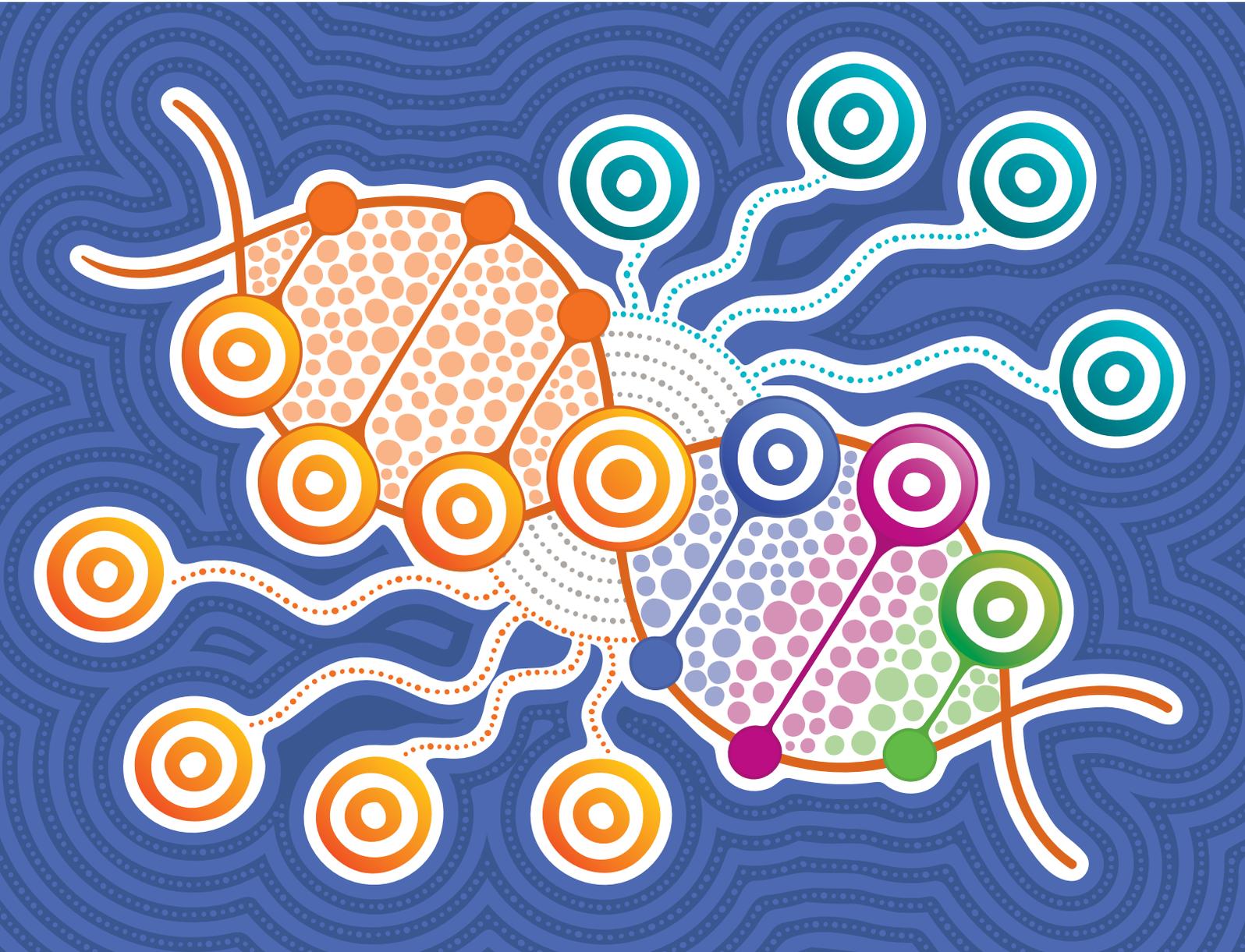




do more
feel better
live longer



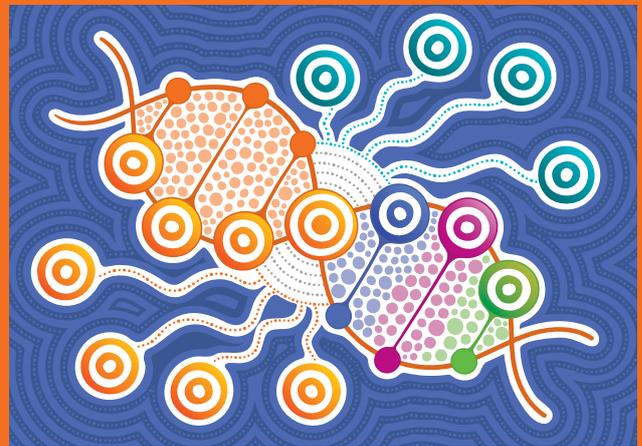
Reconciliation Action Plan

August 2018 – August 2020

Acknowledgement of Country and Traditional Owners

GSK would like to acknowledge the Traditional Custodians of the land in which we live, and pay our respect to Elders both past and present. We value and respect Aboriginal and Torres Strait Islander peoples, and acknowledge the contributions of Aboriginal and Torres Strait Islander peoples and non-Aboriginal and Torres Strait Islander peoples to the education of all children and people in this country that we live in and share together – Australia.

Artwork



The artwork by Jordan Lovegrove, Ngarrindjeri, of Dreamtime Creative, illustrates the heart of GSK's DNA which is to enable people to do more, feel better, and live longer. GSK is represented by the large central meeting place, and their values of patient focus, transparency, respect and integrity by the four orange outer meeting places. GSK's expectations of courage, accountability, development, and teamwork are represented by the four blue outer meeting places. The orange inner meeting circles represent GSK's purpose, goal and strategy while the blue, purple and green inner meeting circles represent innovation, performance and trust respectively. The artwork shows GSK's DNA filtering out into different communities to improve the quality of human life overall.



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Our business

GSK is a science-led global healthcare company with a special purpose: to help people do more, feel better and live longer. We work to improve patients' wellbeing through researching, developing and providing access to innovative pharmaceuticals, vaccines and consumer healthcare products in more than 100 countries around the world.

As a global healthcare company, GSK takes on some of the world's biggest healthcare challenges. GSK is committed to breaking down the barriers to effective healthcare through investing in scientific research and discovery to drive innovation, and by widening access to our products, so more people can benefit no matter where they live in the world or what they can afford to pay.

Here in Australia, GSK has a proud history dating back to the early 1900s. Today, we have over 1,200 employees who work out of our Melbourne and Sydney offices, across Australia in field-based roles and at our manufacturing sites, to improve the quality of life for patients and consumers around the world.

We have begun the process of collecting data on the backgrounds of our employees in order to work towards identifying the extent of Aboriginal and Torres Strait Islander representation across the organisation as part of our reconciliation journey. We are committed to delivering Australian patients with access to our high-quality products. In 2017 we invested approximately \$39 million in research and development; and manufactured over \$370 million in exports at our two manufacturing facilities, in Victoria and New South Wales. Our Victorian manufacturing site is GSK's largest manufacturing facility in the Southern Hemisphere and home to advanced manufacturing Blow-Fill-Seal technology.



Our commitment to social responsibility, globally and in the Australian community, is embedded into the way we do business, and we are proud to build our Reconciliation Action Plan (RAP) into our ways of working.

