Our approach to responsible business



We are investing in a new set of commitments across three priority areas, to deliver greatest possible long-term impact in improving health around the world. These are supported by our fundamental commitment to running our business responsibly.

Our purpose is to help people do more, feel better, live longer

Innovation

Performance

Trust

By 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 adolescents 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

By making our products

affordable and available

Pricina

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 underserved people in developing countries with our products by 2025

Healthcare access

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

By 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, aiming for over 37% female representation in senior roles and recognition in global LGBT+ indices, by 2022

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, valuesdriven 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

Reduce our environmental impact by one quarter