do more
feel better
live longer

ESG Performance Summary

2020

About this report

Trust is one of our three long-term priorities and is essential to how we achieve our purpose, drive long-term growth and add value for society and our shareholders.

We have 13 commitments that support our Trust priority and drive progress in the key areas where we can make a significant impact, and ensure that we are running our business in a responsible way.

These commitments seek to address the most material topics relevant to our stakeholders and to our business, and are designed to help us respond to challenges and opportunities within our industry and society more broadly. They contribute to many of the UN Sustainable Development Goals, and as a science-led, global healthcare company, our biggest contribution is towards Goal 3: ensure healthy lives and promote well-being for all at all ages.

Cautionary statement
See page 32 of this document for the cautionary statement regarding forward-looking statements.

About our reporting
This document provides a comprehensive summary of environmental, social and governance (ESG) data from across our business. This complements our wider reporting on responsible business in our Annual Report where we report progress on our 13 Trust commitments and in the responsible business pages of gsk.com.

In this report:

In our Annual Report:

Other online reporting:

Our commitments

The 13 commitments detailed below support our Trust priority and drive progress in the key areas where we can make a significant impact, and ensure that we are running our business in a responsible way. We report our progress in the GSK Annual Report.

Using our science and technology to address health needs

New medical innovations

Develop differentiated, high-quality and needed medicines, vaccines and consumer healthcare products to improve health

Global health

Improve global health impact through R&D for infectious diseases that affect children and young people in developing countries focusing on HIV, malaria and TB

Health security

Help the world to better prepare for future disease outbreaks with pandemic potential, and tackle antimicrobial resistance

Making our products affordable and available

Pricing

Improve the health of millions of people each year by making our products available at responsible prices that are sustainable for our business

Product reach

Use access strategies to reach 800 million undeserved people in developing countries with our products by 2025

Healthcare access

Partner to improve disease prevention, awareness and access to healthcare services by 12 million people by 2025

Being a modern employer

Engaged people

Achieve and maintain a competitive employee engagement score by 2022

Inclusion and diversity

Accelerate our progress on inclusion and diversity, including aspirational targets for female and ethnically diverse representation in senior roles by end 2025, and recognition as a disability confident employer and in LGBT+ indices

Health, wellbeing and development

Be a leading company in how we support employee health, wellbeing and personal development

Being a responsible business

Reliable supply

Commit to quality, safety and reliable supply of our products for patients and consumers

Ethics and values

Operate an ethical, values-driven culture, in which any issues are responded to swiftly and transparently

Data and engagement

Use data responsibly and transparently. Improve patient and scientific engagement

Environment

Have a net zero impact on climate, and a net positive impact on nature by 2030

Data summary

		2017	2018	2019	2020	Notes
General company information						
Employees	US	14,526	13,804	16,676	**15,706**	
	Europe	43,002	41,943	40,524	**40,711**	
	International	40,934	39,743	42,237	**37,649**	
	Total employees (FTE)	**98,462**	**95,490**	**99,437**	**94,066**	
Financials	Total operating profit (£m)	4,087	5,483	6,961	**7,783**	
	Pharmaceutical business revenue (£m)	17,276	17,269	17,554	**17,056**	
	Vaccines business revenue (£m)	5,160	5,894	7,157	**6,982**	
	Consumer business revenue (£m)	7,750	7,658	8,995	**10,033**	
	Total revenue	**30,186**	**30,821**	**33,754**	**34,099**	
Community investment totals	Cash (million £)	80	79	84	**94**	
	Product and in-kind (million £)	165	132	155	**139**	
	Time (million £)	3	3	2	**0.1**	
	Management costs (million £)[1]	13	10	22	**18**	
	Total	**261**	**224**	**263**	**250**	
Access and affordability						
	Doses of *Synflorix* vaccine supplied to Gavi (million)	78	69	67	**56**	
	Doses of *Rotarix* vaccine supplied to Gavi (million)	44	55	44	**53**	
	Albendazole tablets donated to help eliminate lymphatic filariasis (millions)	770	602	698	**304**[2]	
	Albendazole tablets donated to help treat intestinal worms (millions)	124	242	192	**113**	
	Value of GSK medicine and vaccines prescribed through our US Patient Assistance programme (COGS in million USD)	161	122	145.7	**151.1**	
	1 Year Change in List and Net Price			**2019**	**2020**	
	Change in combined average net price for our pharmaceutical and vaccines portfolio in the US since the previous year[3]	–	–	-5.0%	**-0.7%**	
	Change in average list price in the US since the previous year[3]	–	–	+2.5%	**+3.2%**	
	5 Year List and Net Price CAGR (Compounded Growth Rate)			**2015-19**	**2016-20**	
	Change in net price (after discounts, rebates or other allowances) for our products in the US over the past 5 years.[3]	–	–	-4.0%	**-3.2%**	
	Change in average list price in the US over the past 5 years[3]	–	–	+6.4%	**+5.7%**	

1 A new methodology to more fully account for the administrative costs of the Bridge to Access and *Benlysta*/*Nucala* patient assistance programs has led to a significant increase in management costs over 2018.
2 Mass drug administration programmes were disrupted/paused in 2020 due to the COVID-19 pandemic, leading to reduced donation numbers.
3 Calculated across GSK and ViiV Healthcare products.

Data summary continued

		2018	2019	2020	Total	Notes
Access and affordability (continued)						
Product reach target (800 million by 2025, against a 2018 baseline)	People with access to a generic dolutegravir product through voluntary licensing agreements (‘000)	–	–	**16,300**	**16,300**	As a chronic and ongoing treatment we only include the cumulative total number with access rather than annual data.
	Estimated children reached with *Synflorix* through Gavi ('000)[1]	20,800	20,700	**17,100**	**58,600**	Based on 3 doses per course, and WHO estimates of 8% wastage (10% for 2018).
	Estimated children reached with *Rotarix* through Gavi ('000)[1]	26,300	21,200	**25,400**	**72,900**	Based on 2 doses per course and WHO estimates of 4% wastage (5% for 2018).
	Estimated girls reached with *Cervarix* through Gavi ('000)[1]	810[2]	45	**180**	**1,035**	Based on 2 doses per course and WHO estimates of 10% wastage.
	Estimated people reached with the Oral Polio Vaccine (OPV) ('000)	54,900	40,700	**21,800**	**117,400**	Based on the WHO recommended 4 doses for polio-endemic countries, and WHO estimates of 20% wastage.
	People reached through our US Patient Assistance programme ('000)	126	123	**95**	**344**	
	People reached with our products through access strategies (‘000)				**266,579**	
Health access target (12 million by 2025, against a 2018 baseline)	People accessing a healthcare service, worker, or educational session through our work with Save the Children ('000)	222	355	**400**	**977**	
	People accessing Malaria services through our Comic relief partnership ('000)	397	1,100	**1,703**	**3,200**	
	Healthcare workers trained through our partners ('000)[3]	20	18	**16**	**54**	
	People accessing a healthcare worker, service or facility as a result of the health worker training programmes ('000)[3]	2,200	2,000	**3,538**[4]	**7,738**	
	People reached through ViiV Healthcare's Positive Action for Children Fund (PACF) grants (‘000)	536	638	**484**	**1,658**	
	Children accessing treatment/care for cleft conditions through the Smile Train partnership ('000)	4.1	3.5	**2.3**	**9.9**	
	HCPs/pharmacists trained through our partners in SE Asia and India dengue fever programmes ('000)	1.1	3.7	**–**	**4.8**	Programme paused in 2020 due to agreement with our NGO partner to shift focus to COVID-19 relief efforts.
	People accessing dengue fever services through our partners in India (‘000)	103.7	147.5	**–**	**251**	Programme paused in 2020 due to agreement with our NGO partner to shift focus to COVID-19 relief efforts.
	People reached through our programmes to improve disease prevention, awareness and access to healthcare services (‘000)				**13,893**	

1 Gavi may distribute these at different times, but within the year we provided this many doses with the potential to reach the stated number of people.

2 2018 data was driven by a combination of the routine programme and multi-age cohorts as part of HPV demonstration projects.

3 Data is estimated based on previous reach through the same partner programmes and level of funding. Final 2019 data is available in April 2020.

