

Annexure 'B' to the Directors' Report

Business Responsibility and Sustainability Report

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	GSK House, Dr Annie Besant Road, 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 2022-23
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 Lakhs
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the Business Responsibility and Sustainability Report	Name: Mr. Ajay Nadkarni Designation: Company Secretary Telephone no.: +91 22 2495 9595 Email ID: in.investorquery@gsk.com
13.	Reporting boundary	Standalone basis

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):

Sr. 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
	Six 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'), Hospitals and Government Institutions to whom your company sells its products.

Employees

Details as on end of Financial Year of Total Workforce:

Particulars	Total	Male	Female
Permanent Employees	1,693	1,450	243
Permanent Workers	1,987	1,809	178

Differently Abled Employees:

Particulars	Total	Male	Female
Permanent Employees	3	2	1
Permanent Workers ¹	0	-	-

Participation/Inclusion/Representation of Women:

Particulars	Total	Number	Percentage
Board of Directors	2	0	-
Key Management Personnel	13	3	23%

Voluntary² Turnover Rate

Employees	FY 2022-23	FY 2021-22	FY 2020-21
Male	14%	18%	8%
Female	17%	24%	15%
Total	15%	19%	9%
Workers	FY 2022-23	FY 2021-22	FY 2020-21
Male	17%	12%	3%
Female	42%	31%	11%
Total	19%	14%	4%

Holding, Subsidiary and Associate Companies (including joint ventures)

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

Sr. 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

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 expenditure for the reporting year is INR 1,347 lakhs.

(i) Turnover: INR 3,21,634.34 lakhs

(ii) Net worth: INR 1,75,299.93 lakhs

The detailed report on the CSR programmes undertaken during the year has been provided in Annexure 'D' to the Director's Report.

Healthy and empowered communities are the foundation of a sustainable society. Your company's CSR approach places a strong focus on bridging the gap in access and affordability to basic services for underprivileged and disadvantaged communities in India. Core

¹ All unionized workers are classified as permanent workers

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

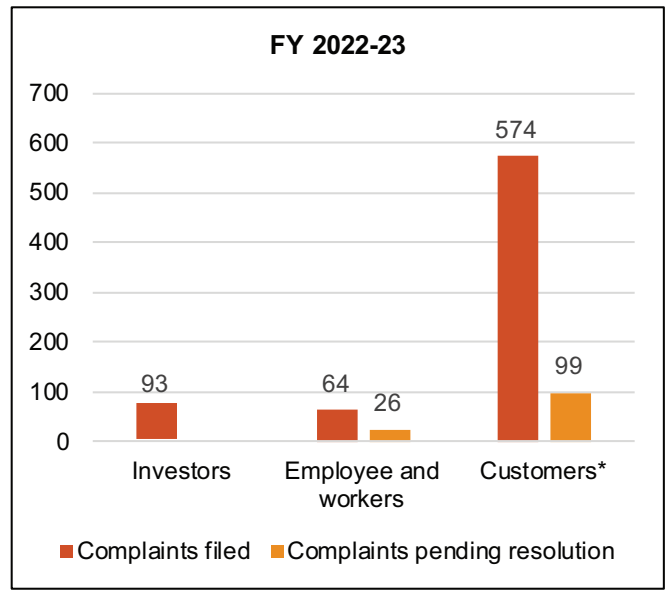
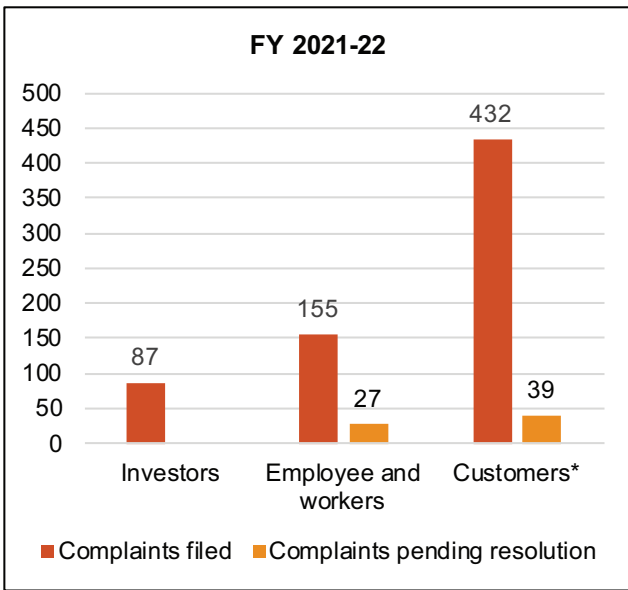
focus areas of your company's CSR activities include quality education and accessible healthcare and nutrition. Our aim is to provide ample and equitable opportunities of growth and development for our communities, further contributing to the creation of a sustainable society. For FY 2022-23, our CSR activities have created long-term positive impact for marginalized communities across India, touching 21,527 lives.

Transparency and Disclosure Compliances

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

Complaints filed for FY 2022-23 and FY 2021-22 have been provided in the graphs below. All resolved complaints were closed within stipulated timelines. Your company remains focused on resolving all pending complaints in a timely manner.

(*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

Material issues identified below are those that pose the most significant risks and opportunities to our business, and upon which your company has the most significant impact. These ESG issues play a critical role in decision making and devising of your company's strategy for long-term value creation for all stakeholders.

Material Issues	Risk / Opportunity	Rationale for Identifying as Risk	Management Approach	Implications of the Risk or Opportunity (Negative/Positive)
Financial Controls and Reporting	Risk	Non-compliance with existing or new financial or new ESG reporting, and disclosure requirements, laws and regulations could materially and adversely affect our financial results and reputation.	Your company maintains a control environment designed to identify material errors in financial reporting. Further, your company follows a standardised global financial reporting operating model, subjected to necessary audit procedures.	Negative

Material Issues	Risk / Opportunity	Rationale for Identifying as Risk	Management Approach	Implications of the Risk or Opportunity (Negative/Positive)
Commercial Practices	Risk	Failure to engage in activities that are consistent with the letter and spirit of the law, or the Group's requirements relating to commercial practices could materially and adversely affect our ability to deliver our strategy and long-term priorities. It may also result in ineffective treatment of patients, regulatory/legal action, financial repercussions, and reputational harm.	Your company's business unit risk management and compliance boards oversee commercial activities and their monitoring programmes. All promotional materials and activities must be reviewed and approved according to our policies and standards and conducted in accordance with local laws and regulations. All employees are also trained on relevant information.	Negative
Prevention of Bribery & Corruption	Risk	Failure to comply with laws and regulations on anti-corruption and bribery (ABAC) may lead to criminal and civil liability, severe reputational damages and financial damages such as penalties and fines.	Your company has an enterprise-wide ABAC programme, designed to maintain alignment with applicable regulations and laws. This programme is underpinned by our global ABAC policy and other standards and controls. We provide mandatory ABAC training at least annually to employees and relevant third parties.	Negative
Data Ethics and Privacy	Risk	Increases in the volume of data processed and advances in technology have resulted in a greater focus on data governance and the ethical use of personal information, over and above compliance with data privacy laws. Non-compliance with data privacy laws could lead to harm to individuals and GSK. It could also damage trust between GSK and individuals, communities, business partners and government authorities.	Your company has a global data privacy policy and a global risk management structure comprising of the global Head of Digital, Privacy and Cyber Security with accountability for designing and implementing the control framework.	Negative

