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3<sup>rd</sup> June 2025

To,

**BSE LIMITED**

Phiroze Jeejeebhoy Towers  
Dalal Street  
Mumbai - 400001

**THE NATIONAL STOCK EXCHANGE OF INDIA LIMITED**

Exchange Plaza, 5<sup>th</sup> Floor, Plot No. C/1, G Block  
Bandra-Kurla Complex, Bandra (East)  
Mumbai - 400051

Dear Sir,

**Re: Submission of Business Responsibility and Sustainability Report (BRSR)**

Pursuant to Regulation 34 of the Listing Obligations and Disclosure Requirements (LODR) Regulations, 2015, we are submitting the Business Responsibility and Sustainability Report for Financial Year (FY) 2024- 25, which also forms part of the Annual Report.

Kindly take submission on record.

Thanking you,

Yours faithfully

For GlaxoSmithKline Pharmaceuticals Limited

Ajay Nadkarni  
Vice President – Administration, Real Estate  
& Company Secretary



# Business Responsibility and Sustainability Report

GlaxoSmithKline Pharmaceuticals Limited

FY 2024-25

# About this report

The contents of this report are aligned with the 9 principles contained in the National Guidelines on Responsible Business Conduct (NGRBC) charted out by the Ministry of Corporate Affairs on Environmental, Social and Governance parameters for Financial Year ('FY') 2024-25.

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

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# Section A: General Disclosures



## Section A: General Disclosures

### Details of the Listed Entity

1.	Corporate Identity Number (CIN) of your company	L24239MH1924PLC001151
2.	Name of your company	GlaxoSmithKline Pharmaceuticals Limited ('GSK' or 'your Company' or 'we')
3.	Year of incorporation	1924
4.	Registered office address	GlaxoSmithKline Pharmaceuticals Limited, GSK House, Worli, Dr Annie Besant Road, Mumbai- 400030
5.	Corporate address	GlaxoSmithKline Pharmaceuticals Limited, GSK House, Worli, Dr Annie Besant Road, Mumbai- 400030
6.	E-mail	<a href="mailto:in.investorquery@gsk.com">in.investorquery@gsk.com</a>
7.	Telephone	+91 22 24959595
8.	Website	<a href="https://india-pharma.gsk.com/en-in/">https://india-pharma.gsk.com/en-in/</a>
9.	Financial year for which reporting is being done	FY 2024-25
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: <a href="mailto:in.investorquery@gsk.com">in.investorquery@gsk.com</a>
13.	Reporting boundary	Standalone basis
14.	Name of assurance provider	Bureau Veritas India Pvt. Ltd.
15.	Type of assurance obtained	Reasonable Assurance

### Products/Services

#### 16. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Pharmaceuticals	Manufacturing, distributing, and trading in pharmaceuticals	100%

#### 17. 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%

### Operations

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

Location	Number of plants	Number of offices	Total
National	1	5 (1 Head office + 4 Branch offices)	6

#### 19. Markets Served by the Entity

##### a. Number of Locations - Across all markets in India

Location	Number
National	Across all markets in India
International	Your company does not export its products

**b. What is the contribution of exports as a percentage of the total turnover of the entity?**

Your Company does not export its products.

**c. A brief on types of 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**
**20. Details as on end of Financial Year of Total Workforce:**
**a. Employees and workers (including differently abled):**

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1	Permanent (D)	1493	1248	83.59%	245	16.41%
2	Other than Permanent (E)	27	14	51.85%	13	48.15%
3	Total employees (D + E)	1520	1262	83.03%	258	16.97%
<b>WORKERS</b>						
4	Permanent (F)	1620	1426	88.02%	194	11.98%
5	Other than Permanent (G)	0	0	0	0	0
6	Total workers (F + G)	1620	1426	88.02%	194	11.98%

**b. Differently abled Employees and Workers:**

There are no differently abled employees or workers in your Company.

**21. Participation/Inclusion/Representation of Women:**

Particulars	Total	No. and percentage of Females	
	(A)	No. (B)	% (B / A)
Board of Directors	8	2	25%
Key Management Personnel	15 <sup>1</sup>	6	40%

**22. Turnover rate for permanent employees and workers**

Particulars	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	16%	19%	16%	13%	18%	14%	14%	17%	15%
Permanent Workers <sup>2</sup>	11%	12%	11%	11%	18%	11%	17%	42%	19%

**Holding, Subsidiary and Associate Companies (including joint ventures)**
**23. 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

<sup>1</sup> This includes the Managing Director and a Whole-time Director

<sup>2</sup> All unionized workers are classified as permanent workers

## CSR Details

### 24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

Yes, 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 1,603.84 lakhs.

(ii) **Turnover:** INR 3,72,349 Lakhs

(iii) **Net worth:** INR 1,94,923 Lakhs

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

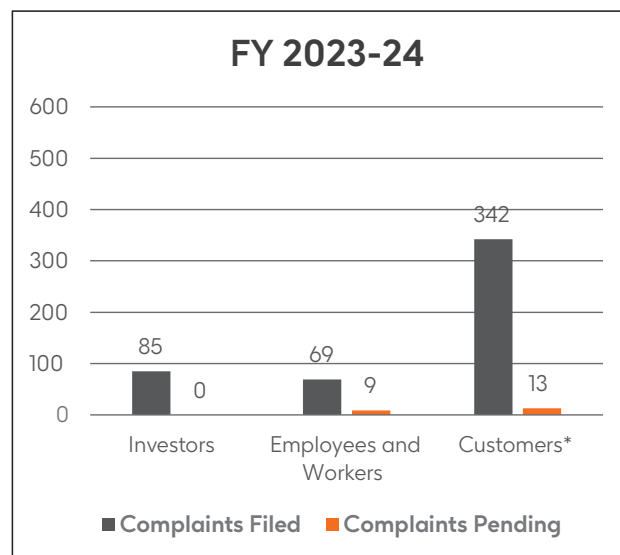
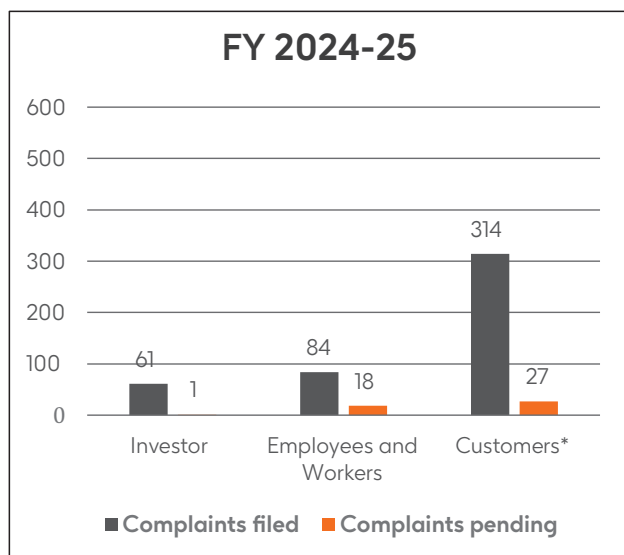
The foundation of a sustainable society rests on healthy and empowered communities. Your Company's CSR approach aims to address and bridge the gap in access and affordability to basic services for underprivileged and disadvantaged communities in India. Quality education and accessible healthcare infrastructure are core focus areas of your Company's CSR activities. 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 2024-25, our CSR activities have created long-term positive impact for marginalized communities across India, having a reach of 41,400+ beneficiaries.

## Transparency and Disclosure Compliances

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

Complaints filed for FY 2024-25 and FY 2023-24 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.)



