

GRI table

This Global Reporting Initiative (GRI) index which shows which elements of the GRI guidelines are covered in the report or on our website.

| GRI guideline | | Compliance | |
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| Strategy and analysis | | | |
| 1.1 | Core | Statement from the most senior decision maker of the organisation. | Yes <ul style="list-style-type: none"> CEO/Chairman's letter, p4 |
| 1.2 | Core | Description of key impacts, risks and opportunities. | Partial <ul style="list-style-type: none"> Why is CR important to GSK, p7 Q&A, p5 Jim Hagan Q&A, pX52 |
| Profile | | | |
| 2.1 | | Name of reporting organisation. | Yes <ul style="list-style-type: none"> Report cover |
| 2.2 | | Primary brands, products and/or services. | Yes <ul style="list-style-type: none"> About GSK, p3 |
| 2.3 | | Operational structure of the organisation including main divisions, operating companies, subsidiaries and joint ventures. | Yes <ul style="list-style-type: none"> Annual report |
| 2.4 | | Location of organisation's headquarters. | Yes <ul style="list-style-type: none"> Website http://www.gsk.com/about/company.htm |
| 2.5 | | Number of countries where organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report. | Partial <ul style="list-style-type: none"> About GSK, p3 |
| 2.6 | | Nature of ownership and legal form. | Yes <ul style="list-style-type: none"> Annual report |
| 2.7 | | Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries). | Yes <ul style="list-style-type: none"> Annual report |
| 2.8 | | Scale of the reporting organisation. | Partial <ul style="list-style-type: none"> About GSK, p3 |
| 2.9 | | Significant changes during the reporting period regarding size, structure or ownership. | Yes <ul style="list-style-type: none"> Annual report |
| 2.10 | | Awards received in the reporting period. | Partial <ul style="list-style-type: none"> Employment practices, p40 Community investment, p75 |
| Report Parameters | | | |
| 3.1 | | Reporting period for information provided. | Yes <ul style="list-style-type: none"> About this report, p3 |
| 3.2 | | Date of most recent previous report. | Yes <ul style="list-style-type: none"> About this report, p3 |

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| 3.3 | | Reporting cycle. | Yes <ul style="list-style-type: none"> About this report, p3 |
| 3.4 | | Contact point. | Yes <ul style="list-style-type: none"> Government and external affairs: Our position on key issues, p12 Website http://www.gsk.com/responsibility/index.htm |
| Report scope and boundary | | | |
| 3.5 | | Process for defining report content. | Partial <ul style="list-style-type: none"> About this report, p3 Stakeholder engagement: Opinion leaders, p9 Environment: Impacts, p52 |
| 3.6 | | Boundary of the report. | Partial <ul style="list-style-type: none"> About this report, p3 |
| 3.7 | | State any specific limitations on the scope or boundary of the report. | Partial <ul style="list-style-type: none"> About this report, p3 |
| 3.8 | | Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations. | No |
| 3.9 | | Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report. | Yes <ul style="list-style-type: none"> Environment: Scope of data, p52 |
| 3.10 | | Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement. | Yes <ul style="list-style-type: none"> Environmental performance, p60 Employment: Diversity, p42 |
| 3.11 | | Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report. | No |
| GRI content index | | | |
| 3.12 | | Table identifying the location of the Standard disclosures in the report | Yes (here) |
| Assurance | | | |
| 3.13 | | Policy and current practice with regard to seeking external assurance for the report. | Yes <ul style="list-style-type: none"> Managing CR: Assurance, p3 |
| Governance, Commitments and Engagement | | | |
| Governance | | | |
| 4.1 | | Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight. | Yes <ul style="list-style-type: none"> Managing CR, p8 Environmental management, p52 Annual report |
| 4.2 | | Indicate whether the Chair of the | Yes |