Material Issues	Risk / Opportunity	Rationale for Identifying as Risk	Management Approach	Implications of the Risk or Opportunity (Negative/Positive)
Environment, Health, and Safety (EHS)	Risk	Failure to manage EHS risks could lead to significant harm to people, the environment and the communities in which we operate, fines, inability to meet stakeholder expectations and regulatory requirements, litigation or regulatory action, and damage to the company's reputation, which could materially and adversely affect our financial results	Your company has an effective control framework 'in-place' and 'in-use' to manage EHS risks and impacts. Function leaders ensure that the EHS control framework is implemented effectively in their respective business area. Every employee and qualified contractor acting on behalf of GSK is personally responsible for ensuring that they follow all applicable local standard operating procedures. Our risk-based, proactive approach is articulated in our global EHS policy and detailed in our global EHS standards, against which we audit all our operations to ensure compliance.	Negative
Supply Continuity	Risk	Disruption to our supply chain can lead to product shortages and product recalls, regulatory intervention, reputational harm and lost sales revenue.	Supply chain organisation closely monitors and reviews the inventory status and delivery of our products. Your company also has Crisis management and business continuity plans in place across supply chains, which include authorised response and recovery strategies, key areas of responsibility and clear communication routes.	Negative
Product Quality and Patient Safety	Risk	Failure to maintain high standards of quality in products has an adverse impact on patient health, launch delays, product shortage and recalls. The company may also face severe regulatory, financial and reputational consequences due to compromised patient and safety and low-quality products. In order to cater to our patients in an effective and safe manner and enhance our business performance, strict adherence to high quality standards is a critical priority.	We understand that we have a responsibility to provide our consumers with manufactured products that positively impact health outcomes for the society. Your company's quality management systems have been formalised in line with Good Manufacturing Practices (GMP) regulations and other good practices/procedures for ensuring product quality. Our Quality and Pharmacovigilance teams proactively tracks regulatory and non-regulatory complaints and grievances and works towards redressing them in an effective manner.	Negative

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) ³	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
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. Do the enlisted policies extend to your value chain partners?	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. 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.									

5. Specific commitments, goals and targets set by the entity with defined timelines, if any, and performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.

a. Nashik Plant

Key Indicators	2022 ⁴ - Target	2022 ⁵ - Results	2021 ⁶ - Target	2021 ⁷ - Results
Energy Reduction	4%	9.6%	3%	0.73%
Water reduction	5%	11.6%	6%	7%
Waste reduction (hazardous)	1%	4%	5%	4.2%
Health & Wellbeing - Gold certification score	81	81	76	79

b. Corporate Office

Key Indicators and Targets Set	FY 2022-23 Performance
Your company has set internal targets for improving the mental well-being of employees	<ul style="list-style-type: none"> In order to sensitise managers towards mental well-being of their teams, your company has provided learning opportunities for all managers. Your company has undertaken mental wellbeing support programmes through mindfulness sessions, support for stress management, selfcare webinars, etc.
Your company intends to improve the physical and nutritional well-being for more than 30% of its workforce.	<ul style="list-style-type: none"> Achieved Gold Status on Asia Health and Wellbeing leadership dashboard. Your company has field 596 participants in the Global Step Challenge – an initiative to improve nutrition and wellbeing of all employees and workers.

³ The [GSK Code of Conduct](#) covers all NGRBC Principles and their core elements as approved by the Board of Directors. Standalone policies are available on the company intranet

⁴ Calendar Year

⁵ Calendar Year

⁶ Calendar Year

⁷ Calendar Year

Key Indicators and Targets Set	FY 2022-23 Performance
<p>Your company has set global safety improvement targets by way of standardized operating procedures contained in the Life Saving Rules (LSR)</p>	<ul style="list-style-type: none"> • Face to face sessions have been conducted in January 2023 on driver safety and life-saving rules during your company's annual sales meet. • Field colleagues were trained on "Sharing the Road- 2 Wheelers" to help prevent the accidents.

c. Other Commitments

Key Indicators and Targets Set	FY 2022-23 Performance
<p>The company is committed to reducing the environmental footprint from the production of antibiotics at the Nashik and third-party manufacturers' sites by controlling the release of antibiotics into the environment within the science-driven, risk-based discharge limits.</p>	<ul style="list-style-type: none"> • Your company is a signatory to the AMR (antimicrobial resistance) Industry Alliance's Antibiotic Manufacturing Framework. The focus of this private sector coalitions is to provide sustainable solutions to curb AMR and wastewater discharge limits. • AMR analysis of wastewater has also been undertaken at Nashik site of 6 antibiotics. This has enabled discontinuation of treating contaminated wastewater through Effluent Treatment Plants.
<p>Water risk assessments for its plants and Contract Manufacturing Operations (CMO) sites.</p>	<ul style="list-style-type: none"> • 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 undertaken an assessment of the sites water consumption and discharge practice and then identify water consumption reduction opportunities. Efforts have also been made to select and develop alternate sites for meeting the water requirements in the long run.
<p>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.</p>	<ul style="list-style-type: none"> • In line with the Extended Producer Responsibility (EPR) obligation, your company collects back post-consumer plastic waste from the Indian markets and recycles and recovers it in an environmentally responsible manner. For FY 2022-23, 1,365.91 MT as per EPR has been collected and recovered by your company.
<p>Your company has committed to reduce carbon emissions by 3% in 2023 from actual carbon emissions (10451.27 MT) in 2022.</p>	<ul style="list-style-type: none"> • Nashik site carbon emissions for 2023 are 9,498.59 metric tonnes, enabling a reduction of 5.1% from the preceding year. This has been achieved via efforts to source chilled water from the central utility directly to the production block and enhanced usage of solar power and biomass fuel in boilers.

Your company also has Quality KPIs and Improvement Plans for each financial year, and performance against the same is strictly tracked and monitored through a robust governance mechanism.

6. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements

Our purpose is to unite science, technology and talent to get ahead of disease together. Your company is strongly committed to being a truly sustainable and responsible business and continues to make focused efforts in that direction. As the world emerges from the aftermath of the COVID-19 pandemic, we remain focused on building a resilient product portfolio, aligned with manufacturing competencies and Healthcare Professional engagement is enhanced by adoption of digitalization and emerging technologies. Your company also places strong focus on protecting the environment in and around our operations and contributing to social development. There is strong recognition of the role we must play as a responsible corporate citizen and our duty to drive and deliver long term value creation for all our stakeholders.

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 four priorities – Innovation, Performance, Trust and Culture– 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. The three core pillars of our culture are – “Ambitious for patients”, “Accountable for impact” and “Doing the right thing”.

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

Name: Mr. Bhushan Akshikar
 Designation: Managing Director
 Director Identification Number (DIN): 09112346

8. Does the entity have a specified Committee of the Board / Director responsible for decision making on sustainability issues? If yes, provide details

Yes, your company’s Risk Management committee has been provided with the mandate of overseeing all issues with respect to sustainability and Environment, Social and Governance (ESG) issues.

9. Details of Review of NGRBCs by your company:

Performance against policies and follow up action	Performance against policies and ensuring alignment with statutory requirements is governed by internal mechanisms covered under these policies. Any non-compliances are flagged as per the centralized system for appropriate action. For FY 2022-23, your company recorded two instances on non-compliance. Details of the same are available under Principle 1.
Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	

10. Has the entity carried out independent assessment / evaluation of the working of its policies by an external agency? If yes, provide name of the agency.

No, your company has not undertaken an independent assessment / evaluation of its policies by an external agency. Periodic internal audits are undertaken to ensure the effective working of all policies and strict alignment with internal protocols and guidelines.

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).

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

Integrity, accountability, and transparency forms the foundation of the manner and mode in which your company conducts business. The GSK Code of Conduct ('Code') is the guiding framework for ethical business conduct, and strict alignment is maintained with the values and expectations set forth within the Code. In addition, our external interactions to enhance the understanding and appropriate use of GSK medicines and vaccines for the benefit of individual patients and populations are governed by the Code of Practice for Promotional and Non-promotional External Interactions.

Your company is also committed to high standards of quality of our products to impact human health positively. The Pharmacovigilance and Quality teams maintain strict vigilance of all processes to ensure safe and high-quality products. 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

Our business strategies are patient-centric, and we strive to foster a respectful and safe environment for all our employees and society at large. We also ensure strict alignment with applicable local laws, regulations, industry codes and requirements to deliver the best products and services to our stakeholders.

Essential Indicators

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

Your company undertakes training for your workforce on Information Security, Privacy, Anti-Bribery and Corruption, Inclusion & Diversity, and Conflicts of Interest. Your company also undertook a driver safety awareness session for all field employees during the FY 2022-23 annual sales meet.