4 In 2020, this captures figures from our frontline health worker training programme as well as our new CEO Roundtable collaboration.

Data summary continued

		2017	2018	2019	2020	Notes
People						
Engagement	Employee survey engagement score (%)	79	78	78	**84**	
	Employee survey response rate (%)	83	79	78	**85**	
Gender diversity	Percentage of women (all employees)	44%	44%	45%	**47%**	
	SVP/VP level	31%	33%	36%	**38%**	
	Director level	43%	43%	44%	**46%**	
	Manager level	47%	48%	49%	**50%**	
	Total women in management	**44%**	**45%**	**47%**	**48%**	
	Percentage of women on the Board	42%	45%	45%	**42%**	
Health and safety	Number of fatalities (employees and complementary workers under GSK direct supervision)	1	0	1	**2**	Assured by DNV
	Fatalities (contractors not under GSK direct supervision)	0	0	0	1	
	Reportable incidents with lost time	272	307	298	**203**	Assured by DNV
	Lost time reportable injury and illness rate (per 100,000 hours worked)	0.14	0.15	0.15	**0.10**	Assured by DNV
	Reportable incidents with and without lost time	501	466	463	**331**	Assured by DNV
	Reportable injury and illness rate (per 100,000 hours worked)	0.23	0.23	0.23	**0.17**	Assured by DNV
	Hours worked (million)	200.32	200.71	204.54	**199.34**	
Talent and leadership development	Number of graduates recruited through our Future Leaders programme	410	309	231	**209**	
	Number of postgraduates recruited through our Esprit programme	24	27	13	**15**	
	Number of apprentices recruited	97	165	113	**133**	
Employee turnover	Overall turnover (%)	–	–	12.5	**15.7**	Calculated as the number of permanent employees that left GSK in 2020 for any reason divided by the average 2020 permanent headcount.
	Turnover of voluntary leavers (%)	–	–	6.7	**5.6**	Calculated as the number of permanent employees that voluntarily left GSK in 2020 divided by the average 2020 permanent headcount.
	Gender split: The % of all permanent leavers in 2020 that were male and female					Calculated as number of permanent employees that left GSK for any reason within the period that were male or female divided by the total number of permanent leavers that left for any reason within the period.
	Overall turnover – male	–	–	56	**66**	
	Overall turnover – female	–	–	44	**34**	

Data summary continued

		SVP/VP	Director	Manager	All employees
People (continued)					
Ethnic diversity: US	**Ethnically diverse total**	**23.2%**	**25.3%**	**29.3%**	**30.0%**
	American Indian or Alaska Native	*	0.4%	0.3%	0.4%
	Asian	10.8%	13.8%	15.9%	12.9%
	Black or African American	5.8%	5.5%	6.3%	9.9%
	Hispanic or Latinx	5.0%	4.5%	5.1%	5.1%
	Native Hawaiian or Other Pacific Islander	*	0.3%	0.1%	0.2%
	Two or more races	1.2%	0.9%	1.6%	1.5%
	White total	**76.8%**	**74.7%**	**70.8%**	**70.0%**
Ethnic diversity: UK	**Ethnically diverse total**	**11.1%**	**16.7%**	**21.8%**	**18.7%**
	Asian	5.7%	11.8%	16.0%	13.1%
	Black	1.6%	1.8%	2.3%	2.5%
	Mixed	1.2%	1.5%	1.8%	1.8%
	Other	2.5%	1.6%	1.6%	1.3%
	White total	**88.9%**	**83.4%**	**78.2%**	**81.3%**

The data above represents those that responded to identify a race or ethnicity category. In the US, 6.3% of employees did not actively respond to identify a race or ethnicity category, and a further 1.2% indicated 'I prefer not to say'. In the UK, 11.5% did not actively respond and a further 3.9% indicated 'I prefer not to say'. As this is our first year reporting ethnicity data, we do not have comparable historic data. We will start to report this from our next report.

* Insufficient data to report (Fewer than 3 employees)

Data summary continued

		2017	2018	2019	2020	Notes
Environment						
Energy	Natural Gas (GWh)	2,237	2,112	2,027	**2,125**	
	Coal (GWh)	69	66	64	**20**	
	Electricity used (GWh)	1,759	1,617	1,590	**1,487**	
	Electricity purchased (GWh)	1,740	1,598	1,569	**1,467**	
	Steam / Hot Water (GWh)	67	56	64	**80**	
	Other Fuels (GWh)	129	105	91	**76**	
	Energy from biomass (GWh)	190	223	231	**86**	
	On-site generated renewable electricity (GWh)	26	26	25	**28**	
	Purchased Renewable Electricity (GWh)	46	51	51	**750**	Assured by DNV
	% renewable electricity/used electricity	5%	5%	5%	**52%**	
	Total Energy (GWh)	**4,461**	**4,187**	**4,079**	**3,884**	Assured by DNV
Carbon: Scope 1 and 2 emissions	On-site fuel use (thousands of tonnes CO_2e)	462	431	412	**411**	
	Sales force vehicles (thousands of tonnes CO_2e)	154	133	128	**75**	
	Propellant emissions during manufacture of inhalers (thousands of tonnes CO_2e)	243	225	217	**256**	
	On-site waste or waste water treatment (thousands of tonnes CO_2e)	19	18	9	**9**	
	Refrigerant gas losses (thousands of tonnes CO_2e)	14	19	28	**21**	
	Total Scope 1 emissions (thousands of tonnes CO_2e)	**892**	**825**	**795**	**773**	Assured by DNV
	Electricity (market-based emissions) (thousands of tonnes CO_2e)	580	527	513	**216**	
	Steam/Hot Water (thousands of tonnes CO_2e)	9	7	8	**11**	
	Compressed Air (thousands of tonnes CO_2e)	0	0	0	**0**	
	Chilled Water (thousands of tonnes CO_2e)	2	1	2	**2**	
	Total Scope 2 emissions market-based (thousands of tonnes CO_2e)	**590**	**535**	**522**	**228**	Assured by DNV
	Scope 2 location-based emissions (thousand tonnes CO_2e)	605	549	544	**507**	Assured by DNV
	Total Scope 1 & 2 emissions market-based (thousands of tonnes CO_2e)	**1,482**	**1,360**	**1,318**	**1,001**	Assured by DNV
	Fermentation/biogenic releases (thousands of tonnes CO_2e)	43	33	32	**27**	

Data summary continued

		2017	2018	2019	2020	Notes
Environment (continued)						
Carbon: Scope 3 emissions[1]	Purchased goods and services (thousands of tonnes CO_2e)	9,407	7,830	6,410	–	
	Capital goods (thousands of tonnes CO_2e)	318	251	226	–	
	Fuel and energy related activities (thousands of tonnes CO_2e)	303	246	235	–	
	Transportation and distribution (upstream) (thousands of tonnes CO_2e)	88	81	919[2]	–	
	Waste generated in operations (thousands of tonnes CO_2e)	50	29	33	–	
	Business travel (thousands of tonnes CO_2e)	172	65	221	–	
	Employee commuting (thousands of tonnes CO_2e)	249	152	96	–	
	Leased assets (upstream) (thousands of tonnes CO_2e)	1	1	0	–	
	Transportation and distribution (downstream) (thousands of tonnes CO_2e)	639	654	0[2]	–	
	Processing of sold products (thousands of tonnes CO_2e)	–	–	–	–	
	Use of sold products (thousands of tonnes CO_2e)	6,688	6,669	6,412	–	
	a) Emissions from use of propellant based inhalers by patients (thousands of tonnes CO_2e)	**5,530**	**5,745**	**5,382**	**5,757**	Assured by DNV
	End of life (thousands of tonnes CO_2e)	225	322	36	–	
	Leased assets (downstream) (thousands of tonnes CO_2e)	–	–	–	–	
	Franchises (thousands of tonnes CO_2e)	–	–	–	–	
	Investments (thousands of tonnes CO_2e)	13	34	31	–	
	Total Scope 3 emissions (thousands of tonnes CO_2e)	**18,153**	**16,335**	**14,620**	–	
Ozone depleting substances	ODP Investory of CFC and HCFC in Equipment (kg of CFC11e)	2,022	706	781	**470**	
	ODP Calculated Releases of CFC11 equiv (kg of CFC11e)	56	19	21	**13**	
Water use	Municipal (million m^3)	10.22	9.10	9.01	**8.76**	
	Ground Water (million m^3)	4.24	3.48	3.66	**3.54**	
	Tankers (million m^3)	0.21	0.19	0.18	**0.16**	
	Total water use (million m^3)	**14.67**	**12.77**	**12.85**	**12.47**	Assured by DNV
	Recycled sources (million m^3)	0.13	0.15	0.20	**0.27**	
	Water use at high water risk sites[3] (million m^3)	1.06	0.85	1.07	**0.54**	Assured by DNV

1 Other than propellant emissions data (which is collected through our internal systems) we will not have an accurate picture of Scope 3 GHG emissions until later in the year).
2 Emissions classified as downstream transportation in previous years have been reclassified as upstream transportation emissions (on advice from the Carbon Trust).
3 See page [x] for GSK's high water risk sites.

