

Global Reporting Initiative (GRI) Index

We do not base our report on the GRI guidelines but we have produced a GRI index below to show which elements of the guidelines are covered in our 2012 CR Report and to aid comparison with other company reports.

GRI Guideline			CR Report and other sources
Strategy and analysis			
1.1	Core	Statement from the most senior decision maker of the organisation about the relevance of sustainability to the organisation and its strategy	Q&A with Chairman & Chief Executive Officer (pg 6)
1.2	Core	Description of key impacts, risks and opportunities	How we create value (4-5) Q&A with Chairman & Chief Executive Officer (pg 6) Annual Report: Identifying and managing risk (pg 48)
Profile			
2.1	Core	Name of the organisation	GlaxoSmithKline plc (GSK)
2.2	Core	Primary brands, products, and/or services	Annual Report: What we do (pg 8) www.gsk.com/explore-gsk/our-products.html
2.3	Core	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures	Annual Report: Where we do it (pg 9) Investments in associates and joint ventures (pg 169)
2.4	Core	Location of organization's headquarters.	980 Great West Road, Brentford, Middlesex, TW8 9GS
2.5	Core	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Annual Report: Where we do it (pg 9)
2.6	Core	Nature of ownership and legal form.	Annual Report: Shareholder

			information (pg 239)
2.7	Core	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Annual Report: Where we do it (pg 9)
2.8	Core	Scale of the reporting organization including: <ul style="list-style-type: none"> • Number of employees • Net sales • Total capitalisation broken down in terms of debt and equity; and • Quantity of products or services provided 	Annual Report: Strategic review (pg 6-9)
2.9	Core	Significant changes during the reporting period regarding size, structure, or ownership, including <ul style="list-style-type: none"> • Location of, or changes in operations, including facility operations, closings, and expansion; and • Changes in the share capital structure and other capital formation, maintenance, and alteration operations 	Annual Report: Chairman's statement (pg 2) CEO's review (pg 3-4) Strategic review (pg 44-45)
2.10	Core	Awards received in the reporting period	Our progress in 2012 (pg 7)
Report Parameters			
3.1	Core	Reporting period (e.g., fiscal/calendar year) for information provided	2011 (Jan-Dec)
3.2	Core	Date of most recent report (if any)	2011
3.3	Core	Reporting cycle (annual, biennial, etc)	Annual
3.4	Core	Contact point for questions regarding the report or its contents	csr.contact@gsk.com
Report scope and boundary			
3.5	Core	Process for defining report content.	Governance and engagement (pg 72-73)
3.6	Core	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	About our reporting (pg 73)
3.7	Core	State any specific limitations on the scope or boundary of the report (see	About our reporting (pg 73)

		completeness principle for explanation of scope).	
3.8	Core	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 organizations.	Annual Report
3.9	Core	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. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Data summary (pg 70) Basis of reporting and external assurance (pg 71) About our reporting (pg73)
3.10	Core	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Basis of reporting and external assurance (pg 71)
3.11	Core	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	About our reporting (pg73)
GRI content index			
3.12	Core	Table identifying the location of the Standard Disclosures in the report.	GRI Table
Assurance			
3.13	Core	Policy and current practice with regard to seeking external assurance for the report.	Audit and assurance (pg 72)
Governance, Commitments and Engagement			
Governance			
4.1	Core	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Governance and engagement (pg 72-73)
4.2	Core	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Governance and engagement (pg 72-73)
4.3	Core	For organizations that have a unitary board structure, state the number and gender of members of the highest	Annual Report: Our Board (pg 88)

		governance body that are independent and/or non-executive members.	
4.4	Core	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Annual Report: Shareholder information (pg 239) Annual Report: Annual General Meeting (pg 241)
4.5	Core	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Annual Report: Remuneration Report (pg 109-120)
4.6	Core	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Annual Report: Director's conflicts of interest (pg 241)
4.7	Core	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity	Annual Report: Our Board (pg 88)
4.8	Core	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.	Our behaviour (pg 33)
4.9	Core	Procedures of the highest governance body for overseeing the organization'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.	Governance and engagement (pg 72-73) Annual Report: Corporate Responsibility Committee (pg 107-108) Annual Report: Identifying and managing risk (pg 48)
4.10	Core	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Governance and engagement (pg 72-73) Annual Report: Corporate governance (pg 98)
Commitments to external initiatives			
4.11	Core	Explanation of whether and how the precautionary approach or principle is addressed by the organization	Our behaviour (pg 33), Our planet (pg 62) Governance and