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	4	- Creating an inclusive workplace - Diversity and Inclusion	100%
Employees other than Board of Directors and KMPs		- Anti-bribery and corruption (ABAC)	
		- Protecting GSK everyday - Protecting GSK values, data privacy and information risk	
		- Competition Law	
		- 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.	
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 were provided with 6 types of training.	100%

2. Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors/ KMPs) with regulators/ law enforcement agencies/judicial institutions in the financial year.

Monetary Category	NGRBC Principle	Name of Regulatory/ Enforcement Agencies/ Judicial Institutions	Amount (in INR)	Brief of the Case	Has an Appeal been Preferred?
Penalty/ Fine	P2	District Consumer Dispute Redressal Commission, Nagapattinam	50,000	Consumer complaint regarding the mass immunization campaign for Hepatitis B	No ⁸
Compounding Fee	P3	Shindewadi Court, Dadar	9,000	Three separate criminal matters were instituted against GSK by the BMC on the grounds that mosquitoes were found breeding at three different places at the GSK Worli premises.	No

For FY 2022-23, there were no instances of imprisonment or punishment.

3. 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 formalized robust policies and processes to respond to the threat of bribery and corruption. These include a comprehensive [Anti-Bribery and Corruption \(ABAC\) 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. Specific categories of employees and high ABAC risk third parties also undergo mandatory training on ABAC periodically.

Your company has also devised an Anti-Bribery and Anti-Corruption Program. The program includes the ABAC Written Standards, developed to aid internal and external parties in understanding the risk of corruption and identify people's responsibilities to proactively address any potential or actual corruption.

4. 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 instances of disciplinary action against Directors/KMPs/employees/workers for FY 2022-23 and FY 2021-22.

5. 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. No complaints with regard to conflict of interest were received in FY 2022-23.

Leadership Indicators

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

- All third-party partners are provided with training on anti-bribery and corruption, based on the level of risk (medium or high) and type of service to be provided, identified through the third-party risk assessment (TPRA) questionnaire. Online training via TRACE is the preferred option for providing ABAC training. On completion of training, the ABAC.tracetraining@gsk.com shares certificates and provides any other follow up required. Business owners remain accountable to ensure that their third-party partner is trained.
- Critical third-party contract manufacturers undergo periodic awareness and sensitisation programs on "Water Kaizen" (brainstorming on various water saving initiatives) and antimicrobial resistance (e.g., permissible discharge limits).
- 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 is provided to all third-party manufacturers.
- Third-party contract manufactures have also been provided with training on Life Saving Rules, Machinery Safety and Industrial Hygiene.

⁸ The matter is still in court and a ruling has not been provided yet

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

The measures to avoiding/managing conflict of interests involving members of the Board are enshrined 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. Further, the Code of Conduct is signed and a “No conflict of interest” declaration is obtained from the Board of Directors annually.

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

Quality, safety and consistent supply of your company’s products is a critical priority. Focused efforts are undertaken to provide effective solutions to all our patients and consumers. Robust quality management processes are strictly adhered to for the lifecycle of all our products across all stages of the supply chain.

Our patient centric approach forms the foundation of our approach to sourcing, manufacturing and marketing of all products. Several targeted measures have been instituted to detect, evaluate, and communicate benefits, risks, and potential safety concerns about our products. Your company’s Quality Management System and processes have been formalised in line with Good Manufacturing Practice (GMP) regulations and other good practice procedures for ensuring Product Quality. Strict compliance with this enables your company to provide customers with high quality and safe products.

Further, through a warehousing and distribution network comprising 22 CMOs, 23 Carrying and Forward Agents (CFAs), 2 central warehouses and over 5,300 stockists, your company is successfully able to provide timely superior patient service and satisfaction. Focused automation and digitalisation initiatives also support our mission to deliver excellence to our entire consumer base.

Since inception, your company has focused on driving and delivering positive and improved patient outcomes. All our products are developed with a focus on our patients and their wellbeing. Our product Trelegy Ellipta, India’s first single inhaler therapy (SITT) in a once-daily regime for chronic obstructive pulmonary disease (COPD) patients, exemplifying our ambition to provide greater access to world class medicine for all our patients. Similarly, our Nucala auto-injector formulation enables patients to self-administer Nucala without the need for hospital visits. The auto-injector provided ensures ease of compliance and access during emergency situations.

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.

Your company spent 11.5% of its total capex expenditure in technologies for improved environmental and social impact of products and processes for FY 2022-23.

Initiative	% Of Investment
Addition of HEPA filter to Ointment and Tablet DCU for a reduction in emissions	3.35%
Installation of Briquette Boiler and Bag house to enhance the transition to biomass as an alternate fuel, enabling a reduction in emissions and operating costs as compared to use of High-Speed Diesel	4.37%
Replacement of old DG set with a new one with a capacity of 1250 KVA for noise reduction	2.04%
Transition to High-Speed Diesel from FO leading to a 90% decrease in SO2 emissions	0.58%
Chiller Sequencing, electric motor for air handling units, water savings initiatives, LED Lights	1.21%

2. Does the entity have procedures in place for sustainable sourcing? (Yes/ No). If yes, what percentage of inputs were sourced sustainably?

Your company is committed to adopting sustainable practices across the lifecycle of our products, including sourcing. Our approach to sustainable sourcing is guided by the Global Sustainable Sourcing Standard, containing a framework of environmental, social and ethical supply chain requirements to be met by 2030.

3. 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.

Your company's approach to waste management prioritises reduction of waste and increasing the number of materials recovered through circular routes such as reuse or recycling. Guided by robust internal controls and processes and applicable laws and regulations, processes to safely reclaim our products for reuse, recycling and disposal at the end of life are strictly adhered to across your company's operations.

All plastic waste including packaging is treated in line with Extended Producer Responsibility (EPR) obligations. Furthering your company's commitment to environmental sustainability, 1,365.91 MT of plastic waste was collected and safely recovered in FY 2022-23. Hazardous waste, e-waste and other waste is handled at the end of life in line with Rules of the Central Pollution Control Board and other applicable local laws and regulations.

We have also developed detailed Standard Operating Procedures (SOPs) for the handling of stock returns and destruction of products for Central Warehouses and CFAs. This includes all rejected, recalled, returned, expired, quarantined, counterfeit and falsified stock. These SOPs provide mandatory requirements for the effective management of product or stock destruction to minimize risks to patients or consumers and accurate stock reconciliation. All Central Warehouse personnel and CFAs are required to undertake training on these SOPs to ensure strict compliance.

4. 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.

Disposal of all waste is undertaken in line with the EPR obligations put forth by the Central Pollution Control Board (CPCB). Waste generated across our operations is segregated and handed over to government-approved vendors for recycling and incineration as appropriate. In FY 2022-23, your company has safely collected and recovered of 1,365.91 MT of plastic waste as per EPR.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products?

Your company has not undertaken any Lifecycle Perspective / Assessments for any of its products for FY 2022-23.

2. Percentage of recycled or reused input material to total material (by value) used in production.

Not Applicable. Your company manufactures lifesaving formulations. Therefore, as required by Good Manufacturing Practices (GMP), your company does not use recycled or reused input material.

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

Detailed SOPs and robust processes have been developed and implemented to take back all products that have expired or have suffered breakages. All products that have expired or are near expiry returned by the dealers/distributors to your company's distribution warehouse/ CFAs. On collection, products are sent to authorised waste management agencies for incineration. Certificates of disposal are also obtained for quality control purposes.

	FY 2022-23		FY 2021-22	
	Recycled (MT)	Safely disposed (MT)	Recycled (MT)	Safely disposed (MT)
Plastics (including packaging)	912.49	453.42	-	1,652.75
E-waste	0.74	-	0.320	-
Hazardous waste	0.60	158.43	-	906.35*

(*Note: Includes product returns)

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

Our people form the bedrock of our commercial success and reputational growth. Your company's employees are recognised as assets and priority is given to creating a conducive working environment for them to flourish. As a modern employer, our efforts are focused on fostering a culture that prioritises the well-being of all our employees. This approach to employee management strengthens and nurtures our workforce, while also enabling your company to attract and retain highly skilled professionals, creating value for all our stakeholders.