### 26. Overview of the Entity's Material Responsible Business Conduct Issues:

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

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.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	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. Failure to comply with applicable laws and regulations could result in GSK being investigated by relevant government agencies and authorities and/or in legal proceedings against us.	The design and operating effectiveness of key financial reporting controls are regularly tested and reviewed by management and tested by external third parties. ESG controls are tested by external third parties. This gives us assurance that controls over key financial reporting and disclosure processes are operating effectively.	Negative
2.	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 incrementally evolved policies and standards, including the Code of Practice, to ensure that commercial activities that are undertaken are executed within the established governance framework. All the employees are trained on relevant information with a focus on interactive learning and elements of behavioural science. All the commercial activities must conform to local laws, high ethical, regulatory, and industry standards. Annual audits are undertaken by internal audit and global audit teams to provide assurance on the effectiveness of controls.	Negative
3.	Legal Matters	Risk	Failure to mitigate legal risk could expose your Company and associated persons to governmental investigation, regulatory action, and civil and criminal liability. In addition, failure to manage legal risk could have substantial implications for GSK's reputation and the credibility of senior leaders. It might erode investor confidence in your Company's governance, risk management and future performance, and have a consequential negative impact on share performance. It could also lead to the imposition of significant financial penalties and the imposition of additional reporting obligations.	Your Company's Group General Counsel oversees and is accountable for all legal matters. We have enterprise anti-bribery and corruption, competition law and sanctions control frameworks and programmes designed to ensure compliance with applicable laws and regulations, building on our Code, culture and business standards, and monitor and adapt to evolving regulations and our business activities. Your Company regularly provides anti-bribery and corruption, competition law and sanctions training to employees, and relevant complementary workers and third parties in accordance with their roles, responsibilities and risks they face.	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4.	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, while ensuring compliance with applicable local laws.	Negative
5.	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
6.	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

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7.	Product Quality	Risk	<p>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.</p>	<p>Your Company aligns an extensive global network of quality and compliance professionals from site-level to senior management within each business unit to provide oversight and assist with the delivery of quality performance and operational compliance. This management oversight is delivered through a hierarchy of quality councils and a Global Head of Quality. Through a risk-based approach, your Company assesses and manages third party suppliers that provide materials used in our finished products including monitoring third party labs and how they are independently checking goods. We expect contract manufacturers that make our products to comply with GSK standards and regularly conduct audits to provide us with assurance.</p>	Negative
8.	Patient Safety	Risk	<p>The most important consequence of ineffective pharmacovigilance is the potential for harm to patients. Furthermore, non-compliance with laws and regulations on pharmacovigilance could result in inspection findings, regulatory scrutiny, civil or criminal sanctions and temporary/permanent loss of product marketing authorisation.</p>	<p>Our Chief Medical Officer is accountable for the Patient Safety enterprise risk and human safety matters, in collaboration with the Head of Global Safety. A cross-enterprise safety governance board oversees implementation of our control framework, including risk management. Our Global Safety Board ensures that we address human safety proactively throughout a product's lifecycle. Our global policy on management of human safety information requires that all employees immediately report issues relating to the safety of our products. Our third-party risk management framework supports us in identifying and training any third parties who may encounter human safety information.</p>	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9.	Scientific Patient Engagement	Risk	Failure to engage in activities that are consistent with the letter and spirit of the law or the Group's requirements relating to scientific engagement practices could materially and adversely affect our ability to deliver our strategy and long-term priorities. It may also result in reputational harm.	Company's business unit risk management and governance oversee scientific and patient engagement activities and their monitoring programmes. All non-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. Annual audits are undertaken by internal Audit and global audit teams to provide assurance on the effectiveness of controls.	Negative
10.	Information and Cyber Security	Risk	Failure to adequately protect our information and systems against cyber security threats may cause harm to patients, workforce and customers, disruption to our business and/or loss of commercial or strategic advantage, regulatory sanction, or damage to our reputation.	Cyber Security Office is responsible for identifying and implementing controls to mitigate and manage cyber security risks, while maintaining a set of key risk indicators and setting tolerances and thresholds that balance risk and business needs. We adhere to widely accepted standards and frameworks to benchmark our internal environment and controls, defining our security objectives and desired outcomes. Our cyber security awareness and training programmes include phishing simulations, awareness campaigns, and mandatory annual refreshers for all employees.	Negative

# Section B: Management and Process Disclosures



## Section B: Management and Process Disclosures

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements. Your Company has a robust management framework in place which enables us to align with the NGRBC Principles with respect to structure and policies to ensure we continue to deliver our best in an ethical, and responsible way. This encompasses transparent and principled business practices that hold us accountable, as well as protect the interests of our stakeholders, including customers and employees.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No) <sup>3</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web link of the policies, if available	All business responsibility policies can be found on our website: <a href="#">GSK India Policies</a> and <a href="#">Shareholder Information/ Policies</a> .								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

#### 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	2024 <sup>4</sup> - Target	2024 <sup>5</sup> - Results	2023 <sup>6</sup> - Target	2023 <sup>7</sup> - Results
Energy Reduction	NA	8%	3.1%	3.3%
CO <sub>2</sub> Reduction	5%	6.4%	3.1%	3.5%
Water reduction	2%	3.3%	5%	5.6%
Waste reduction (hazardous)	2%	66.30% <sup>8</sup>	4%	21% <sup>9</sup>
Health & Wellbeing - Gold certification score	76.5	76.5	76.5	76.5

<sup>3</sup> 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

<sup>4</sup> Calendar Year

<sup>5</sup> Calendar Year

<sup>6</sup> Calendar Year

<sup>7</sup> Calendar Year

<sup>8</sup> The reduction in waste reporting is due to the reclassification of Briquette Ash as a reusable material, now utilized for brick manufacturing with GSK central sustainability team's approval

<sup>9</sup> Waste reduction is calculated for the calendar year as per the GSK waste and circularity definitions where any non-hazardous waste reused for its intended usage is not termed as waste

**b. Corporate Office**

Key Indicators and Targets Set	FY 2024-25 Performance
<p>Your Company has set internal targets for improving the mental well-being of employees</p>	<ul style="list-style-type: none"> <li>Your Company has implemented multiple initiatives for enhanced mental wellbeing of its workforce. This includes an e-learning module called Mental Health Matters and live and recorded mindfulness sessions available on a 24*7 basis available in different languages. Employee Assistance programme also connects all employees with a 24*7 professional counsellor in an accessible, voluntary and confidential manner.</li> <li>In 2024, your Company launched Thrive, a cutting-edge wellbeing platform designed to enhance health and productivity through science-backed behaviour change. Thrive Global complements GSK's existing health and wellbeing offerings by helping employees take small steps to build healthy habits in areas they choose.</li> </ul>
<p>Your Company intends to improve the physical and nutritional well-being for more than 30% of its workforce.</p>	<ul style="list-style-type: none"> <li>Your Company continues to make focused efforts for through the preventive healthcare programme – Partnership for Prevention. This programme offers 40 preventive healthcare services including both child and adult immunization, comprehensive cardiovascular health and diabetes screening, communicable disease assessments, cancer and HIV screening services and dedicated initiatives for tobacco cessation.</li> <li>Annual health check-ups for employees &amp; eligible dependants and vaccination programme for its employees were undertaken by your Company.</li> </ul>
<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"> <li>All field based employees received quarterly training on pertinent safety topics through an online platform. Additionally, behind the wheel face-to-face Defensive Driving Techniques training was imparted to certain field employees wherein they were given improvement feedback on their driving behavior. Your company's Life Saving Rules were actively promoted to raise awareness among employees about 12 critical hazards and preventive measures to avoid.</li> <li>Of the 40 incidents reported in FY 2024-25, 39 were successfully resolved by year-end through our central online platform, with the remaining case resolved in May 2025. Lessons learnt will be used to identify targeted interventions for future.</li> </ul>

**c. Other Commitments**

Key Indicators and Targets Set	FY 2024-25 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"> <li>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.</li> <li>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.</li> </ul>
<p>Water risk assessments for its plants and Contract Manufacturing Operations (CMO) sites</p>	<ul style="list-style-type: none"> <li>Based on water risk profile analysis and the Aqueduct tool WWF water risk assessment tool, CMO's are assessed for their exposure to water risk. In the current year 4 CMO's were identified for this assessment. 1 CMO was identified for water KAIZEN. Your company has also begun monitoring CMO sustainability initiatives.</li> <li>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 water requirements in the long run.</li> </ul>

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. 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:**

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency
Performance against policies and follow up action Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	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.	Annually

**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.

**11. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:**

Not Applicable

# Section C: Principle-wise Performance Disclosure



## 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 and Conflicts of Interest. Your Company also undertook a driver safety awareness session for all field employees during the FY 2024-25 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		<ul style="list-style-type: none"> <li>Living Our Code</li> <li>Anti-bribery and corruption, Competition Law</li> <li>Protecting GSK everyday - Protecting GSK values, data privacy and information risk, Phishing Trainings</li> </ul>	
Employees other than Board of Directors and KMPs	4	<ul style="list-style-type: none"> <li>Prevention of Sexual Harassment: Annual e-learning Refresher module for every employee</li> </ul>	100%
Workers	12	Health and safety training: 12 types of health and safety trainings were provided to management and non-management staff at the Nashik plant	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. (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**

Monetary					
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agency/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement			Nil		
Compounding fee					

Non-Monetary				
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agency/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment				
Punishment			Nil	

3. **Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Since your Company was compliant, there were no cases of appeal/revision for FY 2024-25.

