

# Building a work environment that inspires and energises

GlaxoSmithKline (GSK) recognises that we operate a complex global business in a fast-paced and continuously changing environment. The competitiveness of our industry, external legal and regulatory issues, technological advancements and changes in our society as a whole combine to create significant demands on the enterprise and its employees. While some of these issues are out of our control, we must act to minimise undue pressure that is within our control as an organisation and help GSK people to manage the reasonable pressures that are inevitable.

The GSK Mission is to improve the quality of human life by enabling people to do more, feel better, live longer.

The purpose of our Resilience programme is to provide managers with resources to engage their teams in addressing current problem areas while incorporating behaviours to promote effective ways of working and a work environment that inspires and energises people. For GSK to gain a sustainable competitive advantage, it is essential that every manager:

- understands how organisational factors within our control either enhance or hinder individual well-being and business results;
- works with his/her team to identify the organisational factors that are negatively impacting their resilience and performance;
- develops and implements action plans to create a work environment that enhances employee well-being and business results; and,
- adopts leadership behaviours to enhance organisational resilience.

The Resilience programme enables managers to achieve this by providing tools and resources to:

- assess organisational stressors and develop and implement appropriate interventions to manage them;
- promote management systems, work practices and behaviours that are essential for a healthy and productive work environment;

- increase awareness of the early warning signs and symptoms of physical and mental well being problems;
- support individuals experiencing physical and mental well being problems; and,
- assist the rehabilitation of those recovering from physical and mental ill health.

The benefits to the business and to the individual are clear and significant. GSK benefits through the creation of a work environment that is more focused, effective and productive; one where great people can do their best work. GSK People benefit through an enhanced quality of work life, contributing to improved health and well-being, increased energy and enhanced performance. It is truly a win-win programme.





GlaxoSmithKline is a UK based global pharmaceutical company, with approximately a 7 percent share of the world market for Pharmaceutical products. GSK leads the way in respiratory, antiviral, central nervous system and diabetes medications and is the world's largest vaccine company, supplying more than 20 percent of the global vaccine market. GSK employs more than 100,000 people in 116 countries around the world. In 2004 GSK achieved total sales of £ 20.4 billion, and invested £ 2.8 billion in research.



## Mission

GlaxoSmithKline is committed to providing a safe, healthy and productive work environment for all its employees and for others who work on, or visit, its sites. A work environment conducive to good physical, emotional and psychological health is one that is stimulating, challenging and enriching. Such a work environment strives to meet personal needs and business goals through enhancing individual health and well being and by improving the way work is accomplished. This enables individuals and teams to maximise their potential and contributes to sustainable business success. In GSK this is achieved through a partnership between the businesses which make up GSK, their line management, health, safety and human resource professionals and Corporate Shared Service Specialist support groups.

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