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| | | highest governance body is also an executive officer (and if so, their function within the organisation's management and the reasons for this arrangement). | <ul style="list-style-type: none"> Annual report |
| 4.3 | | For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members. | <p>Yes</p> <ul style="list-style-type: none"> Annual report |
| 4.4 | | Mechanisms for stakeholders and employees to provide recommendations or direction to the highest governance body. | <p>Partial</p> <ul style="list-style-type: none"> Stakeholder engagement: Investors and benchmarking organisations, p9 Stakeholder engagement: Other stakeholders, p9 |
| 4.5 | | Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements) and the organisation's performance (including social & environmental performance). | <p>Partial</p> <ul style="list-style-type: none"> Annual report |
| 4.6 | | Processes in place for the highest governance body to ensure conflicts of interest are avoided. | <p>Yes</p> <ul style="list-style-type: none"> Annual report (GSK is UK registered company and UK Companies Acts and case law in the UK is the framework how GSK manages conflicts of interest) |
| 4.7 | | Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental and social topics. | <p>Yes</p> <ul style="list-style-type: none"> Annual report |
| 4.8 | | Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental and social performance, and the status of their implementation. | <p>Partial</p> <ul style="list-style-type: none"> Managing CR, p8 Public affairs, p12 Animal research, p26 Ethical Conduct, p34 Patient groups, p13 Supply chain, p50 Employment practices: GSK Spirit, p40 Research policies, [website] |
| 4.9 | | Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles. | <p>Yes</p> <ul style="list-style-type: none"> Managing CR: CR Governance, p8 |
| Commitments to external initiatives | | | |
| 4.11 | | Explanation of whether and how the precautionary approach or principle is | <p>Yes</p> <ul style="list-style-type: none"> Research, p26 |

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| | | addressed by the organisation. | <ul style="list-style-type: none"> • Patient safety, p32 • Pharmaceuticals in the Environment, p59 |
| 4.12 | | Externally developed economic, environmental, and social charters, principles or other initiatives to which the organisation subscribes or endorses. | <p>Yes</p> <ul style="list-style-type: none"> • Human rights, p16 • Animal research, p26 • Standards of good clinical practice, p29 • Marketing codes, p35 • Patient groups, p13 • Health and safety management, p46 • Environmental management, p52 |
| 4.13 | | Members in associations and/or national/international advocacy organizations. | <p>Yes</p> <ul style="list-style-type: none"> • Advocacy on CR issues in 2006, p12 • Membership of trade associations, p13 • Patient advocacy, p13 • Access to medicines, p18 • Animal research, p26 • Marketing Codes of practice, p35 |
| Stakeholder engagement | | | |
| 4.14 | | List of stakeholder groups engaged by the organisation. | <p>Yes</p> <ul style="list-style-type: none"> • Stakeholder engagement, p9 |
| 4.15 | | Basis for identification and selection of stakeholders with whom to engage. | <p>Yes</p> <ul style="list-style-type: none"> • Stakeholder engagement, p9 |
| 4.16 | | Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group. | <p>Yes</p> <ul style="list-style-type: none"> • Stakeholder engagement, p9 • Environmental management, p52 |
| 4.17 | | Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting. | <p>Yes</p> <ul style="list-style-type: none"> • Stakeholder engagement, p9 • Environmental Management, p52 |

| Performance: Economic | | | |
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| Disclosure on management approach - Provide a concise disclosure on the management approach with reference to the following economic aspects; economic performance, market presence and indirect economic impacts | | | |
| See: | | | |
| <ul style="list-style-type: none"> • Introduction, p3 • Contribution to society, p14 | | | |
| Economic Performance indicators | | | |
| Aspect: Economic Performance | | | |
| EC1 | Core | Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments. | Yes <ul style="list-style-type: none"> • Contribution to society, Economic value, p16 • Community investment, p75 • Annual report |
| EC2 | Core | Financial implications and other risks and opportunities for the organisation's activities due to climate change. | No |
| EC3 | Core | Coverage of the organisation's defined benefit plan obligations. | Yes <ul style="list-style-type: none"> • Annual report |
| EC4 | Core | Significant financial assistance received from government. | Not applicable |
| Aspect: Market presence | | | |
| EC5 | Additional | Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation. | No |
| EC6 | Core | Policy, practices, and proportion of spending on locally based suppliers at significant locations of operation. | No |
| EC7 | Core | Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation. | No |
| Aspect: Indirect economic impacts | | | |
| EC8 | Core | Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro-bono engagement. | Yes <ul style="list-style-type: none"> • Contribution to Society, p14 • Contribution to healthcare, p14 • Preferential pricing, p22 • Research and development, p26 |
| EC9 | Additional | Understanding and describing significant indirect economic impacts, including the extent of impacts. | Partial <ul style="list-style-type: none"> • Our contribution to society, p14 |