4. **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 established detailed policies and processes to address any concern with respect to and prevent 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. Mandatory ABAC training is also provided on a periodic basis to critical categories of employees and high ABAC risk third parties.

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.

5. **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 2024-25 and FY 2023-24.

6. **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 2024-25 and FY 2023-24.

7. **Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**

Since your Company is compliant, there was no corrective action taken or underway for FY 2024-25.

**8. Number of days of accounts payable  $\{(Accounts\ Payable*365)/Cost\ of\ goods/services\ procured\}$ :**

Category	FY 2024-25	FY 2023-24
Number of days of accounts payable	128	100

**9. Open-ness of business**

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	Purchases from trading houses as % of total purchase	NA	NA
	Number of trading houses where purchases are made from	NA	NA
	Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	Sales to dealers/distributors as % of total sales	99%	97%
	Number of dealers/distributors to whom sales are made	5,706	4,317
	Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	10.85%	5.15%
Share of RPTs in	Purchases (Purchases with related parties/Total purchases)	32%	35%
	Sales (Sales to related parties / Total Sales)	0%	0.01%
	Loans & advances (Loans & advances given to related parties / Total loans & advances)	100%	100%
	Investments (Investments in related parties / Total Investments made)	1%	1%

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

- Training on anti-bribery and corruption is provided to all third-party partners, 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 most suitable channel for providing ABAC training. On completion of training, the [ABAC.tracetraining@gsk.com](mailto:ABAC.tracetraining@gsk.com) generates 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).
- Third-party contract manufactures have also been provided with training on Life Saving Rules, Contractor Safety, Laboratory Safety, Warehouse Safety, Permit to Work, Lock out and Tag Out.
- 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.

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

Your Company's Code of Conduct provides details on the measures to avoiding/managing conflict of interests involving members of the Board. All activities are assessed 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, all Directors sign the Code of Conduct and submit a “No conflict of interest” declaration 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 20 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, is the most prescribed Single Inhaler Triple Therapy (SITT) worldwide. It offers a once-daily, easy-to-use solution that helps in more effective treatment and better outcomes. In FY 2024-25, your Company focused on strengthening Trelegy's differentiation against other SITTs by emphasising its superior molecular composition, user-friendly device mechanism and proven efficacy. Your Company expanded its omnichannel engagement by integrating digital platforms and organised real-world case discussions to educate HCPs on optimising COPD treatment with Trelegy. In FY 2024-25, total patients served by Trelegy were more than 30,000.

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. In FY 2024-25, your Company has significantly increased investments within our respiratory portfolio, further demonstrating our commitment to innovative products for greater patient care.

Your Company introduced Shingrix in April 2023; this being the first time a vaccine was launched in more than seven specialities in the Indian market. Shingrix is accepted positively by Healthcare Professionals (HCPs) including super specialists, who cater to immunocompromised patients or patients at high risk due to immunosuppressive therapies. Further, your Company is planning to partner with HCPs to create adult immunisation ecosystem so that a larger number of patients are safeguarded against the vaccine preventable diseases.

This year, your Company successfully introduced two new strengths of Eltroxin, a testament to our deep understanding of healthcare professionals' (HCPs) and patients' evolving needs. By expanding the Eltroxin portfolio, your Company has empowered HCPs with greater flexibility in titration, ensuring that each patient receives the most precise and individualized treatment possible and supports our patient centric focus.

Your Company has been at the forefront of driving awareness, accessibility and adoption of adult vaccines by focusing on shingles prevention and immunisation against age-related diseases. The flagship product in this category, Shingrix (Herpes Zoster Adjuvanted Recombinant), a vaccine for shingles prevention, has seen increased adoption due to rising awareness about age-related diseases. Through strategic partnerships with healthcare institutions, scientific engagement with specialists and targeted digital outreach initiatives, your Company is shaping the adult vaccination ecosystem in India. In FY 2024-25, your Company partnered with over 700 clinics and key hospitals across India, to transform them into Adult Vaccination Centres (AVx) and integrate vaccination into routine preventive care.

### 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 41% and 30% of its total capex expenditure on technologies for improved environmental and social impact of products and processes for FY 2024-25 and 2023-24 respectively.

Initiative	Percentage of investment
ETP Upg.to STP & Zero liquid discharge	27.65%
Asbestos Abatement (Phase 1)	3.07%
Solar Power System (330 KWP)	7.37%
Retrofit Emission Control Device to DG's	3.33%
<b>Total</b>	<b>~ 41%</b>

**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. The following procurement key performance indicators and targets have been identified for 2025:

- 100% of secondary paper packaging supplied from certified sources (FSC/PEFC) or using more than 50% recycled content
- 100% of core palm oil derivatives to be RSPO Certified by 2025
- 100% of key suppliers demonstrate water stewardship (Its Global Initiative and there are few key suppliers based in India supplying Globally)
- 50% key material spend meets GSK Sustainable Sourcing Requirements

**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. 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.**

Yes, your company undertakes 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. However, in FY 2024-25 post consumer plastic packaging of GSK products were not reclaimed physically as the new Amendment of Plastic Waste Management Rules 2016 requires purchase of equal amount of plastic EPR credits (recycling/co-processing) for plastic packaging introduced in the market through our products. Accordingly for FY 2024-25, plastic credits (Category I: Rigid: 1268 MT, Category II: Flexible: 745 MT and Category III: MLP: 433 MT) shall be purchased from authorized Plastic Waste Processors.

**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 of any of its products in FY 2024-25.

**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.

Waste Details	FY 2024-25			FY 2023-24		
	Reused (MT)	Recycled (MT)	Safely disposed (MT)	Reused (MT)	Recycled (MT)	Safely disposed (MT)
Plastics (including packaging)	-	-	-	-	-	-
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	210.86	-	-	280.10
Other waste	-	-	-	-	-	-

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

GSK remains committed to promoting a thriving work culture rooted in its core pillars of Culture, Capability, Talent and Leadership. Your Company creates an inclusive and high-performance environment that empowers employees to be their best selves and reach their full potential. Through well-defined talent interventions, leadership development programmes and an inclusive workplace, your Company ensures that its people are equipped to excel in an evolving business landscape.

#### Inclusion

Your Company is committed to promoting an inclusive workplace that attracts, develops and retains top talent. These efforts are driven by leadership accountability and supported by structured progress calibration, focusing on inclusive policies, leadership capability building and equal career advancement opportunities.

The Women's Leadership Initiative (WLI) and Spectrum serve as the Company's Employee Resource Groups (ERGs) and work towards building a more inclusive organisation for women and LGBTQIA colleagues respectively.

**WLI** is an Employee Resource Group for women. It focusses on attracting, retaining and accelerating Women and their allies at GSK. This team works closely with the India leadership team to strengthen Inclusive Culture and bring to life interventions which make a real impact for Women & their allies.

**Spectrum** is our Employee Resource Group for our employees from the LGBTQIA+ community. Spectrum commits to supporting employees of diverse sexual orientations, gender identities, and expressions to build an inclusive culture and increase awareness and understanding of issues and concerns that impact them. Under the ambit of Spectrum, in 2024, we launched Udaan – our flagship internship program for transgender candidates.