Data summary continued

		2017	2018	2019	2020	Notes
Environment (continued)						
Water discharge	Wastewater to municipal sewer (million m^3)	6.35	5.73	5.81	**6.01**	
	Wastewater to surface water (million m^3)	3.85	3.00	2.99	**3.03**	
	Wastewater to other (million m^3)	0.35	0.31	0.28	**0.11**	
	Wastewater discharged to land (million m^3)	0.74	0.75	0.74	**0.29**	
	Wastewater recharged to Aquifer from rainwater (million m^3)	0.12	0.16	0.22	**0.01**	
	Wastewater recharged to Aquifer from treated effluent (million m^3)	0.19	0.18	0.18	**0.05**	
	Total wastewater discharged (million m^3)	**11.6**	**10.1**	**10.2**	**9.5**	Assured by DNV
Waste	Beneficial use hazardous waste (thousand tonnes)	19.1	17.0	16.3	**19.4**	
	Beneficial use non-hazardous waste (thousand tonnes)	79.0	79.9	80.4	**68.1**	
	Total beneficial use waste (thousand tonnes)	**98.0**	**96.9**	**96.7**	**87.5**	Assured by DNV
	Non-beneficial use hazardous waste (thousand tonnes)	26.9	17.4	18.5	**14.9**	
	Non-beneficial use non-hazardous waste (thousand tonnes)	10.6	9.9	6.9	**5.7**	
	Total non-beneficial use waste (thousand tonnes)	**37.6**	**27.3**	**25.4**	**20.6**	Assured by DNV
	Total overall waste (thousand tonnes)	**135.7**	**124.2**	**122.1**	**108.1**	Assured by DNV
	Hazardous waste to landfill (thousand tonnes)	0.2	0.2	0.4	**0.4**	
	Non-hazardous waste to landfill (thousand tonnes)	4.6	3.5	3.4	**1.8**	
	Total waste to landfill (thousand tonnes)	**4.8**	**3.7**	**3.7**	**2.2**	Assured by DNV
	Percentage of waste sent for beneficial use	72%	78%	79%	**81%**	
Compliance	EHS internal audits of GSK sites and facilities	37	54	49	**19**	
	EHS, ethics and labour rights audits of 3rd party suppliers	60	83	43	**36**	
	Environmental fines (£)	4,000	7,000	600	**0**	
Environmental remediation[1]	Spend (million $)	2.3	2.1	2.6	**2.8**	

1 We take responsibility for removing pollution and contaminants from soil, surface and ground water at facilities we have used previously, and at the disposal sites of waste management companies we have used.

Data summary continued

		2017	2018	2019	2020	Notes
Ethical conduct						
Compliance	Percentage of employees who agreed that their work environment encouraged ethical behaviour even in the face of pressures to meet business objectives (%)	–	–	86	**89**	
	Employees disciplined for policy violations	3,200	940[1]	798	**788**	
	Breakdown of types of policy violation (%)[2]					
	Behaviour in the workplace	–	–	–	**35**	
	Mandatory training completion	–	–	–	**7**	
	Good manufacturing and distribution practices	–	–	–	**24**	
	Marketing and promotional activities	–	–	–	**8**	
	Expenses	–	–	–	**6**	
	Other[3]	–	–	–	**20**	
	Employees who were dismissed or agreed to leave the company voluntarily	233	115	202	**171**	
	Documented warnings	901	656	596	**617**	
Political engagement						
	Spend on federal lobbying activities ($m)	4.18	4.57	4.4	**3.8**	Data is registered on the US Federal Lobbying Register and includes cost of operating our office in Washington DC, and cost of travel and consulting.
	Cost of representing our interests to EU institutions (€m)[4]	1.48	1.73	1.64	**1.82**	This data is published on the EU Transparency Register.
	Political Action Committee contributions from US employees to state and federal candidates (’000 $)	385	345	265	**367**	A breakdown of PAC spend is available online.
Clinical trial transparency						
Clinical trial data[4] (cumulative)	Publicly available trial result summaries	–	–	–	**6,168**	
	Studies with Clinical Study Reports posted to the register	–	–	–	**2,708**	
	Trials listed for which patient level data is available for request	–	–	–	**2,480**	
	Research teams approved for access to GSK trial data	–	–	–	**179**	

1 In 2018, we changed the way that we collect disciplinary data to improve clarity, for example removing a number of categories that we do not deem to be a behavioural policy violation (such as sanctions as a result of absence from work due to illness). The reduced number in 2018 reflects these changes.

2 Individual employees can be subject to multiple allegations resulting in disciplinary action.

3 Policy violation types that do not fit into the categories specified.

4 This includes the latest available figures from the previous year. Figures from the reporting year are published in April, after publication of this document.

5 New methodology introduced for 2019.

Data summary continued

		2017	2018	2019	2020	Notes
Product safety and quality						
Quality and safety audits	Audits of our 3rd parties on quality processes	1,592	1,650	1,542	**1,839**	
	Clinical trial audits (on our own trials and those conducted by 3rd parties on our behalf)	273	221	225	**223**	
Ensuring quality in manufacturing and supply	Regulatory inspections of our Pharmaceutical business	73	55	101	**40**	
	Regulatory inspections of our Vaccines business	46	34	23	**27**	
	Regulatory inspections of our Consumer Healthcare business	75	62	72	**75**	
	Total	194	151	196	**142**	
Product recalls						
Number of FDA product recalls by business and class (I/II/III)	Pharmaceuticals	n/r	n/r	0	**0**	
	Vaccines	n/r	n/r	0	**0**	
	Consumer Healthcare	n/r	n/r	1[1]	**6**[2]	
Number of FDA enforcement actions taken in response to violations of current Good Manufacturing Practices (cGMP)	Pharmaceuticals	n/r	n/r	0	**0**	
	Vaccines	n/r	n/r	0	**0**	
	Consumer Healthcare	n/r	n/r	0	**0**	

1 Class III recall. Represents 0.01% of total Consumer Healthcare products produced globally.

2 This comprises of 5 Class II recalls and 1 Class III, representing 0.034% of total Consumer Healthcare product batches manufactured in 2020.

