We are pleased to present this corporate responsibility report, the first of its kind produced by GlaxoSmithKline (GSK) Australia. Today, it is not enough to be recognised as a well-known global and local business. We must be able to demonstrate that we are being responsible and ethical in everything we do. And, we need to be able to demonstrate this across all parts of our business – from farms and laboratories through to supermarket and pharmacy shelves.

This report tells you who we are and how we create value. It also highlights what we did in 2012 and demonstrates our commitment to open reporting to our stakeholders.

We believe that by being ethical and responsible we can grow our business and be sustainable for our shareholders, Australians and the people around the world who use our medicines, treatments and products.

Our business is aligned with GSK’s global strategy – ensuring an efficient, profitable and responsible business that delivers continuous healthcare innovation and value for patients and consumers. The global business, and therefore our business in Australia, is structured around four key themes that help us demonstrate how we operate ethically and responsibly:

- Health for all
- Our people and communities
- Our behaviour
- Our planet

These themes reflect the issues most commonly raised by our stakeholders. We believe these issues are important for sustainable business growth. They also help us raise the bar on our performance, so we can be the best we can be. Sometimes we don’t get it right, but we do something about it and put processes in place to make sure we do it better the next time. We demonstrated this in 2012, which was a challenging year on both a global and local level.

In addition to the global financial crisis, we were affected by the long-standing legal matters in the United States concerning GSK’s sales and marketing practices. The consequences and corrective actions affected all areas of our business. We continue to improve our procedures around internal and external compliance, marketing and sales, and professional conduct.

Locally, we were affected by the changing economy in the Australasian region. The high Australian dollar, increased R&D costs, and competition from emerging markets increased the pressure on manufacturing facilities. These factors also increased the pressure to maintain efficient and cost effective clinical research in Australia.

We recognise healthcare issues for Indigenous Australians is also an ongoing issue. In 2012 we strengthened our commitment to addressing Indigenous people’s healthcare needs in a manner that is sustainable and mutually beneficial.

We could not have met these challenges without consulting and working with our wide range of stakeholders. Improving healthcare and making it affordable and accessible to the people who need it is a huge challenge and one that requires a combined effort. Everyone involved in providing healthcare – including the medicines industry, healthcare professionals, universities, governments, charities and regulators – must continue to work together.

Despite these global and local challenges, we made a significant contribution in many areas in 2012. The highlights throughout this report show how we believe we made a real difference.

Geoff McDonald  
General Manager,  
GSK Pharmaceuticals Australia

Vincent Cotard  
General Manager,  
GSK Consumer Healthcare ANZ

We are always happy to hear from our stakeholders and welcome any feedback on the information presented in this report.

If you have any comments or would like to share your thoughts, then please email us at cr.australia@gsk.com
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About us
Growing a sustainable and ethical business

GlaxoSmithKline (GSK) Australia is part of a global science-led pharmaceutical and healthcare company that improves the quality of human life by helping people to do more, feel better and live longer.

Globally, GSK has a vast geographical reach, employing more than 100,000 employees in more than 115 countries. We have significant research centres in the UK, USA, Spain, Belgium and China and an extensive network of 70 manufacturing sites across the world.

The scale and size of our business means we must continuously demonstrate and improve our commitment to responsible and ethical practices across all parts of the business.

We believe that being a responsible business is good for us and for society. It helps us operate efficiently, gain the trust of our stakeholders, create products that people really need, and foster the right conditions for the growth of our business.

In 2012, GSK was ranked number one in the international Access to Medicines Index for the third consecutive year. This ranking by the Access to Medicines Foundation examines what the top 20 pharmaceutical companies are doing to improve access to medicine in the developing world.

GSK also ranked on a number of other international indexes including Vigeo World, FTSE4Good, and the Carbon Disclosure Project Leadership Group. We are disappointed that we were not listed on the Dow Jones Sustainability Index and are reviewing our performance against their criteria.

External recognition for our approach to being a responsible business:

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<td>Ranked second in the world for environmental, social and governance in this new ranking.</td>
<td>We have been in the FTSE4Good Index since 2004.</td>
<td>Ranked first for the third time.</td>
<td>Four consecutive years in the FTSE 350 Carbon Disclosure Leadership index (2009-2012) and highest scoring healthcare company in the FTSE 350 (2012).</td>
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What we do

We have three primary areas in our global business:

**Pharmaceuticals**

We develop and make medicines for a range of conditions including respiratory disease, cancer, epilepsy, bacterial and viral infections, lupus and skin conditions like psoriasis.

