

Sharon Wilkie

Head of Operations, Employee Health and Wellbeing

Global Healthy Workplace Awards 21 November 2020

Who we are and what we do

A science-led global healthcare company with a special purpose to help people do more, feel better, live longer.

We have three global businesses that discover, develop and manufacture innovative pharmaceutical medicines, vaccines and consumer healthcare products. Every day, we help improve the health of millions of people around the world.



Our global scale in 2019

GSK around the world

>99,000

employees across
95 countries

£263m

contributed globally
to community
health programmes

7.2bn

packs/doses of
medicines, vaccines
and healthcare
products delivered

Supporting our employees' health and wellbeing



A Modern Employer

Our purpose starts with us. When we feel at our best, we perform at our best.



Be you

We all bring something unique to GSK and when we combine our knowledge, experiences and styles together, the impact is incredible.



Feel good

When we focus on our wellbeing and have the flexibility to manage our lives, we can thrive and do great things at work and home.



Keep growing

Our world is always changing so we must take every opportunity to learn and develop. When we grow as individuals, we grow as a business.

Underpinned by great managers and technology

Our approach



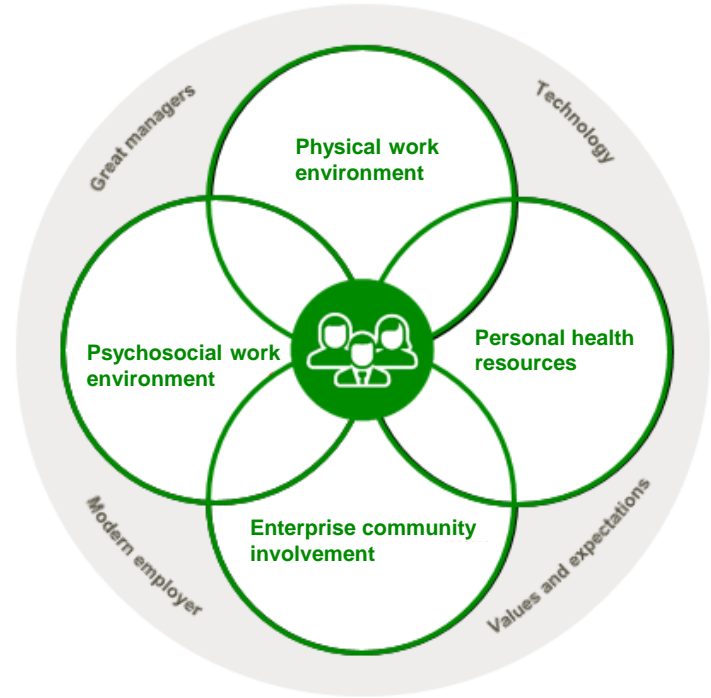
Innovative
global solutions



Culture of health
and wellbeing



Data and insight led



Innovative global solutions



1. Physical work environment



**Global governance
and standards**



**Workplaces that
promote H&W**



**Core health offerings
across all sites**

Through central and local efforts, we increased the percentage of sites complying with our core health offering — from a baseline of 50% in 2016 to **89%** at the end of 2018.

* Core health offerings define a minimum standard offering for physical activity, eating well, smoke-free, resilience and mental health, and preventive health services

2. Personal resources



Partnership for Prevention (P4P) provides all GSK employees and their benefits-eligible dependants with access to a core set of preventive healthcare services, at low or no cost.

Services represent the **World Health Organization's (WHO)** primary standards to prevent or detect disease and include adult and child vaccinations, adult and child preventive exams, cancer screenings, HIV screenings and treatment, smoking cessation, diabetes screening and treatment and prenatal care.



P4P has been launched in **130** countries


>225,000 lives covered
(employees and families)

>172,337 services used

GSK was the **1st** multinational company to launch a preventive healthcare programme of this scale.

