and accountability.

What stands out most is the consistency of commitment across the board. Our employees continue to find ways to give back while delivering meaningful results. Their work is thoughtful, mission-driven, and focused on improving outcomes for residents, families, and care partners alike.

This report is a reflection of that work—led locally, aligned nationally, and rooted in our core values. I'm proud of what we've accomplished and confident in our ability to keep making a difference, one community at a time.

Sincerely,

Kendall Forbes, RPh
EVP, Sales & Operations

About Guardian

WHERE WE SERVE, WE LEAD

At Guardian, we are reimagining medication management and transforming care. As a leading long-term care (LTC) pharmacy, we prioritize health and wellness and easing burdens for caregivers. Our tech-driven solutions aim to enhance medication adherence, improve outcomes, and reduce costs. Serving diverse care settings, our local pharmacies tailor their services to the needs of their communities, while our national team provides resources and support. Beyond medication dispensing, our commitment to excellence shapes every interaction, every day.



Guardian Pharmacy Locations



186K
Lives Served



7,000+
Communities &
Organizations Served



38
States Served



51
Pharmacy Locations



~3,400
Employees

Our Leadership Team

Guiding our Journey with Purpose, Vision, and Strategy



Fred Burke, President & CEO

President, CEO and Co-founder of Guardian Pharmacy Services, Fred believes that when you do the right thing and conduct business according to the Golden Rule, you empower employees to maximize their potential resulting in loyal customers. His philosophy is proven through his success. Performance-driven and committed to the LTC pharmacy industry, Fred has a proven track record in creating and sustaining high-performing health care businesses.



Kendall Forbes, EVP, Sales & Operations

Co-founder and EVP of Guardian Pharmacy Services, Kendall is a seasoned pharmacy executive. The depth and breadth of his expertise has been a driving factor in Guardian's growth across the nation. He works with the company's national network of local pharmacies and their field teams implementing strategies necessary to drive success and maintain the highest quality standards and clinical excellence.



David Morris, EVP & CFO

Co-founder, EVP and CFO of Guardian Pharmacy Services, David's expertise in all aspects of financial strategy and management, as well as effective risk management, has been critical to the sustainable growth of the company. In addition to his overall treasury and accounting responsibilities, he oversees many of the core departments that Guardian's growing network of national LTC pharmacies leverage for ongoing support.

Vision

To be the nation's leading LTC pharmacy services provider, fueled by a passionate and diverse team committed to making a positive impact in the lives of those we serve.

Purpose

To provide compassionate, community-focused long-term care pharmacy services, striving for better health outcomes and more affordable care.

Who We Serve

We are privileged to serve older adults and individuals with complex health care needs across a continuum of care settings.



**Assisted Living
& Memory Care**



**Mental &
Behavioral
Health**



**Post-Acute &
Long Term
Care**



**Intellectual &
Developmental
Disability
Providers**



Hospice Care



PACE Programs

Our Core Values

The Golden Rule



We treat others with respect, empathy, and kindness.

Results



We focus on outcomes that matter to our residents, customers, and employees.

Excellence



We pursue distinction in everything we do.

Collaboration



We embrace a spirit of teamwork.





Community Outreach

Serving our community goes far beyond the four walls of a building. We understand that it means actively engaging with the community and connecting with the people and organizations that shape our surroundings.

Wytheville, Virginia

The Southern Pharmacy Services team participated in the annual Presbyterian Children's Home of the Highlands Golf Tournament. This fantastic event supports the organization's mission, "Giving children hope and purpose for the future." Southern Pharmacy Services' Vice President of Sales and Customer Service, Sarah Lynch, joined the event with her golf-enthusiast son and his three friends, making it a memorable day for everyone involved.

Grand Rapids, Michigan

Guardian Pharmacy of Michigan employees participated in the 32nd annual Spectrum Human Services & Affiliated Companies Golf Tournament. This event provides vital support to strengthen children, families, and communities across Michigan who face mental, physical, emotional, and behavioral challenges.

Supporting Our Communities During Hurricane Season

When 2024's historic hurricane season struck, Guardian Pharmacy teams across Florida stood strong with the communities they serve. Proactively pushing out medication orders, securing early refills, and maintaining seamless communication through our secure messaging app GuardianNote, our teams ensured residents had uninterrupted access to critical medications before, during, and after the storms.

