

Business Responsibility and Sustainability Report

Responsible business is how we do business

Being commercially successful and operating responsibly is how we will generate sustainable returns for our shareholders and deliver on our purpose. We aim to bring differentiated, high quality and essential pharmaceuticals and vaccines to as many people as possible. Our three priorities – Innovation, Performance and Trust – help us realize our ambition for patients and drive robust growth for our shareholders and people to positively impact the health of millions of people.

About this report

The contents of this report are aligned with the 9 principles contained in the National Guidelines on Responsible Business Conduct (NGRBC) charted out by the Ministry of Corporate Affairs on Environmental, Social and Governance parameters for Financial Year ('FY') 2021-22.

The report complies with the requirements for disclosing sustainability-related information aligned to the 9 principles of the NGRBC. Our disclosures around the non-financial performance indicators also seeks to enhance connectivity within your company's general purpose financial reporting and the management of sustainability related impacts within our own operations.

This report is our attempt at complying with the Business Responsibility and Sustainability Reporting as mandated under Regulation 34 of the Listing Regulations before it becomes mandatory from the next reporting cycle i.e., FY 2022-23. Careful consideration has been applied in reporting data which is true to the best of our knowledge and understanding of the reporting requirements. We are currently in the process of further strengthening our ESG data management systems to improve the quality of non-financial performance data disclosures for future reporting.

The non-financial performance data reported herein has not been subjected to an independent third-party audit for the current FY.

The disclosures under the extant Business Responsibility Report mandate are covered as **Annexure B** of the Director's Report for FY 2021-22.

Section A: General Disclosures

Details of the listed entity

1.	Corporate Identity Number (CIN) of your company	L24239MH1924PLC001151
2.	Name of your company	GlaxoSmithKline Pharmaceuticals Limited ('GSK' or 'your company' or 'we')
3.	Year of incorporation	1924
4.	Registered office address	GlaxoSmithKline Pharmaceuticals Limited GSK House, Dr Annie Besant Road, Worli, Mumbai- 400030
5.	Corporate address	Same as above
6.	E-mail	in.investorquery@gsk.com
7.	Telephone	+91 22 24959595
8.	Website	https://india-pharma.gsk.com/en-in/
9.	Financial year for which reporting is being done	FY 2021-22
10.	Name of the stock exchange(s) where shares are listed	BSE Ltd. (Bombay Stock Exchange) and the National Stock Exchange of India Ltd. (NSE).
11.	Paid-up capital	INR 16,940.60 lakh
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Mr. Ajay Nadkarni Designation: Company Secretary Telephone no.: +91 22 2495 9595 Email ID: ajay.a.nadkarni@gsk.com
13.	Reporting boundary	Standalone basis

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Products/services

1. Details of business activities (accounting for 90% of the turnover):
Your company is engaged inter alia, in the business of manufacturing, distributing, and trading in pharmaceuticals.
2. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	Pharmaceuticals	21002	100%

3. Number of locations where plants and/or operations/offices of the entity are situated:

Number of plants	Number of offices
One Manufacturing plant at Nashik	One head office at Mumbai
	Seven branches in India.

Markets served by the entity

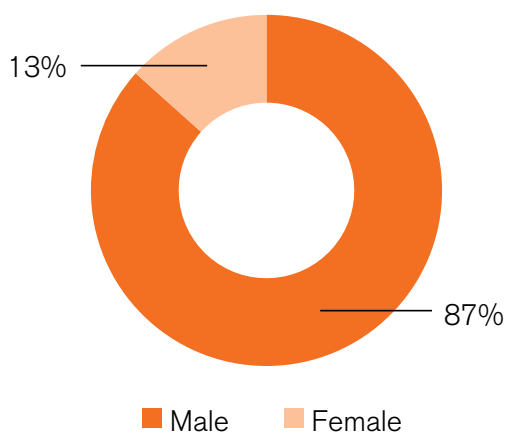
1. Locations - Across all markets in India
2. Exports - Your company does not export its products.
3. Customers - Customers are important stakeholders in our business. Our company's customer base includes stockists, Health Care Professionals ('HCPs') and Government Institutions to whom your company sells its products.

Employees

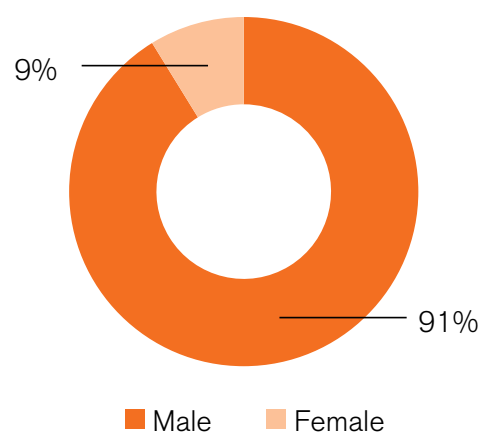
Gender representation for FY 2021-22 and Participation/Inclusion/Representation of women

Particulars	Total	Male	Female
Permanent Employees	1816	1573	243
Permanent Workers ¹	2024	1846	178


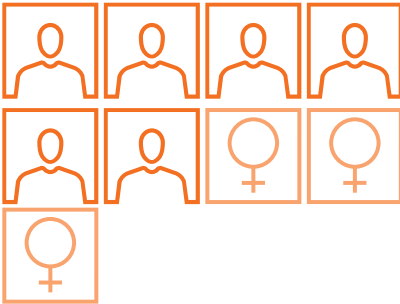
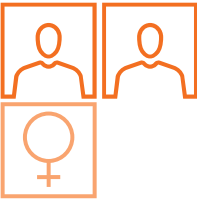
Permanent employees



Permanent workers



¹ All unionized employees are classified as permanent workers

Managerial level	Board of Directors	Key Management Personnel
		

Inclusion and Diversity Targets



- We value diversity (Gender, LGBTQIA+, Persons with Disabilities, etc.) and treat all employees equally. We aim to create an inclusive workplace where all employees feel engaged, supportive of one another, and know their work makes an important contribution.
- Your company is an Equal Opportunity and Affirmative Action Employer. All qualified applicants receive equal consideration for employment without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity/expression, age, disability, genetic information, or any other central, state or local protected class
- Your company is committed to accelerate its progress on inclusion and diversity (I&D) to achieve equity in our employment practices to create an inclusive workplace without any sort of bias.
- Your company has strengthened its inclusive culture and by increasing leadership accountability through three levers of:
 - Focus on Gender Representation
 - Build Generational Diversity
 - Embrace LGBTQIA+ Community
- As on March of 2022, ~11% of the workforce is represented by women. To improve diversity, your company has put in place several focused initiatives to nurture the work culture, career and capabilities of women.
- Your company has put consistent efforts to improve the diversity in its workforce through targeted female hiring.
- These are described in detail under Principle 3.

Initiatives

The culture at your company promotes inclusion and diversity through the following initiatives -

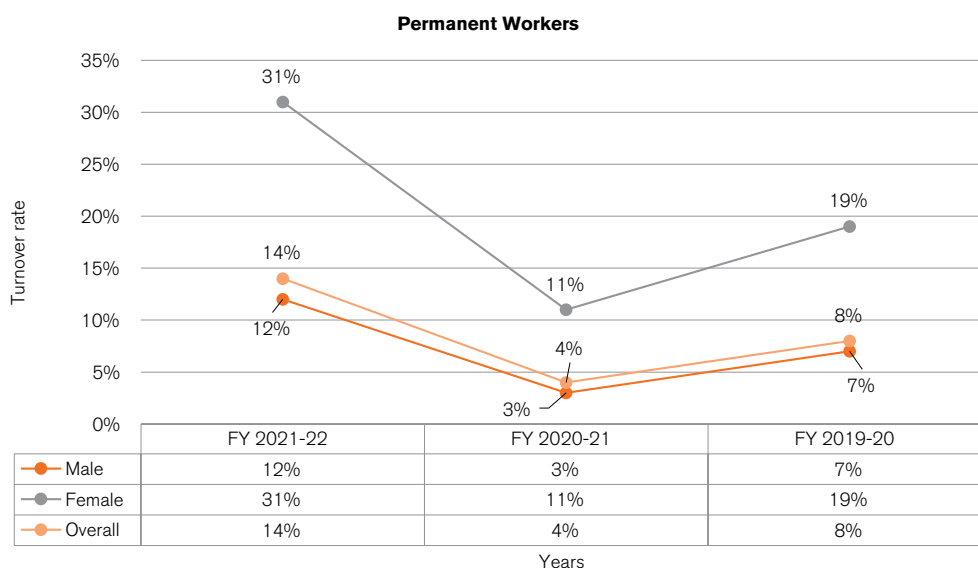
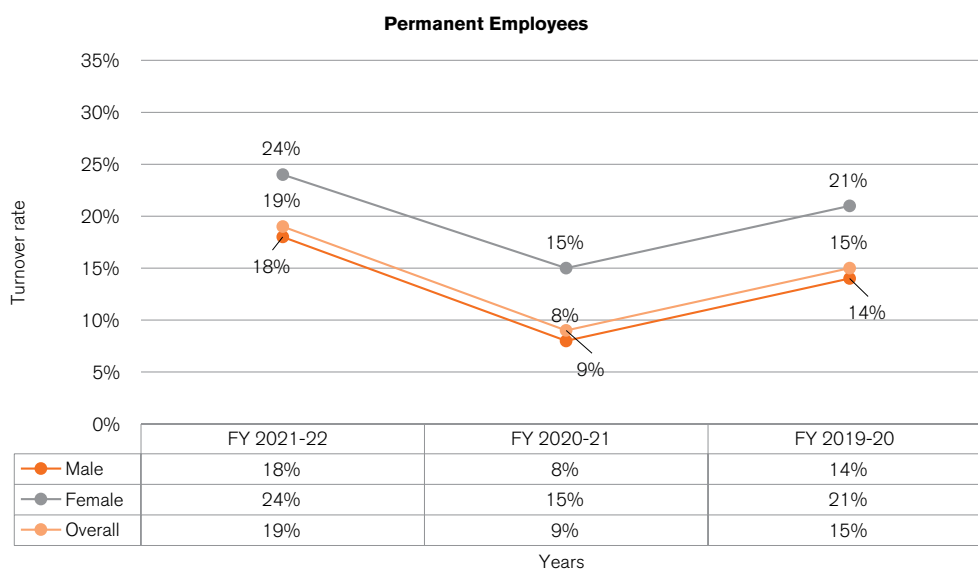
- Referral Policy: A renewed branding of "Parichay" with a differentiated bonus for Women and LGBTQIA+ referrals
- Day care Support: Your company provides day care support for eligible employees at our head office in Worli and Nashik factory
- Your company has initiated a project to improve diversity in field salesforce
- Your company plans to hire returning mothers for "Second Careers" as part of a pilot project
- Your company has undertaken People Manager capability building on leading & fostering inclusive teams, coaching & developing team members through gender sensitization trainings

Accessibility

- Two permanent employees are differently abled. Your company's corporate office in Worli, Mumbai is accessible to differently abled persons as well.