GSK's Culture Survey is a vital tool to measure, evaluate and improve the employee experience. In the 2024 Culture Survey, Inclusivity scores have risen to 91% (+1), demonstrating GSK's ongoing efforts to foster a diverse and inclusive workplace where everyone feels valued and respected.

#### Employee Engagement and Well Being

**GSK culture survey:** Culture Survey is a key tool to measure, evaluate and improve the experience about the Company's culture. This Survey plays a crucial role in shaping the Company's strategies to foster a positive and inclusive workplace.

GSK's overall engagement score in 2024 stands at 93%, up by 1% from 2023. We have witnessed a positive increase in overall engagement, with more colleagues feeling connected and committed to our shared goals. GSK is progressing well across our 3 culture pillars: Ambitious for Patients - 92% (+2), Accountable for Impact - 88% (+1), and Do the Right Thing - 92% (+1). Notably, GSK is fostering patient-centricity and accountability.

Additionally, 97% of colleagues understand our Ahead Together Purpose, Strategy, and Culture, and 93% believe in GSK's ability to achieve health impact, shareholder returns, and support thriving people.

**Manager One80 survey:** This survey provides managers with developmental insights through structured feedback from the team members. One80 is the tool which enables teams to share feedback with their manager about their leadership, how they live our code, foster a positive work culture and the impact they have on others.

Overall Manager Effectiveness Score in the Manager One80 survey: 4.3 out of 5

#### Learning and Development:

**Commercial Talent Development:** For our evolving business needs, we require leaders with diverse experiences, agility, and adaptability, who can drive innovative product pipelines and leverage digital strategies as key go-to-market approaches. To focus on this need, our commercial development programs have been revamped to prioritize the identification of high-potential (Hi-Pot) talent at every layer, enhance the objectivity and robustness of assessment processes, and offer diverse learning opportunities, including cross-functional and cross-business projects. This will enable us to build a robust future fit talent pipeline for commercial leadership roles

- **Lakshya +:** GSK's flagship development programme for medical representatives, focusing on developing and preparing them for the role of First Line Leaders (FLL) and equivalent roles.

- **Catalyst Neo:** GSK's flagship development programme to identify scalable talent at FLL and equivalent roles and develop them for commercial leadership roles in the future thereby creating a pipeline of mid leadership talent.

**Building first line managerial capabilities:** The 'Aspire' programme was introduced in 2022 in partnership with the Selling Excellence team, to enhance the capability of managers. Over two editions so far spread across various regions, it has covered key aspects such as the ability to have powerful conversations, building a healthier employee relations (ER) environment, providing rewards for motivating the team, leading a diverse team and having a growth mindset.

**Elevating senior management leadership capabilities:** The 'Leading Leaders' workshop—a transformative, three-day experience is designed to elevate leadership capabilities and maximize impact for our senior management team with leadership responsibilities.

**Future Leaders Programme:** This flagship initiative helps the company identify top talent from prestigious business schools across the nation. This talent cohort is given opportunities to explore diverse roles within different business divisions of the Company in order to be equipped to take up leadership roles in the future.

**Self-learning culture:** The Company promotes self-paced learning by providing a plethora of online learning resources via the learning platform called Keep Growing Campus which aggregates content from various platforms like LinkedIn Learning, Get Abstract, Harvard Leading Edge, Aperian, HS Talks etc. to provide innovative and engaging learning tools for employees to upskill themselves. To further augment the learning of employees, they are also supported with an Employee Learning Assistance policy.

Employees also get opportunities to be part of global development programmes which include Emerging Market Trailblazers Programme, the Emerging Markets Talent Forum for Leadership Team (LT) Successors, the First Line Leaders (FLL) Programme, the President's Forum for General Manager (GM) Successors, the Leading Leaders Programme for senior managers. To promote inclusion, the Company also has an Accelerating Difference Programme.

## Vigil Mechanism

Your Company is committed to maintaining a safe workplace in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 (India) and its associated rules. To address complaints effectively, Internal Committees (ICs) have been established across various zones and the manufacturing facility, with all members trained to handle such cases. In FY 2024-25, your Company received two sexual harassment complaints, both of which have been resolved. Your Company introduced renewed e-learning modules and visual awareness posters across the organisation to ensure a culture of safety, awareness and zero tolerance towards harassment.

We offer the 'Speak Up' channel—a confidential platform that allows employees to report concerns, including the option to do so anonymously. This channel is overseen by an independent team, ensuring impartiality and prompt action. This year, we enhanced the global Speak Up system to make it more robust, user-friendly, and accessible, reflecting our commitment to building trust and reinforcing a culture of openness and accountability.

## Awards

Your company has received these recognitions in FY 2024-25:

1. Recognised as a 'Great Place to Work' for the year 2025-2026 for the sixth time
2. Recognised among India's Best Workplaces for Women 2024 by Great Place to Work
3. Winner in the 2024 Avtar & Seramount Best Companies for Women in India (BCWI) study for the fifth consecutive year, thereby being placed in the Avtar and Seramount Hall of Fame
4. Recognised among the top 3 companies as the Best Employer for Women and the Best Employer for Policies on Diversity & Inclusion at the ASSOCHAM 5<sup>th</sup> Diversity & Inclusion Excellence Awards & Conclave 2024
5. Worli office has achieved Leesman+ certification with an outstanding LMI score of 88.3. Ranked #1 amongst all GSK offices and #2 globally among all Leesman measured workplaces.

## Essential Indicators

### 1. a. 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.

### b. Spending on measures towards well-being of employees and workers

Particulars	FY 2024-25	FY 2023-24
Cost incurred on wellbeing measures as a % of total revenue of the company	0.48%	0.48%

### 2. Details of retirement benefits.

Benefits	FY 2024-25			FY 2023-24		
	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	0%	0%	NA	1%	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.

Category	Permanent Employees		Permanent Workers	
	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male	98%	100%	0%	-
Female	100%	100%	83%	100%
<b>Total</b>	<b>98.18%</b>	<b>100%</b>	<b>83%</b>	<b>100%</b>

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

Your company encourages the entire workforce to raise and report any concerns and 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, Case IQ. 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 unionized workmen can raise grievances through the Speak Up Channel or through the Union Office Bearers. Subsequently, Union Office Bearers raise these concerns with Human Resources and monthly meetings between the Union, Value Stream and other functional heads. Furthermore, your company also conducts monthly special sessions – Tea with Site Director – for shopfloor employees to directly engage with the Site Direct and report any concerns.

Your company's Internal Committee addresses all complaints with respect to incidences of sexual harassment 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	FY 2024-25			FY 2023-24		
	Total Employees/ Workers (A)	No. of Employees / Workers who are part of association(s) or Union (B)	% (B / A)	Total Employees/ Workers (C)	No. of Employees / Workers who are part of association(s) or Union (D)	% (D / C)
Male	1,426	1,426	100%	1,451	1,451	100%
Female	194	194	100%	185	185	100%
<b>Total Permanent Workers</b>	<b>1,620</b>	<b>1,620</b>	<b>100%</b>	<b>1,636</b>	<b>1,636</b>	<b>100%</b>

**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 2024-25 and FY 2023-24. 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 the permanent staff were provided with 6 types of training for FY 2024-25 and FY 2023-24. Your company also conducted in-person and virtual driver safety awareness sessions covering pertinent subjects for all field-based personnel. Additionally, your company incorporated gamification initiatives focused on driver safety awareness for all field employees during the annual sales meeting held in the fiscal year 2024-25. To facilitate the desired behavioural change, your company also implemented a mobile application-based intervention aimed at fostering safe driving practices.

**Skill upgradation:** For your company, elevating the capabilities of your workforce and fostering continuous learning opportunities lies at the core of your talent management strategy. Your company has designed targeted programs to augment skill sets and fuel career advancement. Our flagship leadership development initiatives, Lakshya+ and Catalyst Neo, continue to enhance employee capabilities. Moreover, our Future Leader Programme identifies talent from esteemed institutions, offering them diverse roles across divisions. In FY 2024-25, we introduced the Sales People Managers Capability Development Program, Aspire, to provide specialized functional and leadership training. Additionally, our global capability programs like First Line Leader aim to accelerate the growth of our sales leaders. Regional programs such as the Emerging Markets Talent forum and the Emerging Markets Trailblazers Programme further enhance leadership excellence.