		Address the organisations approach to risk management in operational planning or the development and introduction of new products	engagement (pg 72-73)
4.12	Core	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses. Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Reducing calorie and sugar content in our drinks (pg 15) Human rights (pg 36) Working in partnership (pg 43) Our supplier standards (pg 45) Public policy & patient advocacy (pg 48) External perspective (pg 53)
4.13	Core	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: <ul style="list-style-type: none"> • Has positions in governance bodies; • Participates in projects or committees; • Provides substantive funding beyond routine membership dues; or Views membership as strategic.	Public policy & patient advocacy (pg 48)
Stakeholder engagement			
4.14	Core	List of stakeholder groups engaged by the organization. E.g. communities, civil society, customers, shareholders and providers of capital, suppliers and employees, other workers and their trade unions	Public policy & patient advocacy (pg 48) Stakeholder engagement (pg 73)
4.15	Core	Basis for identification and selection of stakeholders with whom to engage. Includes process for defining stakeholder groups and for determining the groups with which to engage	Public policy & patient advocacy (pg 48) Stakeholder engagement (pg 73)
4.16	Core	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group. E.g. surveys, focus groups, community panels, corporate advisory panels, written communication, management/union structures and other vehicles. Say	Public policy & patient advocacy (pg 48) Stakeholder engagement (pg 73)

		whether any engagement was undertaken specifically as part of the report preparation process	
4.17	Core	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Opening up access to trial data (pg 33) Working with healthcare professionals (pg 40) Clinical trials in developing countries (pg 42)
Performance: Economic			
Disclosure on Management Approach - Provide a concise disclosure on the Management Approach items outlined below with reference to the following economic aspects; economic performance, market presence and indirect economic impacts			
Goals and performance			
Organisation-wide goals regarding performance relevant to Economic Aspects. Use organisation-specific indicators (as needed) in addition to the GRI performance indicators to demonstrate the results of performance against goals			How we create value (pg 4-5)
Policy			
Brief, organisation-wide policy (or policies) that defines the organisation's overall commitment relating to the economic aspects listed above, or state where this can be found in public domain			How we create value (pg 4-5) Q&A with the Chairman and CEO (pg 6)
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	Who we are (pg 3) Product and financial donations (pg 27) Annual Report: How we performed (pg 6 -7)
EC2	Core	Financial implications and other risks and opportunities for the organisations activities due to climate change	Annual Report: Managing environmental, health, safety and sustainability compliance (pg 86)
EC3	Core	Coverage of the organisation's defined benefit plan obligations	Annual Report: Pensions and other post-employment

			benefits (pg 172)
EC4	Core	Significant financial assistance received from government	Annual Report
Aspect: Market Presence			
EC5	Additional	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation	Not reported
EC6	Core	Policy, practices, and proportion of spending on locally based suppliers at significant locations of operation	Payment terms (pg 46)
EC7	Core	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation	Not reported
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	Strengthening healthcare systems (pg 22-23) Product and financial donations (pg 27) HIV/AIDS (pg 30-31)
EC9	Additional	Understanding and describing significant indirect economic impacts, including the extent of impacts	Access to healthcare (pg 18-23)
Performance: Environmental			
Disclosure on Management Approach - Provide a concise disclosure on the Management Approach items outlined below with reference to the following environmental aspects; materials, energy, water, biodiversity, emissions, effluents and waste, products and services, compliance, transport and overall			
Goals and performance			
Organisation-wide goals regarding performance relevant to the Environmental Aspects. Use organisation-specific indicators (as needed) in addition to the GRI performance indicators to demonstrate the results of performance against goals			Our planet (pg 62-63)
Policy			
Brief, organisation-wide policy (or policies) that defines the organisation's overall commitment relating to the environmental aspects listed above, or state where this can be found in public domain			Governance and engagement (pg 72-73)
Organisational responsibility			
The most senior position with operational responsibility for Environmental Aspects or explain how operational responsibility is divided at the senior			Governance and engagement (pg 72-