Diversity, Equity and Inclusion (DEI)

Your company is an equal opportunity employer and is committed to creating a diverse and inclusive culture for all employees and workers to achieve their true potential. Our aim is to provide a working environment wherein our entire workforce feels valued and respected. The India Leadership Team (ILT) has formalised a roadmap in 2022 to focus on Women and the LGBTQ+ community.

Your company has set up two Employee Resource Groups (ERGs) – **Women's Leadership Initiative and Spectrum** – to provide for an enabling and safe environment that advocates for a diverse and inclusive workforce. These ERGs act as communication platforms for our workforce to provide their feedback on our processes and policies and report any concerns for timely redressal. Periodic updates are provided by the ERGs to the leadership team and collaborative discussions are undertaken for strategy development and addressing of any roadblocks effectively.

In 2022, your company introduced the Stronger Together Inclusion Awards, to recognize employees who have championed our inclusive culture, encouraging others to follow suit. Your company has also amended policies to support our diverse workforce, such as our Parichay Employee Referral Policy, Child Care Policy, Sabbatical Policy, and Parental Leave Policy, to incentivize diversity referrals, cater to the needs of mothers and single parents, and provide parental leave to all employees who are primary or secondary care givers, irrespective of their gender. Your company has also initiated Care of Family Member Leave for employees to take up to four weeks of leave for care of an immediate family member. Further, all employees also undergo awareness sessions on diversity and inclusion to create a safe and dignified working environment for all.

Employee Engagement and Well Being

Creating a transparent culture that values and focuses on two-way communication is a critical priority. Your company undertakes GSK Culture survey, Manager One80 survey and Listening sessions to encourage open and honest conversations. Additionally, Let's talk sessions with leaders, quarterly townhall and coffee sessions encourage expression, deliberation, and ideation in an open forum. Your company's office-based workforce is also supported with Performance with Choice to explore how they can work in a way that supports individual and collective performance and personal wellbeing.

Learning and Development:

Fostering the right capabilities and providing for ample opportunities of learning and development is central to your company's approach to talent management. Focused programmes are undertaken to enhance the capabilities of our workforce and provide them with necessary skills for career development. Your workforce continues to benefit from our in-built flagship leadership development programmes, Lakshya and Catalyst. In FY 2022-23, 140 employees have benefited through these programmes. Your company also implements Future Leader Programme, a flagship early talent initiative, to recruit skilled talent from prestigious institutions by offering them diverse and rewarding roles across business divisions.

Your company also offers global capability programmes such as First Line Leader to catalyse and upskill your first line sales leaders. Other global and regional leadership development programs include Emerging Markets Talent forum, Accelerating Differences, Emerging Markets Trailblazers Programme for Leadership Development.

On the go learning is also provided to all employees on a variety of subject areas under Business Skills, Leadership Skills and Technical Skills through a virtual university campus, called the Key Growing Campus. In addition to this, employees can also access learning modules from external partners, such as LinkedIn Learning, Harvard Leading Edge, Get Abstract, Globe Smart, Henry Stewart Talks, Education First and Career Innovation.

Vigil Mechanism

Your company is committed to providing for a safe and healthy working environment for its entire workforce. Focused efforts are undertaken to foster an open culture, characterised by integrity and accountability. Our people are encouraged and trained to act in an ethical and honest manner and openly speak up against any malpractices that they identify.

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. Your company also strongly advocates for anti-retaliation. Robust internal mechanisms, as detailed in our Safeguarding people who report unethical or illegal conduct policy, provide for protection of the identity of a complainant and prevention of any retaliation against them.

Awards

Your company has received these recognitions in FY 2022-23::

- Certified **as Great Place to Work®**
- **Top 40 India's Best Workplaces in Health and Wellness 2022** by Great Place to Work® Institute
- **First Runner up** at the ASSOCHAM' (Associated Chambers of Commerce and Industry of India) 3rd Diversity and Inclusion Excellence Awards – 2022 in the Best Employer for Women category
- **'India's Most Attractive Employers 2022'** by Universum
- Ranked one of the **'2022 Best Place to Work'** by the Human Rights Campaign Foundation
- Received **Best Sales Onboarding / Induction Program Award** at the 2nd Annual Sales L&D Summit and Awards 2022

Essential Indicators

1. Details of measures for the well-being of employees and workers.

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) and life term insurance.

Your company has also supported your entire workforce health check-up camps, dietician consultations, mindfulness sessions for enhanced mental wellbeing, smoking cessation programme and COVID-19 vaccination drives in FY 2022-23.

2. Details of retirement benefits.

Benefits	FY 2022-23			FY 2021-22		
	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%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	1%	0%	Y	2%	0%	Y

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

Yes, your company is an Equal Opportunity and Affirmative Action Employer. We are committed to fostering a diverse and inclusive workforce and providing for equal opportunities of growth and development as enshrined in our Code. Our endeavour remains to create a merit-based organisation and prevent any possible discrimination.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

6. Is there a mechanism available to receive and redress grievances for employees and workers?

We encourage our entire workforce to share any grievances with their managers, Legal, Human Resource and Ethics and Compliance representatives. We also provide for an anonymous grievance redressal channel through our Speak Up platform for anyone inside or outside GSK to report any misconduct, violation of law or breach of our Code. All complaints are registered and tracked through your company's Incident Management System, i-Sight. We also have a zero-tolerance approach for retaliation against individuals who report concerns in good faith.

Your company has also formalised four zonal committees who convene monthly along with trade union members to identify, acknowledge, address and redress grievances. Additionally, all complaints with respect to incidences of sexual harassment are addressed by the Internal Committee in a sensitive and timely manner.

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

Your company recognises the right to freedom of association and collective bargaining of all Medical Business Associates (MBAs) and workmen. We engage with several unions representing MBAs of Pharmaceutical Marketing at sales locations (Delhi, Kolkata, Mumbai, Chennai) and the union representing workmen at the Nashik plant.

Category	Total Employees/Workers (A)	No. of Employees / Workers who are part of association(s) or Union (B)	% (B / A)
Male	1,809	1,809	100%
Female	178	178	100%
Total Permanent Workers	1,987	1,987	100%

8. Details of training given to employees and workers.

Health and safety: All management and non-management staff at the Nashik plant have been provided with 12 types of health and safety trainings in FY 2022-23 and FY 2021-22. The list of trainings includes first aid training, safety induction and refresher, role/function based specific training, firefighting training, stop for safety sessions, Life Saving Rules, significant incident fatality training, emergency preparedness, incident investigation, risk assessment, diet, health, heat wave, seasonal flu, etc.

100% of non-permanent staff were provided with 6 types of training for FY 2022-23 and FY 2021-22. Your company's field force has also been provided with focused training on the Life Saving Rule programme and driver safety.

Skill upgradation: : Your company has developed several in-house competencies and leadership training programs such as Lakshya and Catalyst and also provides for a virtual learning space to enhance employee capabilities in an effective manner. Further, in order to strengthen the culture of inclusion, your company has introduced unconscious biases trainings for all employees and leading diverse teams training for people managers in FY 2022-23.

Skill Upgradation	FY 2022-23			FY 2021-22		
	Total (A)	Number (B)	Percentage (B/A)	Total (A)	Number (A)	Percentage (B/A)
	Employees					
Male	1,450	697	48%	1,573	699	44%
Female	243	190	78%	243	121	50%
Total	1,693	887	52%	1,816	820	45%

Skill Upgradation	FY 2022-23			FY 2021-22		
	Total (A)	Number (B)	Percentage (B/A)	Total (A)	Number (A)	Percentage (B/A)
	Workers					
Male	1,809	380	21%	1,846	387	21%
Female	178	98	55%	178	52	29%
Total	1,987	478	24%	2,024	439	22%

9. Details of performance and career development reviews of employees and worker.

All your company's employees are expected to prepare individual development plans and formalise performance and development goals to align their career objectives to GSK's IPTc (Innovation, Performance, Trust, Culture) priorities. At the end of a performance cycle (January to December), each employee is reviewed on their performance for the year, mapped to expectations set at the start of the cycle. Based on the review, rewards like increments are accordingly determined. For Calendar Year 2023, 99% employees completed their development goals.