Environmental Data Terminology

KPI	Definition	Method
Reporting Boundary	The published environmental data covers facilities owned or leased by GSK and its joint venture partners over which GSK has full operational control, except for small commercial offices and distribution centres, who are not required to report environmental impacts unless one of the following criteria are met: – total energy usage >4750 MWh per annum – total water in is > 10,000 m3 per annum – total waste generated >250 tonnes per annum This ensures that GSK is reporting > 95% of its environmental impacts.	GSK publish data aligned with the calendar year. However, December 2020 values include estimates based on December 2019 values as actual data is not available in time for publication. Data was restated for 2019 to correct for December estimates during that reporting period. Our baseline year for environmental targets is 2016. Environmental data for the sites that joined the GSK network as part of the GSK-Pfizer consumer healthcare JV is integrated with GSK data.
Energy	This includes all purchased energy such as grid electricity, natural gas, coal, diesel and other fuels and renewably generated energy such as from solar, wind or biomass. Purchased renewable electricity is renewable electricity generated by a supplier that is purchased under a supply agreement that includes evidence of origin such as REC, REGOs or as part of a Power Purchase Agreement PPA.	Energy data is based on invoice data from utility companies and meter readings. Purchased renewable electricity is allocated to a site once evidence of a supply contract is in place. Retirements of Certificates of Origin may occur after the reporting period.
Water	This includes all water supplied or withdrawn by GSK. Captured rainwater and recycled water are measured and reported but not included in the 'total water used' calculation.	Water data is based on invoice data from suppliers and meter readings at our sites.
High Water Risk	This includes all water supplied to sites identified by GSK as a high water risk site. GSK originally identified 13 high risk water sites, but due to network changes, there are currently seven high risk water sites in our network: Cape Town, South Africa Boudouaou, Algeria Jamshoro, Pakistan Karachi F268, Pakistan Karachi West Wharf, Pakistan Nashik, India Oak Hill, USA	GSK mapped the geographic location of its sites against outputs from the assessment tools WRI Aqueduct and WWF-DEG Water Risk Filter to identify sites in regions of high-water stress. A more detailed water stewardship risk assessment covering local water availability, water quality, the local regulatory framework and access to water and sanitation was then performed to classify whether a site is determined to be a GSK high water risk site. Following a review in 2020, the site in Xochimilco, Mexico was removed and the site in Jamshoro, Pakistan was added to the list of high water risk sites. The data from 2016 has been restated to reflect this change. GSK have not yet completed water stewardship risk assessments for the sites that joined the network as part of the Pfizer consumer healthcare JV.
Waste water	This includes all wastewater sent to a municipal sewer, discharged to surface water after treatment on site, waste water used for irrigation, wastewater used to recharge aquifers in accordance with local regulations. Liquid waste such as waste solvents that contain water are reported separately as wastes.	Wastewater data is based on invoice data from utility companies, meter readings, or a calculation based on water use in the absence of a meter.

Environmental Data Terminology continued

KPI	Definition	Method
Scope 1 Carbon emissions	GSK Scope 1 emissions cover emissions from the direct combustion of fuels on our sites to generate heat and electricity; emissions from our sales force vehicles; fugitive losses of propellant during the manufacturing of inhalers, losses from refrigerants used in GSK owned ancillary equipment and from on-site waste and waste water treatment.	Carbon emissions are calculated as CO2 equivalent per the GHG Protocol Corporate Accounting and Reporting Standard. Carbon emission factors and calorific factors for the combustion of natural gas, diesel, coal and other fuels are taken from the UK Government emission conversion factors for greenhouse gas company reporting 2019 edition. Carbon emissions for sales force travel are calculated based on distance travelled, not directly on fuel use and have added an estimate (approx. 10%) for offices where distance driven data is not available. Carbon emissions from refrigerant losses are based on the quantities of refrigerant used to top up equipment. Biogenic emissions are reported separately but not included in the Scope 1 & 2 total emissions.
Scope 2 Carbon emissions	GSK Scope 2 emissions include any purchased electricity, steam, compressed air and chilled water.	Carbon emission factors for purchased electricity are taken from the International Energy Agency Statistics – CO2 from Fuel Combustion 2019 edition. GSK use market-based scope 2 emissions for reporting purposes. Carbon emission factors for purchased heat, steam and chilled water are taken from the UK Government emission conversion factors for greenhouse gas company reporting 2019 edition GSK are restating scope 2 emissions from electricity for 2018 and 2019 based on the updated IEA emission factors published in 2019. GSK report market-based Scope 2 emissions for facilities where there is evidence from the utility provider of low carbon energy generation such as certificates of origin (REC, REGO, PPA) or hydroelectric local grid supply e.g. in the Quebec Region
Scope 3 Carbon emissions	GSK report all 15 Scope 3 categories as detailed in the Greenhouse Gas protocol.	Scope 3 data across all 15 categories were prepared by GSK using a hybrid model combining primary activity-based data where available, and economic data. The model was quality assured by the Carbon Trust. Scope 3 emissions for business travel by air are based on ticketing information not directly on fuel use. Scope 3 emissions from patient use of metered dose inhalers are based on the numbers of inhalers leaving manufacturing sites for distribution, and the amount of propellant in each inhaler.

Environmental Data Terminology continued

KPI	Definition	Method
Waste	‘Waste generated’ is the operational waste that leaves GSK boundaries. ‘Beneficial use’ waste is defined as waste sent for recycling, re-use, or incineration with energy recovery. ‘Non-beneficial use’ waste is defined as waste disposed by either incineration with no energy recovery or sent to landfill.	Waste data is based on invoices and waste transfer note data.
Waste to Landfill	Waste to landfill includes both hazardous and non-hazardous waste that is disposed in landfill	Waste to landfill data is based on invoices and waste transfer note data. In some cases, local laws and regulations require certain waste be sent to landfill. For some types of waste (e.g. asbestos waste) landfill is the best environmental option. We include these wastes as waste sent to landfill in our data table, but we also allow the small number of sites affected to claim ‘zero to landfill’ status.
Ozone depleting substances contained in equipment	We report the ozone depleting potential for the total amount of ozone depleting substances contained in ancillary equipment as kg CFC-11 equivalents.	The total amount of ozone depleting substances is based on site inventory data multiplied by the ozone depleting potential factors from the Intergovernmental Panel on Climate Change. We estimate the impact of fugitive losses for these refrigerants. We are excluding the inventory from a small number of sites where GSK do not own or manage the refrigeration equipment
GSK reportable incident	A GSK reportable injury or illness meets the following criteria: 1. The affected individual is either a GSK employee or a complementary worker under direct GSK daily supervision; and 2. The incident is work related; and 3. The outcome has involved at least one of the following: – A fatality; – Loss of consciousness; – Medical treatment beyond first aid; – A significant occupational injury or occupational illness diagnosed by a physician or other licensed health care professional; – Restricted days/change of job duties/days away from work; and 4. Must be a new case	To be consistent in our global reporting, a GSK reportable injury or illness meets these listed criteria. These criteria are different from national regulatory reporting requirements which vary across the world. A lost time incident is one that has resulted in either days away from work or a job restriction when the employee is unable to perform one or more routine activities. Lost or restricted days are counted from the day following the incident. Hours worked is calculated based on the number of working days in a year, the length of an average workday, and the number of employees by site as provided by GSK Human Resources. Employees include full time employees and directly supervised agency staff. GSK are restating incident data for 2019 to account for a small number of incidents that occurred in 2019 but the records were not complete when the table was prepared last year. Incident rates are calculated per 100,000 hours worked.

List of products on the WHO List of Prequalified Medicinal Products and Vaccines as part of its Prequalification of Medicines Programme (PQP)