Healthy life

Offering employees a personalised health and wellbeing experience



Individual activities, training and events

Global inspiration, information and training

Local activities, training and events

Start your journey towards a healthy life

Modern employer
Feel good

Download the Virgin Pulse app, create your account and set up your own personal profile

Sign up here: <https://virginpulse.com/GSKGlobal>

Healthy Life
Communications and engagement

Toma 5 piezas de fruta y verdura al día

Bienvenue dans l'appli Healthy Life

Positive change starts today

Winning down your goals will help you achieve it. Sharing your commitment with your family, friends or colleagues will help you keep it and it will help improve others.

Every action I take, big or small makes a difference. I will look after my health and wellbeing by:

Fixez vos objectifs

#feelgood

Supported by great managers and technology



Consistent employee experience reaching all employee groups

- Goal setting
- Challenges
- Healthy habit tracking

Data and insights

- Helping to drive positive behaviour change for individuals
- Targeted local and global interventions

>40,000 employees have access to the platform

Available in **25 countries** with 3 more launches to come 2021



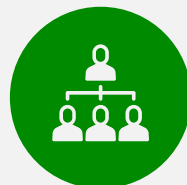
3. Supporting mental health and wellbeing



Establishing the environment

in which people feel comfortable talking about mental health and wellbeing.

Enterprise wide mental health and resilience standard in place including organisational stress assessments.



Supporting managers

to ensure they understand their role to help support employee mental health and wellbeing and know what's available and where to access it.

Training and support for managers.



Relevant and accessible resources

that are easy to find so employees know where go for additional help and guidance.

Wide variety of resources covering the spectrum from mental ill-health to resilience in local language.

Resources for everyone, in multiple languages



Individuals

Global EAP

Energy for Performance (E4P)

Personal resilience (PR)

Mindfulness

Local health teams

Conversation tips

Healthy Life



Teams

Team Resilience
– organisational stress
assessment and
interventions

Manager-led tools
and resources



Managers

Mental Health Matters
manager training

Managing for Resilience

One80 manager feedback

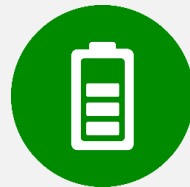


49% managers (10,753) completed Mental Health Matters manager training **this year**

10,575 managers have been trained in Managing for Resilience

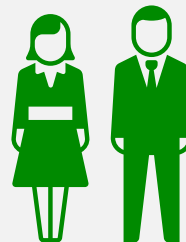
35% increase in managers' confidence to recognise signs of stress/strain in their employees and positively intervene

62% of teams participating in an organisational stress assessment/intervention demonstrated improvements in team interactions and experience of workplace pressure



14,721 employees

participated in one of our energy and resilience courses (YTD 2020).



45,014 employees in total have participated in an energy and resilience programme.

Our energy and resilience programmes show sustained impact a year later.

5 -25% improvement in all energy dimensions (physical, mental, emotional, spiritual, recovery and agility)

“I derive a sense of meaning and purpose from my work”
PR 23% improvement.
E4P 25% improvement

4. Inspiring community involvement



72% of line managers agree that employees who had participated in our volunteering scheme brought **reinvigorated energy, spirit and motivation** back to those they work with.

>121,237 hours of volunteering Orange Days by 10,429 employees in **77** different countries recoded in 2018

82% of volunteers agree their participation in PULSE has sparked new ideas for business improvements, products or services

>£4m raised by GSK employees for Save the Children partnership since launched in 2012.

Creating a culture of health and wellbeing



Carlos and Juan

Embedding Health and Wellbeing in our culture



Visible and active leadership support



Communications, tools and resources available in multiple languages.



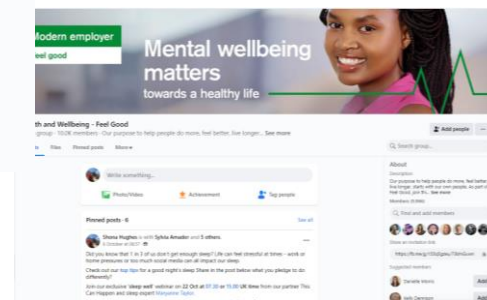
Trained facilitators for Energy and Resilience and Mindfulness to deliver content locally