To ensure learning is seamlessly integrated into the workflow, our virtual university campus, the Key Growing Campus, delivers on-the-go training in Business, Leadership, and Technical Skills. Furthermore, we collaborate with esteemed external partners such as LinkedIn Learning and Harvard Leading Edge to provide a diverse range of learning modules. This strategic approach underscores our commitment to nurturing a skilled and agile workforce poised for success.

Skill Upgradation	FY 2024-25			FY 2023-24		
	Total (A)	Number (B)	Percentage (B/A)	Total (A)	Number (A)	Percentage (B)
<b>Employees</b>						
Male	1248	1089	87.26%	1324	1305	98.56%
Female	245	186	75.92%	251	248	98.80%
<b>Total</b>	<b>1493</b>	<b>1275</b>	<b>85.40%</b>	<b>1575</b>	<b>1553</b>	<b>98.60%</b>
<b>Workers</b>						
Male	1426	1302	91.30%	1451	1434	98.83%
Female	194	155	79.90%	185	179	96.76%
<b>Total</b>	<b>1620</b>	<b>1457</b>	<b>89.94%</b>	<b>1636</b>	<b>1613</b>	<b>98.59%</b>

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

GSK places strong emphasis on employee development through a structured, multi-faceted process. This includes setting and monitoring individual development goals over the course of a year, defining clear performance objectives, and delivering them. Rewards such as increments are then determined based on achievement and alignment with these goals.

All employees are expected to prepare individual development plans that align their career aspirations with GSK's IPTC (Innovation, Performance, Trust, Culture) priorities. Each performance cycle runs from January to December, during which employees' performance is reviewed against expectations defined at the start of the cycle. Based on these evaluations, appropriate recognition and rewards are provided. For Calendar Year 2025, 98.19% of the eligible employees completed their development goals.

To further embed a culture of continuous development, GSK employs tools such as the Manager One80 survey, enabling managers to collect constructive feedback and identify areas for improvement. Additionally, the Global Employee Recognition program reinforces performance by acknowledging individuals who demonstrate strong alignment with GSK's strategic priorities.

## 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, covering all employees and locations that 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 provide for adequate training and awareness sessions for our workforce 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 Safety Leadership Experience (SLE), a companywide EHS programme, is implemented to embed safety across your company's operations. This programme aims to integrate high risk reduction activities within our daily systems and processes. Through the implementation of Gemba, we mitigate the identified risks by providing effective safety controls following the hierarchy of safety controls.

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 also undertakes several forms of risk assessment to identify risks in a timely manner and develop appropriate and effective mitigation measures.

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.

Work related hazards on site can be reported through detailed and comprehensive internal controls and processes. 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?**

- Medical insurance for occupational as well as non-occupational healthcare services are provided to all employees. In a step towards an inclusive and diverse work culture, gender reassignment surgery is also included within the list of covered services. Negotiated premiums are also offered to enable our employees to increase their medical coverage and include their parents.
- Our continued efforts through the preventive healthcare programme, Partnership for Prevention (P4P), creates significant positive impact for all our permanent employees and their dependants. 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.**

Safety incident/number	Category	Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one-million-person hour worked)	Employees	3.6	5.25
	Workers	1.9	2.1
Total recordable work-related injuries	Employees	20	34
	Workers	2	2
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

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

To reinforce a strong safety culture, your Company conducted extensive awareness sessions and training programmes throughout the year. Employees received training on critical safety topics through both online platforms and in-person sessions. Field-based employees participated in Defensive Driving Techniques training to enhance road safety practices. The active promotion of **Life Saving Rules** further reinforced safety awareness across the organisation.

Your Company took significant steps toward cultivating a mature safety culture by introducing a safety coaching tool for field-based employees. A structured approach was adopted to integrate safety into everyday discussions, with all major meetings now beginning with a safety briefing. Moreover, a monthly safety broadcast was launched to keep employees engaged and informed on EHS matters throughout the year.

Your Company continues to emphasise road safety, particularly for its field-based workforce. To support this effort, the mobile phone-based mentor App remains an essential tool, providing insights and guidance to improve driving behaviour. Your Company has improved driver safety protocols, which encompass accident reporting and instilling life-saving rules among employees through various channels to integrate them into daily operations. Additionally, all new recruits are offered training in defensive driving techniques before commencing fieldwork.

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

Category	Current Financial Year			Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	4	0	-	-	-	-
Health & safety	-	-	-	15	0	-

### 14. Details on Assessments for the year.

<b>Health and safety practices</b>	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.
<b>Working Conditions</b>	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 2024-25.

## 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 and workers.

#### 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 2024-25 and FY 2023-24.

#### 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 undergo third party risk assessment (TPRA) on induction and at least once in every three-years/as required by business owners. Insights from this assessment helps your company to identify any potential or actual risks associated in dealing with such vendors on parameters like environment, health & safety, labour rights, Privacy, crisis & continuity management, ABAC, etc. Based on assessment findings, 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. All vendors are onboarded only post successful completion of the TPRA.

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 2024-25, six of your company's key CMOs were assessed 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 2024-25. Based on findings from internal assessments undertaken in FY 2024-25, your company has implemented EHS corrective action plans for identified CMOS. These plans will be monitored till completion. Further, your company monitors performance for all suppliers and vendors through the EcoVadis assessment.

#### 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	Whether Identified as Vulnerable and Marginalized Group (Yes/No)	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	Yes	Webcasts, Social media pages, Websites, Posters, Standees, Pamphlets, Face to face meetings	Need based	<ul style="list-style-type: none"> <li>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.</li> </ul>
Healthcare Professionals (HCPs)/ Healthcare Organisations (HCO)	No	Face to face, Emails, Webcasts, Social media pages, Doctor networking platforms, SMSs, Instant messaging platforms, Congress exhibits etc.	Need based	<ul style="list-style-type: none"> <li>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</li> <li>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</li> <li>Disseminate responsible sales and marketing practices including alignment with local laws and applicable industry codes</li> </ul>
Investors	No	Annual General Meeting, Analysts' Meet, Detailed Company information made available online	As required	<ul style="list-style-type: none"> <li>Financial performance and business outlook</li> </ul>

Stakeholder Group	Whether Identified as Vulnerable and Marginalized Group (Yes/No)	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
Government and Drug Regulators	No	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"> <li>Policy and Regulatory Matters</li> <li>Grant and maintenance of licences to manufacture and market GSK's products in India</li> <li>Pricing of medicines and other regulatory approvals</li> </ul>
Community, NGOs, multilateral organizations	Yes	Partnering with multilateral organisations like the World Health Organization (WHO), NGOs/institutions	As required	<ul style="list-style-type: none"> <li>Enhancing access to medicines</li> <li>Achievement of the UN Sustainable Development Goals and World Health Organization (WHO) targets for specific disease areas</li> <li>Promoting healthcare and education</li> </ul>
Suppliers	No	5 step Procurement Processes – Supplier Market Research, RFPs, Bidding, Supplier Relationship management, and contract management	Regularly	<ul style="list-style-type: none"> <li>Business growth and financial stability</li> <li>Sustainable procurement practices</li> <li>Achievement of global sustainability goals and targets</li> </ul>
Employees	No	Internal communications, Employee Resource Groups Manager/ employee evaluations and surveys.	Regularly	<ul style="list-style-type: none"> <li>Business outlook and performance</li> <li>Career opportunities and personal development</li> <li>Inclusive and diverse work environment</li> </ul>

## 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.

Your company's India Leadership Team (ILT) is responsible for consultation with stakeholders and the Board on economic, environmental and social topics. Regular communication is maintained between ILT members and the Board and your company's stakeholders. 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 is overseen and monitored by the ILT. 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?