	Type, form and presentation	Date of prequalification
Vaccines		
Engerix	Hepatitis B – Liquid: ready to use vial (1 dose)	Thursday, 1 January 1987
Engerix	Hepatitis B – Liquid: ready to use vial (10 doses)	Thursday, 1 January 1987
Engerix	Hepatitis B – Liquid: ready to use vial (20 doses)	Thursday, 1 January 1987
Priorix	Measles, Mumps and Rubella – Lyophilised active component to be reconstituted with excipient diluent before use vial (1 dose)	Friday, 9 March 2001
Rotarix	Rotavirus – Liquid: ready to use plastic tube (1 dose)	Thursday, 12 March 2009
Rotarix	Rotavirus – Liquid: ready to use applicator (1 dose)	Thursday, 12 March 2009
Cervarix	Human Papillomavirus (Bivalent) – Liquid: ready to use vial (1 dose)	Wednesday, 8 July 2009
Cervarix	Human Papillomavirus (Bivalent) – Liquid: ready to use vial (2 dose)	Wednesday, 8 July 2009
Polio Sabin Mono T1	Polio Vaccine – Oral (OPV) Monovalent Type 1 – Liquid: ready to use vial (10 dose)	Thursday, 29 October 2009
Polio Sabin Mono T1	Polio Vaccine – Oral (OPV) Monovalent Type 1 – Liquid: ready to use vial (20 dose)	Thursday, 29 October 2009
Polio Sabin One and Three	Polio Vaccine – Oral (OPV) Bivalent Types 1 and 3 – Liquid: ready to use vial (10 doses)	Thursday, 29 October 2009
Polio Sabin One and Three	Polio Vaccine – Oral (OPV) Bivalent Types 1 and 3 – Liquid: ready to use vial (20 doses)	Thursday, 29 October 2009
Synflorix	Pneumococcal (conjugate) – Liquid: ready to use vial (1 dose)	Friday, 30 October 2009
Synflorix	Pneumococcal (conjugate) – Liquid: ready to use vial (2 doses)	Friday, 19 March 2010
Poliorix	Polio Vaccine – Inactivated (IPV) – Liquid: ready to use vial (1 dose)	Thursday, 5 August 2010
Poliorix	Polio Vaccine – Inactivated (IPV) – Liquid: ready to use vial (2 dose)	Thursday, 5 August 2010
Polio Sabin Mono Three (oral)	Polio Vaccine – Oral (OPV) Monovalent Type 3 – Liquid: ready to use vial (10 doses)	Tuesday, 5 October 2010
Polio Sabin Mono Three (oral)	Polio Vaccine – Oral (OPV) Monovalent Type 3 – Liquid: ready to use vial (20 doses)	Tuesday, 5 October 2010
Polio Sabin Mono Two (oral)	Polio Vaccine – Oral (OPV) Monovalent Type 2 – Liquid: ready to use vial (20 doses)	Wednesday, 11 May 2011
Polio Sabin Mono Two (oral)	Polio Vaccine – Oral (OPV) Monovalent Type 2 – Liquid: ready to use vial (10 doses)	Wednesday, 11 May 2011
Priorix	Measles, Mumps and Rubella – Lyophilised active component to be reconstituted with excipient diluent before use vial (2 doses)	Wednesday, 21 December 2011
Havrix 1440 Adult	Hepatitis A (Human Diploid Cell), Inactivated (Adult) – Liquid: ready to use vial (1 dose)	Friday, 19 July 2013
Havrix 720 Junior	Hepatitis A (Human Diploid Cell), Inactivated (Paediatric) – Liquid: ready to use vial (1 dose)	Friday, 19 July 2013
Boostrix	Diphtheria-Tetanus-Pertussis (acellular) – Liquid: ready to use vial (1 dose)	Tuesday, 9 July 2013
Menveo	Meningococcal ACYW-135 (conjugate vaccine) – Lyophilised active component to be reconstituted with liquid active component before use. Two vial set (1 dose)	Wednesday, 31 July 2013
Synflorix	Pneumococcal (conjugate) – Liquid: ready to use vial (4 doses)	Monday, 16 October 2017
Rotarix	Rotavirus – Liquid: ready to use plastic tube (5 dose)	Thursday, 14 February 2019

List of products on the WHO List of Prequalified Medicinal Products and Vaccines as part of its Prequalification of Medicines Programme (PQP) continued

	Type – applicant – WHO ref number	Date of prequalification
Pharmaceuticals		
Abacavir (sulfate)	HIV – ViiV Healthcare – HA106 (a)	20 March 2002
Abacavir (sulfate)	HIV – ViiV Healthcare – HA107 (a)	20 March 2002
Zidovudine	HIV – ViiV Healthcare – HA108 (a)	29 May 2002
Zidovudine	HIV – ViiV Healthcare – HA109 (a)	29 May 2002
Lamivudine/Zidovudine	HIV – ViiV Healthcare – HA110 (a)	20 March 2002
Zidovudine	HIV – ViiV Healthcare – HA114 (a)	20 March 2002
Zidovudine	HIV – ViiV Healthcare – HA114 (a)	20 March 2002
Lamivudine	HIV – ViiV Healthcare – HA117 (a)	20 March 2002
Lamivudine	HIV – ViiV Healthcare – HA128 (a)	20 March 2002
Dolutegravir (Sodium)	HIV – ViiV Healthcare – HA634 (a)	14 October 2014
Abacavir (sulfate)/Lamivudine	HIV – ViiV Healthcare – HA706 (a)	19 June 2018
Zanamivir	Influenza – GSK – IN007 (a)	22 September 2009

SASB index

We have produced our first Sustainability Accounting Standards Board (SASB) index to illustrate how our reporting aligns with the Biotechnology and Pharmaceutical Industry guidelines. We will continue to align our reporting to SASB in future reports.

Data and information is reported via a range of sources including our public policies, the 2020 Annual Report, this 2020 ESG Performance Summary and on gsk.com. This Index signposts to the relevant source.

SASB index

SASB indicator		Where to find the information
Safety of clinical trial participants		
HC-BP-210a.1	Discussion, by world region, of management process for ensuring quality and patient safety during clinical trials	⊕ **Clinical trials policy**
HC-BP-210a.2	Number of FDA Sponsor Inspections related to clinical trial management and pharmacovigilance that resulted in: (1) Voluntary Action Indicated (VAI) and (2) Official Action Indicated (OAI)	Not reported
HC-BP-210a.3	Total amount of monetary losses as a result of legal proceedings associated with clinical trials in developing countries	Not reported
Access to medicines		
HC-BP-240a.1	Description of actions and initiatives to promote access to health care products for priority diseases and in priority countries as defined by the Access to Medicine Index	⊕ p.35-36 Annual Report
HC-BP-240a.2	List of products on the WHO List of Prequalified Medicinal Products as part of its Prequalification of Medicines Programme (PQP)	⊕ p.15-16 of this document
Affordabilty & pricing		
HC-BP-240b.1	Number of settlements of Abbreviated New Drug Application (ANDA) litigation that involved payments and/or provisions to delay bringing an authorized generic product to market for a defined time period	Not reported
HC-BP-240b.2	Percentage change in: (1) average list price and (2) average net price across US product portfolio compared to previous year	⊕ p.2 of this document
HC-BP-240b.3	Percentage change in: (1) list price and (2) net price of product with largest increase compared to previous year	⊕ p.2 of this document
Drug safety		
HC-BP-250a.1	List of products listed in the Food and Drug Administration's (FDA) MedWatch Safety Alerts for Human Medical Products database	Available via **FDA Adverse Event Reporting website**
HC-BP-250a.2	Number of fatalities associated with products as reported in the FDA Adverse Event Reporting System	Available via **FDA Adverse Event Reporting website**
HC-BP-250a.3	Number of FDA recalls issued, total units recalled	⊕ p.10 of this document
HC-BP-250a.4	Total amount of product accepted for takeback, reuse, or disposal	Not reported
HC-BP-250a.5	Number of FDA enforcement actions taken in response to violations of current Good Manufacturing Practices (cGMP), by type	⊕ p.10 of this document

Sustainability disclosure topics & accounting metrics continued

Counterfeit drugs		
HC-BP-260a.1	Description of methods and technologies used to maintain traceability of products throughout the supply chain and prevent counterfeiting	⊕ p.39 Annual Report **Falsified and substandard healthcare products**
HC-BP-260a.2	Discussion of process for alerting customers and business partners of potential or known risks associated with counterfeit products	⊕ p.39 Annual Report
HC-BP-260a.3	Number of actions that led to raids, seizure, arrests, and/or filing of criminal charges related to counterfeit products	Not reported
Ethical marketing		
HC-BP-270a.1	Total amount of monetary losses as a result of legal proceedings associated with false marketing claims	Not reported
HC-BP-270a.2	Description of code of ethics governing promotion of off-label use of products	⊕ **Marketing practices and scientific engagement**
Employee recruitment, development & retention		
HC-BP-330a.1	Discussion of talent recruitment and retention efforts for scientists and research and development personnel	⊕ p.38 Annual Report
HC-BP-330a.2	(1) Voluntary and (2) involuntary turnover rate for: (a) executives/senior managers, (b) mid-level managers, (c) professionals, and (d) all others	⊕ We report turnover by gender on p.4 of this report
Supply chain management		
HC-BP-430a.1	Percentage of (1) entity's facilities and (2) Tier I suppliers' facilities participating in the Rx-360 International Pharmaceutical Supply Chain Consortium audit program or equivalent third-party audit programs for integrity of supply chain and ingredients	GSK is a member of Rx 360 and also conducts audits of third parties. ⊕ p.39
Business ethics		
HC-BP-510a.1	Total amount of monetary losses as a result of legal proceedings associated with corruption and bribery	Not reported
HC-BP-510a.2	Description of code of ethics governing interactions with health care professionals	⊕ **Code of Practice for promotion of prescription medicines and for scientific engagement**
Activity metrics		
HC-BP-000.A	Number of patients treated	⊕ p.35-36 Annual Report (patients reached through our access strategies)
HC-BP-000.B	Number of drugs (1) in portfolio and (2) in research and development (Phases 1-3)	⊕ p.26 Annual Report (pipeline) ⊕ **See online for products**

United Nations Global Compact

GSK is a signatory to the UN Global Compact (UNGC). The Compact challenges business to operate according to ten principles covering bribery and corruption, human rights, labour and the environment. The following index is structured according to the 21 criterion for an Advanced Level Communication on Progress (COP) and is compiled from our 2020 Annual Report and the gsk.com website.