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Voluntary² employee turnover rate for permanent employees and workers



Holding, Subsidiary and Associate Companies (including joint ventures)

Names of holding / subsidiary / associate companies / joint ventures are as follows -

S. No.	Name of the holding/subsidiary/associate companies / joint ventures (A)	Indicate whether the holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	GlaxoSmithKline plc indirectly holds 75% shares in your company	Holding	75%	No
2	Biddle Sawyer Limited.	Subsidiary	100%	Yes

Also, please refer to Note 53: Related Party Disclosures for the list of related parties

² Voluntary includes resignations (career/ personal), terminations (misconduct, poor job performance). However, involuntary causes like retirement, death, etc. are not included.

CSR Details

CSR is applicable as per section 135 of Companies Act, 2013. Your company's total spending on CSR is 2% of the average net profit in the previous three financial years. The CSR budget for this reporting year is INR 12,53.68 lakhs.

(ii) Turnover (in INR): For immediately preceding FY i.e., FY 2020-21 the turnover was INR 3193,73.63 lakhs

(iii) Net worth (in INR): For immediately preceding FY i.e., FY 2020-21 the net worth was INR 1517,93.48 lakhs

The detailed report on the CSR programs undertaken during the year has been provided in Annexure 'A' to the Directors' Report.

Healthy communities are the backbone of strong, sustainable societies. However, there are still millions of people without access to basic healthcare or affordable access to education in India. Your company's approach to corporate social responsibility (CSR) strives to address identified national priorities, improve access and support people in vulnerable communities. Your company believes in enabling access to education and its ability to transform lives for a promising future.

Highlights of some key CSR programmes undertaken during the year are as follows –

1. GSK Scholars – Enabling future healthcare professionals

Beneficiaries: 117 students | Location: 15 States

The GSK Scholars Programme is focused towards providing financial assistance to meritorious and financially constrained students enabling them to pursue a career in medicine from government colleges.

2. Partnering India to eliminate lymphatic filariasis (LF)

Locations: Mass Drug Administration (MDA) Endemic districts- Pan India | Morbidity Management and Disability Prevention (MMDP): Unnao, Sitapur, Uttar Pradesh

MDA: 32 million albendazole tablets | MMDP: Area covered 5,080 villages in 35 blocks ASHA training 3,772 trained sessions

We have been donating Albendazole tablets, used during MDA to World Health Organization (WHO), since the inception of the program in 2000. In the year 2021-22, over 32 million tablets were contributed for elimination of LF. We have also provided morbidity management and disability prevention (MMDP) support in three districts of Uttar Pradesh.

3. Healthy School Environment - The right of every child

Beneficiaries: 10,000 | Location: Nashik, Maharashtra

The programme goal is to ensure continued health, nutrition and water, sanitation and hygiene (WASH) support among children of municipal schools in Nashik, Maharashtra. During the year the following activities were carried out -

- Safety kits provided to 10,000 vulnerable and marginalized children to help safe return to the 20 project intervention schools
- Kitchen garden developed in 5 schools to enhance the knowledge of children regarding nutritional aspects and give first-hand experience with nature and gardening

4. SNEHA Centers Project

Location: Mumbai, Maharashtra | 5100 households

The main objective of SNEHA Centre is to improve the health and nutrition status of children, women, and adolescent by building resilient community with active engagement of system and community stakeholders to mitigate public health concerns in a vulnerable community of Mumbai.

5. Save Lives

Location: South 24 Parganas, West Bengal | Beneficiaries: 3000

The project aims to empower community with focus on mother and child health related issues and facilitating linkage with health services in Nayabasti, West Bengal

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6. Mainstreaming out of school children

Location Gurugram, Haryana | Beneficiaries: 120

The aim is to upgrade the targeted beneficiaries to grade level competencies by providing access to quality education, nutrition, and healthcare. At the end of the annual intervention period, the targeted beneficiaries are mainstreamed into conventional educational channels, in this case, government schools for continuing their education.

7. Holistic care for the vulnerable

Location: Patna | Beneficiaries: 150

The programme is dedicated towards upliftment of underprivileged and deprived girls through free residential formal school education, co-curricular activities & vocational training. The mission is to prove that given equal opportunity, any girl has the potential to excel, irrespective of her family background. The programme has supported a residential school for 100 vulnerable girls and 50-day scholars in Patna.

8. Be A Changemaker (Orange day – Employee Volunteering programme)

Volunteering is one of the key mechanisms that we have chosen to channelize our employees towards societal good. We strive to strengthen communities and bring the change that we wish to see in this world through volunteering. In 2021, we contributed over 5,200 volunteering hours towards varied social causes.

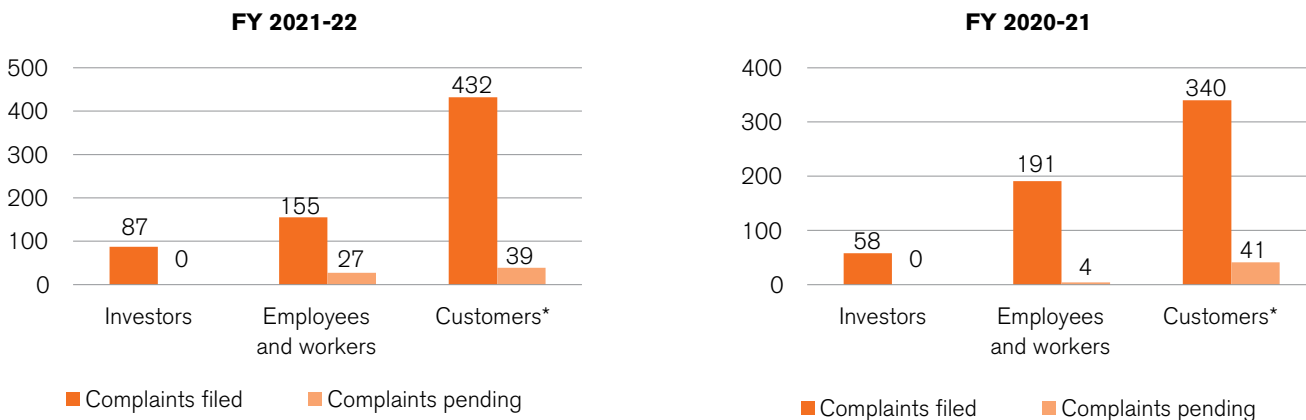
For more details, please refer to the CSR Section on our website (<https://india-pharma.gsk.com/en-in/responsibility/corporate-social-responsibility-programmes/>)

Transparency and disclosures compliances

- Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

The below chart represents the complaints filed and pending as at the end of respective financial years. Pending complaints are resolved within your company defined timelines

(*Note: Only those complaints from customers that relate to product quality are disclosed in the below chart. There may be more complaints from customers which may not be related to product quality. However, they are not disclosed here.)



Overview of the entity’s material responsible business conduct issues

The material issues are risks to your company but at the same time, if acted upon proactively, could provide significant opportunities for your company over its competitors in the industry. The identified risks are noted in your company’s risk register and are discussed periodically by the Compliance team with business owners, the Risk Management and Compliance Board (RMCB) and Risk Management committee of the board. Based on discussions and the estimated implications, appropriate mitigation actions are taken for material issues.

Your company was conferred with the **CNBC-TV18 Risk Management Award in the Pharma sector**. This is a prestigious national award with over 500 top companies going through the nomination process set by an expert jury. Your company was recognized on evaluation against parameters pertaining to policy & framework, technology, people & culture, framework & governance, and testing & evaluation. The award recognizes the agility and resilience in serving millions

of patients during the most difficult pandemic phases. This award is also a testament of the matured risk culture and management practices, with focus on delivering against our three culture pillars.

Some material issues identified are as follows –

ESG dimension	Material issues	Impact	Management approach
Business Ethics	Prevention of bribery & corruption	High	The company is exposed to regulation around the prevention of bribery and corruption, including extra-territorial laws. Failure to comply could have significant financial and reputational consequences. We have stringent anti bribery and corruption ('ABAC') policies, governance, and compliance monitoring mechanisms in place to mitigate the risks.
	Data protection and cyber security	High	The company has access to employees' data and administrative data from partners. We have a global data protection and cyber security policy. Breaches and threats are continuously monitored at the global level.
Human Resources	Occupational health & safety	High	Providing a safe and healthy workplace environment for our workers is critical to the success of our operations. Our focus is to create a workplace free of injuries, fatalities, and illness (both chronic and acute, and physical and mental health) by leveraging technology and through trainings, appropriate personal protective equipment, incident tracking and reporting.
	Training & development	Very High	Your company is focused on creating an enabling environment for our employees through carefully curated learning and development modules. We believe that this is critical to ensure retention of our skilled workforce and to consistently provide them with growth opportunities which improve their employability.
	Exposure to physical climate change risks	High	For our manufacturing operations, we have internal targets to reduce carbon emissions from our Nashik plant in order to mitigate our impact on climate change.
Supply Chain	Supply Chain Management	High	Our supplier and distribution network are widespread and inherently exposed to risks from disruption. We undertake detailed assessments of our suppliers and third-party contract manufacturers at the time of onboarding and periodically. These assessments cover a multitude of ESG topics like labour rights, fair wages, ABAC, and regulatory compliances.
Social outcomes	Product Quality and Patient Safety	Very High	We understand that we have a responsibility to provide our consumers with manufactured products that positively impact health outcomes for the society. Our Quality and Pharmacovigilance teams proactively tracks regulatory and non-regulatory complaints and grievances and works towards redressing them in an effective manner.
	Access and affordability	Very High	We are committed to ensure access and affordability of our pharmaceutical products within India by periodically assessing our product portfolio to make it more diversified. With the revised National List of Essential Medicines (NLEM) expected to be released by the government, we are engaging in various stakeholder discussions on the same.

