



do more  
feel better  
live longer

# Progress on our commitments in 2018

GSK's three long-term priorities of Innovation, Performance and Trust, support our purpose to help people do more, feel better and live longer.

As the third long-term priority, Trust is essential to how we deliver on our purpose. In 2018, we announced a new set of 13 commitments, describing the actions we will take to deliver societal value and earn trust. Our commitments will drive progress in three key areas by using our science and technology to address health needs, making our products affordable and available, and being a modern employer.

We also need to get the fundamentals right as a responsible business – delivering a reliable supply for our high quality products, ensuring employees behave in way that aligns to our values, improving scientific and patient engagement, and reducing our environmental impact.

This document provides a summary of our progress on these commitments in 2018. For more detailed information, see our [Annual Report 2018](#)

⊕ For background on how our work aligns to the Sustainable Development Goals, see our [SDG factsheet](#).

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

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

By using our  
**science and technology**  
to address health needs



By making our products  
**affordable and available**



By being a  
**modern employer**



**Commitment**

**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

**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 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

**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

**Progress in 2018**

We launched *Juluca*, the first two-drug HIV regimen, marking a new era in treatment. We successfully launched our shingles vaccine, *Shingrix*, in the US, Canada and Germany and our first-in-class severe asthma biologic, *Nucala*, gained approval in Europe with a paediatric indication, alongside its earlier approval for adults.

We received approval for a new treatment for *P. vivax* malaria and our TB vaccine candidate trial returned positive initial findings. Three countries have approved and prepared to implement our malaria vaccine and, through ViiV Healthcare, we are progressing clinical development programmes for paediatric formulations of our HIV medicines.

We worked with the UK government on their proposal to develop a new payment model incentivising R&D into new antibiotics, and submitted our pipeline antibiotic asset, gepotidacin, to the programme. We ranked first among the large pharmaceutical companies in the Access to Medicine Foundation's AMR Benchmark, and we trained over 15,000 healthcare professionals across 20 countries on the appropriate use of antibiotics.

We were first in the Access to Medicines Index for the sixth consecutive time, with our leadership position in implementing equitable pricing strategies for more medicines particularly recognised. When setting developed country pricing, we continued to apply a values-based approach to balance reward for innovation with access and affordability.

We reached 102 million people through access strategies, including through tiered pricing and product donations. This included reaching 54 million children with the oral polio vaccine through UNICEF, in support of the Global Polio Eradication Initiative.

Our access partnerships reached 4.2 million people in 2018. This includes 530,000 women and children reached with interventions to alleviate the impact of HIV and AIDS through Positive Action for Children and over 2 million people through our healthcare worker training programme.

We maintained a strong engagement score of 78% in our biannual employee survey. Our leaders held regular Let's Talk sessions and we launched an internal social platform to facilitate communication and collaboration.

Women represented 33% of our senior roles in 2018 (up from 31% in 2017). In the US, we were named Best Place to Work for LGBT Equality for the third consecutive year in Human Rights Campaign's Corporate Equality Index and, in early 2019, we ranked 24th in Stonewall's UK Workplace Equality Index.

We successfully rolled out a comprehensive preventive healthcare package for our employees in every country where we operate. We introduced One80 reviews to help managers improve their leadership effectiveness. More than 15,000 people took part in our energy and resilience programmes.

1 Price after discounts, rebates or other allowances.

2 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 2018**

We conducted 1,650 audits of our suppliers' quality processes. Our pharmaceutical, vaccine and consumer manufacturing sites had 151 external regulatory inspections in 2018, 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 2018**

We continue to report transparently on how we respond to employee policy violations, taking appropriate disciplinary action. We reassessed our biggest human rights impacts: research practices, patient safety, labour rights, environment, health and safety, and privacy.

**Data and engagement**

Use data responsibly and transparently. Improve patient and scientific engagement

**Progress in 2018**

We trained 113,000 of our employees and complementary workers on our data privacy principles. Following feedback, we updated our policy on engaging with healthcare professionals to improve how we help prescribers to understand new data and clinical experience with our innovative products.

**Environment**

Reduce our environmental impact by one quarter by 2030

**Progress in 2018**

We cut operational greenhouse gas emissions by 8% this year and our Scope 3 value chain emissions fell by 8% per £bn revenue in 2017. Globally, 77% of our waste was recycled or incinerated with energy recovery and we are implementing plans to reduce our water use at high-risk water sites by 30% by 2030.