Central to our business success and financial and reputational growth is garnering regular stakeholder insights and feedback. Administered in full or dipstick, our GSK Culture Survey has been designed to identify and collect employee opinions and concerns on 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. Our Employee Resource Groups also serve as platforms 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 engage with our value chain partners through a five-step procurement process on critical aspects of sustainable procurement activities. Regular engagement with the community and NGOs is also focused on gathering 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 2024-25, your company has conducted an impact assessment of the Lymphatic Filariasis (LF) Elimination Programme, undertaken with World Health Organization (WHO). Assessment findings demonstrate an improvement in the coverage of population across India, especially with services of mass drug administration (MDA). Of the 345 endemic districts, 159 districts are under MDA, 47 are pre-TAS (pre-Transmission Assessment Survey) and waiting for TAS-1 (Transmission Assessment Survey), and 139 districts have cleared TAS 1. Similarly, 47 districts are in various stages of assessment, which are pre-TAS, TAS 1, or districts that are waiting for the survey findings. Of the 159 districts under MDA, 96 districts conducted MDA in February with coverage of 95% against the eligible population and 63 districts conducted MDA in August 2024. Of the 63 districts, 25 districts conducted a double drug regime, and 38 districts underwent a triple-drug administration, with a coverage of 90%.

## 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. This is mandatory in nature for all our employees.

#### 2. Details of minimum wages paid to employees and workers.

Category	Total (A)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>					
Permanent	1,493	-	-	1,493	100%
Male	1,248	-	-	1,248	100%
Female	245	-	-	245	100%
Other than permanent	27	-	-	27	100%
Male	14	-	-	14	100%
Female	13	-	-	13	100%
<b>Workers</b>					
Permanent	1,620	-	-	1,620	100%
Male	1,426	-	-	1,426	100%
Female	194	-	-	194	100%
Other than permanent	-	-	-	-	-
Male	-	-	-	-	-
Female	-	-	-	-	-

#### 3. a. Details of remuneration/ salary/ wages.

Category	Male		Female	
	Number	Median Remuneration/ Salary/ Wages	Number	Median Remuneration/ Salary/ Wages
Board of Directors (BoD)	2	6,68,33,426	-	-
Key Managerial Personnel (KMP)	7	2,25,03,224	6	1,56,51,460
Employees other than BoD and KMP	1248	16,23,616	245	19,27,108
Workers	1426	10,03,141	194	8,69,049

**b. Gross wages paid to females as % of total wages paid**

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	16.44%	15.12%

**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	• No complaints relating to child labour, forced labour, wages in the current or previous financial year.
Forced Labour	
Wages	
Sexual harassment	• 2 sexual harassment complaints were filed for FY 2024-25 and 1 sexual harassment complaint filed for FY 2023-24. All complaints were resolved within the prescribed timeline.
Discrimination at workplace	• No complaints were filed in FY 2024-25 and FY 2023-24

**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	1
Complaints on POSH as a % of female employees / workers	0.44%	0.23%
Complaints on POSH upheld	1	1

**8. 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.

**9. 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.

**10. Assessments of the year.**

Matters	% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child labour	
Forced/involuntary labour	
Sexual harassment	100%
Discrimination at workplace	
Wages	
Others – please specify	NA

**11. 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 2024-25.

**Leadership Indicators**

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

Your Company is a global signatory to the International Labor Organisation (ILO) and is committed to protecting and promoting the human rights of its entire workforce and other stakeholders. We support the right of our workforce for freedom of association and collective bargaining and recognise their internal unions. Your company also has a zero-tolerance approach to child labour and forced labour practices and maintains stringent oversight for the same. Furthermore, your company has strict protocols against any kind of discrimination and makes focused efforts to create a safe and inclusive working environment. Your Company is committed to upholding the human rights of all individuals and take prompt action to redress any grievance.

**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, all risks associated with labour rights and health and safety conditions are assessed. Regular audits are also conducted to track and monitor compliance with all contractual requirements.

For FY 2024-25, six 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 2024-25.

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

Your company's approach to business is closely integrated with principles of sustainability. Concerted efforts are regularly made to ensure that our operations do not have a negative 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 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.

### 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 2024-25	FY 2023-24
<b>Renewable Sources</b>			
Total electricity consumption (A)	GJ	6,973	4,941
Total fuel consumption (B)	GJ	45,570	48,442
Total energy consumption through other sources (C)	GJ	-	-
<b>Total energy consumption (A+B+C)</b>	GJ	<b>52,543</b>	<b>53,383</b>
<b>Non-Renewable sources</b>			
Total electricity consumption (C)	GJ	46,642	50,067
Total fuel consumption (D)	GJ	8,837	9,114
Total energy consumption through other sources (E)	GJ	-	-
<b>Total energy consumption (D+E+F)</b>	GJ	<b>55,479</b>	<b>59,181</b>
<b>Total energy consumption (A+B+C+D+E+F)</b>	GJ	<b>1,08,023</b>	<b>1,12,564</b>
<b>Energy intensity per rupee of turnover</b>		<b>0.0000029</b>	<b>0.0000033</b>
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b>		<b>0.00005994</b>	<b>0.00007476</b>
<b>Energy intensity in terms of physical output<sup>0</sup></b>		<b>29.49</b>	<b>34.29</b>

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

A reasonable assurance has been carried out by an independent external agency, Bureau Veritas India Pvt. Ltd.

#### 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 ETP treated water in cooling towers and process improvements for optimum water usage and reduced wastage. Such initiatives have enabled increased water savings. Your company's Nashik site had set a target to reduce water consumption by 2% in 2024 and has achieved 3.30% reduction in water consumption.

<sup>0</sup> Intensity in terms of physical output has been calculated on the basis of MT of ointments produced for the relevant year. It does not include tablets as this cannot be estimated in MT

Furthermore, your company will be undertaking focused initiatives to replenish 70,000 m3 of water to four villages around the Godavari basin. In partnership with WaterAid, your company will also be implementing projects to make water accessible for 150,000 women in the community.

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

Parameter	FY 2024-25	FY 2023-24
Water Withdrawal by Source (in kilolitres)		
Surface Water (Nashik plant)	1,983	6,277
Third party water (Nashik and Corporate Office)	76,074	83,077
Total volume of water withdrawal	78,057	89,354
Total volume of water consumption	76,714	81,878
Water intensity per rupee of turnover	0.0000021	0.0000024
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	0.00004257	0.00005438
Water intensity in terms of physical output <sup>11</sup>	2094	2494

**Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

A reasonable assurance has been carried out by an independent external agency, Bureau Veritas India Pvt. Ltd..

**4. Provide the following details related to water discharged.**

Parameter	FY 2024-25	FY 2023-24
Water Discharge (in kilolitres) by destination and level of treatment		
Third party water (Municipal water supplies) – No treatment	-	7,476
Surface Water – With treatment <sup>12</sup>	1,343	-
<b>Total water discharged</b>	<b>1,343</b>	<b>7,476</b>

**Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

A reasonable assurance has been carried out by an independent external agency, Bureau Veritas India Pvt. Ltd..

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

Nashik site has successfully achieved Zero Liquid Discharge (ZLD) by recycling 100% of the treated process effluent back into utility operations. This milestone has been accomplished through the integration of advanced treatment technologies, including Ultrafiltration (UF), Reverse Osmosis (RO), Multiple Effect Evaporators (MEE), and Agitated Thin Film Dryers (ATFD).

The salts generated from the ATFD process are responsibly disposed of through incineration at an authorized Treatment, Storage, and Disposal Facility (TSDF), ensuring minimal environmental impact. This achievement underscores our commitment to sustainable water management and environmental stewardship.

<sup>11</sup> Intensity in terms of physical output has been calculated on the basis of MT of ointments produced for the relevant year. It does not include tablets as this cannot be estimated in MT

<sup>12</sup> The domestic water is treated using MBBR treatment. Further filtered using sand and carbon filters and used for gardening

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

Your company is within the limits specified by the Pollution Control Board(s)

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

### a. For Nashik

Parameter	Unit	FY 2024-25	FY 2023-24
NOx	mg/ m3	14.03	14.81
Sox	mg/ m3	6.41	6.7
Particulate matter (PM)	mg/ m3	16.83	31.4

### b. For Corporate Office

Parameter	Unit	FY 2024-25	FY 2023-24
NOx	g/Kw-hr	0.78	0.80
Sox	g/Kw-hr	0.52	0.49
Particulate matter (PM)	g/Kw-hr	0.47	0.11
Carbon Monoxide	g/Kw-hr	1.11	0.31

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

A reasonable assurance has been carried out by an independent external agency, Bureau Veritas India Pvt. Ltd.