Leveraging our national network, displaced residents were supported by Guardian pharmacies in safer areas, highlighting the power of collaboration in times of crisis. From driving through devastated areas to make urgent deliveries to stepping in when others couldn't, our pharmacy leaders demonstrated an extraordinary commitment to care—even at personal sacrifice.

Beyond emergency response, the season reinforced the importance of advance planning, communication, and teamwork. Our pharmacies continue to work hand-in-hand with community partners to strengthen emergency preparedness, ensuring residents' safety and well-being remain our top priorities.

51

Pharmacy locations
nationwide

500+

Pharmacists

80+

Nurses

100%

Commitment to
improving lives in the
communities we serve

2024 Guardian Charity of Choice

ALZHEIMER'S[®] ASSOCIATION

We proudly supported the Alzheimer's Association as our national charity of choice. Locations across the country participated in Walks to End Alzheimer's, multiple fundraisers, and local volunteer efforts. Together, our teams helped raise awareness and support for individuals and families affected by Alzheimer's disease, reflecting our shared commitment to making a meaningful impact in the communities we serve.



Health & Wellness

Our commitment to wellness took many forms—from community support to hands-on service. Teams across Guardian participated in events like Red Nose Day and the Pregnancy Resource Center Pie Auction, while others assembled hygiene kits for the homeless or donated supplies for the Code Red Heat Relief Campaign. At our annual Technology Summit, employees came together to build wheelchairs for disabled veterans, demonstrating that true wellness includes compassion, dignity, and care for the whole person.



Empowering Youth

Guardian teams are passionate about supporting children and young adults in meaningful ways. A highlight this year was preparing and serving meals for families staying at the Ronald McDonald House, offering comfort during challenging times.

We also supported a local 5th grade graduation, a performing arts school, and participated in the Watermark for Kids Thrive Classic Golf Tournament. Donations were made to the Russell Home and Primrose Center, and we took part in the Glenaire 5K run, all in support of empowering young lives across our communities.

United for Community

We remain committed to serving our communities—not only through pharmacy care, but through presence, partnership, and compassion.



In 2024, our teams supported local causes through golf tournaments and clay shoots, and shared holiday cheer with gifts at Medlock Gardens.

We brought joy to families during a festive Trunk or Treat and raised nearly \$1,000 for the Alzheimer's Association through a bake sale honoring The Longest Day. From fundraising to hands-on service, Guardian continues to make a lasting impact—one community at a time.





Celebrating a milestone moment, Guardian leadership joins together for the Closing Bell ceremony at the New York Stock Exchange



Small moments, big impact.

Community Impact Story

Each year, National Nurses Week is a time to recognize the compassion, commitment, and expertise nurses bring to healthcare. In 2024, the theme set by the American Nurses Association—“Nurses Make the Difference”—perfectly reflected the dedication of our team.

Guardian Pharmacy of Southeast Florida proudly came together to hand-deliver a token of appreciation to nurses across the communities we serve. These thoughtful gifts were warmly received, and our presence in the facilities served as a reminder that we’re here to support them—every single day.

We also honored our internal nurses, Deborah Bowman and Jacqui Moran, both Nurse Account Managers for Guardian Pharmacy of Southeast Florida, with backpacks filled with self-care goodies. Deborah shared that in her 23-year nursing career, this was her first-ever Nurses Week gift—a moment that reminded us just how powerful appreciation can be.





Pop-up medical clinic in the province of Phitsanulok, Thailand

Serving in Thailand: A Global Mission of Care

In November 2024, board-certified geriatric pharmacist and Sr. Director of Marketing for Guardian Pharmacy Services, Bethany Bramwell, joined a small team of healthcare professionals on a medical mission to Thailand. Organized by CERT International in partnership with Hope Church Bangkok, the two-week mission brought critical medical, pharmacy, and optometry services to more than 750 patients across northern Thailand.

The team served in the provinces of Phitsanulok and Chiang Mai, as well as in remote mountain communities in the Khun Tan Range, home to Burmese refugees. Medical interpreters from Bangkok traveled with the group to help ensure every patient was seen, heard, and cared for.