£18.0bn Turnover

68% of the global business group

**Vaccines**

We research and make vaccines to protect children and adults from diseases such as influenza, rotavirus, cervical cancer, measles, mumps, rubella, hepatitis, polio and meningitis.

£3.3bn Turnover

13% of the global business group

**Consumer Healthcare**

We make scientific, innovative over-the-counter consumer products in oral healthcare, pain management, nutrition and skin health.

£5.1bn Turnover

19% of the global business group
Creating value on home soil

In Australia we have improved people’s wellbeing by delivering the highest quality medicines, vaccines and over-the-counter healthcare products since 1886. We have done this by drawing on the wealth of our international partnerships, innovative research and development programs.

Australia is the only country in GSK’s global network that grows and refines poppies, making us a critical link in the global medicine ‘food chain’. From acres of pink and white poppies in Tasmania, GSK Australia farmers harvest about 15,000 tonnes from their crops each year and provide around 25 per cent of the world’s medicinal opiate needs.

Our four manufacturing facilities make products for more than 30 different countries. Boronia, on the outskirts of Melbourne, is GSK’s largest pharmaceutical manufacturing plant in the Asia Pacific region and is home to 10 innovative blow-fill-seal filling lines, and two Relenza lines. This facility manufactures high technology pharmaceutical products, most of which are exported.

Through our consumer healthcare business in Sydney we manufacture and market a range of over-the-counter products including one of the most recognised pain relievers in the world – Panadol. Each year, more than 50 million packs of Panadol and nearly 5.5 million bottles of Children’s Panadol are produced from this site. The remaining facilities in Tasmania and regional Victoria support production of medicinal opiates.

GSK Australia is also the primary supplier of childhood vaccines to the Australian National Immunisation Program providing protection against diseases such as polio, measles, mumps and rubella to nearly 4 million children each year.

GSK Australia in 2012

- **Business units by turnover**
  1. Pharmaceutical incl. manufacturing: $1,016m
  2. Consumer Healthcare incl. manufacturing: $355m
  3. Opiates: $81m

- **Employees by gender**
  - Men: 792
  - Women: 950

- **R&D investment**
  - $54m

- **Pharmaceutical & medicinal exports**
  - $521m

25% of the world’s medicinal opiate needs is produced in Australia
Beyond our core business units

Our commitment to innovation and improved healthcare in Australia stretches beyond our core business units.

Medicines Research Unit

We have a dedicated clinical pharmacology unit at the Prince of Wales Hospital in Sydney. Having a medicines research unit at this location gives us access to a comprehensive range of medical services and research facilities within a large teaching hospital. Here we conduct Phase 1 and Phase 2 clinical trials with both patients and healthy volunteers.

All of our clinical trials are conducted to strict ethical standards as defined by ICH (E6) GCP, the National Statement on Ethical Conduct in Research Involving Humans (issued by the National Health and Medical Research Council in Australia), and other applicable regulatory requirements. This ensures the safety and well-being of study participants, their rights, confidentiality of their data and personal information.

Operating under the global business group, we also have two subsidiary companies operating in Australia – ViiV Healthcare and Stiefel Research Australia.

HIV

ViiV Healthcare is a global specialist HIV company established by GlaxoSmithKline and Pfizer in 2009 to deliver advances in treatment and care for people living with HIV. Global pharmaceutical company, Shionogi, joined ViiV Healthcare in 2012.

During 2012 ViiV Healthcare Australia provided $186,700 in charitable contributions and sponsorships including:

- $46,700 to the Australasian Society for HIV Medicine
- $110,000 to the National Association of People with HIV Australia
- $30,000 to the Collaboration for Health in Papua New Guinea

Dermatology R&D

Housed within Stiefel Research Australia is the Stiefel Centre for Formulation Innovation based in Melbourne. With more than 26 years in formulation development, the Centre has a strong history and reputation in developing innovative and patented drug delivery technologies and products in the field of dermatology.

Today, the Centre for Formulation Innovation is dedicated to advancing topical drug delivery through a formalised innovation program that seeks to develop “best-in-class” dermatological products and innovative new drug delivery platform technologies.
Health for all

Improving people’s health and well-being regardless of where they live or their ability to pay

Our focus for better health

We want to make our products accessible and affordable for the people who need them while generating the returns we need to invest in R&D and grow our business.