## 7. 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 2024-25	FY 2023-24
Scope 1	Metric tonnes of CO2 equivalent	1002.89	774.32
Scope 2	Metric tonnes of CO2 equivalent	9,419.11	9,957.92
Total GHG emissions	Metric tonnes of CO2 equivalent	10,422.01	10,732.24
Total Scope 1 and Scope 2 emissions per rupee of turnover		0.0000003	0.0000003
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)		0.00000578	0.00000713
Total Scope 1 and Scope 2 emissions in terms of physical output <sup>13</sup>		2.84	3.27

<sup>13</sup> Intensity in terms of physical output has been calculated on the basis of MT of ointments produced for the relevant year. It does not include tablets as this cannot be estimated in MT

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

A reasonable assurance has been carried out by an independent external agency, Bureau Veritas India Pvt. Ltd..

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

Yes, your company has undertaken active projects related to reducing greenhouse gas emissions. Your company has also established a 42 KL rainwater harvesting pond at corporate office. Installed RECDs (Retrofit Emission Control Devices) to comply with MPCB DG emission requirements.

**9. Provide details related to waste management by the entity.**

**a. For Nashik Plant**

Parameter	FY 2024-25	FY 2023-24
Total Waste Generated (in Metric Tonnes)		
Plastic waste (A)	32.83	35.29
E-waste (B)	3.39	0.43
Bio-medical waste (C)	1.53	1.85
Construction and demolition waste (D)	52.52	-
Battery waste (E)	-	2.07
Radioactive waste (F)	-	-
Other Hazardous waste (includes used oil, chemical sludge, off specification products and process residues) (G)	132.11	164.96
Other Non-Hazardous Waste (includes wood, paper, glass and other organic waste) (H)	262.79	1254.50
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>485.17</b>	<b>1,459.10</b>
Waste intensity per rupee of turnover	0.000000013	0.000000042
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity	0.000000027	0.000000096
Waste intensity in terms of physical output <sup>14</sup>	0.13	0.51
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
Recycled	299.7	1,294.13
Reused	0	24.8
Other Recovery Operations	0	0
<b>Total</b>	<b>299.7</b>	<b>1,318.93</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
Incineration	132.95	140.17
Landfilling	52.52	0
Other Disposal Operations	0	0
<b>Total</b>	<b>185.47</b>	<b>140.17</b>

<sup>14</sup> Intensity in terms of physical output has been calculated on the basis of MT of ointments produced for the relevant year. It does not include tablets as this cannot be estimated in MT

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

A reasonable assurance has been carried out by an independent external agency, Bureau Veritas India Pvt. Ltd.

**b. For Corporate Office**

Parameter	FY 2024-25	FY 2023-24
Total Waste Generated (in Metric Tonnes)		
E-waste	0	0
Battery waste	0	0
Non-Hazardous Waste		
Dry Waste	19.13	16.08
Wet Waste	3.97	6.53
Gardening Waste	0	0
<b>Total</b>	<b>23.10</b>	<b>22.61</b>
Waste intensity per rupee of turnover	0.000000001	0.000000001
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity	0.000000001	0.000000002
Waste intensity in terms of physical output <sup>15</sup>	0.01	0.01
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
Recycled	23.10	22.61
Reused	0	0
Other Recovery Operations	0	0
<b>Total</b>	<b>23.10</b>	<b>22.61</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
Incineration	0	0
Landfilling	0	0
Other Disposal Operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

**10. 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.

**11. 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.

<sup>15</sup> Intensity in terms of physical output has been calculated on the basis of MT of ointments produced for the relevant year. It does not include tablets as this cannot be estimated in MT

**12. 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 2024-25. 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 operation

**13. 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 compliant with all applicable environmental laws/regulations/guidelines in India, monitored through a centralised system. Your company has had no major non-compliances for FY 2024-25.

**Leadership Indicators**

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

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

Parameter	FY 2024-25	FY 2023-24
Surface Water	-	6,277
Third party Water – Municipal Water	68,747	72,397
Total water withdrawal	70,730	78,674
Total water consumption	69,387 <sup>16</sup>	78,674 <sup>17</sup>
<b>Water intensity per rupee of turnover</b>	<b>0.0000019</b>	<b>0.0000023</b>

**2. 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.

**3. 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
1.	Zero liquid discharge

**4. 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 2 years. Based on the findings, disaster management plans are formulated based on the priority and materiality assessed.

<sup>16</sup> 2,310 KL of water is used for site gardening and recycled water use applications such as cooling towers in FY 2024-25. Your company has started STP in FY 2024-25, and STP recycled water is used for gardening  
<sup>17</sup> 38,473 KL of water is used for site gardening and recycled water use applications such as cooling towers in FY 2023-24

**5. 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?**

There has been no significant adverse impact to the environment, arising from the value chain of the entity. We are committed to managing and reducing the environmental impacts of its operations and products across their lifecycle globally. 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.

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

Your company's key contract manufacturers are assessed for environmental impacts once in every three years. For FY 2024-25, six contract manufacturers underwent this assessment. Regular 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: Five**
- 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)	Global
4.	Indian society for clinical research (ISCR)	National
5.	European Federation of Pharmaceutical Industries and Associations (EFPIA) India Regulatory network	Global

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 2024-25.

**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, and USISPF.

## 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.

Category	FY 2024-25	FY 2023-24
Directly Sourced from MSMEs/Small Producers	5.48%	6.46%
Directly Sourced from within India <sup>18</sup>	75%	74%

#### 5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.

Not Applicable. Your company's approach to hiring is location agnostic. Hence wages paid is based on job role and there are no geographical variations.

### 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 2024-25:

State	Aspirational District	Amount Spent (INR)
Andhra Pradesh	Visakhapatnam	1,00,000
	Vizianagaram	1,00,000
	YSR (Kadapa)	8,00,000
Assam	Barpeta	94,800
	Goalpara	1,00,000
Bihar	Begusarai	53,450
	Jamui	52,520
Jharkhand	Giridh	35,370
	West Singhbhum	1,00,000
	Hazaribag	62,371
	Palamu	1,00,000

<sup>18</sup> The local purchase amount is the total of invoices received from local vendors during the period.

State	Aspirational District	Amount Spent (INR)
Karnataka	Raichur	12,00,000
	Yadagiri	5,00,000
	Raichur	96,348
Kerala	Wayanad	9,520
Maharashtra	Nandurbar	85,843
Odisha	Nuapada	1,00,000
Rajasthan	Karauli	1,00,000
Tamil Nadu	Ramanathapuram	1,00,000
	Virudhunagar	97,150
Uttar Pradesh	Sonbhadra	92,100
<b>Total</b>		<b>39,79,472</b>

## 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	33 million tablets	100% of beneficiaries indicated under our CSR will fall under the vulnerable and marginalised group
2.	Addressing child nutrition through a holistic approach – Mother and childcare	1745 beneficiaries	
3.	Educational Outreach Programme	200 children	
4.	Awareness building on ante-and postnatal care	1030 households 922 beneficiaries	
5.	Holistic care for vulnerable underserved girls	201 children	
6.	Mainstreaming children who are school dropouts by enhancing their grade level competencies	401 children	
7.	GSK Scholars – Enabling future healthcare professionals	431 scholars	
8.	Smartclass programme	35485 students and 1040 teachers	
9.	Value integrated learning and development	125 children	
10.	Promoting STEM education	200 children	
11.	Career intentionality and career advancement programme	231 children	
12.	Providing home away from home	435 beneficiaries	

## 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 Event (AE) reports 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 GSK India website- [GSK/Contact/SideEffects](#). Consumers may also register product quality complaints through company's toll-free number 1800-2222-03, made available on product packs. We are committed to protecting our patients and regularly report to relevant authorities, as applicable, on any concern with respect to our products.