We recognise our responsibility to be good corporate citizens and make a positive impact within the communities in which we operate. In Australia, we recognise and give back to the community through activities including:

- **Save the Children Australia.** GSK partners with Save the Children Australia, one of Australia's largest aid and development agencies dedicated to helping children. Since the early 2000's we have partnered with Save the Children to support programs in Australia and the broader Asia Pacific region. This includes support for an Emergency Health Unit that will help provide on-the-ground support and allow essential emergency healthcare, nutrition, water, sanitation and hygiene work to be delivered faster and to a higher quality. This investment aides the recovery of those countries who are impacted by natural disasters. In addition, GSK has partnered with both the Australian Federal Government and Save the Children to develop a university program to develop Leaders in Disaster Recovery management with Deakin University. This course has been active since 2017.
- **Annual volunteering day.** Through our corporate volunteer program 'Orange Day', our employees support community organisations like the Abbotsford Convent and FareShare.
- **Supporting patient advocacy and community groups.** We partner with a range of community and patient groups, providing them with financial grants, resource in kind and donations to develop patient disease education programs to help inform and manage their health conditions. In 2017, we provided more than \$660,000 in donations to organisations including community group the Foodbank and patient groups including, but not exclusively The Meningitis Centre and Lung Foundation Australia.

On a global level, we contribute to a number of initiatives including:

- **Save the Children.** Our partnership on a global scale is an important contribution to the achievement of the UN Global Goals for Sustainable Development to end preventable deaths of newborns and children under five years of age by 2030. Our efforts have included developing child friendly medicines, widening immunisation coverage, accelerating access to treatments and strengthening healthcare systems. To date, we have reached over 2.7 million children globally.
- **PULSE volunteering program.** Through our global employee volunteering program, PULSE, we have sponsored 705 employees from over 60 countries to serve in over 120 non-profit organisations around the world; contributing their professional skills to non-profit partners, whilst giving back to communities in need.
- **Partnerships.** We seek to bring health benefits to more people around the world through our open, flexible and collaborative approach. We work with organisations such as the World Health Organization, GAVI Alliance and the Bill and Melinda Gates Foundation to combine expertise and accelerate progress in research and development of infectious and non-communicable diseases to find health solutions.
- **The Accelerating Difference program.** We are focused on promoting inclusion and diversity within our workforce, and through our Accelerating Difference program, we aim to improve the gender balance by empowering women to develop as leaders. Nearly 50 per cent of female participants in the 2013 and 2014 programs have since achieved a promotion or taken on more responsibility in their role.



Our vision for reconciliation

GSK's vision is to make a tangible difference in the nation's reconciliation journey by facilitating meaningful relationships built on the pillars of respect and awareness between our organisation and the Aboriginal and Torres Strait Islander community. And capitalise on our expertise in the health landscape to help eliminate the disadvantages and challenges faced by Aboriginal and Torres Strait Islander peoples.

To achieve our vision, we will work in partnership with Aboriginal and Torres Strait Islander peoples to implement symbolic and practical measures that build long-lasting relationships, enhance respect and cultural appreciation, and provide valuable opportunities for those within our community.

We see our RAP as an ongoing investment, and admire our colleagues within the business community who have also taken steps to identify, change and promote reconciliation in action. We acknowledge the vital role of Reconciliation Australia in structuring the RAP program to support the efforts of organisations like GSK in implementing measures to work towards reconciliation between Aboriginal and Torres Strait Islander peoples and non-Aboriginal and Torres Strait Islander peoples in Australia.

What is closing the gap?

Closing the gap is a strategy that aims to reduce Aboriginal and Torres Strait Islander disadvantage with respect to life expectancy, child mortality, and education and employment outcomes by 2030. The Council of Australian Governments has set measurable targets to monitor improvements in the health and wellbeing of the Aboriginal and Torres Strait Islander populations. These targets focus on:

- health
- housing
- early childhood
- education
- economic participation
- remote service delivery.

To close the gap, GSK believes that collaboration with Aboriginal and Torres Strait Islander communities and organisations plays an important role. As an active member of the health community in Australia, we'd like to contribute to improving the health status of Aboriginal and Torres Strait Islander peoples by working in partnership with organisations that support our vision for reconciliation.

Our Reconciliation Action Plan

GSK's 2018–2020 Innovate RAP is our second RAP, and builds upon the success of our first RAP, which was put in place from 2012–2014. Amongst other activities, GSK is particularly proud of the following achievements from our first RAP.