We know there are many barriers and obstacles on the path to better health and we are committed to finding new and innovative ways of tackling them. By working in partnerships, listening to others, and being prepared to change the way we do business, we are creating value for society, our business and our shareholders.

Patient advocacy

While patients are a key focus for us, so too are the organisations that support them. Patient advocacy groups are not-for-profit organisations started by patients, caregivers, family members and health professionals. These groups engage with healthcare providers, governments, the media and patients to promote improved treatments and services. Their efforts are essential for raising awareness and educating the wider community. We assist these groups by providing funding and in-kind resources to help with operational costs, events and activities.

Our support also includes funding for educational assistance, training for employees, and collaboration on disease awareness and prevention projects. Our work with patient advocacy groups ensures our continued understanding of patient needs, which in turn helps to guide our investment in research and development.

Supporting immunisation providers

We are also proud to support Australian immunisation providers to help them find effective solutions to the challenges they face in delivering high-quality immunisation programs.

We provide support and recognition through the GlaxoSmithKline Childhood Immunisation Awards and Adult Immunisation Grants. These Awards and Grants are used to expand or develop new programs that address issues relevant to local communities. The many lessons learned are also shared and promoted to similar organisations across Australia.

Highlights in 2012

• We had two medicines listed on the Pharmaceutical Benefits Scheme (PBS) in Australia for oncology and urology. We also received an extended listing on the PBS for Prolia – our treatment for osteoporosis.

• Our Consumer Healthcare business launched 23 new products in Australia. These products included Paradontax toothpaste and new packaging variations and presentations of Panadol, Children’s Panadol, Nicabate, Sensodyne and Polident.

• We provided $329,140 in monetary grants and donations to 13 patient advocacy groups including Polio Australia, Australian Lung Foundation, All About Acne, Intensive Care Foundation and Asthma Australia. This support was used for training programs and health awareness campaigns. The full list of patient groups we supported in 2012 is published on our website.

• Over the course of the year we had 85 clinical studies active across Australia and New Zealand. These studies were dedicated to finding new and effective treatments for oncology, neurology, inflammation and respiratory diseases.

• We awarded an $80,000 grant through the GlaxoSmithKline Award for Research Excellence to Professor Chris Goodnow from the Australian National University so he can further develop his world-leading research on the cause of autoimmune diseases – something still little is known about. See case study for more information.

• In May we launched an online ordering system called Vaccines Direct for Australian health providers. We developed this system to improve access to our vaccine products after we received feedback from customers saying we needed to simplify the ordering system and enable the use of credit cards. Our customers can now order vaccines, check their invoices, and make payments at: www.gskvaccinesdirect.com.au

$329,140 in monetary grants & donations to patient advocacy groups

23 new consumer healthcare products launched in Australia
Immunologist, Professor Chris Goodnow from the Australian National University, received the GlaxoSmithKline Award for Research Excellence in 2012 for his pioneering research into autoimmune diseases.

In the past 30 years, Professor Goodnow has made significant achievements in understanding why autoimmune diseases develop and which genes and pathways are responsible for defining how we stay healthy. He has improved our understanding of how the immune system decides what is a person’s body and what is an invading microbe that should be attacked.

The $80,000 grant we awarded to Professor Goodnow will enable him to begin testing his controversial theory that autoimmune disorders are a form of benign cancer. This research has the potential to lead to more effective treatments and preventions for the millions of people around the world who struggle with or are at risk of autoimmune diseases.

On receiving the award, Professor Goodnow said the funding from our grant will enable his research team to immediately use a new technology, known as Massively Parallel Sequencing. He said that without the grant from our award, the lengthy funding application process he would generally use would have potentially halted his research for years.
Our people and communities

Supporting the development of our people and the communities in which we operate

Supporting our people

We are proud of our employees and we know our employees are proud to work for GSK.

Across our business we strive to be inclusive and accessible as an employer to people from all backgrounds. We gain the most from our people – and attract the best – by helping them thrive as individuals. We have clear values that govern how we do business responsibly and we have made a strong public commitment to them. We ask every one of our employees to live and embody these values, and we reinforce them through training, communication and how we recognise and reward high performance behaviour.

Our employment practices aim to create a culture in which all of our employees can feel valued, respected, empowered and inspired to achieve our business goals.