Other factors that could impact your company include government policies and evolving market landscape (e.g., channel disruption and digitization)

Section B: Management and Process Disclosures

The section aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
		Ethics and transparency	Product responsibility	Human resources	Responsiveness to stakeholders	Human rights	Protect & restore environment	Public policy advocacy	Inclusive growth	Customer engagement
Policy and management processes										
1.	a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)								
	b.	Has the policy been approved by the Board? (Yes/No)								
		Y	Y	Y	Y	Y	Y	Y	Y	Y
		Y	Y	NA	Y	NA	Y	Y	Y	Y

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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Ethics and transparency	Product responsibility	Human resources	Responsiveness to stakeholders	Human rights	Protect & restore environment	Public policy advocacy	Inclusive growth	Customer engagement
c. Web link of the policies, if available	All business responsibility policies can be found on our website: GSK India Policies and Shareholder Information/ Policies.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) mapped to each principle.									

Your company is a signatory to the Organization of Pharmaceutical Producers of India (OPPI), Code of Pharmaceutical Practices based on the International Federation of Pharmaceutical manufacturers and Associations (IFPMA) Code.

We are also signatory to the AMR (antimicrobial resistance) Industry Alliance's Antibiotic Manufacturing Framework, which is one of the largest private-sector coalitions set up to provide sustainable solutions to curb AMR and wastewater discharge limits. .

For more details refer to Principle 7

4. Specific commitments, goals and targets set by the entity with defined timelines, if any.; and

5. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.

Nashik plant and third-party contract manufacturers

Sr. no.	Key Indicators for Nashik plant	2021 ³ - Target	2021 ³ - Results	2020 ² - Target	2020 ³ - Results
1	Single use plastic reduction (SUPR)	No target	0.26 Tons	1.96 Tons	8.8 Tons
2	Energy Reduction	3%	0.73%	7%	11%
3	Water reduction	6%	7%	9%	17%
4	Waste reduction (hazardous)	5%	4.2%	15%	21%
5	Health & Wellbeing - Gold certification score	76	79	60	68

Specific commitments, goals and targets set by the entity with defined timelines, if any.

The company is committed to reducing the environmental footprint from the production of antibiotics at the third-party manufacturers' sites by controlling the release of antibiotics into the environment within the science-driven, risk-based discharge limits.

Water risk assessments for its plants and Contract Manufacturing Operations (CMO) sites.

Comply with Plastic Waste Management Rules, 2016 (Amended, 2018) of the Central Pollution Control Board and implement action plans to collect post-consumer plastic waste.

Your company has targeted to limit their carbon emissions to 768,176 tonnes in 2022.

Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.

The company is a signatory to the AMR (antimicrobial resistance) Industry Alliance's Antibiotic Manufacturing Framework, which is one of the largest private-sector coalitions set up to provide sustainable solutions to curb AMR and wastewater discharge limits.

- 8 Contract Manufacturing Operation (CMO) sites were assessed for their exposure to water risk. 2 sites were found to be at high risk and accordingly, operations for these 2 sites were discontinued.
- Your company has decided to fully understand the site's water consumption and discharge practice and then identify water consumption reduction opportunities. Your company has also decided to select and develop alternate sites for meeting the water requirements in the long run.
- Your company collects back post-consumer plastic waste from the Indian markets and recycles and recovers it in an environmentally sound manner every year as a part of our Extended Producer Responsibility (EPR) obligation. In FY 2021-22, your company collected and disposed of as per EPR 1,652.75 MT of plastic waste.
- Our carbon emission⁴ is 802,637 tonnes. We have implemented projects to utilize biomass in our boilers and install solar panels to increase the share of renewable energy and thereby reduce carbon emissions from fossil fuel usage.

³ Calendar Year
⁴ As on Jan 1, 2022

Corporate office

Specific commitments, goals and targets set by the entity with defined timelines, if any.	Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.
<ul style="list-style-type: none"> Your company has set internal targets for improving the mental well-being of employees. 	<ul style="list-style-type: none"> In order to sensitize managers towards mental well-being of their teams, your company has provided trainings to 73% of managers. For more details, refer Principle 3
<ul style="list-style-type: none"> Your company has set global safety improvement targets by way of standardized operating procedures contained in the Life-Saving-Rules (LSR). Your company aims to achieve over 90% awareness and compliance with Independent Business Monitoring (IBM) Standards (Overall for 6 IBM standards). 	<ul style="list-style-type: none"> Your company conducts refresher campaigns and awareness drives based on the Life Saving Rules for improving health and safety outcomes. The Global Driver Safety Standard (for field sales employees) to prevent road accidents has been successfully implemented. Overall compliance with the 6 IBM standards is 83% for the reporting year.
<ul style="list-style-type: none"> Your company intends to improve the physical and nutritional well-being for more than 30% of its workforce. 	<ul style="list-style-type: none"> Your company has received a Gold certification Score (79/100) from the US Green Building Council in its health and well-being initiatives.

6. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies

Director Identification Number (DIN): 07263117

Name: Mr. Sridhar Venkatesh

Designation: Managing Director

7. Details of Review of NGRBCs by your company:

Performance against policies and follow up action	Performance against policies is governed by internal mechanisms covered under these policies. Any non-compliances are flagged as per the centralized system for appropriate action.
Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	Your company has no reportable non-compliances

Section C: Principle-wise Performance Disclosure

This section is aimed at helping companies demonstrate their performance in integrating the Principles and Core Elements of the National Guidelines on Responsible Business Conduct (NGRBC).

3.1 Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Your company ensures that we do business with integrity, accountability and transparency. The GSK Code of Conduct ('Code') is the guiding principle to the delivery of ethical business conduct, and we abide by the values and expectations set forth within the Code. In addition, the Code of Practice for Promotional and Non-promotional External Interactions provides principles for our external interactions that aim to enhance the understanding and appropriate use of GSK medicines and vaccines for the benefit of individual patients and populations. In conjunction with our supporting policies and procedures, enables us to conduct our external interactions in a way that adheres to relevant laws, regulations, and external codes

We are patient-focused, and we respect the people whom we serve and work with, which includes our colleagues and society at large. In addition to our firm-level written codes and policies, we work to comply with the applicable local laws, regulations, industry codes and requirements to deliver the best products and services to our stakeholders.

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Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Some of the virtual trainings were conducted during the year are as follows -

- **Diversity and Inclusion** – 3285 persons⁵ took this training
- **Focusing on anti-bribery and corruption (ABAC)** – 3228 persons⁵ took this training
- **Code of conduct** – 3313 persons⁵ took this training
- **Prevention of Sexual Harassment (POSH)** – 1029 new joiners⁵ were trained
- **Phishing training** - 3668 persons⁵ took this training

These trainings presented scenarios that explored our values and their application to our ways of working and risks such as those associated with Information Security, Privacy, Anti-Bribery and Corruption, Inclusion & Diversity, and Conflicts of Interest.

Category	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in a respective category covered by the awareness programmes
Board of Directors	1	Board of Directors sign off on Code of Conduct annually and a "No Conflict of Interest" declaration	100%
Key Managerial Personnel Employees other than Board of Directors and KMPs	4	<ul style="list-style-type: none"> ▪ Creating an inclusive workplace - Diversity and Inclusion ▪ Anti-bribery and corruption ▪ Protecting GSK everyday - Protecting GSK values, data privacy and information risk, ABAC. ▪ Prevention of Sexual Harassment: e-learning Refresher module for every employee once in two years. This is a mandatory e-learn for every person who joins your company. 	The trainings are mandatory for all employees and KMPs
Workers	12	Health and safety training: 12 types of health and safety trainings were provided to management and non-management staff. Contractor/ non-permanent workers are provided 6 types of training. The details of trainings are provided under Sr. No. 8 of Principle 3.	100% of the staff is covered under this training.

2. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web link to the policy.

Yes. Your company has an Anti-Bribery and Anti-Corruption Program which is a part of your company's response to the threat and risk of bribery and corruption. The program includes the ABAC Written Standards, which has been designed to assist internal and external parties to understand corruption risk and identify people's responsibilities to actively combat both real and perceived corruption. As part of your company's approach to minimize and manage risk related to bribery and corruption, your company has instituted comprehensive [Anti-Bribery and Corruption Policy](#), SOP on Managing Third Party risks, Guidance on External Experts with influence on GSK's business, Gifts, Entertainment and Hospitality Policy and Conflicts of Interest Policy, among other policies and guidance. Further, specific categories of employees and high ABAC risk third parties undergo mandatory training on ABAC periodically.

3. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption.

There were no such instances for FY 2020-21 and FY 2021-22.

⁵ Number computed based on active employees in the system as on 31 March 2022

4. Details of complaints with regard to conflict of interest:

All related party transactions are pre-approved by the Audit Committee and the Board of Directors. Any significant transaction is pre-approved by the Board of Directors and shareholders of your company as required by regulatory requirements. No complaints with regard to conflict of interest were received in FY 2021-22.

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

- Specific third parties who interact with the Government on your company's behalf undergo online ABAC trainings. Your company also conducts customized, case study-based trainings for such third parties
- Two Employee Health and Safety trainings were conducted during the year for all third-party contract manufacturers. The virtual trainings were conducted on fire safety and electrical safety.
- Further, awareness programmes on "Water Kaizen" (brainstorming on various water saving initiatives) and antimicrobial resistance (e.g., permissible discharge limits) are regularly conducted amongst key third-party contract manufacturers.
- All third-party contract manufacturers receive communication on your company's business responsibility policies such as the Code of Conduct, prevention of sexual harassment, and Standard Operating Procedures (SOPs) for health and safety.

2. Processes in place to avoid/ manage conflict of interests involving members of the Board

Your company's approach to avoiding/managing conflict of interests involving members of the Board is embodied within our Code of Conduct. Your company assesses all its activities for potential conflicts and ensures that any actual, potential, or perceivable conflicts are declared and resolved before the initiation of any task or project. The policy can be accessed at GSK Code of Conduct. Further, the Board of Directors sign off on Code of Conduct on an annual basis and a "No conflict of interest" declaration is obtained from the Board of Directors.

Further, the Board confirms that there were no materially significant related party transactions made with the Promoters, Directors or Key Managerial Personnel which may have a potential conflict of interest with the company at large.

