

For communities

By focusing on projects that are relevant to our business and the skills of our people, we help communities prevent disease and improve health. We want to do more to support the delivery of healthcare to those who need it most.

- We are reinvesting 20 per cent of our profits from medicines in Least Developed Countries back into projects that strengthen healthcare infrastructure and help widen access to essential medicines
- As part of our commitment to eliminate lymphatic filariasis, we donated 425 million albendazole treatments to 28 countries engaged in fighting this disfiguring disease prevalent in tropical and sub-tropical countries
- A new £50 million Positive Action for Children Fund was announced in 2009. ViiV Healthcare will make this available over ten years to help prevent mother-to-child transmission of HIV and to support orphans and vulnerable children
- We have invested over £4 million in PHASE, a programme that helps to reduce diarrhoea-related disease by encouraging school children to wash their hands. Our goal is to reach one million children by the end of 2010
- New grants of £1.5 million were announced to fund community programmes in four African countries to combat malaria



To find out more visit us at
www.gsk.com/responsibility

For the environment

We are increasing our efforts on environmental sustainability. We need to optimise efficiency and increase our use of renewable materials and energy. We have prioritised reducing our impact on climate change and lowering our water use.

- We have set challenging targets to reduce the energy and climate change impact of our operations and transport by 20 per cent by 2010 and 45 per cent by 2015. We have reduced our impact by five per cent since 2006
- Savings of 56,000 tonnes of CO₂ equivalent emissions annually are expected from nearly 300 energy saving projects completed in 2009
- We have increased our target for more efficient use of raw materials in process development, aiming for an additional 25 per cent improvement in efficiency by 2015
- GSK endorsed the United Nations CEO Water Mandate in 2009 and we have reduced water use by more than 15 per cent since 2006
- We have eliminated 97 per cent of ozone-damaging CFCs from our processes and equipment
- The amount of solid waste disposed has been reduced by 19 per cent since 2006
- Polluting emissions of volatile organic compounds have been reduced by 27 per cent since 2006



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We want to work in a way that reflects our values and the expectations of our stakeholders. Ethical, social and environmental considerations are integral to our business decision making.

Our full report covers responsibility issues including access to medicines, research and business ethics, the environment, employment practices, stakeholder engagement and our investment in communities.

Find out more about our approach to corporate responsibility in our 2009 report at

www.gsk.com/responsibility

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Our responsibility
Highlights 2009

GSK is changing

At GSK we have a real opportunity to make a difference to patients and to society and we are committed to making the changes needed to achieve this.

We are changing our business to improve our financial performance. We know that to sustain our performance over the long term we must also fulfil our social responsibilities by making our company more responsive, more flexible and more open to society's expectations.

Our focus is on improving access to our medicines, enhancing research into neglected tropical diseases, raising our ethical standards and being more open and transparent in the way we run our business.

We want to demonstrate by our actions that we are a company driven to attain the highest ethical standards. This will help us to build trust with our stakeholders.

I believe we have made good progress in 2009. I am excited by the opportunities to evolve our business and look forward to updating you on our future progress.

Andrew Witty
Chief Executive Officer



Commitment to transparency

Being open and transparent about how we do business will help us to build trust with our stakeholders. These are some of the commitments we made in 2009:

- We have set new standards for funding medical education in the US for healthcare professionals, ensuring we support programmes that bring the greatest improvements to patient health
- Speaking and consulting fees paid to US healthcare professionals have been published, and data for Europe and other countries will be published during 2010
- We will disclose research payments to healthcare professionals and their institutions. This will start with payments in the US for research studies that begin in 2010
- The results of clinical studies published on our Clinical Study Register now include observational studies and meta-analyses which evaluate our medicines and vaccines
- We have committed to seeking publication of the results of all clinical studies as full scientific papers in peer reviewed journals. We believe we are the only company to make this commitment. If the paper is not published we will include additional information to support interpretation on our Clinical Study Register
- The names of the principal investigators participating in GSK-sponsored clinical studies, together with their research institutions, are included on our Clinical Study Register
- We have stopped all corporate political contributions

This greater transparency builds on steps we have already taken. These include reporting our annual public policy activity, our memberships of trade associations and expenditure on lobbying US Federal and EU institutions, and publishing information on our work with patient groups, including details of the funding we provide.

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For patients

We want to meet the healthcare needs of all patients, not just the better off. This is the right thing to do and is critical to the long-term success of our business.

We are exploring new ways to improve access to our medicines and vaccines and to make them more affordable. We are also forming new research partnerships and opening up our intellectual property and resources to scientists to support research for medicines for neglected tropical diseases.

- Together with Pfizer we launched specialist HIV company ViiV Healthcare. We believe ViiV Healthcare will accomplish more for the treatment of HIV than either company could achieve alone
- Our malaria vaccine candidate is in phase III trials in seven African countries. If successful, the vaccine could be introduced for young children in the next three to five years
- We will set a price for our malaria vaccine which covers our costs and makes a small return. This will be reinvested in R&D for second generation malaria vaccines or other vaccines for diseases of the developing world
- To stimulate research into medicines for neglected tropical diseases, we are making relevant patents and know-how available through our knowledge pool for neglected tropical diseases. We are encouraging others to do the same
- We are establishing an independent open lab for visiting scientists to collaborate with GSK in researching treatments for neglected tropical diseases
- We set up a new research unit to broaden our product portfolio so it is better suited to patient needs in developing countries

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In 2009

45%

Reduced the prices of 11 patented GSK medicines by an average of 45% to improve access in Least Developed Countries

1bn

Supplied 1.4 billion vaccine doses globally for prevention of serious diseases, 1 billion for use in developing countries

472m

472 million anti-retrovirals shipped to the developing world at preferential prices, including 439 million supplied by generic manufacturers licensed by GSK

£10m

ViiV Healthcare has committed £10 million seed funding to support a public-private partnership into research and development of new HIV/AIDS medicines for children

£163m

Our community investment, including donated medicines and cash, was £163 million

£4.1 bn

Invested £4.1 billion and 15,000 people employed in R&D

8 voluntary licences

Eight voluntary licences in place for companies to manufacture our anti-retrovirals for Africa

12 diseases

R&D investment into 12 diseases of particular importance for the developing world

£80m

Almost half a million patients in the US Patient Assistance Programs received free GSK medicines worth over £80 million

13,500

Stimulate research by making data publicly available on 13,500 compounds that could be effective against the malaria parasite