We provide processes, systems, and support services that enable our employees to be the best they can be and to manage the day-to-day demands of their work and the challenges they face.

We provide all of our employees with information about childcare and parenting services, employee assistance, flexible work practices, discounts on our products, paid parental leave, health and wellbeing programs, tertiary assistance, and access to community involvement programs.

Investing in our communities

Our focus on people is not just limited to those within our organisation. We believe it is our responsibility, and our privilege to give something back to the people within the communities in which we operate. Strong, prosperous communities create the right conditions for business growth and can have flow-on effects to others. We are a catalyst for change and help the many communities we work in to flourish with us as our business grows.

Through our corporate volunteering program, Orange Day, we enable our employees to develop their skills, broaden their perspectives and make a valuable contribution to communities throughout Australia.

Our company values

- Transparency
- Respect
- Integrity
- Patient and customer focus

Highlights in 2012

- GSK Australia was recognised as an Employer of Choice for Women for the third consecutive year. This citation by the Workplace Gender Equality Agency is awarded to organisations that demonstrate a commitment to providing equal opportunities for women and by recognising and advancing female employees based on their merit, not gender. This prestigious citation has helped differentiate us in a competitive marketplace and attract the best possible talent. We have also used this citation in our recruitment and other promotional materials so that people outside our organisation are aware of our best-practice approaches to equal opportunity for women.

- More than half of our approximately 1,700 Australian-based employees (58 per cent) engaged in some way with our health management program – InBalance. This program provides health information, health screenings, workshops, massage, yoga classes, and lunchtime low-impact exercise routines. It also includes one-to-one coaching that is used to encourage and help employees achieve positive health outcomes.

- We provided $198,165 in funding and product donations to a number of community partners including our corporate partners the Royal Flying Doctor Service and Save the Children Australia. A full list of donation recipients is published on the GSK Australia website.

- Three employees from three different GSK businesses participated in our global volunteering program PULSE. This program gives employees the chance to contribute their expertise and widen their horizons by working with a non-profit organisation. Placements for Australian staff included working with the Millennium Project in Ethiopia, Hospice Casa Speranti in Romania, and the Clinton Health Access Initiative in India, Kenya, Nigeria and Uganda.
Our people and communities continued

Orange Day staff engagement

Our employees spent about 1,500 hours volunteering with charities such as:
• Oz Harvest
• Fareshare
• Caitlin’s Retreat
• National Breast Cancer Foundation
As well as our corporate community partners:
• The Royal Flying Doctor Service
• Save the Children Australia

Case study

‘Pit-Stop’ health checks for men

Our strong corporate partnership with the Royal Flying Doctor Service (RFDS) continued in 2012.

During the course of the year, we provided a $100,000 to support the RFDS deliver ‘Pit Stop’ health checks at the Adelaide Produce Markets, Royal Melbourne Show and the Wandin Field Day.

The health checks are based on a simple principle that men in particular don’t pay enough attention to their health. While many regularly service their vehicles and keep their cars and bikes in good working order, they often neglect their bodies and ignore early symptoms of deteriorating health.

Each ‘Pit Stop’ relates to a key area of health, for example, chassis (waist), exhaust (smoking), oil pressure (blood pressure). After completing the various components, participants are awarded a pass or fail roadworthy certificate. Anyone who fails is encouraged to see their doctor.

Feedback on the success of these events has been profound. RFDS medics have reported a number of instances where participants were strongly encouraged to visit their doctor that day because they were found to have dangerously high blood pressure. Some men have also been motivated to lose weight or stop smoking as a direct result of completing the health check.

The ‘Pit Stop’ health checks have been a consistent part of our corporate partnership with the RFDS since 2009. As well as delivering important preventative health messages, our funding has enabled the RFDS to strengthen their profile outside their typical rural surroundings and showcase their services to a metropolitan audience.

Many of our employees have used their corporate volunteering day to help with these events.
Our behaviour
Behaving in a transparent and honest manner in all that we do

Doing what we say we’ll do
How we deliver success is just as important as what we achieve. We put the interest of patients and consumers first and are driven by our values - transparency, respect, integrity, patient and customer focus - in everything we do.

Our values are backed up by a clear Code of Conduct, robust compliance systems, and training and support that helps employees make the right decisions.

We have led our industry in delivering transparent and ethical behaviour. For three consecutive years we have voluntarily disclosed the total amount of money we have paid to healthcare professionals, as well as patient and community groups.