This mission was made possible in part by Guardian's culture of support, which empowers team members to give back in ways that matter to them—whether locally or across the globe.

"It was an incredibly meaningful experience. The hospitality of the Thai people made our work possible, and I was truly humbled by their kindness and gratitude." - Bethany Bramwell, RPh, BCGP

Inspired to Give Back

Jessica Klickna, Director of Pharmacy Operations for Guardian Pharmacy of Denver, experienced a deeply personal journey that reshaped her family's purpose. During the COVID-19 pandemic, her mother-in-law's health declined rapidly, leading to a diagnosis of end-stage renal disease. Within a year, she began dialysis and was in urgent need of a kidney transplant. After extensive testing, Jessica's significant other was found to be an exact match. He donated his kidney on October 6, 2021, giving his mother a second chance at life.

Since that life-changing moment, Jessica and her family have become passionate volunteers with the National Kidney Foundation (NKF). Each March, they support the Great Chefs of the West event, assisting with check-in, coordination, and cleanup. In October, they volunteer at the Denver Kidney Walk—the NKF's largest annual event—helping with setup, registration, and tear-down.

To further support the cause, the family launched a bracelet booth featuring handmade items crafted by Jessica's daughters and mother-in-law, with all proceeds benefiting the Foundation. Their ongoing commitment is a powerful reflection of how one selfless gift can spark a lifetime of giving back.





Employee Engagement





Guardian pharmacies continued to foster a vibrant and engaging work environment through a variety of creative and fun employee-focused initiatives.

Spirit Weeks remained a staple across many locations, with themed dress-up days like Crazy Sock Day, Twinning Day, and Workout Wednesday. Monthly events included everything from coffee and food trucks to build-your-own-burger bars, Hawaiian barbecues, and grilled cheese trucks. Holidays were celebrated in style with pajama days, ugly sweater contests, hot cocoa bars, and festive potlucks. Unique events like Harry Potter Day and DIY caramel apples added extra excitement throughout the year.

Employees were regularly celebrated through birthday gatherings, raffles, and recognition pins. Special occasions were marked with thoughtful touches like handwritten Valentine's Day cards with flowers and candy, outdoor family fun days, and even a Christmas party hosted at a rented movie theater for employees and their families. These efforts—both big and small—reflected our ongoing commitment to building a positive workplace culture where our teams feel appreciated, connected, and proud to be part of Guardian.





Educational Outreach & Mentorship

We continued our strong commitment to fostering the next generation of pharmacy professionals by partnering with more than 15 colleges and universities across the country. Through structured internships and practice site rotations tailored to the unique operations of each Guardian location, students gained invaluable exposure to the specialized world of long-term care pharmacy.

We are especially grateful to the many dedicated Guardian pharmacists who served as preceptors, generously sharing their time and expertise to mentor and inspire future pharmacists. We recognize the outstanding contributions of:

- Alan Obringer
- Julie Tedder
- Negin Mohebbi
- Melissa Mahan
- Sujal Patel
- Nate Simmons
- Michael Samarkos
- Chris Bohn-Gettler
- Cindy Dent

We also extend our heartfelt thanks to the additional mentors across our network whose efforts have been equally impactful.

By offering personalized, hands-on learning experiences, these leaders not only support the academic and professional growth of their students but also enrich their own pharmacy teams. Their mentorship helps cultivate a skilled, compassionate, and forward-thinking pharmacy workforce poised to make a lasting difference in the lives of the patients and communities we serve.

Partnering with the Future



Sustainability

At Guardian, sustainability is more than a project—it's part of the culture we're building across our pharmacies. From reducing landfill waste to redistributing surplus medications, our teams are taking meaningful action to support a healthier planet and improve access to vital healthcare resources.

› Greener Operations

Serving more than 17,000 lives across Arizona, our Phoenix and Tucson pharmacy teams are committed to reducing their environmental footprint. In 2024, they recycled the equivalent of 104 eight-yard dumpsters—keeping 832 cubic yards of material out of landfills. Recycling and landfill pickups occur twice a week, with bins consistently filled to capacity. In addition to paper and plastics, the teams also responsibly recycle electronic equipment such as computers, monitors, and keyboards, reinforcing their commitment to sustainable practices across all operations.