Further, through your company's Manager One80 survey, all managers are provided with an opportunity to gather honest feedback and identify areas of improvement. We also implement Global Employee Recognition to recognise employees championing GSK's priorities and objectives.

10. Health and safety management system.

a. 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?

Yes, your company has a health and safety management system in place. Our EHS management system covers all employees and the locations we operate in. We are committed to providing a safe working environment for our entire workforce and make focused efforts to identify and mitigate any potential or actual risks. We also undertake adequate training and awareness sessions to foster and strengthen a culture of safety.

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

Your company has made significant investments in world class facilities and infrastructure to reduce the threat of work-related hazards on site. Additionally, our Life Saving Rules (LSR) programme, a companywide EHS programme, ensures that our entire workforce is aware of and follows most critical safety rules. Under the LSR safety campaigns, impact communication on LSR is provided to create awareness on the importance of the same. Further, periodic meetings and awareness initiatives are implemented to identify potential risks and provide information on mechanisms to report the same.

Detailed SOPs in line with EHS Standard 2.01 Risk Assessment and Management have been developed for your company's operations at the Nashik Site. Your company has also 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. For FY 2022-23, all field force employees were provided with driver safety training. Your company also provides training to employees on factory safety.

Further, policies and processes have also been implemented to undertake safety assessments of key third party suppliers at the time of onboarding and at periodic intervals thereafter.

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

Robust internal controls and processes have been formalised to report work-related hazards on site. Your company implements Zero Action Promotion (ZAP) at the Nashik Site for reporting and tracking workplace hazards.

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

- Employees are covered by medical insurance for occupational as well as non-occupational healthcare services. Furthering our commitment to diversity and inclusion, gender reassignment surgery is also included within the list of covered services.

We also enable our employees to increase their medical coverage and include their parents by offering negotiated premiums.

- In addition to the medical insurance programme, our continued efforts through the preventive healthcare programme, Partnership for Prevention (P4P), creates significant positive impact for all our permanent employees and their dependents. This program provides 40 preventive healthcare services at minimal or no cost. Benefits include preventive screening for cancer and diabetes, paediatric consultation, adult and child immunization programs, prenatal care programs and support for tobacco cessation.
- Your company also provides Group Life Insurance and Accidental Life Insurance to all employees.
- Your company also has an Employee Assistance Program to support the mental well-being of employees and their immediate family members. This programme connects all employees with a 24*7 professional counsellor in an accessible, voluntary and confidential manner. We also undertake training to sensitize all employee to mental health and the importance of creating a conducive environment.

11. Details of safety-related incidents.

Nashik Plant

- **No** work-related injury reported in current year and one work related injury for the previous year
- **No** fatalities or high consequence work-related injury or ill-health fatalities reported in current year or previous year.

Corporate Office

- **One** work related injury reported in current year.
- **No** fatalities or high consequence work-related injury or ill-health fatalities reported in current year.

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

Your company has adopted a preventive approach to provide for a safe and healthy workplace. Our endeavour remains to provide for a workplace that is safe and devoid of any harm. Regular awareness activities are carried out on our Life Saving Rules and key risks, such as operating machinery or driving. We also undertake 'Energy for Performance' and 'Personal Resilience' training programmes to foster employee health, wellbeing, and resilience. Regular consultations are also conducted with the employees to improve their experience at work.

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

For your company's corporate office, five complaints were filed during FY 2022-23 on matters relating to working health & safety on near miss incidents and observations. All complaints were satisfactorily resolved by your company. For FY 2021-22, one complaint was registered on health and safety/working conditions at the corporate office. For Nashik site, no such complaints were filed in FY 2022-23 and FY 2021-22.

14. Details on Assessments for the year.

Health and safety practices	Periodic internal assessments are undertaken at all offices and plants on health and safety practices. Strict compliance is maintained with all applicable laws and regulations.
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.

15. 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.

Since your company is compliant, there was no corrective action suggested by an auditing or inspecting authority for FY 2022-23.

Leadership Indicators

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

Yes, Group Life Insurance coverage and Accidental Life Insurance coverage is extended to your employees.

2. Provide details on the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by value chain partners.

Payment of statutory dues is included as a contractual requirement with all value chain partners. Non-payment of statutory dues leads to termination of the agreement.

3. Provide the number of employees/ workers having suffered high consequence work-related injury/ fatalities who have been rehabilitated and placed in suitable employment, or whose family members have been placed in suitable employment.

No high consequence work-related injury/fatalities were reported for FY 2022-23.

4. 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.

5. Details on assessment of value chain partners.

All the value chain partners are subject to third party risk assessment (TPRA) on induction and at least once in every three-years/as required by business owners. Findings from this assessment helps your company to identify any potential or actual risks associated in dealing with such vendors on various parameters like environment, health & safety, labour rights, Privacy, crisis & continuity management, ABAC, etc. Basis this, mitigation actions are agreed upon with identified vendors and implemented. Further, background checks are also conducted for timely identification of any red flags associated in dealing with such vendors.

Your company also undertakes a quarterly review of any health and safety incidents if any, for key CMOs. Additionally, other programs relating to antimicrobial resistance, process safety management, and chemical exposure are undertaken. An internal committee for all matters relating to health and safety has been established at all key CMOs comprising of site management and workers.

In FY 2022-23, seven of your company's CMOs have undergone an assessment on health and safety and working conditions.

6. 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.

Since your company is compliant, there was no corrective action suggested by an auditing or inspecting authority for FY 2022-23.

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

Our endeavour is to create long-term value creation for all our stakeholders. Your company has been able to build trust with a broad range of stakeholders through a continued focus on quality of product delivery and ethical business conduct. We have developed robust processes for stakeholder engagement to help us in timely identification of stakeholder expectations, conflicts and concerns.

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Any individual or group of individuals or institution/s that enhances the value of your Company's business chain is identified as a critical stakeholder. This inter alia includes Employees, Suppliers, Investors, Consumers, Health Care Professionals (HCPs), regulators and community members and organizations. Your Company strives to maintain a strong relationship with all stakeholders and uphold our commitment to fulfil their expectations and requirements.

2. 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	<ul style="list-style-type: none"> 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)/ Healthcare Organisations HCOs	Face to face, Emails, Webcasts, Social media pages, Doctor networking platforms, SMSs, Instant messaging platforms, Congress exhibits, etc.	Regular	<ul style="list-style-type: none"> Keep the HCP/HCO 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/HCOs to discuss and deliberate on latest data, clinical challenges, multidisciplinary expert discussions, new published data intending to help improve treatment outcomes for our patients Disseminate responsible sales and marketing practices including alignment with local laws and applicable industry codes
Investors	Annual General Meeting, Analysts' Meet, Detailed Company information made available online	As required	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Policy and Regulatory Matters Grant and maintenance of licenses to import and market GSK's products in India Grant and maintenance of licences to 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	<ul style="list-style-type: none"> Enhancing access to medicines Achievement of the UN Sustainable Development Goals and World Health Organization (WHO) targets for specific disease areas Promoting healthcare and education

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
Suppliers	5 step Procurement Processes – Supplier Market Research, RFPs, Bidding, Supplier Relationship management, and contract management	Regularly	<ul style="list-style-type: none"> Business growth and financial stability Sustainable procurement practices Achievement of global sustainability goals and targets
Employees	Internal communications, Employee Resource Groups Manager/ employee evaluations and surveys.	Regularly	<ul style="list-style-type: none"> Business outlook and performance Career opportunities and personal development Inclusive and diverse work environment

Leadership Indicators

- 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

Consultation with stakeholders and the Board on economic, environmental and social topics has been delegated to your company's India Leadership Team (ILT). Regular communication is maintained between ILT members and the Board and your company's stakeholders. The ILT oversees consideration and approval of all operational matters including but not limited to, safety, health and environment policies, product development programmes, decisions with respect to quality of your company's products, services and the environment. The ILT convenes at least monthly, and more frequently if required. Minutes of each meeting are presented to the Board of Directors.