level for these Aspects			73)
Training and awareness			
Procedures related to training and raising awareness in relation to the Environmental Aspects			Governance and engagement (pg 72-73)
Monitoring and follow-up			
Procedures related to monitoring and corrective and preventive actions, including those related to the supply chain List of certifications for environmental-related performance or certification systems, or other approaches to auditing/verifications for the reporting organisation or its supply chain			Governance and engagement (pg 72-73)
Environmental Performance Indicators			
Aspect: Materials			
EN1	Core	Materials used by weight or volume.	Data summary (pg 70) Environment data download
EN2	Core	Percentage of materials used that are recycled input materials.	Water and waste (pg 66-67)
Aspect: Energy			
EN3	Core	Direct energy consumption by primary energy source.	Environment data download
EN4	Core	Indirect energy consumption by primary source.	Environment data download
EN5	Additional	Energy saved due to conservation and efficiency improvements.	Environment data download
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.	Carbon (pg 64-65)
EN7	Additional	Initiatives to reduce indirect energy consumption and reductions achieved.	Carbon (pg 64-65)
Aspect: Water			
EN8	Core	Total water withdrawal by source.	Environment data download
EN9	Additional	Water sources significantly affected by withdrawal of water.	Not reported
EN10	Additional	Percentage and total volume of water recycled and reused.	Environment data download

Aspect: Biodiversity			
EN11	Core	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not reported
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.	Not reported
EN13	Additional	Habitats protected or restored.	Not reported
EN14	Additional	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not reported
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.	Not reported
Aspect: Emissions, effluents and waste			
EN16	Core	Total direct and indirect greenhouse gas emissions by weight.	Carbon (pg 64-65) Environment data download
EN17	Core	Other relevant indirect greenhouse gas emissions by weight.	Carbon (pg 64-65) Environment data download
EN18	Additional	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Cutting carbon footprints of <i>Horlicks</i> (pg 65)
EN19	Core	Emissions of ozone-depleting substances by weight.	Carbon (pg 64-65) Environment data download
EN20	Core	NO _x , SO _x , and other significant air emissions by type and weight.	Environment data download
EN21	Core	Total water discharge by quality and destination.	Water and waste (pg 66-67) Environment data download
EN22	Core	Total weight of waste by type and disposal method.	Environment data download
EN23	Core	Total number and volume of significant spills.	None reported in 2012

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.	Environment data download
EN25	Additional	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not reported
Aspect: Products and services			
EN26	Core	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Cutting carbon at <i>Horlicks</i> (pg 65), Inhaler recycling programmes (pg 67)
EN27	Core	Percentage of products sold and their packaging materials that are reclaimed by category.	Not reported
Aspect: Compliance			
EN28	Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	No fines reported in the year
Aspect: Transport			
EN29	Additional	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Environment data download
Aspect: Overall			
EN30	Additional	Total environmental protection expenditures and investments by type.	Not reported
Performance: Labour Practices and Decent work			
<p>Disclosure on Management approach - Provide a concise disclosure on the Management Approach items outlined below with reference to the following labour aspects; employment, labour/management relations, occupational health and safety, training and education and diversity and equal opportunity.</p> <p>The ILO Tripartite Declaration Concerning Multinational Enterprises and Social Policy and the OECD Guidelines for Multinational Enterprises should be primary reference points</p>			
Goals and performance			
Organisation-wide goals regarding performance relevant to the Labour			Human rights (pg 36)

<p>aspects, indicating their linkage to international recognised universal standards</p> <p>Use organisation-specific indicators (as needed) in addition to the GRI performance indicators to demonstrate the results of performance against goals</p>			
Policy			
<p>Brief, organisation-wide policy (or policies) that defines the organisation's overall commitment relating to the labour aspects listed above, or state where this can be found in public domain. Also reference their linkage to the internationally standards listed above</p>		Human rights (pg 36)	
Organisational responsibility			
<p>The most senior position with operational responsibility for labour Aspects or explain how operational responsibility is divided at the senior level for these Aspects</p>		Governance and engagement (pg 72-73)	
Training and awareness			
<p>Procedures related to training and raising awareness in relation to the labour aspects</p>		Engaging employees (pg 69)	
Monitoring and follow-up			
<p>Procedures related to monitoring and corrective and preventive actions, including those related to the supply chain</p> <p>List of certifications for labour-related performance or certification systems, or other approaches to auditing/verifications for the reporting organisation or its supply chain</p>		Manufacturing and supply chain (pg 45-47)	
Labour Practices and Decent Work Performance Indicators			
Aspect: Employment			
LA1	Core	Total workforce by employment type, employment contract, and region, broken down by gender.	Who we are (pg 3)
LA2	Core	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Not reported
LA3	Additional	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Reward and recognition (pg 60)
LA15	Core	Return to work and retention rates after parental leave, by gender.	Not reported
Aspect: Labour/management relations			
LA4	Core	Percentage of employees covered by collective bargaining agreements.	Not reported