3.2. Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe

Your company is committed to quality, safety and reliable supply of our products for patients and consumers. From the sourcing of raw materials to the manufacturing and marketing of the products, we make sure that effective quality management practices are strictly followed during all stages of the supply chain.

We put our patient's and consumers' safety first. As a responsible entity, we have extensive controls in place to detect, evaluate, and communicate benefits, risks, and potential safety concerns about our products. Hence, we make sure that up-to-date relevant information is available on the packaging. Our procedures comply with Good Manufacturing Practice (GMP) regulations and other good practice procedures for ensuring Product Quality, and these are documented in the GSK Quality Management System. Compliance with GMP enables us to ensure that the medicinal products are consistently produced and controlled to the highest quality standards.

Responding to the unprecedented challenges during the pandemic, the warehouse and distribution team moved with agility, collaborating with our vast network of stockists, warehouses, and manufacturing facilities. This not only improved access to quality healthcare, but also ensured that the supply chain network was not disrupted during the lockdown period(s). The warehousing and distribution network comprising 22 CMOs, 26 warehouses and 6,000 stockists continued to provide high levels of customer service on time. We continued to implement automation and digitalisation initiatives and driving excellence every step of the way to pharmacies, healthcare professionals' clinics and patients.

Our efforts are always directed at positively impacting patient health outcomes. An example of this was the launch of Nucala auto-injector formulation that enables patients to self-administer Nucala without the need for hospital visits. The auto-injector provided much needed compliance and ease during the pandemic-induced travel restrictions.

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Essential Indicators

1. Percentage of capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total capex investments made by the entity.

Details of improvements in environmental and social impacts

- 100KW Solar panels installed for electricity generation as an extension to existing 500 KW Solar panels installed.
 - Implementation of Child Resistance and Senior Friendly Packaging caps for the bottles of selected product categories.
 - Removal of high noise DG set, ensuring generator area is free from mandated hearing protection, replacing with acoustic enclosure Genset.
 - Installation of site wide Public Address System and upgrading the assembly points for emergency response.
 - Upgradation of all safety related parts of control systems of identified high risk equipment to the machinery safety standards.
 - Installation of condition monitoring system on 1600 kVA transformer for online monitoring of parameters.
 - Completion of upgrades in the facility & effluent stream, achieving compliance to AMR requirements.
 - Improving the equipment capability & compliance on data integrity by upgrading equipment - Dissolution Media Degasser, Dissolution Tester, Sonicator, Microscope & Tablet Compression machines.
 - Deployment of platform for e-validation for equipment and facility, ensuring electronic generation, execution & approval of validation documents, migrating to a paperless process.
 - Deployment of Geo Segmentation, a Network Fire wall protection project to ensure cyber security controls in place.
 - Installation of Dehumidifier system for tablet testing in the QC Lab to meet controlled condition testing requirements.
 - Installation of New Dust Collection Units in the Ointment & Tablet facility, to improve controls on chemical exposure and mitigating risks.
-

2. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

The packaging of the company's products plays an important role in delivering safe, stable and trusted medicines and vaccines. However, the plastic used in product packaging has an impact on the environment. In alignment with our commitment to environmental sustainability, we complied with our Extended Producer Responsibility (EPR) obligation and collected back the equivalent amount of post-consumer plastic waste from the market and safely recycled and recovered it through authorised third parties. As per your company's EPR commitments in FY 2021-22: 1,652.75 MT of plastic waste was collected and disposed in accordance with EPR.

Your company's processes to safely reclaim products for reusing, recycling and disposing of the end-of-life e-waste, hazardous waste and other waste are in alignment with the waste handling Rules of the Central Pollution Control Board and other applicable local laws and regulations.

3. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same Extended Producer Responsibility (EPR) is applicable to the entity's activities.

Your company complies with the EPR obligations put forth by the Central Pollution Control Board (CPCB) and disposes of all varieties of waste in an environmentally sustainable manner. As part of the company's waste management processes, the waste has been segregated and handed over to government-approved vendors for recycling and incineration as appropriate.

Leadership Indicators

Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed of.

Your company has a robust process in place to take back all its products that have expired or have suffered breakages. The products that are closer to their expiry dates or have expired are returned by the dealers/distributors to GSK's distribution warehouse/ Clearing and Forwarding Agents. They are then sent for disposal via authorized waste management agencies for

incineration. Certificates of disposal are obtained for quality control purposes and to ensure that there is no risk of the expired/damaged products being returned to the market. This mitigates the risk of possible adverse impacts on consumer health, which may occur due to consumption of such expired or damaged products.

	FY 2021-22		FY 2020-21	
	Recycled (MT)	Safely disposed (MT)	Recycled (MT)	Safely disposed (MT)
Plastics (including packaging)	-	1,652.75	-	2,070.52
E-waste	0.320	-	0.480	-
Hazardous waste	-	906.35*	-	472.95*

(*Note: Includes product returns)

3.3. Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Your company lives up to its commitment of being a modern employer with a sharp focus on inclusion and diversity, health and wellbeing and continuous learning and development. The pandemic induced disruptions notwithstanding, your company continued to prioritize the safety, health and development of its employees, in line with its commitment on People inclusion and diversity, health and wellbeing and continuous learning and development.

Inclusion and diversity

Your company is an equal opportunity employer with a keen focus on inclusion and diversity. Your company aims to create a thriving working environment where all our employees and workers feel valued and included and respected for their contribution. From the beginning of our journey, we have focused on building and strengthening the capabilities of our employees, thereby equipping and empowering our employees to realize their true potential.

A personalized GSK-curated program, WeLeAP was launched to develop women professionals by enhancing their confidence, credibility, capability and connections. Women employees at your company were given the opportunity to connect with leaders and managers across the industry by way of a 6-month monitored mentoring program comprising of sessions with leaders & conversations with managers.

Your company aims to foster an inclusive work environment for the LGBTQIA+ Community across your company by:

- Creating awareness: Your company launched the 'Spectrum India' programme in 2018 wherein your company undertook leadership sensitization sessions through external speaker webinars, personal storytelling etc.
- Developing safe support systems: Your company plans to create a Spectrum Ally Group comprising employees who are strong advocates of LGBTQIA+ inclusion.
- Strengthen Internal Frameworks & External Presence: Your company has taken initiatives to include same sex partners as a part of the Group Insurance Policy (2020) and to add gender reassignment surgery in the policy cover (2022). Your company has also taken initiatives to improve its external presence from an inclusion lens.

Employee engagement

Your company has globally rolled out new Purpose, Strategy & Culture pillars and has conducted workshops to onboard and immerse the new company culture to top 75 senior managers through blended activities. 'Workplace by Facebook', the preferred mode of connecting and collaborating with employees across the globe, helped your company stay engaged and connected with all employees through the lockdown period. The platform has helped to transform the way employees work together while shaping the cultural evolution.

Your company conducted an organisation-wide annual culture survey to understand and take a dipstick of the perception of culture from its employees. A score of 91% in the survey results demonstrated strong continued engagement and connect amongst employees.

Early Talent Engagement:

Your company continues to engage with the early talent through the Future Leaders Programme, Commercial Leadership Programme and the Pharma Supply Chain Leadership Programme. These programmes comprise of a holistic experience

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encompassing challenging business stints, capability building interventions & driving networking by increasing Leadership Connects. Hires from premier B-schools undergo an extensive experiential training before taking up important roles, such as First Line Sales Leaders (FLSLs).

In 2021, with the objective of enhancing its brand awareness among potential campus hires, the company was one of the foremost organizations to launch an in-person case study competition- E-Cube across top B schools. The competition saw a record participation on campus.

To build and sustain an early talent pipeline, your company worked on enhancing the experience of the interns through having meaningful engagement activities and streamlining the internship assessment process. A 100% of our Early Talent trainees for year 2022 have been sourced through our xCEL Internship process. An impressive 78% of this pool are female candidates.



Flexibility

In 2020, your company introduced Performance with Choice for office-based employees to explore how they can work in a way that supports individual and collective performance and personal wellbeing.

This signaled an important cultural shift encouraging people to look at how they might work differently to perform at their best - rather than a policy change, breathing new life into flexible working policies many countries already have.

Your company has chosen a flex/hybrid model going forward with Performance with Choice programme.

Vigil Mechanism

Your company aims to create a healthy world for everyone; we work towards that goal by creating a healthy work environment for all our people. We train them to act honestly, ethically, and openly and to speak up against any malpractices which might have come to their attention knowingly or unknowingly. Your company has a dedicated Speak-Up portal for all our stakeholders to raise opinions and concerns. We also have a Whistle-blower policy, and it provides a mechanism for all stakeholders to approach the local/group management or the Chairperson of the Audit Committee to raise issues of concern.

Awards

Your company has received these recognitions in 2021:

- **Among India's Best Workplaces in Health & Wellness 2021** by Great Place to Work

Your company has been recognized among India's Best Workplaces for Health and Wellness 2021. Based on a comprehensive assessment, we have been identified as one among the top 15 Best workplaces in the country that has well designed practices for workplace wellness. Our employees have also validated their experience of a psychological and emotionally healthy workplace environment. The various parameters that were assessed include responsible leadership, supportive managers, sense of community, enabling work environment, autonomy & fulfilment.

- **One of the 100 Best Companies for Women in India 2021** by Working Mother and Avtar

For the 4th time in a row, your company has been selected as part of the top 100 employers for women by Avtar and Working Mother Foundation. The nomination process and criteria consider the inclusive culture of workplace, leadership commitment, safety and security of women and investment into acceleration and development of women.