* Supporting Initiatives to Redistribute Unused Medicine | SIRUM.org



› Saving Medicine, Saving Lives

Every year, individuals and organizations in the U.S. discard up to **\$11 billion** of unexpired, unopened medicine.*

Through our pharmacy partnerships with SIRUM (Supporting Initiatives to Redistribute Unused Medicine), Guardian helps turn surplus medications into life-saving resources for patients in need.

In 2024, our participating pharmacies donated 171,248 prescriptions, valued at an estimated \$8.8 million.

To date, SIRUM has helped **500,000+** uninsured and underinsured patients access life-saving medicine with nearly **2.6 million** donated prescriptions. It's an honor to be a partner in this effort and support SIRUM's incredible mission.

Prescriptions Donated
171 K

Estimated Value
\$8.8M





Advancing Age-Friendly, Affordable Care

Guardian is committed to advancing age-friendly, affordable care by helping ensure the individuals we serve are on the right medication regimen, at the right cost, with the right support to stay adherent. Through our innovative programs, we work to reduce financial barriers, simplify medication management, and promote better outcomes for older adults and individuals with complex health needs—aligning medication regimens with each person’s goals, abilities, and well-being.

Prioritizing What Matters in Medication Management

The core of Age-Friendly care is aligning medications with what matters most to each older adult—supporting their goals, mobility, and cognitive health. Guardian’s senior care pharmacists apply the nationally recognized 4Ms Framework—What Matters, Medication, Mentation, and Mobility—to help create optimized, personalized drug regimens that promote safety, independence, and quality of life. By emphasizing appropriate medication use, we help prevent risks like polypharmacy, falls, hospitalizations, and cognitive decline.

Improving Affordability and Access

In 2024, our Insurance Optimizer program impacted more than 79,000 individuals, resulting in over \$40 million in out-of-pocket savings for residents across long-term care, senior living, and behavioral health settings. By better aligning medication regimens with benefit plan formularies and identifying other key cost-saving opportunities, our billing and clinical teams helped individuals save an average of \$514 annually. These savings directly support medication adherence and promote better health outcomes.

“

When medications are affordable, accessible, and tailored to what matters most for each resident, everyone wins—residents, families, communities, and the health care system as a whole. These programs are one more way Guardian is leading the way in delivering person-centered, age-friendly care.”

Chris Crisafulli

Vice President of PBM Network Operations

Insurance Optimizer Impact

Total Resident Savings

\$40M+

Residents with Claims

79K+

Savings per Resident

\$514

Worked Claims

410K+

Our Strategies

➤ Facilitating Adherence: Optimizing Medication Management

Non-adherence to medication regimens costs the U.S. health care system an estimated \$300 billion annually.* Guardian understands that improving medication adherence is paramount to reducing overall health care costs while also improving health outcomes. Here's how we're making a difference:

Our tech-enabled platform. We facilitate a seamless pharmacy experience that is integrated into the workflow of each LTC community we serve. Real-time connection between our pharmacies' dispensing system and the community's electronic health record gives our pharmacists a comprehensive view of each resident's entire medication record.

Advanced, smart packaging technology is pre-sorted by the day and hour of administration and bar-code enabled for accuracy. Hands-on training of community staff by our pharmacy teams help to ensure that every individual receives the right medication at the right time, every time.

Our expertise. Our pharmacists are experts in optimizing medication regimens for older adults. They explore reasons that people may not be compliant—issues such as polypharmacy, high-cost medications, overly-complex regimens, or side effects—and work with the interdisciplinary team to find practical solutions to improve adherence.

➤ Making Medication Accessible: Breaking Down Cost Barriers

We recognize that affordability is central to ensuring medication access and facilitating adherence. That's why we work to reduce the financial barriers to medication through our innovative, data-driven GuardianShield programs.

Insurance Optimizer: Our pharmacy teams help maximize the benefits available to people in their current plan by working with prescribers and insurance companies to resolve denied claims that lead to missed medication doses.

Benefits Navigator: Our expert teams guide people through the complex world of health benefit plans, helping match them to the plan that best meets their health care and financial goals.