LA5	Core	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not reported
Aspect: Occupational health and safety			
LA6	Additional	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advice on occupational health and safety programs.	Not reported
LA7	Core	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Health, safety and well-being (pg 58-59)
LA8	Core	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Health, safety and well-being (pg 58-59)
LA9	Additional	Health and safety topics covered in formal agreements with trade unions.	Not reported
Aspect: Training and education			
LA10	Core	Average hours of training per year per employee by gender, and by employee category.	Not reported
LA11	Additional	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Talent and development (pg 54)
LA12	Additional	Percentage of employees receiving regular performance and career development reviews, by gender.	Talent and development (pg 54)
Aspect: Diversity and equal opportunity			
LA13	Core	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other	Inclusion and diversity (pg 55-56)

		indicators of diversity.	
LA14	Core	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Not reported
Performance: Human Rights			
Disclosure on Management approach -			
Provide a concise disclosure on the Management Approach items outlined below with reference to the following human rights; 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			
The ILO Tripartite Declaration Concerning Multinational Enterprises and Social Policy and the OECD Guidelines for Multinational Enterprises should be primary reference points			
Goals and performance			
Organisation-wide goals regarding performance relevant to the human rights aspects, indicating their linkage to international recognised universal standards		Human rights (pg 36)	
Use organisation-specific indicators (as needed) in addition to the GRI performance indicators to demonstrate the results of performance against goals			
Policy			
Brief, organisation-wide policy (or policies) that defines the organisation's overall commitment relating to the human rights aspects listed above (including policies which may be reasonably considered likely to affect the decision of employees to join a trade union or bargain collectively), or state where this can be found in public domain. Also reference their linkage to the international standards listed above		Human rights (pg 36)	
Organisational responsibility			
The most senior position with operational responsibility for human rights aspects or explain how operational responsibility is divided at the senior level for these Aspects		Human rights (pg 36)	
Training and awareness			
Procedures related to training and raising awareness in relation to the Human Rights Aspects		Living our values (pg 35)	
		Human rights (pg 36)	
Monitoring and follow-up			
Procedures related to monitoring and corrective and preventive actions, including those related to the supply chain		Human rights (pg 36)	
List of certifications for human rights-related performance or certification			

systems, or other approaches to auditing/verifications for the reporting organisation or its supply chain			
Human Rights Performance Indicators			
Aspect: Investment and procurement practices			
HR1	Core	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Human rights (pg 36)
HR2	Core	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Our supplier standards (pg 45)
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 trained.	Not reported
Aspect: Non-discrimination			
HR4	Core	Total number of incidents of discrimination and actions taken.	Our supplier standards (pg 45)
Aspect: Freedom of Association and Collective bargaining			
HR5	Core	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Our supplier standards (pg 45)
Aspect: Child Labour			
HR6	Core	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.	Our supplier standards (pg 45)
Aspect: Forces and compulsory labour			
HR7	Core	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.	Our supplier standards (pg 45)
Aspect: Security practices			
HR8	Additional	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not reported

Aspect: Indigenous rights			
HR9	Additional	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not reported
Aspect: Assessment			
HR10	Core	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not reported
Aspect: Remediation			
HR11	Core	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Not reported
Performance: Society			
Disclosure on Management approach - Provide a concise disclosure on the Management Approach items outlined below with reference to the following Society aspects; community, corruption, public policy, anti-competitive behaviour and compliance			
Goals and performance			
<p>Organisation-wide goals regarding performance relevant to the social aspects.</p> <p>Use organisation-specific indicators (as needed) in addition to the GRI performance indicators to demonstrate the results of performance against goals</p>		<p>How we create value (pg 4-5)</p> <p>Health for all (pg 10-12)</p> <p>Our behaviour (pg 34)</p>	
Policy			
<p>Brief, organisation-wide policy (or policies) that defines the organisation's overall commitment relating to the Society aspects listed above or state where this can be found in public domain</p>		<p>How we create value (pg 4-5)</p> <p>Health for all (pg 10-12)</p> <p>Our behaviour (pg 34)</p>	
Organisational responsibility			
<p>The most senior position with operational responsibility for Society aspects or explain how operational responsibility is divided at the senior level for these Aspects.</p>		<p>Governance and engagement (pg 72)</p>	
Training and awareness			
<p>Procedures related to training and raising awareness in relation to the Society Aspects</p>		<p>Manufacturing and supply chain (pg 45-47)</p> <p>Ethical standards (pg 35-37)</p>	
Monitoring and follow-up			