>1500 active Health and wellbeing champions



>10,000 employees in dedicated H&W Workplace group



Supporting our employees through COVID-19



+12,000 participants
COVID-19 webinar delivered
in 14 languages

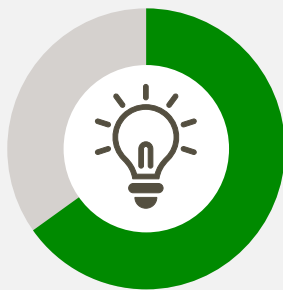


Mindfulness
+5200 participations
in virtual COVID-19 sessions

Q1 This Can Happen
webinars

**+1500 employees
participating**

- Sleep
- Burnout
- Teens
- Mental health



Employee Assistance Programme (EAP)

~3500 website hits in Q1 2020



+40,000 employees

across 11 countries, have access
to Healthy Life technology
personalising their H&W experience
in their local language

+10,000 employees

engaging in the
H&W Feel Good
Workplace group



Energy and resilience
resources

+6500 employees

participated in one of our
key on line courses
in Q1 2020



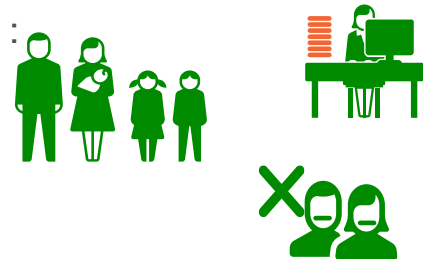
Insight led



Using different data sources to help inform decisions



EAP



Health Risk Assessment (HRA)

- Lifestyle Risk Factors
- Biometrics
- Mental Health and Resilience
- Organisational Stress

GSK survey

Global and local

Programme reporting

- Understand what employees are using
- Programme impact

Benefits information

One80 manager feedback

Organisational stress assessment

Organizational stress					Organizational modifiers		
Job satisfiers		Job stressors		Stress satisfaction offset score	Respect and fairness	Super visor support	Stress satisfaction index
Satisfied with control	Satisfied with reward	Stressed by effort	Stressed by demand	SSOS	Satisfaction Index	Satisfaction Index	SSIX

*for illustration purposes only

Looking ahead....



Personalisation: Leverage technology through continued roll out of Healthy Life platform to further support our employees' health and wellbeing and improve access for all.



Data: Enhance utilisation of data and metrics to drive performance and improve our offer.



Refresh energy and resilience programme: Build on energy management foundation to include purpose, connectedness, adaptability, and confidence.



Mental health: Confront and address high stigma topics such as suicide awareness and continue to enhance quality and consistency of mental health services globally.



Organisational stress: Continue to assess organisational stress and engage leadership in addressing root causes.

Why we do it

To help millions of
people around the
world to do more,
feel better, live longer.



GSK Global Employee Survey (May-2020)

“People in my work area are protected from health and safety hazards.”

– Increase from 2019

#1 rated question

“GSK actively supports and encourages employee health and wellbeing.”

– Increase from 2019

#5 rated question

One80 feedback to managers:

“My manager actively supports me to work in a sustainable way that supports my overall wellbeing.”

increase from 2019

“ In Nigeria healthcare is not like it is in every other country, it is not accessible. It is not affordable. But **Partnership for Prevention** gives us that drive because whether we like it or not prevention is always better than treatment ”

Employee talking about P4P, Nigeria

“ Understanding mental health and being able to support colleagues enables us to maintain a team of people who are happy and joyful, with great energy and ideas. It creates deeper connections that drive an even greater sense of purpose and meaning. By taking time to connect and be kind we will all have a more fulfilling work and personal life ”

Leader in Singapore speaking about the value of our Mental Health Matters training



“ I use my personal preferences, needs and data to choose and access what matters most to me, get helpful prompts and track my progress towards healthier behaviours and habits that help me to feel good ”

Employee talking about Healthy Life

“ We hold each other accountable to take a breather, fill up our tanks, particularly in the last few months of extended lockdown ”

Employee talking about Energy and Resilience experience

“ Each person within the team is committing to making a change to be their best selves, and we have all become more open in discussing spiritual and personal struggles / growth. ”

Employee talking about Energy and Resilience experience

Thank you
#feelgood