- 2. Has stakeholder consultation been used to support the identification and management of environment and social topics? If so, provide details of instances as to how the inputs received from stakeholders?**

Gathering insights and feedback from our stakeholders is central to our business success and financial and reputational growth. Our GSK Culture Survey, administered in full or dipstick, has been designed to identify employee opinions and concerns with respect to our efforts to provide a conducive working environment. Insights gathered through this survey enable us to take timely action to meet the expectations of our employees and enable them to achieve their true potential. We also leverage our ERGs to understand levels of satisfaction amongst our employees and identify any improvement areas with respect to our policies and processes in a timely manner.

We have also developed a five-step procurement process to engage with our value chain partners on critical aspects of sustainable procurement activities. Regular engagement with the community and NGOs is also focused on to garner insights on improved ways in which your company can create positive social impact.

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

Engagement with vulnerable and marginalised stakeholder groups is undertaken through your company's Corporate Social Responsibility (CSR) activities. Our CSR approach has been designed to encourage empowerment of vulnerable communities and provide them with ample opportunities of growth and development. Core focus areas of our CSR activities include education, nutrition and healthcare.

In order to gauge the impact, your company also undertakes impact assessments of projects. For FY 2022-23, your company has conducted an impact assessment of the Lymphatic Filariasis (LF) Elimination Programme. Assessment findings demonstrate that the need for drug administration has been eliminated in 40% endemic districts and 19% endemic districts have cleared pre-transmission assessment survey and are making focussed progress on achievement of the same.

Principle 5: Businesses should respect and promote human 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 have adopted a strict **zero tolerance approach** towards violence, harassment, unreasonable, offensive or threatening behaviour of any kind.

Our Code of Conduct outlines the responsibilities of each individual within your company towards the protection of human rights. 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.

Your company conducts 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.

All permanent employees, workers and other outsourced labour at your company are consistently paid wages which are more than the minimum wage.

3. Details of remuneration/ salary/ wages.

Category	Male		Female	
	Number	Median Remuneration/ Salary/ Wages	Number	Median Remuneration/ Salary/ Wages
Board of Directors (BoD)	2	4,40,75,193	0	-
Key Managerial Personnel (KMP)	12 ⁹	1,81,21,327	3	1,41,60,559
Employees other than BoD and KMP	1,438	14,88,095	240	17,00,876
Workers	1,809	10,22,883	178	829,932

4. Do you have a focal point (individual/ committee) responsible for addressing Human Rights impacts or issues caused or contributed to by the business?

Yes. Your company's India Leadership Team is the focal point responsible for addressing all Human Rights impacts or issues.

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

Any concerns of misconduct, potential unethical and illegal actions, sexual harassment or violation of any Human Rights can be reported by all stakeholders through your company's 'Speak Up' Platform. This platform, managed by independent third-party personnel, provides for a safe and confidential channel to report and redress any grievances with respect to Human Rights. The Speak Up platform can be accessed at <http://www.gsk.com/speakup> on your company's website. Further, your company has also formalised a Whistleblower policy for the reporting of any potential or actual breach of our Code of Conduct.

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

Child Labour	<ul style="list-style-type: none"> No complaints relating to child labour, forced labour, wages in current financial year or previous financial year.
Forced Labour	
Wages	
Sexual harassment	<ul style="list-style-type: none"> 3 sexual harassment complaints filed for FY 2022-23, which were resolved within the prescribed timeline. 2 sexual harassment complaints filed for FY 2021-22, which were closed within the given timeline.
Discrimination at workplace	<ul style="list-style-type: none"> 2 complaints have been filed for FY 2022-23, which were closed within the given timeline. No cases for FY 2021-22.

⁹ This includes the 2 Board of Directors as well

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

Enshrined in your company's policy on safeguarding people who report unethical or illegal conduct, retaliation against anyone who reports concerns is strictly prohibited. Any employee who threatens or engages in retaliation or harassment of someone who has reported, or is considering reporting a concern in good faith, is faced with appropriate disciplinary action, in compliance with local labour laws.

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

Standard contractual clauses 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 is included in all business agreements and contracts.

9. Details on Assessments of the year.

Matters	Details
Child labour, Forced/involuntary labour, Sexual harassment, Discrimination at workplace, Labour	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.

10. 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 an auditing or inspecting authority for FY 2022-23.

Leadership Indicators

1. Details of a business process being modified/ introduced as a result of addressing human rights grievances/ complaints.

Your company has formalised a Grievance Committee to serve as an employee listening tool. A trade union member had raised a grievance of non-inclusion of unionised workforce in the company's life insurance policy. This was immediately brought to the attention of leadership team and effective 1st January 2023; your company has introduced the Term Life Insurance policy. This policy provides insurance coverage of INR 15 lakhs for natural/accidental death for your entire field workforce. This has been introduced in lieu of the prior practice of employee contribution of fixed amount to the deceased employee's family.

2. Details of the scope and coverage of any Human Rights due diligence conducted.

As part of your company's onboarding process for all third-party vendors, suppliers and contract manufacturers, assessment is undertaken on Human Rights aspects. All 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.

3. 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.

4. Details on assessment of value chain partners.

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. Periodic audits are also undertaken to ensure compliance is maintained with contractual requirements. For FY 2022-23, seven of your company's contract manufacturers have been assessed.

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of Question 4 above.

Since your company is compliant, there was no corrective action suggested by an auditing or inspecting authority for FY 2022-23.

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

Sustainability is kept at the forefront of the mode and manner in which we conduct business. Focused efforts are regularly made to ensure that our operations do not have an adverse impact on the environment in and around our operations. We have also successfully integrated the Environment, Health and Safety (EHS) strategy across our value chain. This has enabled us to comply with necessary applicable environmental laws and mandates during manufacturing and commercial activities.

We continue to make focused efforts for the achievement of the global targets of a net-zero impact on carbon and a net positive impact on nature by 2030. We continue to explore ways in which we can contribute to a greater positive impact on the environment. For instance, vaccines are transported regularly and stored in coolers with the Clearing House Agents and CFAs and stockists, instead of passive modes such as thermocol boxes and coolants. This has enabled a continued reduction in your company's carbon footprint.

The non-financial performance data with respect to energy, water, waste and air emissions reported herein under Principle 6 has been subjected to an independent third-party limited assurance for FY 2022-23. The scope of the assurance does not include reporting for FY 2021-22.

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity.

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total electricity consumption (A)	GJ	54,025.42	56,456.06
Total fuel consumption (B)	GJ	54,415.77	39,543.13
Total energy consumption (A+B+C)	GJ	1,08,441.19	95,999.19
Energy Intensity per rupee of turnover in INR		3.26	2.91

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?

Your company 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.

Your company continues to make focused efforts for water conservation. These include increased usage of Effluent Treatment Plant (ETP) treated water in cooling towers and process improvements for optimum water usage and reduced wastage. Such initiatives have enabled increased water savings.

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

Parameter	FY 2022-23	FY 2021-22
Water Withdrawal by Source (in kilolitres)		
Third party water (Municipal water supplies) (by Nashik plant and Corporate Office)	87,108	1,03,718
Total volume of water withdrawal	87,108	1,03,718
Total volume of water consumption	79,750	1,03,718
Water intensity per rupee of turnover in INR	2.40	3.07

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

No, your company has not implemented a mechanism for Zero Liquid Discharge. Treated water is used for purposes such as gardening, cooling towers, etc. Focused efforts are underway to enhance the capability of effluent treatment plants so that the treated water can be 100% used for operations internally by FY 2024.