| Performance: Environmental | | | |
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| Disclosure on management approach - Provide a concise disclosure on the management approach with reference to the following environmental aspects; materials, energy, water, biodiversity, emissions, effluents and waste, products and services, compliance and transport. | | | |
| <ul style="list-style-type: none"> Environment, p52 | | | |
| Environmental Performance indicators | | | |
| Aspect: Materials | | | |
| EN1 | Core | Materials used by weight or volume. | No |
| EN2 | Core | Percentage of materials used that are recycled input materials. | Not applicable |
| Aspect: Energy | | | |
| EN3 | Core | Direct energy consumption by primary energy source. | Yes <ul style="list-style-type: none"> Energy efficiency, p60 Data table, p72 |
| EN4 | Core | Indirect energy consumption by primary source. | Yes <ul style="list-style-type: none"> Energy efficiency, p60 |
| EN5 | Additional | Energy saved due to conservation and efficiency improvements. | Yes <ul style="list-style-type: none"> Energy efficiency, p60 Environmental management, p52 |
| EN6 | Additional | Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives. | Yes <ul style="list-style-type: none"> Energy efficiency, p60 |
| EN7 | Additional | Initiatives to reduce indirect energy consumption and reductions achieved. | Yes <ul style="list-style-type: none"> Energy efficiency, p60 |
| Aspect: Water | | | |
| EN8 | Core | Total water withdrawal by source. | Yes <ul style="list-style-type: none"> Water, p63 Data table, p72 |
| EN9 | Additional | Water sources significantly affected by withdrawal of water. | Not applicable |
| EN10 | Additional | Percentage and total water volume of water recycled and reused. | Partial <ul style="list-style-type: none"> Data table, p72 |
| Aspect: Biodiversity | | | |
| EN11 | Core | Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity outside protected areas. | No |
| EN12 | Core | Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas. | No |
| EN13 | Additional | Habitats protected or restored. | No |
| EN14 | Additional | Strategies, current actions and future plans for managing impacts on biodiversity. | Partial <ul style="list-style-type: none"> Indigenous material and traditional knowledge, p17 |
| EN15 | Additional | Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. | No |

| Aspect: Emissions, effluents and waste | | | |
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| EN16 | Core | Total direct and indirect greenhouse gas emissions by weight. | Yes <ul style="list-style-type: none"> Data table (Global warming potential), p72 |
| EN17 | Core | Other relevant indirect greenhouse emissions by weight. | Yes <ul style="list-style-type: none"> Data table (Global warming potential), p72 |
| EN18 | Additional | Initiatives to reduce greenhouse gas emissions and reductions achieved. | Yes <ul style="list-style-type: none"> Energy efficiency, p60 |
| EN19 | Core | Emissions of ozone-depleting substances by weight. | Yes <ul style="list-style-type: none"> Ozone depletion, p67 |
| EN20 | Core | NO, SO, and other significant air emissions by type and weight. | Yes <ul style="list-style-type: none"> Volatile organic compounds, p69 |
| EN21 | Core | Total water discharged by quality and destination. | Yes <ul style="list-style-type: none"> Water: Wastewater, p64 Data table, p72 |
| EN22 | Core | Total weight of waste by type and disposal method. | Yes <ul style="list-style-type: none"> Waste, p65 Data table, p72 |
| EN23 | Core | Total number and volume of significant spills. | Not applicable |
| EN24 | Additional | Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally. | No |
| EN25 | Additional | Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff. | No |
| Aspect: Products and services | | | |
| EN26 | Core | Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. | Yes <ul style="list-style-type: none"> Materials efficiency, p57 Product Stewardship, p58 Pharmaceuticals in the Environment, p59 |
| EN27 | Core | Percentage of products sold and their packaging materials that are reclaimed by category. | No |
| Aspect: Compliance | | | |
| EN28 | Core | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. | Yes <ul style="list-style-type: none"> Compliance, p56 |
| Aspect: Transport | | | |
| EN29 | Additional | Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce. | Yes <ul style="list-style-type: none"> Transport, p62 |
| Aspect: Overall | | | |
| EN30 | Additional | Total environmental protection expenditures and investments by type. | No |