Statement of support from the CEO

"GSK remains committed to upholding the UNGC's Ten Principles on human rights, the environment and anti-corruption. We aim to do this through embedding our policies and standards across our business and remaining true to our values and our purpose: to help people do more, feel better, live longer."

Emma Walmsley
Chief Executive Officer
March 2021

United Nations Global Compact: Communication on Progress 2020

			Where to find the data	Annual Report or online
Implementing the principles into strategies				
1	**Mainstreaming into corporate functions and business units**	Place responsibility for execution of sustainability strategy in relevant corporate functions (procurement, government affairs, human resources, legal, etc.) ensuring no function conflicts with company's sustainability commitments and objectives	**Our governance structure**	
		Align strategies, goals and incentive structures of all business units and subsidiaries with corporate sustainability strategy	**Our long-term priorities apply to our three businesses**	⊕ p.9
		Assign responsibility for corporate sustainability implementation to an individual or group within each business unit and subsidiary	**Our governance structure**	
2	**Describes value chain implementation**	Communicate policies and expectations to suppliers and other relevant business partners	**Working with third parties**	⊕ p.40
		Implement monitoring and assurance mechanisms (e.g. audits/ screenings) for compliance within the company's sphere of influence	**Working with third parties**	⊕ p.40
		Undertake awareness-raising, training and other types of capacity building with suppliers and other business partners	**Working with third parties** **Carbon**	⊕ p.40 ⊕ p.41
Robust human rights management policies and procedures				
3	**Robust commitments, strategies or policies in the area of human rights**	Commitment to comply with all applicable laws and respect internationally recognised human rights, wherever the company operates	**GSK Human rights statement**	
		A Integrated or stand-alone statement of policy expressing commitment to respect and support human rights approved at the most senior level of the company	**GSK Human rights statement**	
		Statement of policy publicly available and communicated internally and externally to all personnel, business partners and other relevant parties	**GSK Human rights statement**	
4	**Describes effective management systems to integrate the human rights principles**	On-going due diligence process that includes an assessment of actual and potential human rights impacts	**Human rights**	⊕ p.40
		Allocation of responsibilities and accountability for addressing human rights impacts	**Human rights**	⊕ p.40
5	**Describes effective monitoring and evaluation mechanisms of human rights integration**	Any relevant policies, procedures, and activities that the company plans to undertake to fulfil this criterion, including goals, timelines, metrics, and responsible staff	**Human rights** **GSK Human rights statement**	⊕ p.40
		System to monitor the effectiveness of human rights policies and implementation with quantitative and qualitative metrics, including in the supply chain	**Human rights** **GSK Human rights statement**	⊕ p.40

United Nations Global Compact: Communication on Progress 2020 continued

Robust labour management policies and procedures (continued)				
6	**Describes robust commitments, strategies or policies in the area of labour**	Reference to principles of relevant international labour standards (ILO Conventions) and other normative international instruments in company policies	**GSK Human rights statement**	
		Inclusion of reference to the principles contained in the relevant international labour standards in contracts with suppliers and other relevant business partners	**Human rights**	⊕ p.40
7	**Describes effective management systems to integrate the labour practices**	Risk and impact assessments in the area of labour	**Working with third parties**	⊕ p.40
		Grievance mechanisms, communication channels and other procedures (e.g. whistleblower mechanisms) available for workers to report concerns, make suggestions or seek advice, designed and operated in agreement with the representative organisation of workers	**Ethics and values**	⊕ p.39
8	**Describes effective monitoring and evaluation mechanisms of labour principles integration**	Audits or other steps to monitor and improve the working conditions of companies in the supply chain, in line with principles of international labour standards.	**Working with third parties**	⊕ p.40
		Process to positively engage with the suppliers to address the challenges through schemes to improve workplace practices	**Working with third parties**	⊕ p.40
Robust environmental management policies and procedures				
9	**Describes robust commitments, strategies or policies in the area of environmental stewardship**	Reflection on the relevance of environmental stewardship for the company	**Environment**	⊕ p.41-42
		Written company policy on environmental stewardship	**Climate change and GSK's operations**	
		Inclusion of minimum environmental standards in contracts with suppliers and to relevant business partners	**Working with third parties** **Carbon**	⊕ p.40 ⊕ p.41-42
		Specific commitments and goals for specified years	**Environment**	⊕ p.41-42
10	**Describes effective management systems to integrate the environmental principles**	Environmental risk and impact assessments	**Climate-related financial disclosure** **Water stewardship policy**	⊕ p.46-47
		Allocation of responsibilities and accountability within the organisation	**Our governance structure**	
11	**Describes effective monitoring and evaluation mechanisms for environmental stewardship**	System to track and measure performance based on standardised performance metrics	**Environment**	⊕ p.41-42
		Audits or other steps to monitor and improve the environmental performance of companies in the supply chain	**Working with third parties**	⊕ p.40

United Nations Global Compact: Communication on Progress 2020 continued

Robust anti-corruption management policies and procedures				
12	**Describes robust commitments, strategies or policies in the area of anti-corruption**	Publicly stated formal policy of zero-tolerance of corruption	**Anti-Bribery and Corruption Policy**	
		Policy on anti-corruption regarding business partners	**Anti-Bribery and Corruption Policy** **Third party guidelines**	
13	**Describes effective management systems to integrate the anti-corruption principle**	Support by the organisation's leadership for anti-corruption	**Ethics and values**	⊕ p.39
		Internal checks and balances to ensure consistency with the anti-corruption commitment	**Ethics and values**	⊕ p.39
		Management responsibility and accountability for implementation of the anti-corruption commitment or policy	**Ethics and values**	⊕ p.39
		Communications (whistle blowing) channels and follow-up mechanisms for reporting concerns or seeking advice	**Ethics and values** **Speak-up integrity line**	⊕ p.39
14	**Describes effective monitoring and evaluation mechanisms for the integration of anti-corruption**	Leadership review of monitoring and improvement results	**Ethics and values**	⊕ p.39
Taking action in support of the global goals				
15	**Describes core business contributions to UN goals and issues**	Align core business strategy with one or more relevant UN goals/issues	**SDG factsheet**	
		Develop relevant products and services or design business models that contribute to UN goals/issues	**Science and technology** **Affordability and availability**	⊕ p.34-35 ⊕ p.35-36
16	**Describes strategic social investments and philanthropy**	Pursue social investments and philanthropic contributions that tie in with the core competencies or operating context of the company as an integrated part of its sustainability strategy	**Science and technology** **Affordability and availability**	⊕ p.34-35 ⊕ p.35-36
17	**Describes advocacy and public policy engagement**	Publicly advocate the importance of action in relation to one or more UN goals/issues	**SDG factsheet**	
		Commit company leaders to participate in key summits, conferences, and other important public policy interactions in relation to one or more UN goals/issues	**SDG factsheet**	

United Nations Global Compact: Communication on Progress 2020 continued

Taking action in support of the global goals continued				
18	**Describes partnerships and collective action**	Develop and implement partnership projects with public or private organisations on core business, social investments and/or advocacy	**Product reach and healthcare access**	⊕ p.35-36
		Join industry peers, UN entities and/or other stakeholders in initiatives contributing to solving common challenges and dilemmas at the global and/or local levels with an emphasis on initiatives extending the company's positive impact on its value chain	**Product reach and healthcare access**	⊕ p.35-36
Corporate sustainability governance and leadership				
19	**Describes CEO commitment and leadership**	CEO publicly delivers explicit statements and demonstrates personal leadership on sustainability and commitment to the UN Global Compact	UNGC COP CEO statement	
		CEO promotes initiatives to enhance sustainability of the company's sector and leads development of industry standards	**CEO's statement**	⊕ p.4
20	**Describes Board adoption and oversight**	Board of Directors (or equivalent) assumes responsibility and oversight of long-term corporate sustainability strategy and performance	**CR Committee report** **CEO's statement**	⊕ p.102
		Board establishes, where permissible, a committee or assigns an individual board member with responsibility for corporate sustainability	**CR Committee report**	⊕ p.102
		Board (or committee), where permissible, approves formal reporting on corporate sustainability (Communication on Progress)	**CR Committee report** **Our governance**	⊕ p.102
21	**Describes stakeholder engagement**	Publicly recognises responsibility for the company's impacts on internal and external stakeholders	**Stakeholder engagement**	⊕ p.16
		Define sustainability strategies, goals and policies in consultation with key stakeholders	**Stakeholder engagement**	⊕ p.16
		Establish channels to engage with employees and other stakeholders to hear their ideas and address their concerns, and protect 'whistle blowers'	**Ethics and values** **Speak up integrity**	⊕ p.39

Global Reporting Initiative guidelines

While we do not base our report on the GRI guidelines, we have produced a GRI index to show which elements of the GRI Standards are covered in our 2020 reporting, to help comparison with other company reports.