5. Provide details of air emissions (other than GHG emissions) by the entity.

- a. For Nashik plant, 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	Unit	FY 2022-23	FY 2021-22
NOx	mg/ m ³	13.85	28.16
SOx	mg/ m ³	6.3	18.16
Particulate matter (PM)	mg/ m ³	15.17	58.94 (PM 10) 36.67 (PM 2.5)
Volatile organic compounds (VOC)	mg/ m ³	BLQ	BLQ
Hazardous air pollutants (HAP)	mg/ m ³	BLQ	BLQ

- b. For Corporate Office

Parameter	Unit	FY 2022-23	FY 2021-22
NOx	g/Kw-hr	0.56	0.43
SOx	g/Kw-hr	0.39	0.19
Particulate matter (PM)	g/Kw-hr	0.11	0.10
Carbon Monoxide ¹⁰	g/Kw-hr	0.28	-

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity.

(Note: below data for greenhouse gas emissions is for Nashik and Corporate Office)

Parameter	Unit	FY 2022-23	FY 2021-22
Scope 1 ¹¹	Metric tonnes of CO2 equivalent	486.95	286.21
Scope 2	Metric tonnes of CO2 equivalent	10,202.75	10,708.44
Total GHG emissions	Metric tonnes of CO2 equivalent	10,689.71	10,994.65
Total Scope 1 and Scope 2 emissions per rupee of turnover in INR		3.22	3.33

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

Yes, your company has undertaken two active projects related to reducing greenhouse gas emissions. These include a 100KW Solar Panel for electricity generation and use of high-speed diesel ('HSD') fired boiler to meet the Maharashtra Pollution Control Board (MPCB) requirements.

8. Provide details related to waste management by the entity.

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:

- For FY 2022-23, 1,365.91 MT Plastic waste collected and recycled and recovered as per EPR obligation
- FY 2021-22, 1,652.75 MT Plastic Waste collected and recycled and recovered as per EPR obligation

¹⁰ Carbon Monoxide emissions have been made publicly available from FY 2022-23

¹¹ Your company will include emissions from refrigerants and owned vehicles in Scope 1 emissions from FY 2024

a. For Nashik Plant

Parameter	FY 2022-23	FY 2021-22	Nature of Disposal
Total Waste Generated (in Metric Tonnes)			
Plastic	32.85 ¹²	-	Recycled through government authorised vendors
E-waste	0.74	0.56	Reprocessing through government authorised vendors
Bio-medical waste	1.53	2.21	Incinerated as per regulations
Battery waste	1.16	1.39	Safe Disposal through government authorised vendors
Other Hazardous waste (includes used oil, chemical sludge, off specification products and process residues)	158.5	219.00	Incinerated as per regulations
Other Non-Hazardous Waste (includes wood, paper, glass and other organic waste)	281.5 ¹³	-	Recycled through government authorized recyclers
Total	476.33	223.16	

b. For Corporate Office

Parameter	FY 2022-23	FY 2021-22	Nature of Disposal
Total Waste Generated (in Metric Tonnes)			
E-waste	0	0	-
Battery waste	0	0	-
Non-Hazardous Waste			
Dry Waste	7	-	Recycled through government authorized recyclers
Wet Waste	22	-	
Gardening Waste	11	-	
Total	40	2.59¹⁴	

9. 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. On collection, the waste is segregated and handed over to authorised waste handlers for recycling and incineration, as appropriate. Several waste management practices have also been deployed at our Nashik site to reduce waste from ointments and tablets. Further, a GPS approach is also used wherein the weight of hazardous waste is measured and extracted for waste reduction.

Your company continues to focus on reducing the use of single-use plastic. The Kaizen program at the Nashik site offers employees a platform to discuss and discover innovative solutions to further enhance this commitment.

10. 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.

None of your company's operations are located in and around ecologically sensitive areas. Further, all 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.

¹² Plastic waste generated at the site has been reported separately for FY 2022-23. The same will be included in EPR in subsequent financial years

¹³ Data on other non-hazardous waste generated at the Nashik Plant has been made publicly available from FY 2022-23

¹⁴ Your company has started tracking non-hazardous waste generation at the corporate office in a systematic manner from FY 2022-23

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

Your company has not undertaken any environmental impact assessment of projects in FY 2022-23. As per the notification of the Ministry of Environment, Forests and Climate Change in India (MOEFCC), an Environmental Impact Assessment (EIA) 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 pharmaceutical plant in Nashik does not cause adverse impacts on the regional environment and biodiversity. We ensure that strict compliance is maintained with all applicable laws and regulations across our operations.

12. 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.

Yes, your company is complaint with all applicable environmental laws/regulations/guidelines in India, monitored through a centralised system. Your company has had no major non-compliances for FY 2022-23.

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources.

Your company continues to increase your renewable energy footprint through the use of solar power and biomass. For FY 2022-23, approximately 46% of your company's energy consumption was from renewable sources, compared to 39% in FY 2021-22.

Parameter	Unit	FY 2022-23	FY 2021-22
Renewable Sources			
Total electricity consumption (A)	GJ	2,293.57	2,160.18
Total fuel consumption (B)	GJ	47,492.3	35,473.84
Total energy consumption (A+B)	GJ	49,785.87	37,634.02
Non-Renewable sources			
Total electricity consumption (C)	GJ	51,731.85	54,295.88
Total fuel consumption (D)	GJ	6,923.47	4,069.29
Total energy consumption (C+D)	GJ	58,655.32	58,365.17

2. Provide the following details related to water discharged

Parameter	FY 2022-23
Water discharge (in kilolitres) by destination and level of treatment	
Third party water (Municipal water supplies) (by Corporate Office)	
No Treatment	7,358.4 ¹⁵
Total water discharged	7,358.4

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres).

a. Name of the area: Ambad, Nashik

b. Nature of operations: Manufacturing

Parameter	FY 2022-23	FY 2021-22
Total water withdrawal (third party water – municipal water supplies)	76,596	93,961
Total water consumption	76,596 ¹⁶	93,961 ¹⁷
Water intensity per rupee of turnover in INR	2.30	2.85

¹⁵ Water discharge data from the corporate office has been made publicly available from FY 2022-23

¹⁶ 46,239 KL of water is used for site gardening and recycled water use applications such as cooling towers in FY 2022-23

¹⁷ 43,805 KL of water is used for site gardening and recycled water use applications such as cooling towers in FY 2021-22

4. 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.

5. 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.

Sr. No.	Initiative Undertaken for Calendar Year	Outcome of the initiative
1.	Continuous Improvement Framework (CIF) for reduction in hazardous waste in ointments	26 Metric Tonnes reduced
2.	Increased usage of ETP treated water	3,600 KL/Year and 4,800 KL/Year ETP treated water used in Utility 1 and Utility 2 cooling towers respectively at Nashik Site
3.	Simplification of periodic cleaning process at Creams & Ointment facility for optimum usage of water	Savings of 1,000 KL/Year
4.	Automation for hot water temperature measurement to avoid wastage of water	Savings of 250 KL/Year

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

A global business continuity and disaster management assessment is carried out for all functions once in 3 years. Based on the findings, disaster management plans are formulated based on the priority and materiality assessed.

7. 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. We have obtained all necessary permissions 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. Value chain partners are assessed at the time of onboarding and periodically for compliance with these issues.

8. 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. For FY 2022-23, seven of our contract manufacturers were assessed on environmental impacts. Continued assessment on 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 are also undertaken of our key CMOs.

Further, in accordance with AMR Industry Alliance Common Manufacturing Framework, your company makes focused efforts to prevent an adverse environmental footprint from the production of antibiotics at the Nashik and third-party contract manufacturers' sites by controlling the release of antibiotics into the environment within the science-driven risk-based discharge limits.

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 undertake active engagement with different industrial, trade and government bodies 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.

Sr. 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.	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3.	India Business Councils of US (USIBC), US-India Strategic Partnership Forum (USISPF) and UK (UKIBC)	Global
4.	European Federation of Pharmaceutical Industries and Associations (EFPIA) India Regulatory network	National, Global
5.	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.

Your company has not received any order from regulatory authorities on issues related to anti-competitive conduct for FY 2022-23.

Leadership Indicators

1. Details of public policy positions advocated by the entity.

Your company is not involved in matters directly relating to public policy advocacy. However, our 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 Regulatory network, FICCI, USIBC, USISPF and UKIBC.