Employees are required to and adequately trained to report any HSI / AE to your company's Pharmacovigilance Team within 24 hours of their awareness, which can be done through the Human Safety Information (HSI) / Adverse Event (AE) reporting email - [india.pharmacovigilance@gsk.com](mailto: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](mailto: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 in respect of the following:

Category	FY 2024-25		FY 2023-24	
	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				
Cyber Security				
Advertising				
Delivery of Essential Services				Nil
Restrictive Trade Practices				
Unfair Trade Practices				

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

Voluntary recalls are initiated by your company based on 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 detailed mechanism 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.

Particulars	Number	Reasons for Recall
Voluntary Recalls	0	No Recall on account of Safety Issues in FY 2024-25
Forced Recalls	1	A recall was initially initiated based on a directive from the Central Drugs Standard Control Organization (CDSCO), Delhi, for Batch No. 6H88 of Betnesol Tablets 0.5mg (NSQ). However, as per the report dated 8 <sup>th</sup> August 2024 from CDL Kolkata, Batch No. 6H88 of Betnesol Tablets has been confirmed to be of standard quality. Accordingly, the recall has no further impact.

**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.**

Yes. Your company has a global policy on cyber security accessible by all employees on your company's intranet. Additionally, your company has identified and defined 9 privacy principles to follow while dealing with Personal Information (PI) at stages of data collection, storage, use, etc. Relevant trainings are also available and provided 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.

Web link: <https://privacy.gsk.com/en-in/privacy-notice/general/>

**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 2024-25.

**7. Provide the following information relating to data breaches:**

1. **Number of data breaches** - Nil
2. **Percentage of data breaches involving personally identifiable information of customers** - Nil
3. **Impact, if any, of the data breaches** - Nil

Your company monitors and resolves all incidences of data breaches through an internal mechanism, the Case IQ tool. For FY 2024-25, there were no data privacy breaches faced by your company.

**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.

- 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 undertakes various awareness campaigns for safe vaccination for children, adults and expecting mothers to protect them from vaccine preventable diseases (VPDs). Through the 7 Star Protection Campaign, your company aimed to raise awareness about seven vaccines to protect against 14 diseases recommended by the Indian Academy of Paediatrics (IAP) for children aged one to two years.
- Your company also operates a website – MyVaccinationHUB to provide reliable information about vaccination in 12 Indian languages.
- Your company also fosters awareness on child vaccination through influencers, parenting platforms, mom groups and HCPs as key opinion leaders and media channels.

**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 in the form of email communications for timely updates to be provided to CFAs for communication to stockists and consumers 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.

**INDEPENDENT PRACTITIONER'S REASONABLE ASSURANCE REPORT****To****The Board of Directors of GlaxosmithKline Pharmaceuticals Limited****Introduction and objectives of work**

The Board of Directors of **GlaxosmithKline Pharmaceuticals Limited** (the 'Company') have engaged Bureau Veritas (BV) for providing Assurance Report on identified sustainability information in the Business Responsibility & Sustainability Report (BRSR) of the Company for the Financial Year (FY) ended on March 31, 2025.

**Intended User**

The assurance statement is made solely for "**GlaxosmithKline Pharmaceuticals Limited (herein after GSK)**" and its stakeholders" as per the governing contractual terms and conditions of the assurance engagement contract between "GSK" and "Bureau Veritas". To the extent that the law permits, we owe no responsibility and do not accept any liability to any party other than "GSK" for the work we have performed for this assurance report, or our conclusions stated in the paragraph below.

**Scope of Work**

We have performed the Reasonable Assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) and in line with the requirements of Bureau Veritas's standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance.

The reporting boundaries considered for the FY 2024-25, cover the Corporate (Worli) Manufacturing Plants (Nashik),

**Site 1: Corporate Office (Worli):**

GSK House, Dr Annie Besant Road, Worli Mumbai 400030

**Site 2: Nashik**

A-10, Ambad - Uttam Nagar Rd, MIDC Area, MIDC Ambad, Nashik, Maharashtra 422010, India.

As part of its independent Reasonable Assurance, we assessed the appropriateness and robustness of underlying reporting systems and processes, used to collect, analyze and review the information reported. In this process, we undertook the following activities:

The assessment was conducted by means of physical site visits at the corporate (Worli) & Nashik plant Bureau Veritas team interviewed personnel of **GSK's** Environment, Employee Resource Management (ERM), Health & Safety (EHS) team, HR, Facilities, Finance and Accounts, Engineering, Purchase, Sustainability Team and other relevant departments.

- The assurance process involved carrying out an Assessment by experienced assessors from Bureau Veritas.
- The Company submitted performance data on reported BRSR (core) topics. The data pertaining to each plant was assessed by Bureau Veritas during the audit visit and through the process above described.
- Data on various BRSR (core) disclosures was assessed for the locations as mentioned above. Later, it was confirmed that the same assessed data went into preparation of the final data within the BRSR Report of FY: 2024-25.

## Management Responsibility

The Selection of reporting criteria, reporting period, reporting boundary, monitoring and measurement of data, preparation, and presentation of information in the BRSR report are the sole responsibility of the **GSK** and its management. We are not involved in drafting or preparation of the BRSR Report. Our sole responsibility is to provide independent Reasonable Assurance on the BRSR report for the financial year ended 31st March 2025.

## Our Findings

On the basis of our methodology and the activities described above,

- Nothing has come to our attention to indicate that the BRSR disclosures are inaccurate or that the information included therein is not fairly stated.
- It is our opinion that Company has established appropriate systems for the collection, aggregation, and analysis of data on Sustainability/Non-Financial performance disclosures in the BRSR.
- The BRSR Report provides a fair representation of the Company's activities as included therein.
- The information is presented in a clear, understandable, and accessible manner, and allows readers to form a balanced opinion over the Company and status during the reporting period.

## Limitations and Exclusions

Excluded from the scope of our work is any assurance of information relating to:

- Activities outside the defined assurance period.
- Positional statements (expressions of opinion, belief, aim or future intention) by **GlaxosmithKline Pharmaceuticals Limited** and statements of future commitment.
- Competitive claims in the report claiming, "first company in India", "first time in India", "first of its kind", etc.

Our assurance does not extend to the activities and operations of **GlaxosmithKline Pharmaceuticals Limited** outside of the scope and geographical boundaries as well as the operations undertaken by any subsidiaries or joint ventures of the Company.

This independent statement should not be relied upon to detect all errors, omissions or mistreatments that may exist within the Report.

## Statement of Independence, Integrity, and Competence

Bureau Veritas is an independent professional services company that specializes in quality, environmental, health, safety, and social accountability with over 196 years of history. Its assurance team has extensive experience in conducting assessments of environmental, social, ethical and health and safety information, systems and processes.

Bureau Veritas operates a certified Quality Management System which complies with the requirements of ISO 9001:2015 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Bureau Veritas has implemented and applied a Code of Ethics, which meets the requirements of the International Federation of Inspections Agencies (IFIA), across the business to ensure that its employees maintain integrity, objectivity, professional competence and due care, confidentiality, professional behaviour, and high ethical standards in their day-to-day business activities.

The assurance team for this work does not have any involvement in any other Bureau Veritas projects with **GlaxosmithKline Pharmaceuticals Limited**.

**Competence**

The assurance team has extensive experience in conducting assurance over environmental, social, ethical, and health & safety information, systems and processes and an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

**Restriction on use of Our Report**

Our Reasonable assurance report has been prepared and addressed to the Board of Directors of the **GlaxosmithKline Pharmaceuticals Limited (GSK)** at the request of the company solely to assist the company in reporting on the Company's Sustainability performance and activities. Accordingly, we accept no liability to anyone other than the Company. Our deliverables should not be used for any other purpose or by any person other than the addressees of our deliverables. The Firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party to whom our Deliverables are shown or into whose hands it may come without our prior consent in writing.

**Dr. Apurva Srivastava**

Lead Assuror

**Bureau Veritas (India) Private Limited****Mumbai, India****Dt: 27/05/2025****Rama Mohan Rao Munji**

Technical Reviewer

**Bureau Veritas (India) Private Limited****Hyderabad, India****Dt: 28/05/2025**