<p>Procedures related to monitoring and corrective and preventive actions, including those related to the supply chain</p> <p>List of certifications for performance or certification systems, or other approaches to auditing/verification for the reporting organisation or its supply chain</p>			<p>Ethical standards (pg 35-37)</p>
<p>Social Performance Indicators</p>			
<p>Aspect: Local Communities</p>			
SO1	Core	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Not reported
SO9	Core	Operations with significant potential or actual negative impacts on local communities.	Not reported
SO10	Core	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Not reported
<p>Aspect: Corruption</p>			
SO2	Core	Percentage and total number of business units analyzed for risks related to corruption.	Annual Report: Risk factors (pg 84)
SO3	Core	Percentage of employees trained in organization's anti-corruption policies and procedures.	Living our values (pg 35)
SO4	Core	Actions taken in response to incidents of corruption.	Addressing misconduct (pg 37)
<p>Aspect: Public Policy</p>			
SO5	Core	Public policy positions and participation in public policy development and lobbying.	Public policy & patient advocacy (pg 48-49)
SO6	Additional	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Public policy & patient advocacy (pg 48-49)
<p>Aspect: Anti-competitive behaviour</p>			
SO7	Additional	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	Annual Report: Legal and other disputes (pg 180)
<p>Aspect: Compliance</p>			
SO8	Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Annual Report: Legal and other disputes (pg 180)

Performance: Product Responsibility			
Disclosure on Management approach - Provide a concise disclosure on the Management Approach items outlined below with reference to the following Society aspects; Customer health and safety, product and service labelling, marketing communications, customer privacy and compliance			
Goals and performance			
<p>Organisation-wide goals regarding performance relevant to the Product responsibility aspects.</p> <p>Use organisation-specific indicators (as needed) in addition to the GRI performance indicators to demonstrate the results of performance against goals</p>		<p>Manufacturing and supply chain (pg 45-47)</p> <p>Sales and marketing (pg 38-39)</p> <p>Privacy (pg 36),</p> <p>Compliance (pg 37)</p>	
Policy			
<p>Brief, organisation-wide policy (or policies) that defines the organisation's overall commitment relating to the Product responsibility aspects listed above or state where this can be found in the public domain.</p>		<p>Manufacturing and supply chain (pg 45-47)</p>	
Organisational responsibility			
<p>The most senior position with operational responsibility for Product Responsibility Aspects or explain how operational responsibility is divided at the senior level for these Aspects.</p>		<p>Medical governance (pg 35)</p>	
Training and awareness			
<p>Procedures related to training and raising awareness in relation to the Product Responsibility Aspects.</p>		<p>Living our values (pg 35)</p>	
Monitoring and follow-up			
<p>Procedures related to monitoring and corrective and preventive actions, including those related to the supply chain.</p> <p>List of certifications for performance or certification systems, or other approaches to auditing/verifications for the reporting organisation or its supply chain.</p>		<p>Our supplier standards (pg 45)</p>	
Social 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.	Manufacturing and supply chain (pg 45-47)
PR2	Additional	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during	Not reported

		their life cycle, by type of outcomes.	
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.	Manufacturing and supply chain (pg 45-47)
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.	Manufacturing and supply chain (pg 45-47)
PR5	Additional	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Manufacturing and supply chain (pg 45-47)
Aspect: Marketing communications			
PR6	Core	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Sales and marketing (pg 38 - 29) Direct-to-consumer marketing of prescription medicines (pg 39) Marketing to children (pg 39) Working with healthcare professionals (pg 40)
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.	Not reported
Aspect: Customer privacy			
PR8	Additional	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not reported
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.	Our supplier standards (pg 45)