We believe our relationships with healthcare professionals in both our pharmaceutical and consumer healthcare business is fundamental to the progress of medical science and our understanding of patient needs. The payments we make to healthcare professionals are made as fair compensation for their services and expertise. We have robust internal and external processes in place to ensure these payments are not excessive nor an inducement or reward for prescribing.

Our work with patient and community groups must comply with our guidelines and operating procedures which limit the amount of funding we can provide to no more than 25 per cent of an organisation’s total revenue. This ensures all activity remains independent and is not associated with the promotion of our medicines or products.

Policies for GSK’s global Code of Conduct and Third Party Code of Conduct can be downloaded from www.gsk.com. Details relating to the disclosure of clinical trial information, counterfeiting, animal research and pharmacovigilance can also be found here.

Scientific engagement
GSK’s global scientific engagement policy was introduced in 2011, detailing the principles by which we engage in external scientific activities such as advisory boards, scientific congress and medical education. This policy reinforces the distinction between scientific and promotional activity to ensure our behaviour is aligned and compliant with our company values and those of our stakeholders. This policy was imbedded in our business during 2012.

Adhering to industry standards
As well as meeting our own high standards, we comply with the industry standards set by Medicines Australia and the Australian Self-Medication Industry.

Through our public policy activity, we support legislative measures and programs that drive scientific innovation and balance the interests of our business with those of other stakeholders.

Political contributions
We do not make contributions to any political parties in Australia.
Case study

Driving an ethical and transparent industry

Ethical and transparent conduct is a priority for GSK. We believe that trust can only be earned if we are transparent in how we conduct our business. We are the first pharmaceutical company in Australia to ‘set the bar’ on increased transparency around commercial relationships with healthcare professionals* and third parties.

In 2012, we championed increased transparency for all pharmaceutical companies by participating in the review of the Medicines Australia Code of Conduct. Our submission proposed all companies disclose fees paid to healthcare professionals. This was ratified by the review panel and will be mandated in the 17th edition of the code due to be published in 2014. See case study for more information.

$2,533,137
paid to healthcare professionals in 2012

For research programs, advisory committee work and educational projects.

Our work with healthcare professionals is critical for us to progress medical science and our understanding of patient needs. By working together, we can increase the collective medical knowledge and scientific research. This contributes to the advancement of medicine, patient care and community health.

It is equally important to educate the community on the benefits that come from these relationships – improved patient care, new medical technologies, advances in research and improved dissemination of medical knowledge. Our strong relations with leading healthcare professionals in Australia is crucial in helping us develop better products and processes that will benefit those that need them.

* Healthcare professionals are defined as: Members of the medical, dental, pharmacy and nursing professions and any other persons, who may, as a result of their professional qualifications, be able to prescribe, recommend, purchase, supply or administer medicines.
Our planet
Growing our business while protecting the natural resources we all need for the future

Taking care of our planet

We are growing our business to bring innovative medicines to more people around the world and we are committed to reducing our environmental impact as we do so. We take our responsibility to protect the planet seriously and are accountable for the precious and limited resources we use and the environmental impact of our business in Australia and our local communities. We believe that it is possible to deliver sustainable business growth while protecting the resources we need for the future and the environment.

Our manufacturing sites hold trade waste agreements with respective authorities which specify particular standards for the discharge of production and laboratory waste. We have set ambitious goals to reduce carbon, water and waste across all we do. To help us achieve these goals we have an appointed Environmental Sustainability Manager to specifically support individual manufacturing sites to reduce the impact our business has on the environment in accordance with national and international regulations.

Exceeding energy reduction targets

Our manufacturing sites have exceeded our global energy reduction target of 5 per cent each year. Since 2010, the Consumer Healthcare site in Sydney has reduced CO₂ emissions by more than 24 per cent; the Pharmaceutical site in Victoria by 14.5 per cent and the Opiates sites in Victoria and Tasmania by 11.3 per cent. We have generated these savings by:

- Forming energy improvement project groups;
- Improving building management systems so we can better monitor energy consumption;
- Reducing energy waste through improved maintenance;
- Installing sensor lighting, high efficiency, LED and solar lighting;
- Conducting behavioural campaigns to encourage individuals to reduce their personal energy consumption by turning off equipment when not in use;
- Introducing systems that automatically shut down ancillary equipment (such as extraction vacuums and compressed air) when primary equipment is stopped; and
- Investing in energy efficient equipment such as boilers, air compressors, dehumidifiers and chillers.