- Celebrating and launching our RAP at a National Reconciliation Week (NRW) event at our Corporate Headquarters.
- Making a significant contribution to Aboriginal and Torres Strait Islander communities in the Northern Territory through a vaccines picture book and poster series, created in collaboration with the Yirrkala community in the Northern Territory through two half-day community workshops involving parents, caregivers, grandparents and healthcare professionals within the community. This series helped to educate parents about vaccination and the importance of compliance and timeliness of immunisation courses.



Above: 24-page comic book 'Baby Savers' revolves around local animal characters – Daisy the Frog, Jeffrey the Goanna, George the Gecko and Terence the Ant – who undergo basic training to become 'Baby Savers'.

- Distributing GSK's Childhood Immunisation Award to Aboriginal Medical Services Western Sydney and North Coast Medicare Local. Both organisations were granted the award for improving coverage and/or timely delivery of childhood or adolescent vaccines to Aboriginal and Torres Strait Islander peoples.
- Empowering our employees to learn more about reconciliation through hosting cultural awareness training at our Corporate Headquarters.
- Volunteering at the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) to assist with mapping out VACCHO's Government engagement strategy.
- Establishing a GSK Indigenous Capacity Building Sponsorship at the University of Melbourne. This sponsorship provided opportunities for Aboriginal and Torres Strait Islander students to pursue rewarding careers in health research, building capacity in the Aboriginal and Torres Strait Islander health workforce and improving health outcomes for Aboriginal and Torres Strait Islander Australians.
- Donating Brevoxyl for the treatment of mild to moderate acne for students at the Nova Peris Girls' Academy. The Academy aims to keep young Aboriginal girls in education and provide them with important life skills to help them reach their potential. Skin health is a significant concern for students at the academy.



As we move into the next stage of our reconciliation journey, we will bring the spirit of our previous RAP into our new RAP, in the hope of continuing our long-term commitment to reconciliation in Australia. The process of developing the RAP has involved a whole of business approach. The Government Affairs team led the design of our RAP internally which began by understanding the requirement of a RAP, the capabilities of our business and our vision for reconciliation. The team worked cross functionally, gaining input from various departments to ensure our RAP actions embodied our values. The RAP has the full support of the General Manager and Australian Executive Team. Our RAP also extends to our Consumer Healthcare business in Sydney and our partner HIV specialist company, ViiV Healthcare.

GSK will further enhance our relationships with Aboriginal and Torres Strait Islander peoples, working in partnership to implement actions that deliver meaningful outcomes. For example, with our focus on closing the gap, we aim to evolve our Aboriginal and Torres Strait Islander appropriate immunisation materials to help educate and build awareness of vaccines and importance of immunisation timeliness. We have also partnered with the Royal Australasian College of Physicians (RACP) to establish the RACP GSK Research Establishment Fellowship, with the purpose of furthering medical research in the areas of respiratory medicine, vaccine-preventable disease and/or oncology. Preference will be given to research with relevance to Aboriginal and Torres Strait Islander health. Furthermore, GSK are members of Supply Nation for procurement purposes to establish greater working relationships and engagement with Aboriginal and Torres Strait Islander suppliers throughout our day-to-day business needs.

We will continue to pay respect to Aboriginal and Torres Strait Islander peoples through building awareness and appreciation of diversity both within our workplace and externally. Through actions such as developing cultural protocols for major events and meetings, and providing cultural workshops for all employees, we will show appreciation for the Traditional Custodians of the land and develop a greater understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements.



GSK will identify and promote opportunities of economic and social empowerment through growing Aboriginal and Torres Strait Islander employment. We will support career opportunities and invest in developing workplace capabilities, and in addition to other actions, will ensure our policies and procedures recognise and respect Aboriginal and Torres Strait Islander peoples.

Our RAP fits with our global commitment to serving the needs of the local communities in countries where we operate and will be guided by the same values that govern our work; the values of transparency, respect, integrity and patient focus.