Principle 8: Businesses should promote inclusive growth and equitable development

We strongly recognise the role we must play to create positive social impact for society at large. Recognising the need for access to quality and affordable healthcare and education, our CSR programmes have been designed to create ample opportunities of empowerment for all our communities. Such activities enable us to realise our purpose and create long-term positive social impact.

Essential Indicators

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

Your company's plant and operations do not fall under the purview or warrant the need for a Social Impact Assessment (SIA).

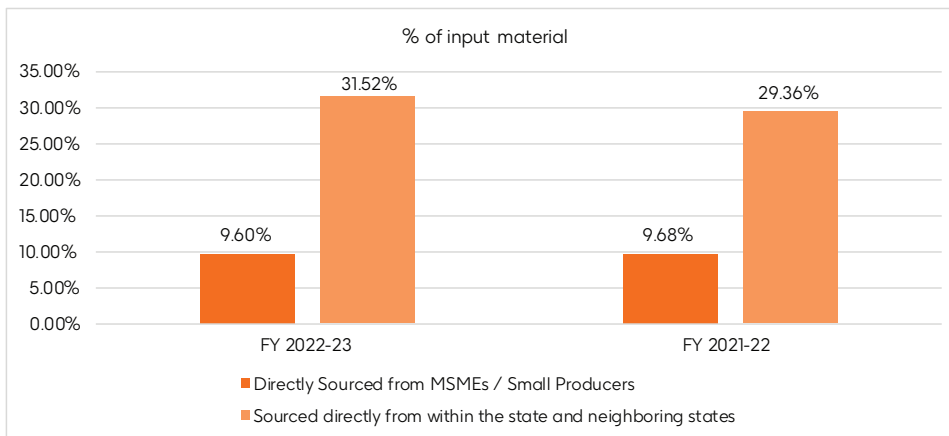
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

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.

Engagement with local communities is extensively undertaken through your company's CSR activities. An annual review of CSR action plans and activities is undertaken by the CSR Committee to provide for alignment with local community needs and requirements. Robust mechanisms to maximise outcomes and assess the impact of the CSR projects have also been formalised.

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



Leadership Indicators

1. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies.

Under the ambit of your company's GSK Scholars programme, the following aspirational districts have been covered for FY 2022-23:

Sr. No.	State	District	Amount Spent (INR)
1.	Andhra Pradesh	Vizianagaram	1,00,000
		YSR (Kadapa)	6,89,783
2.	Assam	Goalpara	1,00,000
3.	Jharkhand	Palamu	1,00,000
4.	Karnataka	Bijapur	16,33,050
5.		Gadag	98,650
6.		Raichu	10,00,000

Sr. No.	State	District	Amount Spent (INR)
7.	Maharashtra	Aurangabad	62,820
8.	Rajasthan	Karauli	1,00,000
9.	Tamil Nadu	Ramanathapuram	73,220
10.	Telangana	Khammam	88,547

2. Do you have a preferential procurement policy for vulnerable/ marginalized suppliers?

No, your company does not have a preferential procurement policy for vulnerable/marginalised suppliers. However, as enshrined in our Code of Conduct, we are committed to working with suppliers who bring value to our business and demonstrates alignment with our internal standards. Further, we also ensure to follow inclusion and diversity in our supply chain by undertaking fair and non-discriminatory practices across our supply chain. Hence, where appropriate, we make focused efforts to onboard and engage with small businesses and/or diverse owned businesses.

3. Details of beneficiaries of CSR Projects.

Sr. No.	CSR Project	No. of persons benefited from CSR Projects	% Of beneficiaries from vulnerable and marginalised groups
1.	Albendazole contribution for supporting mass drug administration under lymphatic filariasis programme	29 million albendazole tablets were contributed	100% of beneficiaries indicated under our CSR will fall under the vulnerable and marginalised group.
2.	Addressing child nutrition through a holistic approach	4,741 households and 5,404 beneficiaries	
3.	Providing health, nutrition, and water, sanitation and hygiene (WASH) support to children attending municipal schools	10,756	
4.	Awareness building on ante-and postnatal care	1,030 households with 875 beneficiaries	
5.	Holistic care for vulnerable underserved girls	150	
6.	Mainstreaming children who are school dropouts by enhancing their grade level competencies	400	
7.	GSK Scholars – Enabling future healthcare professionals	259	
8.	Providing Home away from home	420	
9.	Upgrading classrooms into smart classes	3,263	

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

Clearly defined by our 'Code of Practice for Promotional and Non-promotional External Interactions' policy, our approach to promotion of our products is patient centric. We are committed to conforming with high levels of ethical, medical, and scientific standards.

Our endeavour remains to keep our customers' needs first and provide them with safe and high-quality products. We strictly comply with internal protocols and Good Manufacturing Practices (GMP) regulations for manufacturing of our products. Aligned to statutory requirements, packaging of all our products provides necessary information about the product and any additional information that is consistent with scientific evidence. Child resistance packaging has also been included in select products of your company.

Essential Indicators

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

We endeavour to identifying and managing product quality complaints, Human Safety Information (HSI) and Adverse Events (AE) to help safeguard consumers who take its products or take part in GSK clinical trials. Complaints or feedback concerning possible side-effects of our products can be registered via our website - [GSK/Contact/SideEffects](#). Consumers may also register complaints through your company's toll-free number 1800-2222-03, made available on product packs or raised directly via telephone (+91-22-24959595). We are committed to protecting our patients and regularly report to relevant authorities on any concern with respect to our products.

To provide for a conducive environment within our operation, employees are also encouraged to report any concern to your 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. Employees also have a responsibility to report product quality complaints to the Quality function through a centralised 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.

Category	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. Number of consumer complaints

Category	FY 2022-23		FY 2021-22	
	Received During the Year	Pending Resolution at the End of the Year	Received During the Year	Pending Resolution at the End of the Year
Data Privacy	Nil	Nil	Nil	Nil
Cyber Security	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil
Delivery of Essential Services	Nil	Nil	Nil	Nil
Restrictive Trade Practices	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil

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

For FY 2022-23, your company has had one voluntary recall and no forced recalls. In our reporting for FY 2021-22, data provided was on a consolidated basis since FY 2018. On a standalone basis for FY 2021-22, we had one instance of voluntary recall and two instances of forced recall.

Your company initiates voluntary recalls basis any inconsistencies as tracked by the ongoing monitoring of product quality standards and labelling as defined in GSK's Quality Management System and Good Manufacturing Practice (GMP) regulations in India.

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.

Your company has a global policy on cyber security which can be accessed by employees on your company's intranet. Further, your company has outlined 9 privacy principles to follow while dealing with Personal Information (PI) at stages of data collection, storage, use, etc. Appropriate trainings are also available for all employees to maintain the authenticity of all data. Moreover, an ongoing communication strategy has been adopted to build awareness around management of privacy principles.

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.

Since your company is compliant, there was no corrective action suggested by an auditing or inspecting authority for FY 2022-23.

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. We also undertake safe and responsible usage awareness sessions with Health Care professionals (HCPs) via webinars and conferences. Over 80+ million touch points were established through 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 programmes on antimicrobial resistance (AMR) training for pharmacists in partnership with the Commonwealth Association of Pharmacists and IPA (approximately 50000 pharmacists were trained on AMR and responsible dispensing of antibiotics)
- Your Company has also conducted specific campaign called "K.Y.A – Know your antibiotics"; during World Antibiotic Awareness Week in November 2022 to disseminate information about appropriate antibiotic prescribing generating more than 2 million touchpoints

3. Describe the mechanisms in place to inform consumers of any risk of disruption/ discontinuation of essential services.

Your company has established robust internal communication mechanisms for timely updates to be provided to CFAs for communication to stockists with respect to any product recalls and/or disruption to services.

4. 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.

All information as required by the Drugs and Cosmetics Act & Rules is made available on your company's 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, child safety features on some products, information pamphlets for imported products and correct handling for use of some products.

5. Details on data breaches.

Your company monitors and resolves all incidences of data breaches through an internal mechanism, the i-Sight tool. For FY 2022-23, nine complaints on data privacy breaches were received and have been resolved as on end of year.