



do more
feel better
live longer



Summary of progress on our Trust commitments in 2019

GSK's three long-term priorities of Innovation, Performance and Trust, support our purpose to improve the quality of human life by helping people do more, feel better and live longer.

Trust is essential to how we deliver on our purpose. We have 13 commitments that support our Trust priority and seek to address the most material topics relevant to our stakeholders and to our business. They drive progress in three key areas where we can make a significant impact by using our science and technology to address health needs, making our products affordable and available, and being a modern employer. They are underpinned by our four fundamental commitments which ensure we are running our business in a responsible way.

This document provides a summary of our progress on these commitments in 2019. For more detailed information, see our Annual Report 2019. We also publish online detailed information on our contribution to the [UN Sustainable Development Goals](#), along with an [ESG performance summary](#) with current and historical data.

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

Innovation	Performance	Trust
<p>By using our science and technology </p> <p>to address health needs</p> <p>New medical innovations Global health Health security</p>	<p>By making our products affordable and available </p> <p>Pricing Product reach Healthcare access</p>	<p>By being a modern employer </p> <p>Engaged people Inclusion and diversity Health, wellbeing and development</p>
<p>Being a responsible business</p> <p>Reliable supply Ethics and values Data and engagement Environment</p>		

By using our science and technology to address health needs



Commitment

New medical innovations

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

Progress in 2019

We had positive pivotal data readouts and made regulatory submissions for three of our oncology assets – *Zejula*, belantamab mafodotin and dostarlimab. Our highly successful vaccine against shingles, *Shingrix*, gained approval in China, and we launched *Dovato*, our new two-drug HIV regimen for treatment-naïve patients.

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

We filed FDA and EU regulatory submissions for paediatric dolutegravir, our HIV medicine, in preparation for regulatory submissions in low and middle income countries. Launched our RTS,S malaria vaccine as part of a WHO-coordinated pilot programme. Our TB candidate vaccine received positive final phase II results and we built a collaboration with Gates MRI for continued development of the asset. We have a world leading portfolio of first-in-class medicines for TB and joined the Partnership to Accelerate New TB Treatments.

Health security

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

Gepotidacin, our first in a new class of antibiotics to treat resistant infections, progressed to phase III clinical research and we once again ranked first in the Access to Medicine Foundation's 2020 AMR Benchmark. We made our adjuvant technology available to partners to support rapid development of candidate vaccines against coronavirus.

By 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

When setting the price of our medicines in developed markets, we apply a value-based approach to balance reward for innovation with access and affordability. In developing countries we use innovative pricing structures to extend product reach. In least developed and low-income countries we do not file patents for our medicines and do not enforce historic patents.

Product reach

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

We have reached over 192 million people since 2018 through access strategies, including tiered pricing and product donations.¹ In 2019 we delivered 200 million doses of our oral polio vaccine through UNICEF to over 40 million children, in support of the Global Polio Eradication Initiative.

Healthcare access

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

Our access partnerships have reached nearly 8 million people since 2018. This includes, in 2019, reaching 640,000 people to address HIV stigma and support HIV eradication through our partnership with Positive Action for Children and reaching 2 million people through our healthcare worker training programme.

By being a modern employer



Engaged people

Achieve and maintain a competitive employee engagement score by 2022

We maintained a strong engagement score of 78% in our employee survey. We continued to drive engagement through Let's Talk sessions with our executive team and Workplace – our collaborative online platform.

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

Women represented 36% of our senior roles in 2019 (up from 33% in 2018). Stonewall recognised GSK in its Top Global Employers list. Stonewall also named our employee resource group for LGBT+ employees and allies as the best in the UK. In the US, GSK was named Best Place to Work for LGBT equality in the Human Rights Campaign's Corporate Equality Index.

Health, wellbeing and development

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

We provide a comprehensive preventive healthcare package for our employees in every country where we operate. In 2019, more than 10,000 employees took part in our energy and resilience programmes. We have a strong focus on improving the effectiveness of our people managers. In 2019, 9,000 managers participated in One80 reviews with more than 60,000 employees providing feedback to their managers.

1 Total excludes reach through albendazole donations which will be assessed in 2025.

Being a responsible business



Reliable supply

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

Progress in 2019

We conducted 1,542 audits of our suppliers' quality processes. Our pharmaceutical, vaccine and consumer manufacturing sites had 196 external regulatory inspections in 2019, most finding no issues or resulting in only minor observations.

Ethics and values

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

Progress in 2019

We continue to report transparently on how we respond to employee policy violations, taking appropriate disciplinary action. We have built on the findings of our corporate-level human rights assessment and strengthened our approach to managing labour rights risks in the supply chain.

Data and engagement

Use data responsibly and transparently. Improve patient and scientific engagement

Progress in 2019

We have developed a comprehensive approach to privacy and the handling of personal data with privacy training now part of our mandatory Code of Conduct training. We have updated our sales force incentives policy as we shift to speciality care medicines that require high levels of expertise to engage with specialised HCPs.

Environment

Reduce our environmental impact by one quarter by 2030¹

Progress in 2019²

We cut operational greenhouse gas emissions by 4% this year and our Scope 3 value chain emissions fell by 4% per £bn revenue in 2018. We made good progress against our water and waste targets – less than 3% of our waste was sent to landfill and we implemented water saving initiatives across our ten high-risk water sites.

1 This commitment is supported by targets for carbon (including accreditation by the Science Based Targets Initiative), water, waste deforestation-free sourcing.

2 All reductions exclude the Pfizer sites that joined in August.