Our RAP is championed by the Australian Executive Team and the National Reconciliation Committee (NRC). The NRC consists of senior members across our Australian businesses, and will lead sub-committees within both our Abbotsford head office, Consumer Healthcare business in Sydney and manufacturing site in Boronia. The NRC and sub-committees will consist of employees across different roles and functions within the business, including at least one Aboriginal person, which allows the broader group the opportunity to obtain a deeper understanding of the values and significance of Aboriginal and Torres Strait Islander cultures. These include the Director of External Affairs and Market Access, the Head of Government Affairs, Lead for HR, the Manager of Procurement, Communications Lead, along with lead representatives from ViiV Healthcare our Consumer business and our manufacturing business. The NRC and its sub-committees will act as an internal advisory group for GSK's RAP activities and be ambassadors of the RAP, both within GSK and within external networks, and are responsible for overseeing and guiding the implementation of our RAP actions both internally and externally.





Message about our RAP from Anne Belcher VP and General Manager GSK Australia Pharmaceuticals

The Australian community – including businesses like GSK – must work together to address the inequalities that exist between health, income, living standards and life expectancy in Aboriginal and Torres Strait Islander peoples and non-Aboriginal and Torres Strait Islander peoples.

I am thrilled to see GSK enter the second stage of our reconciliation journey through our Innovate RAP. Reconciliation in Australia is extremely important, and is a process in which we should all participate.

We are grateful for the model set up by Reconciliation Australia. This gives us a clear framework and direction to work towards reconciliation through the pillars of relationships, respect and opportunities.

I am proud of the progress we have made so far in our journey of reconciliation, and look forward to supporting the initiatives that we will implement this year and in the years to come.

Case study GSK Immunisation Grants program

The GSK Immunisation Grants program is a long-running public health campaign. The grants are awarded to innovative immunisation groups which are making a significant contribution to the field of immunisation and vaccines. The GSK grants aim to improve the uptake, compliance, timeliness and awareness of immunisation in Australia.

GSK's 2018 Immunisation grant was awarded to the Central Queensland Public Health Unit, for its project which will significantly improve vaccination coverage and timeliness in the Aboriginal and Torres Strait Islander population. The project involves targeted outreach to Aboriginal and Torres Strait Islander parents and infants in the Central Queensland region. This is achieved using methods such as staff recruitment, promotion to stakeholders and parents, SMS reminders to parents that their child is due for vaccination, distribution of vaccination pamphlets and cards, focus groups to test resources, trips to rural and remote areas by staff, and close monitoring of vaccination histories in these populations.

GSK's 2016 Immunisation Grant was awarded to The Pika Wiya Health Service Aboriginal Corporation, a community controlled health service providing culturally appropriate health services to Aboriginal and Torres Strait Islander peoples in South Australia. The organisation is based in Port Augusta and provides clinical services and health education, it also advocates for improvements in Aboriginal and Torres Strait Islander health.



Above: Dianne Krenske with the GSK 2018 Immunisation Grant - Central Queensland Public Health Unit for \$20,000.



“These grants have a very positive impact on communities and at-risk populations in Australia by improving contact with education, intervention and better access to innovative programs that can significantly improve health outcomes”.

GSK's Vaccines Director Sheryl Page

The grant of \$20,000 was awarded as part of GSK's commitment to closing the gap. The grant was warmly welcomed by Janet McKenzie, Board member of Pika Wiya, stating that it was “recognition of the fabulous work carried out at Pika Wiya”.

“The GSK Grant will allow the implementation of the HPV (human papillomavirus) Collaborative Access Program through the Well Women's House in Marryat Street, for young Aboriginal women” Ms McKenzie said.

Human papillomavirus virus is a serious, yet preventable disease and through the help of the GSK immunisation grants program, Pika Wiya will be able to increase access to the HPV vaccine and improve immunisation rates for Aboriginal and Torres Strait Islander women in Port Augusta, rural South Australia.

Above: Angela Newbound, Birgit Beisner, Therese McCourt, Michael Moore, Tracy Maynard and Lynn Hughes with the GSK 2016 Immunisation Grant - Pika Wiya Health Service Aboriginal Corporation for \$20,000.