Performance: Labour Practices and Decent work

Disclosure on management approach - Provide a concise disclosure on the management approach with reference to the following labour aspects; employment, labour/management relations, occupational health and safety, training and education and diversity and equal opportunity.

See

- Employment practices, p40
- Health & safety, p46

Labour Practices and Decent Work Performance Indicators

Aspect: Employment

| | | | |
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| LA1 | Core | Total workforce by employment type, employment contract and region. | Partial <ul style="list-style-type: none"> • Employment practices, p40 |
| LA2 | Core | Total number and rate of employee turnover by age group, gender and region. | Partial <ul style="list-style-type: none"> • Diversity & inclusion, p41 |
| LA3 | Additional | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. | No |

Aspect: Labour/management relations

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| LA4 | Core | Percentage of employees covered by collective bargaining agreements. | No <ul style="list-style-type: none"> • Employee consultation, p44 |
| LA5 | Core | Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements. | No |

Aspect: Occupational health and safety

| | | | |
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| LA6 | Additional | Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes. | No |
| LA7 | Core | Rates of injury, occupational diseases, lost days, absenteeism, and number of work related fatalities by region. | Yes <ul style="list-style-type: none"> • Health and safety, p46 |
| LA8 | Core | Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases. | Yes <ul style="list-style-type: none"> • Employee Health, p44 • Access to medicines, p18 |
| LA9 | Additional | Health and safety topics covered in formal agreements with trade unions. | No |

Aspect: Training and education

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| LA10 | Core | Average hours of training per year per employee by employee category. | No |
| LA11 | Additional | Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing their careers. | Yes <ul style="list-style-type: none"> • Employee development and talent management, p43 |
| LA12 | Additional | Percentage of employees receiving regular performance and career development reviews. | Yes <ul style="list-style-type: none"> • Employee development, p43 |

Aspect: Diversity and equal opportunity

| | | | |
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| LA13 | Core | Composition of governance bodies and | Partial |
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| | | breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity. | <ul style="list-style-type: none"> Gender diversity, p42 |
| LA14 | Core | Ratio of basic salary of men to women by employee category. | No |

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| Performance: Human rights | | | |
| <p>Disclosure on management approach - Provide a concise disclosure on the management approach with reference to the following human rights aspects; investment and procurement practices, non-discrimination, freedom of association and collective bargaining, abolition of child labour, prevention of forced and compulsory labour, complaints and grievance practices, security practices and indigenous rights.</p> <p>See</p> <ul style="list-style-type: none"> Human rights, p16 Supply Chain, p50 Employment practices, p40 | | | |
| Human Rights Performance Indicators | | | |
| Aspect: Investment and procurement activities | | | |
| HR1 | Core | Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. | <p>Yes</p> <ul style="list-style-type: none"> Supplier contracts: Human rights, p16 |
| HR2 | Core | Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. | <p>Partial</p> <ul style="list-style-type: none"> Supplier performance, p50 |
| HR3 | Additional | Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees that are trained. | <p>Partial</p> <p>Training for GSK procurement teams, p50</p> |
| Aspect: Non- discrimination | | | |
| HR4 | Core | Total number of incidents of discrimination and actions taken. | No |
| Aspect: Freedom of Association and Collective bargaining | | | |
| HR5 | Core | Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights. | <p>Partial</p> <ul style="list-style-type: none"> Supply chain, p50 |
| Aspect: Child Labour | | | |
| HR6 | Core | Operations identified as having a significant risk for incidents of child labour, and measures taken to contribute to the elimination of forced or compulsory labour. | No |
| Aspect: Forces and compulsory labour | | | |
| HR7 | Core | Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour. | No |