Carbon neutral by 2050

Our long-term goal is for our global value chain to be carbon neutral by 2050. This means we need to look at every process associated with our products - from sourcing raw materials to manufacturing and disposal. To achieve this goal we will implement an ambitious program that will accelerate our key energy efficiency projects and explore renewable energy options such as solar, biomass and wind. Steps to make this vision a reality are already underway.
Our planet

Highlights in 2012

- Our regional manufacturing site in Boronia, Victoria continued to implement a sustainable water conservation program that has been in place for 11 years. Water consumption has dropped from more than 100,000 cubic meters in 2001 to 34,000 cubic meters in 2012.
- We reduced landfill at our Boronia manufacturing site by 34 per cent through minimising waste and increasing recycling efforts.
- We also improved the insulation, lighting, heating, ventilation and air-conditioning systems at our manufacturing site in Boronia. This is expected to reduce the site’s yearly carbon emission intensity by 11.6 per cent, and decrease the company’s annual energy bill by around 10 per cent.
- Our Consumer Healthcare manufacturing site in Sydney used 30 per cent less water in 2012 compared to 2011. This reduction was achieved by:
  - Improving the water efficiency of production equipment on site;
  - Reusing waste water from our water purification plant in cooling towers; and
- Our Opiates business in Victoria and Tasmania reduced energy-related CO₂ emissions by 8 per cent in 2012, despite production increases and respective energy consumption. This was achieved by:
  - Using high-efficiency boiler improvements;
  - Improving control and use of high-efficiency variable speed motors; and
  - Installing high-efficiency lighting with sensor controls.
- Our Port Fairy site in regional Victoria also made significant steps towards using renewable energy by installing 25KW solar panels on the roofs of buildings.

Case study

One employee’s idea reduced environmental impact

One employee’s idea has significantly reduced our water use and the amount of waste we discharge. As well as saving millions of litres of water and tonnes of waste being discharged, the changes we have made to put our employee’s idea into action have saved us $4,100 each month – allowing us to recoup our set up costs in about three and a half years.

As a big user of water in our manufacturing plants, we are passionate about reducing the amount of water we use. A few years ago, we were using about 300,000 litres of water each day across three parts of our morphine extraction process (vacuum pump seal water, belt wash water, and process water) at our plant in Port Fairy, Victoria.

This was until our empowered employee on the shop floor suggested how we could reduce our overall water footprint, reduce our waste, and increase our mass efficiency to help protect and sustain the surrounding environment.

We took our employee’s idea seriously and initiated a project in 2010. Construction started later that year and was completed in early 2011 for $189,000. The project mainly involved re-routing of water flows, installing an additional tank and pumps, along with some electrical wiring and instruments for process control.

Instead of using the fresh water supply, we now reuse vacuum pump seal water to wash the belts. We then collect the belt wash water and use it for process water. In 2012, these changes saved about 100,000 litres of water a day or 20 per cent of our site’s daily water consumption. This is about 30 million litres of water a year – a lot of water indeed.

By collecting belt wash water, we have significantly reduced the amount of waste water we discharge from the site. We have also reduced the amount of solid matter that we discharge in the drain by 200 kg a day – or 20 per cent of the site’s daily suspended solids load or 60 tonnes per year. In addition, we have reduced the organic material we discharge in the drain by 100 kg a day, or 30 tons per year. Our passion to save even more water and further reduce our waste has not waned yet. This technology can easily be transferred to other processes. The concepts applied in this example can also be used in other operations at the Port Fairy site.
Our stakeholders

Engaging with our stakeholders and where you can find out more

Our ongoing conversation

We are committed to engaging with our stakeholders to ensure we continue conducting our business responsibly and ethically. Our ongoing conversations with you help us keep in touch with your views about the environment in which we operate. They also help us identify important issues, meet your needs and community needs, and keep us informed of emerging and current issues and changing expectations. Most of our discussion takes place in the normal course of our day-to-day business, but if you have any comments or would like to discuss particular aspects of this report please contact us at cr.australia@gsk.com

Where you can find out more

GSK corporate website: www.gsk.com
GSK Australia website: www.gsk.com.au
GSK’s 2012 global corporate responsibility report and global annual report can be downloaded from www.gsk.com