Global Reporting Initiative guidelines

GRI standard number	Description	Page number	Response/link to response
General disclosures			
102–1	Name of the organization	GlaxoSmithKline plc	
102–2	Activities, brands, products, and services	1	http://www.annualreport.gsk.com
102–3	Location of headquarters		Brentford, Middlesex, TW8 9GS, UK
102–4	Location of operations		96 countries
102–5	Ownership and legal form	276	http://www.annualreport.gsk.com
102–6	Markets served	1	http://www.annualreport.gsk.com
102–7	Scale of the organisation	1	http://www.annualreport.gsk.com
102–8	Information on employees and other workers	36-38	http://www.annualreport.gsk.com
102–9	Supply chain	39	http://www.annualreport.gsk.com
102–10	Significant changes to the organisation and its supply chain	2	http://www.annualreport.gsk.com
102–11	Precautionary principle or approach	33	http://www.annualreport.gsk.com
102–12	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	33	http://www.annualreport.gsk.com
102–13	Membership of associations	All	https://www.gsk.com/en-gb/responsibility/responsibility-reports-data/patient-group-funding/ https://www.gsk.com/en-gb/responsibility/responsibility-reports-data/trade-association-memberships/
102–14	Statement from senior decision-maker	4	http://www.annualreport.gsk.com
102–16	Values, principles,standards and norms of behaviour	39-40	http://www.annualreport.gsk.com
102–18	Governance structure of the organization, including committees of the highest governance body responsible for decision-making on economic, environmental and social topics	All	https://www.gsk.com/en-gb/responsibility/
102–40 102–42	List of stakeholder groups Identifying and selecting stakeholders	16 All	http://www.annualreport.gsk.com https://gsk.com/media/5327/materiality-assessment-2018.pdf
102–43 102–44	Approach to stakeholder engagement Key topics and concerns raised	16 All	http://www.annualreport.gsk.com https://gsk.com/media/5327/materiality-assessment-2018.pdf

Global Reporting Initiative guidelines continued

GRI standard number	Description	Page number	Response/link to response
102–49	Changes in reporting		No significant changes
102–50	Reporting period	Jan-Dec 2021	
102–51	Date of most recent report	04/03/2021	
102–52	Reporting cycle	Annual	
102–53	Contact point for questions regarding the report	csr.contact@gsk.com	
102–54 102–55	Claims of reporting in accordance with the GRI Standards GRI content index	All	https://www.gsk.com/en-gb/responsibility/responsibility-reports-data/reporting-archive-and-resources/
102–56	External assurance	29-30	This document
Specific standard disclosures **Economic**			
103–1	**Economic performance** Generic disclosures on Management Approach	All	https://gsk.com/media/5327/materiality-assessment-2018.pdf
201–1	Direct economic value generated and distributed	1	http://www.annualreport.gsk.com
103–1	**Indirect economic impacts** Generic disclosures on Management Approach	All	https://gsk.com/media/5327/materiality-assessment-2018.pdf
203–2	Significant indirect economic impacts, including the extent of impacts	35-36	http://www.annualreport.gsk.com
103–1	**Anti-corruption** Generic disclosures on Management Approach	All	https://gsk.com/media/5327/materiality-assessment-2018.pdf
205-2	Communications and training on anti-corruption	39	http://www.annualreport.gsk.com
207-1	Approach to tax	All	https://www.gsk.com/media/2983/tax-strategy.pdf
207-2	Tax governance, control, and risk management	All	https://www.gsk.com/media/2983/tax-strategy.pdf

Global Reporting Initiative guidelines continued

GRI standard number	Description	Page number	Response/link to response
Social			
103–1	**Occupational health and safety** Generic disclosures on Management Approach	38	http://www.annualreport.gsk.com
403-2	Rates of injury, occupational diseases, lost days, absenteeism, work related fatalities	4	**This document**
103-1	**Training and education** Generic disclosures on Management Approach	38	http://www.annualreport.gsk.com
404-3	Employees receiving regular performance and career development reviews	38	http://www.annualreport.gsk.com
103-1	**Diversity** Generic disclosures on Management Approach	36-38	http://www.annualreport.gsk.com
405-1	Diversity of governance bodies and employees	37-38	http://www.annualreport.gsk.com
Society			
103–1	**Marketing and labelling** Generic disclosures on Management Approach	All	https://gsk.com/media/5327/materiality-assessment-2018.pdf
417-2	Incidents of non-compliance concerning product and service information and labelling	All	https://www.gsk.com/en-gb/responsibility/operating-responsibly/
103–1	**Human rights** Generic disclosures on Management Approach	40	http://www.annualreport.gsk.com
Environment			
302-1	Energy consumption within the organization	6	**This document**
302-4	Reduction of energy consumption	41 6	http://www.annualreport.gsk.com **This document**
302-5	Reductions in energy requirements of products and services	41	http://www.annualreport.gsk.com
103-1	**Water** Generic disclosure on management approach	All	https://gsk.com/media/5327/materiality-assessment-2018.pdf
303-3	Water withdrawal	7	**This document**
303-4	Water discharge	8	**This document**

GRI standard number	Description	Page number	Response/link to response
103-1	**Climate change** Generic disclosure on management approach	41	**http://www.annualreport.gsk.com**
305-1	Direct (Scope 1) GHG emissions	6	**This document**
305-2	Energy indirect (Scope 2) GHG emissions	6	**This document**
305-3	Other indirect (Scope 3) GHG emissions[1]	41 7	**http://www.annualreport.gsk.com** **This document**
305-4	GHG emissions intensity	41	**http://www.annualreport.gsk.com**
305-6	Emissions of ozone-depleting substances (ODS)	7	**This document**
103-1	**Waste and packaging** Generic disclosure on management approach	42	**https://gsk.com/media/5327/materiality-assessment-2018.pdf**
306-1	Water discharge by quality and destination	8	**This document**
306-2	Waste by type and disposal method	8	**This document**
307-1	Non-compliance with environmental laws and regulations	8	**This document**

1 The inclusion of this standard is necessitated on GSK publishing a breakdown of its Scope 3 GHG emissions. This was not done in the 2018 ESG performance summary.

Independent Limited Assurance Report

to the Directors of GlaxoSmithKline plc

GlaxoSmithKline plc ("GSK") commissioned DNV GL Business Assurance Services UK Limited ("DNV", "us" or "we") to conduct a limited assurance engagement over Selected Information presented in the ESG Performance Summary 2020 (the "Report"), for the year ended 31 December 2020.

Our Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Information is not fairly stated and has not been prepared, in all material respects, in accordance with the Criteria.

This conclusion relates only to the Selected Information, and is to be read in the context of this Independent Limited Assurance Report, in particular the inherent limitations explained overleaf.

Our competence, independence and quality control

DNV's established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV holds other audit and assurance contracts with GSK, none of which conflict with the scope of this work. Our multi-disciplinary team consisted of professionals with a combination of environmental and sustainability assurance experience.

Our Observations

Our observations and areas for improvement will be raised in a separate report to GSK's Management. Selected observations are provided below. These observations do not affect Our Conclusion made in the left hand column.