| Aspect: Security practices | | | |
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| HR8 | Additional | Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations. | No |
| Aspect: Indigenous rights | | | |
| HR9 | Additional | Total number of incidents of violations involving rights of indigenous people and actions taken. | No |

| Performance: Society | | | |
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| <p>Disclosure on management approach - Provide a concise disclosure on the management approach with reference to the following Society aspects; Community, corruption, public policy, anti-competitive behaviour and compliance.</p> <p>See:</p> <ul style="list-style-type: none"> • Government and External Affairs, p12 • Ethical Conduct, p34 • Working with Communities, p75 | | | |
| Society performance indicators | | | |
| Aspect: Community | | | |
| S01 | Core | Nature, scope and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting. | Yes <ul style="list-style-type: none"> • Contribution to society, p14 • Access to medicines, p18 • Community investment, p75 |
| Aspect: Corruption | | | |
| S02 | Core | Percentage and total number of business units analysed for risks related to corruption. | No |
| S03 | Core | Percentage of employees trained in organisation's anti-corruption policies and procedures. | Partial <ul style="list-style-type: none"> • Ethical conduct, training and awareness, p37 |
| S04 | Core | Actions taken in response to incidents of corruption. | No |
| Aspect: Public policy | | | |
| S05 | Core | Public policy positions and participation in public policy development and lobbying. | Yes <ul style="list-style-type: none"> • Government and external affairs, p12 |
| S06 | Additional | Total value of financial and in-kind contributions to political parties, politicians and related institutions by country. | Yes <ul style="list-style-type: none"> • Political donations, p13 |
| Aspect: Anti-competitive behaviour | | | |
| S07 | Additional | Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes. | Partial <ul style="list-style-type: none"> • Annual report |
| Aspect: Compliance | | | |
| S08 | Core | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations. | Partial <ul style="list-style-type: none"> • Annual report |

| Performance: Product responsibility | | | |
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| <p>Disclosure on management approach - Provide a concise disclosure on the management approach with reference to the following Society aspects; Customer health and safety, product and service labelling, marketing communications, customer privacy and compliance.</p> <p>See:</p> <ul style="list-style-type: none"> • Research, p26 | | | |
| Product responsibility Performance indicators | | | |
| Aspect: Customer Health and safety | | | |
| PR1 | Core | Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. | Yes <ul style="list-style-type: none"> • Patient safety, pX32 |
| PR1 | Additional | Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. | No |
| Aspect: Product and service labelling | | | |
| PR3 | Core | Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. | No |
| PR4 | Additional | Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes. | No <ul style="list-style-type: none"> • But see Patient safety, p32 |
| PR5 | Additional | Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. | Partial <ul style="list-style-type: none"> • Patient groups, p13 |
| Aspect: Marketing communications | | | |
| PR6 | Core | Programmes for adherence to laws, standards and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship. | Yes <ul style="list-style-type: none"> • Marketing ethics, p34 |
| PR7 | Additional | Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes. | Yes <ul style="list-style-type: none"> • Addressing misconduct, p39 |
| Aspect: Customer privacy | | | |

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| PR8 | Additional | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. | No |
| Aspect: Compliance | | | |
| PR9 | Core | Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services. | Partial <ul style="list-style-type: none"> • Annual report |