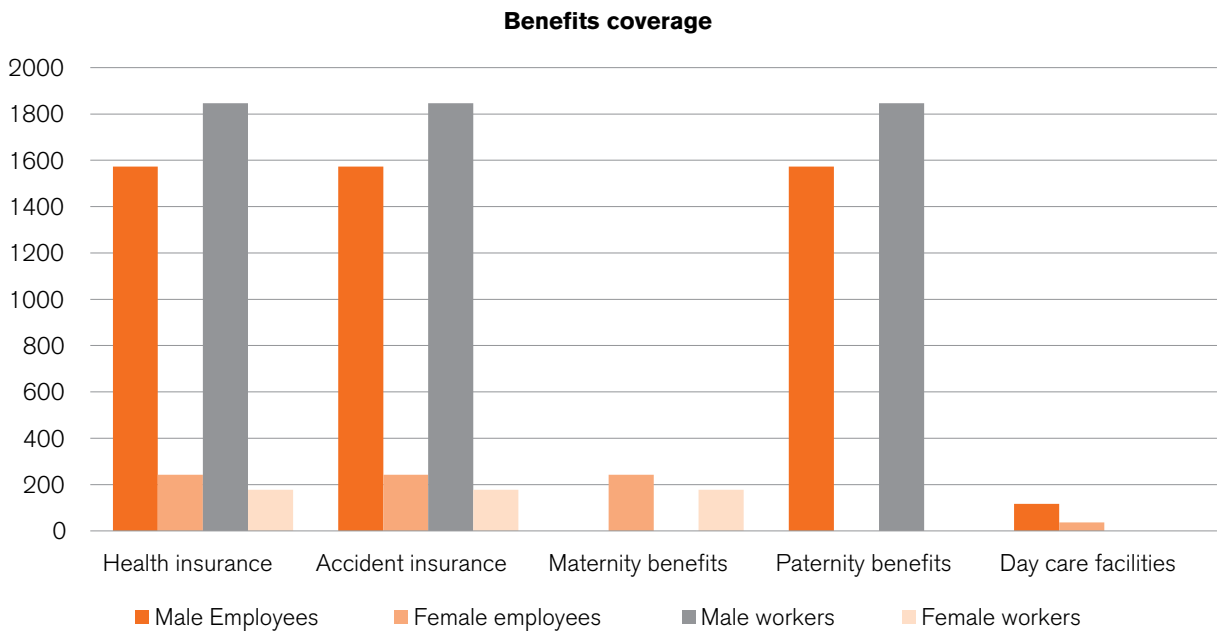
- The GSK head office in Mumbai was recognized as a 'Safe Place to Work' by Equinox Labs

Essential Indicators

1. a. Details of measures for the well-being of employees.

All permanent employees and workers are covered by well-being measures such as health insurance, accident insurance, maternity benefits (if applicable), paternity benefits (if applicable), day care facilities (if applicable).

The below graph represents the number of employees and workers covered under the specific benefits



2. Details of retirement benefits.

Benefits	FY 2021-22			FY 2020-21		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Yes
Gratuity	100%	100%	Y	100%	100%	Yes
ESI	2%	0%	Y	7%	0%	Yes

3. Accessibility of workplaces

Your company's head office at Worli, Mumbai is accessible to differently abled employees and workers.

4. Equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016

Your company is an Equal Opportunity and Affirmative Action Employer. We value diversity and treat all candidates, including persons with disabilities equally. We aim to create an inclusive workplace where all employees feel engaged, supportive of one another, and know their work makes an important contribution.

Your company's approach to equal and inclusive treatment is clearly enunciated in our Code of Conduct. We are a merit-based organization where we do not discriminate against potential employees. Two of our permanent employees are differently abled. The code of conduct policy can be accessed here: [GSK Code of Conduct](#)

5. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers?

Yes, there is a grievance mechanism in place for all employees and workers, whether permanent or non-permanent.

Anyone inside or outside GSK can raise concerns or speak to an independent third party through our Speak Up reporting channels, confidentially or anonymously, without fear of retaliation. We continue to take every concern raised seriously and review every report to identify whether we need to investigate formally. If investigations show an employee has breached our policies, we take action

To handle sexual harassment cases, there is a policy as laid down under the law and internal committees defined and communicated to all stakeholders. The Internal Committee investigates POSH related matters.

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6. Membership of employees and workers in association(s) or Unions recognized by the listed entity:

- The company works with unions for the mutual benefit of its members and provides them the necessary forums to voice their opinions and effectively represent themselves. Your company engages with several unions representing Medical Business Associates (MBAs) of Pharmaceutical Marketing at your company's sales locations (Delhi, Kolkata, Mumbai, Chennai).
- The company also engages with union representing workmen at the Nashik plant.
- The company guarantees the MBA and workmen respectively of their right to freedom of association for collective bargaining arrangements.
- The management and all the four unions have recently signed long-term wage and benefits settlements, operative for a period of four years i.e., till 30 September 2023.

7. Details of training given to employees and workers:

Health and safety: At Nashik plant, 12 types of health and safety trainings were provided to the management and non-management staff. 100% of the eligible population was covered under those trainings. The list of trainings includes first aid training, safety induction and refresher, role/function based specific training, firefighting training, stop for safety sessions, significant incident fatality training, emergency preparedness, awareness covid, diet, health, heat wave, seasonal flu, malaria etc.

6 types of trainings were given to non-permanent staff. 100% of the eligible population was covered under those trainings.

Skill upgradation: 1993⁶ trainings for employees and 18207⁶ for workers were conducted on skill upgradation in FY 2021-22. The number of skill upgradation trainings for employees and workers in FY 2020-21 was 7804⁶ and 33318⁶ respectively. Throughout multiple pandemic waves, your company focused on skill enhancement of its field force to upgrade their skills and efficiencies amid the new norms of functioning.

The key areas in which such trainings were conducted included productivity, time management, team management, management essentials, managing performance and development, embracing & delivering change, personal impact, self-awareness & emotional intelligence, and marketing.

Your company has developed several in-house competencies to meet the diverse learning needs of employees.

- Your company has activated a virtual university called Keep Growing Campus, which is a blended e-learning & experiential learning space to enable on-the-go learning.
- Your company continues to assess and develop field force into First Line Leaders through a holistic program, Lakshya.
- The program Catalyst, through a blended approach of training, development and evaluation over a course of 4 months, develops the First Line Leaders to become Second Line Leaders through inputs by internal facilitators, subject matter experts and a neutral leadership evaluation.
- Your company also activated a First Line Leader (FLL) training for all first-time team leaders. The program focused on 4 themes for all managers- Motivate, Focus, Care, Develop.
- Your company has also invested in the Second Line Leaders on the field under the program Lesson Up.
- The Selling Excellence team partnered with the commercial, compliance and HR teams to launch initiatives like Empower 2 Excel to improve field managers' capabilities around best practices, emotional intelligence, feedback and accountability.
- Your company introduced the Lead Craft program to the field force to improve leading self behaviour, growth mindset and teamwork.

8. Details of performance and career development reviews of employees and worker:

For employees

The performance cycle for employees is from January to December. The mechanism is as follows –

- Employees prepare performance and development goals to align their career objectives to GSK's IPT^(c) (Innovation, Performance, Trust, Culture) priorities. Every employee is requested to prepare a development plan. For Calendar Year 2022, 98% employees completed their development goals.
- At the end of the performance cycle, based on discussions, the performance of the employee is evaluated – whether the employee has performed as per expectations or not.

⁶ Number of trainings taken (Persons x No. of individual trainings done)

- Rewards like increments and bonus are accordingly determined.
- Your company provides managers with an opportunity to develop and grow through honest feedback through Manager One80. A survey under this initiative requires team members to give feedback regarding their managers.
- Global Employee Recognition is an avenue through which managers can recognize employees championing GSK's priorities and objectives

For Workers

There is a support system in place for career development of workers. Your company assesses and develops its field force into First Line Leaders through a holistic program, Lakshya.

9. Health and safety management system:

1. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, what is the coverage of such a system?

Your company has a health and safety management system in place. The company is committed to conducting its operations in a responsible manner to protect our employees, the environment, and the community. The EHS system covers all these stakeholders. The overall goal of this control is to provide a safe working environment that is devoid of harm, and incidents and to provide adequate training and awareness on key risks from unsafe working conditions.

2. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

The company carries out periodic meetings with all operations to identify and assess work-related hazards.

There are also awareness initiatives through which employees are made aware of the potential safety risks and they are encouraged to report the same. Your company undertakes extensive work at the Nashik site to train and create awareness among employees for occupational health and safety and work-related hazards such as operating machinery or driving. Your company also undertakes driver safety training and assessments for the commercial field force.

Further, there are policies in place to undertake safety assessments of key third party suppliers at the time of onboarding and at periodic intervals thereafter.

3. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.

Yes, internal controls and systems are in place to report work-related hazards on site. The management has invested in a state-of-the-art facility to reduce exposure to potential health risks. Further, the company has modified machines and improved infrastructure arrangements to reduce the exposure close to nil.

4. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?

1. Your company employees are covered by medical insurance for occupational as well as non-occupational healthcare cover. Effective January 2022, coverage under the medical insurance scheme for your company's employees in domains such as maternity coverage and home quarantine expense coverage, has been increased. In alignment with our larger inclusion and diversity initiatives, gender reassignment surgery has also been added to the list of coverages. We have also increased the personal accident coverage and improved the modular plans in health insurance, by giving options to employees to increase their medical coverage and also include their parents by offering negotiated premiums to its employees.

2. Building a positive environment for employees and taking care of their holistic healthcare needs has been an ongoing priority. The preventive healthcare programme, Partnership for Prevention (P4P), continues to be available to all our permanent employees and their dependents, as a corollary of the group medical insurance programme, providing 40 preventive healthcare services at little or no cost. As part of this program, the following benefits are provided -

- Preventive screening for cancer, diabetes, physician consultation, sugar cholesterol test, pediatric consultation, etc.
- Adult and child immunization programs and COVID vaccinations
- Care programs for prenatal care and tobacco cessation

3. Your company also has an Employee Assistance Program under which employees and their immediate family members can connect with a professional counsellor 24/7 to discuss issues such as unwieldy emotions, post-traumatic stress, anxiety, disrupted sleep/ appetite, etc. in an easy to access, voluntary and confidential manner.

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4. Your company is looking after the mental health and wellbeing of employees by training managers to build the skills to start a conversation on mental health.
5. Your company has initiated a Driver Safety Programme to ensure health and safety of field-based colleagues. This programme has several initiatives such as Defensive Driving and Cultural risk perception workshops. Using Virtual Risk Manager platform, field-based employees are trained and evaluated on several risk areas.
6. GSK's Life Saving Rules consolidate the most critical safety rules into a simple, standardized format that all employees can recognize and follow every day.
7. Your company has designed several special support packages to help employees and their families through the pandemic with the provision of oxygen support, accommodation to facilitate self-isolation and home isolation packages.