- GSK significantly increased the proportion of renewable electricity purchased from 5% in 2019 to 52% in 2020. We found that the process for tracking which sites purchase renewable electricity and the evidence to support this could be improved. We recommend that responsibility for this is assigned to one individual or team who can track progress and maintain evidence of renewable energy purchases for all GSK sites.
- GSK acquired a portfolio of sites in August 2019 and these were duly integrated into their environmental performance reporting. However, we found that none of these new sites had completed the GSK Water Stewardship Risk Assessment used to determine if a site is deemed "high risk" against a number of categories including water availability and local regulatory frameworks. We recommend that GSK considers implementing a process whereby any new sites are assessed against GSK's Water Stewardship Risk Assessment within a year of joining GSK.
- GSK can improve their market-based greenhouse gas (GHG) emissions reporting against the Greenhouse Gas Protocol's Scope 2 Guidance by establishing a robust procedure for collating market-based emission factors from all sites and applying residual emission factors where market-based emission factors are unavailable.
- Stakeholders rely on GSK's EHS performance data. To further demonstrate the robustness of their reporting, GSK may wish to consider expanding the scope of their assurance in future reporting cycles to include additional or alternative indicators, or performance against targets.

Selected Information

The scope and boundary of our work is restricted to the following Environmental, Health and Safety (EHS) performance data included within the Report (the "Selected Information") for the reporting year 2020:

- Total Energy (GWh)
- Purchased Renewable Electricity (GWh)
- Total Scope 1 GHG emissions (thousands of tonnes CO_2e)
- Total Scope 2 GHG emissions – location-based (thousands of tonnes CO_2e)
- Total Scope 2 GHG emissions – market-based (thousands of tonnes CO_2e)
- Selected Scope 3 GHG emissions from Emissions from use of propellant based inhalers by patients (thousands of tonnes CO_2e)
- Total water use (million m^3)
- Total wastewater discharged (million m^3)
- Water use at high water risk sites (million m^3)
- Total beneficial use waste (thousand tonnes)
- Total non-beneficial use waste (thousand tonnes)
- Total overall waste (thousand tonnes)
- Total waste to landfill (thousand tonnes)
- Number of fatalities (employees and complementary workers under GSK direct supervision)
- Reportable incidents with lost time
- Lost time reportable injury and illness rate (per 100,000 hours worked)
- Reportable incidents with and without lost time
- Reportable injury and illness rate (per 100,000 hours worked)

To assess the Selected Information, which includes an assessment of the risk of material misstatement in the Report, we have used GSK's EHS Technical Support Documents (the "Criteria"), a summary can be found on pages 11, 12 and 13 of the Report.

We have not performed any work, and do not express any conclusion, on any other information that may be published in the Report or on GSK's website for the current reporting period or for previous periods.

Standard and level of assurance

We performed a limited assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 revised – 'Assurance Engagements other than Audits and Reviews of Historical Financial Information' (revised), issued by the International Auditing and Assurance Standards Board. This standard requires that we comply with ethical requirements and plan and perform the assurance engagement to obtain limited assurance.

DNV applies its own management standards and compliance policies for quality control, in accordance with ISO/IEC 17021:2015 - Conformity Assessment Requirements for bodies providing audit and certification of management systems, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement; and the level of assurance obtained is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. We planned and performed our work to obtain the evidence we considered sufficient to provide a basis for Our Conclusion, so that the risk of this conclusion being in error is reduced but not reduced to very low.

Basis of Our Conclusion

We are required to plan and perform our work in order to consider the risk of material misstatement of the Selected Information; our work included, but was not restricted to:

- Assessing the appropriateness of the Criteria for the Selected Information;
- Conducting interviews with GSK's Management to obtain an understanding of the key processes, systems and controls in place to generate, aggregate and report the Selected Information;
- Desktop review of evidence of site level data and following this through to consolidated group data;
- Remote site visits to Dresden (Germany), Nyon (Switzerland) and Ware GMS (UK) to review process and systems for preparing site level data consolidated at GSK's Ware R&D (UK) site. DNV were free to choose the sites on the basis of materiality and their contribution to the group's overall data;
- Performing limited substantive testing on a selective basis of the Selected Information to check that data had been appropriately measured, recorded, collated and reported;
- Recalculating the Selected Information using suitable conversion factors and/or as established by GSK's Criteria;
- Reviewing information provided by GSK's third party contractors;
- Reviewing that the evidence, measurements and the scope provided to us by GSK for the Selected Information is prepared in line with the Criteria; and
- Reading the Report and narrative accompanying the Selected Information within it with regard to the Criteria.

DNV GL Business Assurance Services UK Limited

London, UK
9 March 2021

Inherent limitations

All assurance engagements are subject to inherent limitations as selective testing (sampling) may not detect errors, fraud or other irregularities. Non-financial data may be subject to greater inherent uncertainty than financial data, given the nature and methods used for calculating, estimating and determining such data. The selection of different, but acceptable, measurement techniques may result in different quantifications between different entities.
Our assurance relies on the premise that the data and information provided to us by GSK have been provided in good faith. DNV expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Assurance Statement.

Responsibilities of the Directors of GSK and DNV

The Directors of GSK have sole responsibility for:

- Preparing and presenting the Selected information in accordance with the Criteria;
- Designing, implementing and maintaining effective internal controls over the information and data, resulting in the preparation of the Selected Information that is free from material misstatements;
- Measuring and reporting the Selected Information based on their established Criteria; and
- Contents and statements contained within the Report and the Criteria.

Our responsibility is to plan and perform our work to obtain limited assurance about whether the Selected Information has been prepared in accordance with the Criteria and to report to GSK in the form of an Independent Limited Assurance Conclusion, based on the work performed and the evidence obtained. We have not been responsible for the preparation of the Report.

DNV Business Assurance

DNV GL Business Assurance Services UK Limited is part of DNV – Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance.
www.dnvgl.co.uk/BetterAssurance

Public policies available online

Please see our public policy page for our positions on a number of issues including:

- Anti-microbial resistance
- Care, welfare and treatment of animals
- Clinical trials in the developing world
- Cloning and Stem cell technologies
- Code of conduct
- Deforestation free sourcing
- Impact of climate change on health
- Genetically modified micro-organisms and Environment, Health and Safety (EHS)
- Marketing practices and scientific engagement
- Nanotechnology
- Ozone depletion and metered-dose inhalers for asthma
- Pharmaceuticals in the environment (PiE)
- Pharmacovigilance
- Tax strategy
- Working with third parties

On gsk.com we provide more information on a number of topics including:

- **Materiality assessment**
- **Human rights**
- **Sustainable Development Goals**
- **Political advocacy**
- **Patient group funding**
- **Trade association memberships**
- **Charitable grant contributions**
- **Criteria for working with Public Policy Groups**
- **Modern Slavery Act Statement**
- **Preparing for future disease threats**

Cautionary statement

This document may contain forward-looking statements. Forward-looking statements give the Group's current expectations or forecasts of future events. An investor can identify these statements by the fact that they do not relate strictly to historical or current facts. They use words such as 'anticipate', 'estimate', 'expect', 'intend', 'will', 'project', 'plan', 'believe', 'target' and other words and terms of similar meaning in connection with any discussion of future operating or financial performance. In particular, these include statements relating to future actions, prospective products or product approvals, future performance or results of current and anticipated products, sales efforts, expenses, the outcome of contingencies such as legal proceedings, dividend payments and financial results. Other than in accordance with its legal or regulatory obligations (including under the Market Abuse Regulations, UK Listing Rules and the Disclosure Guidance and Transparency Rules of the Financial Conduct Authority), the Group undertakes no obligation to update any forward-looking statements, whether as a result of new information, future events or otherwise. Investors should, however, consult any additional disclosures that the Group may make in any documents which it publishes and/or files with the US Securities and Exchange Commission (SEC). All investors, wherever located, should take note of these disclosures. Accordingly, no assurance can be given that any particular expectation will be met and investors are cautioned not to place undue reliance on the forward-looking statements. Forward-looking statements are subject to assumptions, inherent risks and uncertainties, many of which relate to factors that are beyond the Group's control or precise estimate. The Group cautions investors that a number of important factors, including those in this presentation, could cause actual results to differ materially from those expressed or implied in any forward-looking statement.