Clinical Intervention: Our pharmacists work to align each person with the highest quality, evidence-based medication regimen that meets their plan formulary and individual health goals. This often involves simplifying regimens, discontinuing unnecessary medications, and optimizing therapy—thereby reducing the total number of medications an individual receives.

Promoting Wellness

Throughout 2024, Guardian strengthened its role as a trusted partner in long-term care by delivering preventive care, education, and clinical expertise to the communities we serve.

Our pharmacy teams administered 51,528 flu shots and 27,755 COVID-19 vaccines, helping protect vulnerable residents through proactive, on-site vaccination clinics. Across the country, Guardian employees provided hands-on education and training to community staff, reinforcing best practices and strengthening resident care.

Through our GuardianShield™ Clinical Intervention program, pharmacists completed more than 112,000 interventions for over 79,000 residents, investing more than 38,000 hours to help prevent harmful drug interactions, improper dosing, and risks related to polypharmacy.

Together, these actions reflect our deep commitment to improving health outcomes and enhancing the well-being of older adults and individuals with complex care needs.



51,528

Influenza Vaccinations
Administered



27,755

COVID-19
Vaccines Administered





Clinical Intervention Impact



DRUG INTERACTIONS

We identified and addressed over

7,900

instances of potentially serious
drug-drug or drug-disease
interactions.

ALLERGY ALERT

Our team intervened in more than

9,200

cases where a drug was
prescribed despite a noted
allergy, preventing possible
serious harm or hospitalization.

DUPLICATE THERAPY

We identified and
addressed more than

11,400

instances of duplicate therapy,
reducing costs, polypharmacy and
the risk of adverse drug effects.



Industry Partnerships

At Guardian, we are committed to improving care quality and outcomes while tackling the pressing health challenges of our time. We believe meaningful progress requires collaboration—which is why we’ve built a growing network of strategic partnerships with leading advocacy organizations. Through these relationships, we’re advancing community wellness, addressing social determinants of health, and championing inclusive, high-quality care for all.

We support Argentum in its mission to expand access and affordability in senior living and address workforce challenges that directly impact resident care. Together, we’re working to create sustainable, high-quality solutions for an evolving aging population.

Our partnership with LeadingAge reflects our shared vision of a society free from ageism—where aging is not only accepted, but celebrated. We stand with them in promoting inclusion across all levels of care.

We are also deeply committed to supporting individuals with intellectual and developmental disabilities. Our collaborations with ANCOR and The Arc of the United States underscore our dedication to advancing human rights, empowering individuals, and strengthening community support.

Together, with our partners, we’re shaping a future rooted in dignity, inclusion, and opportunity for all.



Advocating for Change

Advocacy is essential to advancing the quality, access, and recognition of LTC pharmacy services. Through our partnership with the [Senior Care Pharmacy Coalition \(SCPC\)](#), we work to protect and expand access to LTC pharmacy services while championing public policies that support better health outcomes, strengthen care for older adults and individuals with complex needs, and help control health care costs.

Our pharmacies also advocate for change at the local level, demonstrating and educating state lawmakers and Members of Congress on the value of LTC pharmacy services for older adults and fostering collaboration between providers, legislators, and community leadership.

In addition, many Guardian pharmacists are active members of the [American Society of Consultant Pharmacists \(ASCP\)](#) and began the process of earning the new Age-Friendly Pharmacist badge, which recognizes expertise in delivering age-friendly care using the nationally recognized *4Ms Framework—What Matters, Medication, Mentation, and Mobility*. This achievement reinforces our leadership in advancing safe, person-centered care for older adults across all care settings.

Through these efforts and more, Guardian is helping to shape a health care environment that better supports residents, families, care communities, and the LTC pharmacies and senior care pharmacists who serve them.



Southern Pharmacy Services Team





Looking Ahead

In 2024, we proudly celebrated 20 years of Guardian Pharmacy—a milestone that honors our growth, resilience, and the incredible teams and partners who make our mission possible. We also reached another exciting turning point by becoming a public company, a reflection of the strength and dedication that continue to define our organization.

“Looking ahead, we believe the company is well-positioned for success and we remain committed to continuing to meet the needs of all of the residents we serve.”

- Fred Burke, President & CEO



Guardian Pharmacy Services

guardianpharmacy.com