10. Details of safety-related incidents, in the following format:

Key highlights

- 3 million+ safe people hours without reportable illnesses
- 0.7 million+ safe people hours without reportable injury

Nashik Plant

- Only **one** work related injury reported in current year and previous year respectively
- **NO** fatalities reported in current year or previous year
- **NO** High consequence work-related injury or ill-health fatalities reported in current year or previous year

11. Describe the measures taken by the entity to ensure a safe and healthy workplace.

- Focused on preventing incidents before they occur; training and awareness activities are carried out on key risks, such as operating machinery or driving.
- Training programmes 'Energy for Performance' and 'Personal Resilience' have been organized to promote employee health, wellbeing, and resilience.
- Regular consultations with the employees to improve their experience at work.
- Awareness sessions on Life Saving Rules are conducted periodically.

12. Number of complaints on the following made by employees and workers

For corporate office, only 1 complaint was filed during FY 2021-22 on matter relating to working conditions / health & safety. No such complaints were filed in FY 2020-21.

13. Assessments for the year

Health and safety practices	Internal assessments are undertaken by your company at periodic intervals for its plant as well as offices. All health and safety requirements as per law are complied with.
Working Conditions	There is no specific assessment done for the same. However, the entity complies with all laws and regulations relating to fair working conditions and labour laws.

14. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Your company has introduced the Life Saving Rules (LSR), which is a company wide EHS programme to make sure everyone understands and follows the most critical safety rules. Under the LSR safety campaigns, impact communication on LSR is being prepared to create awareness on the importance of the same.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death?

Your Company has a Group Life Insurance coverage and Accidental Life Insurance coverage, which is extended to our employees.

2. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

Transition Assistance is provided for employees whose employment is terminated due to Job redundancies.

3. Details on assessment of value chain partners

All the value chain partners are subject to Third party risk assessment (TPRA) on induction. The outcome of such assessment highlights the risks associated in dealing with such vendors on various parameters like environment, health & safety, labour rights, Privacy, crisis & continuity management, ABAC, etc. and the mitigation actions are agreed. Further, background checks are conducted which help in early identification of any red flags associated in dealing with such vendors.

4. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Health and safety conditions and working conditions

As part of your company's onboarding process for all third-party vendors/ suppliers/ contract manufacturers, various risks including labour rights and health and safety are assessed. The suppliers/ vendors/ contract manufacturers are evaluated on their existing policies and procedures for dealing with issues relating to sexual harassment, discrimination, child labour, forced labour, and fair wages. In the previous FY 2021-22, no physical audits, or assessments were carried out due to the pandemic.

Third-party contract manufacturers

Quarterly performance review of health and safety and incidents/ accidents if any is undertaken for key contract manufacturers. Based on the detailed SOP on Third Party Manufacturer EHS management Process, audits are carried out once in three years and various Corrective and Preventive Action (CAPA) plans are prepared and they are monitored closely. In addition, other programs relating to antimicrobial resistance, process safety management, and chemical exposure are undertaken.

All key third party contract manufacturing sites have an internal committee comprising its site management and workers wherein all matters relating to working conditions and EHS are discussed.

3.4. Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders

Our continued focus on the quality of product delivery has enabled us to build trust with a broad range of stakeholders. This in return has sustained the success of our business and added value to our stakeholder relationships. During the course of our business, we engage with multiple stakeholder groups. Our stakeholder engagement and feedback mechanisms help us identify stakeholder expectations, conflicts and concerns.

Essential Indicators

1. List stakeholder groups identified as key for the entity

Stakeholder Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Patients and consumers	Webcasts, Social media pages, Websites, Posters, Standees, Pamphlets, Face to face meetings	Need based	Disease awareness programs /Vaccination awareness programs are organized to educate the general public including patients about the signs, symptoms, diagnosis, treatment and prevention options for a disease to foster better patient outcomes through prevention, early diagnosis, and management to minimize or slow disease progression and complications.
Healthcare Professionals (HCPs)	Face to face, Emails, Webcasts, Social media pages, Doctor networking platforms, SMSs, Instant messaging platforms, Congress exhibits etc.	Need based	Keep the HCP abreast with the latest information on product and science, access to product and to gain understanding of the disease and its management. To provide avenues for HCPs to discuss and deliberate on latest data, clinical challenges, multidisciplinary expert discussions, new published data intending to help improve treatment outcomes for our patients.

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Stakeholder Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	Annual General Meeting, Analysts' Meet, Detailed Company information made available online, One-to-one meetings between institutional investors and Managing Director and Chief Financial Officer	As required	We ensure responsible sales and marketing practices including local laws and applicable industry codes are followed while interacting with HCPs. Financial performance and business outlook
Government and Drug Regulators	Websites, Emails, Meetings, Industry Forums, Submissions through online Regulatory Agency portals or direct submissions to Regulatory Agency office	As required	Policy and Regulatory Matters, Grant and maintenance of licenses to import, manufacture and market GSK's products in India, pricing of medicines and other regulatory approvals
Community, NGOs, multilateral organizations	Partnering with multilateral organisations like the World Health Organization (WHO), NGOs/institutions	As required	Providing access to medicines, Achieving the UN Sustainable Development Goals (SDGs) and World Health Organization (WHO) targets for specific disease area, Promoting healthcare and education.
Suppliers	5 step Procurement Processes – Supplier Market Research, RFPs, Bidding, Supplier Relationship management, and contract management	Need based	Identification of right partners to enable our growth agenda, ensuring compliance to our global ways of working and sustainable procurement practices, while delivering savings.
Employees	Internal communications, Employee Resource Groups Manager/ employee evaluations and surveys.	As required	Business outlook, business performance, career opportunities and personal development, creating an inclusive work environment for our diverse set of employees.

Leadership Indicators

Details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

Your company engages with vulnerable and marginalized communities through its CSR programmes which are targeted to benefit vulnerable and marginalized stakeholder groups. We conduct voluntary impact assessments for few of our projects to understand their impact and understand concerns, if any. For more details, please refer to the CSR initiatives mentioned under Section A.

3.5 Principle 5: Businesses should respect and promote human rights

We understand our responsibility to respect and protect human rights wherever we do business. We are committed to upholding the human rights of every individual or collective, within our own operations and within our value chain.

We have **zero tolerance** toward violence, harassment, unreasonable, offensive or threatening behaviour of any kind. To manage and mitigate such inappropriate behaviour, periodic training is provided to all employees on our Code of Conduct and the prevention of sexual harassment and misconduct at the workplace. Additionally, the 'GSK Culture Survey' is conducted annually to receive feedback from our employees, and understand their needs and expectations in order to improve our workspace and create a fostering environment for our people.

Our Code of Conduct outlines the responsibilities of each individual within your company towards the protection of human rights. We strive to prevent, mitigate and remedy negative impacts that our business activities/ relationships may have on our employees, patients, consumers, workers and society. We conform to all applicable national laws, GSK policies and the expectations set forth in the international bill of human rights.

Your company's Statement on Human Rights can be accessed at [GSK/Human rights statement](#)

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity.

Human rights issues include issues related to sexual harassment and labour rights. As a multinational organisation with global outreach, we recognize that we have a role to play in upholding human rights and in addressing adverse human rights impacts

where we are in a position to influence. We conduct periodic training related to the code of conduct, ethics, inclusion and diversity, etc. These are mandatory in nature for all our employees.

2. Details of minimum wages paid to employees and workers, in the following format

ALL permanent employees and workers at your company are consistently paid wages which are more than the minimum wage.

3. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Your company has a 'Speak Up' programme (managed by independent third-party managers) which offers employees and other relevant stakeholders, a range of channels to voice concerns and report any misconduct. The Speak Up channel and procedures encourage everyone to raise concerns about potential unethical, illegal, sexual harassment or inappropriate conduct and assure confidentiality and protection from retaliation, retribution or any form of harassment to those reporting such concerns.

The Speak Up channels can be accessed at <http://www.gsk.com/speakup> on your company's website.

The Code of Conduct which includes details of the Speak Up process can be accessed on our website.

Your company also has a Whistleblower policy in place.

Please refer to Sr. No. 5 of Principle 3 for more details.

4. Number of Complaints on the following made by employees and workers:

Child Labour	▪ No complaints relating to child labour, forced labour, wages in current financial year or previous financial year.
Forced Labour	
Wages	
Sexual harassment	▪ 2 sexual harassment complaints filed for FY 2021-22, which were resolved before the end of year
	▪ 3 sexual harassment complaints filed for FY 2020-21, out of which 2 were being investigated at year end and were closed within the given timeline
Discrimination at workplace	▪ No cases for FY 2021-22
	▪ 3 cases filed for FY 2020-21, which were resolved before year end

5. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Your company prohibits retaliation against anyone who raises or reports concerns and will take disciplinary action to and including dismissal (in accordance with local labour laws) of any employee who threatens or engages in retaliation or harassment of someone who has reported, or is considering reporting, a concern in good faith.

6. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, business agreements and contracts entered into by your company with third parties include standard contract clause for labour rights which requires self-assessment on issues of child labour, forced labour, safe and healthy workplace, non-discrimination, abusive practices, minimum wages, working hours, and trade unions.

7. Assessments of the year

Matters	Details
Child labour, Forced/involuntary labour, Sexual harassment, Discrimination at workplace	No specific assessments were carried out by your company or any statutory body or third parties
Wages	100% compliance of Provident Fund as per audit by RPFC officials. There are no adverse compliance remarks for the PF Trust.
Labour	Our branch office at Chennai was audited by the Labour Officer from the Commissionerate of Labour. The review was satisfactory and there were no reported observations.

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8. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Since your company is compliant, there was no corrective action suggested by any auditing / inspecting authority / official.

Leadership Indicators

1. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, your company's corporate office in Worli, Mumbai is accessible to differently abled visitors.

2. Details on assessment of value chain partners:

For matters related to sexual harassment, discrimination, labour, wages, etc.: As part of your company's onboarding process, for all third-party vendors, suppliers, and contract manufacturers, various risks including labour rights and health and safety are assessed. The suppliers, vendors, and contract manufacturers are evaluated on their existing policies and procedures for dealing with issues relating to sexual harassment, discrimination, child labour, forced labour, and fair wages. In the previous FY 2021-22, no physical audits were carried out due to the pandemic.

3.6. Principle 6: Businesses should respect and make efforts to protect and restore the environment

We consider sustainability in our ways of doing business and believe that collectively we can make a difference. We continuously monitor and evaluate our operations to improve their efficiency, deploy impactful waste management practices at our units and offices, and thereby reduce the impact we create on the environment.

We have successfully integrated the Environment, Health, Safety and Sustainability (EHSS) strategy across our value chain. This has enabled us to comply with necessary applicable environmental laws and mandates during the manufacturing and commercial activities. Additionally, Good Manufacturing Practices are strictly followed during the manufacturing of the products. During this year, we have considered the usage of renewable energy for the conversion of boilers to biomass and photovoltaic solar power systems in the manufacturing units to reduce environmental impacts.

Globally, GSK has set two ambitious goals: a net-zero impact on carbon and a net positive impact on nature by 2030. We strongly believe in our path toward the goals set forth and we reaffirm our aspirations to integrate sustainability into the core of our business and manufacture products.

For our vaccines business, your company migrated from passive transportation to active transportation for key locations, making the use of thermocol boxes and coolants redundant. Instead, vaccines are now transported regularly and stored in coolers with the Clearing and Forwarding Agents (CFAs) and stockists. This has led to reduction in your company's carbon footprint.

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

(Note: below data under (A), (B) is for Nashik and Corporate Office)

Parameter	FY 2021-22	FY 2020-21
Total electricity consumption (A)	1,58,15,356 kWh (56,935.28 gigajoules)	1,56,97,567 kWh (56,511.24 gigajoules)
Energy consumption through other sources (B)	200 kWh (0.72 gigajoules)	120 kWh (0.43 gigajoules)
Total energy consumption (A+B)	1,58,15,556 kWh (56,936 gigajoules)	1,56,97,687 kWh (56,511.67 gigajoules)

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India?

The entity does not have any sites/ facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India

3. Provide details of the following disclosures related to water, in the following format:

(Note: below data for water withdrawal is for Nashik and Corporate Office)

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kiloliters)		
(i) Surface water (By corporate office)	53,562	58,796
(ii) Third party water (Municipal water supplies) (by Nashik plant)	93,961	87,758
Total volume of water withdrawal (in kiloliters) (i + ii)	147,523	146,554

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Yes. The Nashik plant runs on a zero-discharge basis with respect to water. The water is treated at the effluent treatment site and the treated water is then consumed internally for ancillary operations such as site gardening, using the water for cooling towers, etc. We are further exploring to enhance the capability of Effluent treatment plant so that the treated water can be 100% used for Operations internally.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

1. For Corporate Office

Parameter	Unit	FY 2021-22
NOx	g/Kw-hr	0.43
SOx	g/Kw-hr	0.19
Particulate matter (PM)	g/Kw-hr	0.10

For Nashik plant, Nox and Sox Limit as per MPCB, Nashik's consent is 80 µg/ m³ . Particulate Matter limit is 100µg/ m³ for PM10 and 60µg/ m³ for PM 2.5. Your company is within the limit specified by the Maharashtra Pollution Control Board (MPCB).

(Note: Below data is the average of data for the four quarters of respective FY)

Parameter	Please specify unit	FY 2021-22	FY 2020-21
NOx	µg/ m ³	28.16	20.41
SOx	µg/ m ³	18.16	21.62
Particulate matter (PM)	µg/ m ³	58.94 (PM10) 36.67 (PM 2.5)	53.27 (PM 10) and 36.25 (PM 2.5)
Persistent organic pollutants (POP)	µg/ m ³	NA	NA
Volatile organic compounds (VOC)	µg/ m ³	BLQ 5 µg/ m ³	BLQ 5 µg/ m ³
Hazardous air pollutants (HAP)	µg/ m ³	BLQ 5 µg/ m ³	BLQ 5 µg/ m ³
Others – Ozone Depleting Substances (HCFC - 22 or R-22)	µg/ m ³	0	0

6. Does the entity have any project related to reducing Greenhouse Gas emissions? If Yes, then provide details.

Your company has two active projects related to reducing greenhouse gas emissions. These projects include installation of a 100KW Solar Panel for electricity generation and conversion of furnace oil boiler to high-speed diesel ('HSD') fired boiler to meet the Maharashtra Pollution Control Board (MPCB) requirements. HSD is a less emission intensive fuel compared to furnace oil.

Business Responsibility and Sustainability Report

7. Provide details related to waste management by the entity, in the following format:

Your company collects back post-consumer plastic waste from the market on Pan India basis and disposes it in an environmentally sound manner every year as an Extended Producer Responsibility (EPR) obligation:

- FY 2021-22: 1,652.75 MT Plastic Waste collected and disposed as per EPR obligation.
- FY 2020-21: 2,070.52 MT Plastic Waste collected and disposed as per EPR obligation.

1. For Nashik plant

Parameter	Generated		Nature of disposal
	FY 2021-22	FY 2020-21	
Total Waste generated (in metric tonnes)			
E-waste	0.56	0.36	Safe disposal through government authorized vendors
Bio-medical waste	2.21	2.24	Safe disposal through government authorized vendors
Battery waste	1.39	–	Safe disposal through government authorized vendors
Other Hazardous waste.	219.00	317.17	Incinerated as per regulations
Total	223.16	319.77	

For corporate office

Parameter	Generated		Nature of recovery
	FY 2021-22	FY 2020-21	
Total Waste generated (in metric tonnes)			
E-waste	0	5.27	Recycled through government authorized recyclers
Other Non-hazardous waste generated	2.59	NA	Recycled through government authorized recyclers

8. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

- Your company collects the waste generated from its own operations. The waste is then segregated and handed over to authorised waste handlers for recycling and incineration, as appropriate. Since 2010, your company has been able to reduce waste to landfill by over 78%.
- Several waste management practices are deployed at our Nashik site to reduce waste from ointments and tablets. Approximately 9,000 kgs of waste has been reduced from 2020⁷ to 2021⁸.
- The Kaizen program at the Nashik site offers employees the opportunity to brainstorm and find solutions to reduce the use of single-use plastics within the premises. Some of the interventions which have been undertaken include the usage of cloth shoe covers instead of plastic shoe covers in the laboratories and swapping plastic milk pouches with milk cans in the cafeteria.

9. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/clearances are required:

The manufacturing site in Nashik is not located in a notified ecologically sensitive region. The Ambad site is a region under the purview of the Maharashtra Industrial Development Corporation. Further, all the environmental permits and clearances required by law and the statutes of the Maharashtra Pollution Control Board and the Central Pollution Control Board are obtained and renewed periodically.

10. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

As per the notification of the Ministry of Environment, Forests and Climate Change in India, an Environmental Impact Assessment is supposed to be carried out for industries which have an adverse impact on the environment. The pharmaceutical sector is not notified as an industry which requires an EIA pre-clearance by the MOEFCC. Additionally, your company's

⁷ and ⁸ as per Calendar Year

pharmaceutical plant in Nashik does not cause adverse impacts on the regional environment and biodiversity. All the regulatory compliances around water and air quality are strictly adhered to within our own operations.

11. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Your company has a centralized system through which it maintains details of the compliances to be undertaken under various regulations and circulars. As per the data maintained, there are no major non-compliances for FY 2021-22.

Leadership Indicators

1. Provide the following details related to water discharged; and
2. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters): For each facility / plant located in areas of water stress, provide the following information:

1. Name of the area: Ambad, Nashik
2. Nature of operations: Manufacturing

Nashik site runs on **zero discharge basis** with respect to water. Treated site effluent is used for site gardening and recycled water use applications such as cooling towers. Nashik site treated 43,805 kiloliters and 54,258 kiloliters of water in FY 2021-22 and FY 2020-21 respectively

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kiloliters) and internal consumption		
Third party water (Municipal water supplies) (by Nashik plant)	93,961	87,758

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Your company does not have operations in ecologically sensitive areas.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives:

S. No	Initiative undertaken for calendar year 2021	Outcome of the initiative
1.	Removal of Polyvinyl chloride (PVC) from secondary and tertiary packaging	Successfully delivered
2.	Carbon reduction projects and Eco-design projects	Delivered as per plan - <ul style="list-style-type: none"> ▪ Improving of biomass boiler efficiency i.e., Conversion of Furnace oil Boiler to HSD Boiler and 100KW Solar Panel installed for electricity generation ▪ Usage of treated water for cooling towers and Usage of Rainwater in boilers
3.	Waste reduction projects	Waste reduction projects delivered - Hazardous waste reduction project, single use plastic reduction project, recycled gowns in place of Hazmat suits

5. Does the entity have a business continuity and disaster management plan?

Yes - A global business continuity and disaster management assessment is carried out for all functions once in 3 years and accordingly disaster management plans are formulated based on the priority and materiality assessed. The exercise was last carried out in 2020 wherein a business impact analysis was carried out. The assessed operational impacts include those related to life safety, customer service, revenue/ cash flow, public image, regulatory, product development, competitive advantage, financial control/ reporting, liability increase. The impact on vital assets is also assessed.

Business Responsibility and Sustainability Report

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

Your company is committed to managing and reducing the environmental impacts of its operations and products across their lifecycle globally. Since the pharmaceutical industry is regulated with respect to impact on the environment, there are no significant adverse impacts to the environment. Your company has obtained the consent to operate under the pollution control limits set by the pollution control boards and we report on the same periodically. Also, your company follows Good Manufacturing Practices which mitigate some of the risks in this regard. The contract manufacturers and suppliers are assessed at the time of onboarding and periodically for compliance with these issues.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

- Our key contract manufacturers are assessed for their environmental impacts once in 3 years. An environment assessment was initiated during the financial year for 3 contract manufacturers to evaluate the release of Albendazole in the environment.
- The contract manufacturers are also assessed for water risk based on Site's current water profile, analysis based on the Aqueduct tool & WWF water risk assessment tool, and CGWA (Central ground water authority) requirements. Based on this, a detailed assessment of the contract manufacturers in high water risk areas is undertaken and actions are taken to reduce water consumption, relocate them or to find an alternate solution.
- Further a programme is implemented to reduce the environmental footprint from the production of antibiotics at the third-party contract manufacturers' site by controlling the release of antibiotics into the environment within the science-driven risk-based discharge limits. This is also in accordance with the AMR Industry Alliance Common Manufacturing Framework (GSK is a signatory of the AMR Industry Alliance which is one of the largest private sector coalitions set up to provide sustainable solutions to curb Antimicrobial Resistance (AMR)) and wastewater discharge limits

3.7. Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

We are committed to advocating for policies that protect the interests of patients, our business and the pharmaceutical sector in India. We actively engage with various industrial, trade and government bodies and are a part of various task forces and sub-committees on sector-specific critical issues such as drug pricing and clinical trials. Our code of conduct is a critical guiding document that enables us to maintain our interactions with these associations with transparency and with integrity. As responsible corporate citizen, we do not make any political contributions.

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations. b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Organization of Pharmaceutical Producers of India (OPPI)	National
2	Confederation of Indian Industry (CII)	National
3	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
4	India Business Councils of US (USIBC) and UK (UKIBC)	Global
5	European Federation of Pharmaceutical Industries and Associations (EFPIA) India network	National, Global
6	Indian society for clinical research (ISCR)	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities

No orders from regulatory authorities have been received on issues related to anti-competitive conduct by the entity.

Leadership Indicators

Details of public policy positions advocated by the entity:

Your company's regulatory affairs and government affairs teams are actively involved in government advocacy activities by representing GSK's position to trade associations and participating in meetings with regulators and as representatives of trade associations such as OPPI, ISCR, EFPIA India network, FICCI, USIBC. Your company is not involved in matters directly relating to public policy advocacy.

3.8. Principle 8: Businesses should promote inclusive growth and equitable development

Our corporate social responsibility (CSR) programmes play an important role in the actualization of your company's purpose. We are cognizant that complex social inequalities such as access to basic health care and affordable education in India are a barrier to building a sustainable and resilient society. Our CSR projects are focused on healthcare and education that are aligned to your company's purpose thereby contributing to communities at large.

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

In India, Social Impact Assessments have been mandated since 2013 by The Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act for projects which displace communities and disrupt livelihoods. Your company's plant and operations do not fall under the purview or warrant the need for a Social Impact Assessment

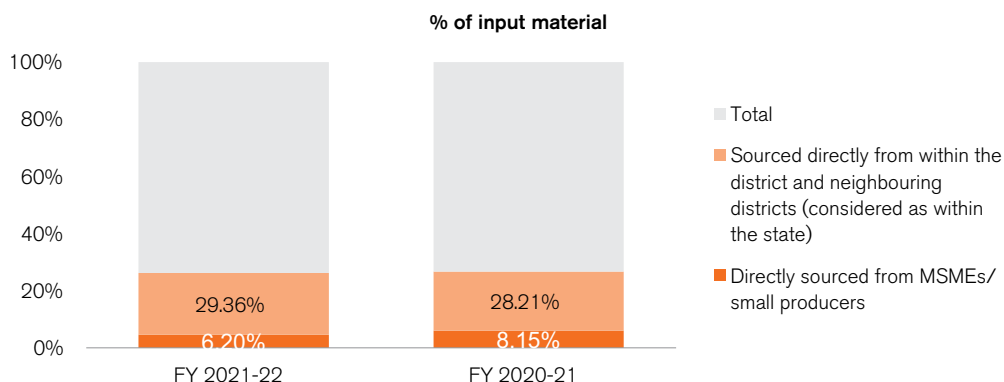
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

None of your company's operations and units have caused displacement to local communities due to which Rehabilitation and Resettlement (R&R) would need to be undertaken.

3. Describe the mechanisms to receive and redress the grievances of the community.

Your company prominently engages with communities during the implementation of CSR projects. The CSR Committee reviews the annual action plan and projects under CSR and has instituted appropriate mechanisms to maximize outcomes and assess the impact of the CSR projects. Nodal Officers are appointed to review the progress and impact of the projects. All community issues are adequately managed and resolved timely.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:



Business Responsibility and Sustainability Report

Leadership Indicators

Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Albendazole donation for supporting mass drug administration under lymphatic filariasis programme.	32 million albendazole tablets were donated	100% of beneficiaries indicated under our CSR will fall under the vulnerable and marginalised group.
2	Addressing child nutrition through a holistic approach - SNEHA Centres Project	5,100 households	
3	WASH facilities in schools with behaviour change communication	10,000	
4	Awareness building on ante-and postnatal care	3,000	
5	Holistic care for vulnerable underserved girls	150	
6	Mainstreaming children who are school dropouts by enhancing their grade level competencies	120	
7	GSK Scholars – Enabling future healthcare professionals	117	

3.9. Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner

We focus on our consumers' needs and factor their perspectives in developing products that are trustworthy, safe, and effective.

We strictly comply Good Manufacturing Practices (GMP) regulations for manufacturing the products and ensuring product quality. This assures that our products are manufactured with the highest standards of quality to ensure safety and efficacy of our products. Aligned to statutory requirements, in all our product packaging we provide our consumers with the necessary information regarding the products and additional information that is consistent with scientific evidence.

Being a responsible company, our approach for promotion of products is clearly defined by our 'Code of Practice for Promotional and Non-promotional External Interactions' policy. This enables us to conform to high levels of ethical, medical, and scientific standards.

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Your company is committed to identifying and managing Product quality complaints, Human Safety Information (HSI) and Adverse Events (AE) to help safeguard those who take its products or take part in GSK clinical trials (HSI is defined as information relating to human health and/or wellbeing following exposure to GSK products, including AE information).

Consumers

Your company has multiple mechanisms to receive and respond to consumer complaints and feedback based on the nature of the matter. Consumers can lodge a complaint or raise a concern about our products via email (india.pharmacovigilance@gsk.com), call our toll-free number (1800-2222-03), and reach out to us directly via telephone (+91-22-24959595) or mobile device (+91- 8657549542).

If the consumer is raising a complaint/feedback on possible side-effects of our products can reach out to us via our website- [GSK/Contact/SideEffects](#).

Employees

If anyone at GSK becomes aware of any HSI / AE in the course of their work, they must report it to the Central Safety Department (CSD) or their Company's Pharmacovigilance Team within 24 hours of their awareness, which can be done through the Human Safety Information (HSI) / Adverse Events (AE) reporting email - india.pharmacovigilance@gsk.com. Protecting our patients means taking this information seriously and your company provides regular reports and discusses actions with regulatory authorities.

Employees also have a responsibility to report product quality complaints to the Quality function through a centralized email ID - locq-india.product-complaints@gsk.com

2. Turnover of products / services as a percentage of turnover from all products/services that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not applicable - There are no specific environmental and social parameters relevant to the product since the products are pharmaceutical products prescribed by physicians.
Safe and responsible usage	100% - Almost all products are prescriptive products. Hence the dosage/usage instruction for these products is generally as directed by the physician. This directive is mentioned on all its prescription-based products. For non-prescription based products such as some ointments, creams, etc., the usage directions are mentioned on packaging along with the products.
Recycling and/or safe disposal	Not applicable - While your Company does not specifically mention any such details on its products, it complies with all statutory requirements of the Pollution Control Boards, Extended Producer Responsibility, etc.

3. Consumer complaints in respect of data privacy

Your company has a mechanism in place to monitor complaints related to data privacy. There were no consumer complaints received during FY 2021-22.

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	16	The voluntary recalls are initiated by your company based on discrepancies that may have been picked up during ongoing monitoring of product quality standards and labelling as defined in GSK's Quality Management System and Good Manufacturing Practice (GMP) regulations in India when your company decides to recall a product either from the market or performs an internal recall of stock which is still within its control at the distribution centres often as a precautionary action. The process of Managing Product recalls is well defined and regulated as per GMP regulations existing in the country.
Forced recalls	6	

There is a defined process for handling product recalls by your company. The statutory recalls are mandated by the drug regulatory agency in India and are usually related to product quality testing or labelling discrepancies. Your company follows all statutory recall directions even when your company is not in agreement with the regulator's recommendations and subsequently handles the matter through necessary appellate and legal channels.

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Cybersecurity

Your company has a global policy on cyber security which can be accessed by employees on your company's intranet.

Data privacy

Your company has deployed a detailed data privacy model to manage personal information of individuals including employees, patients, consumers, customers, and healthcare professionals. Your company has outlined 9 privacy principles to follow while dealing with Personal Information (PI). Periodic trainings on identifying and mitigating PI risks at stages of data collection, storage, use, etc. are undertaken. This can be accessed by employees on your company's intranet.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

With respect to cybersecurity, the issues are identified and resolved globally. With respect to protection of personal information, a data security governance mechanism is in place.

Business Responsibility and Sustainability Report

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Your company's products are displayed on their website <https://india-pharma.gsk.com/en-in/products/> and specific information has been provided with respect to their names and their active ingredients.

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

- Your company undertakes various illness/ disease awareness sessions for public awareness of specific illnesses
- Your company undertakes safe and responsible usage awareness sessions with Healthcare professionals (HCPs) via webinars and conferences. Your company's robust digital infrastructure is a means of communicating the science behind medicines. Sales representatives are equipped with a GSK electronic tablet which has detailed information on all the products. This is used to disseminate information to Healthcare professionals (HCPs). Touch points were increased to 40 million+ across teams through enhanced use of webinars and emailers, coupled with the adoption of state-of-the-art technology platforms for virtual detailing such as Veeva Engage.
- The dosage instructions for the prescriptive drugs are directed by the physicians based on the context of the patient. The product information clearly contains directives to be used only under guidance from a medical practitioner.
- In case of non-prescriptive drugs, the directions for usage are mentioned.
- Product information leaflets for use by Registered Medical Practitioners / Hospitals/ laboratories provide information as directed by regulatory authorities. This information includes the generic name, qualitative and quantitative composition, dosage form and strength, clinical particulars (e.g., therapeutic indication, method of administration), contraindications, special warnings and precautions for use, ability to drive and use machines and overdose.
- Your Company has also conducted specific programs on antimicrobial resistance (AMR) training for pharmacists in partnership with the Common Wealth Association of pharmacists and IPA (approximately 50,000 pharmacists were trained on AMR and responsible dispensing of antibiotics)

3. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.

Your company follows the regulations under the Drugs and Cosmetics Act & Rules regulations with respect to product packaging. Anticounterfeit features have also been incorporated on the packaging of some of our products. Other product information includes -

- QR code for locally manufactured products to provide additional product information.
- Imported products contain prescribing information leaflets for ready reference by the healthcare professional prescribing the product as per regulatory requirement.
- Product packaging of some products (e.g., Nasal mist Avamys) contains additional information on the correct handling for use of the product due to past feedback received by the company on incorrect product handling for use and administration.
- Toll free number is available on all product packages.