Our actions and deliverables

2018–2020



Relationships

GSK understands the significance of lasting relationships with Aboriginal and Torres Strait Islander peoples in order to improve our awareness, to develop principles for our reconciliation journey with the benefit of diverse perspectives, and to participate as partners with the community.

Action	Deliverable	Responsibility	Timeline
<p>1. National Reconciliation Committee (NRC) and its sub-committees actively monitor RAP development and implementation of actions, tracking progress and reporting.</p>	NRC oversees the development, endorsement and launch of the RAP.	Chair of National Reconciliation Committee (Government Affairs)	August 2018
	Meet quarterly to monitor and report on RAP implementation.		August 2018 November 2018 February 2019 May 2019
	Establish Terms of Reference for the NRC and its sub-committees.		August 2018
	Ensure Aboriginal and Torres Strait Islander peoples are represented on the NRC and its sub-committees.		August 2018 November 2018 February 2019 May 2019
<p>2. Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians.</p>	Organise at least one internal event for NRW at our Victoria and New South Wales offices annually.	Chair of Abbotsford Sub-committee and Chair of Ermington Sub-committee	27 May–3 June 2019, 2020
	Register all NRW events via Reconciliation Australia's NRW website.		
	Support an external NRW event and ensure the NRC and its sub-committees participate in an external NRW event.		
	Ensure employees of GSK/ViiV have the opportunity to participate in an external NRW event.		





Action	Deliverable	Responsibility	Timeline
<p>3. Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive health outcomes.</p>	Develop and implement an engagement plan to work with our Aboriginal and Torres Strait Islander Stakeholders.	NRC Comms/ Government Affairs Lead	January 2018
	Meet with local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement.	NRC Government Affairs Lead	August 2018
	Launch the Royal Australasian College of Physicians (RACP) GSK Research Establishment Fellowship, which focuses on furthering medical research, with preference given to research with relevance to Aboriginal and Torres Strait Islander people's health.	NRC Government Affairs Lead	August 2018
<p>4. Raise internal and external awareness of our RAP to promote reconciliation across our business and sector.</p>	Implement and review a strategy to raise awareness of GSK's RAP activities to stakeholders.	NRC Comms/ Government Affairs Lead	April 2019
	Promote reconciliation through ongoing active engagement with all stakeholders including through social media and trade media, with a minimum of four posts per year.		August 2018, 2019 December 2018, 2019
	Raise awareness of our RAP internally through GSK intranet, and report internally on working group outcome after each meeting.		August 2018 December 2018 August 2019 December 2019 August 2020
	Encourage external stakeholders and partner organisations to develop a RAP.		January 2019 December 2018, 2019

Respect

GSK appreciates how diversity enhances our workplace and the broader community. As members of the Australian community we recognise the importance of appreciating Aboriginal and Torres Strait Islander peoples' cultures and history, and understand that respect can be built through collaborating, advocating and participating in appropriate acts of recognition.

Action	Deliverable	Responsibility	Timeline
5. Engage employees in continuous cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements.	Develop and implement an Aboriginal and Torres Strait Islander cultural awareness training strategy for our staff which defines cultural learnings and needs of employees in all areas of our business. Considers various ways cultural learning can be provided.	NRC Government Affairs Lead	September 2018
	Investigate opportunities to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to develop written cultural awareness training, that can be shared with non-head office teams and used over time with new employees.	NRC Government Affairs Lead	September 2018
	Provide training for HR employees to further understand Aboriginal and Torres Strait Islander cultures and how to integrate them into our workplace.	NRC Human Resources Lead	Start September 2018 and on-going
	Provide opportunities for all employees of the organisation to participate in a cultural training program.	NRC Human Resources Lead	October 2018 and on-going





Action	Deliverable	Responsibility	Timeline
<p>6. Engage employees in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols, such as Welcome to Country and Acknowledgement of Country, to ensure there is a shared meaning.</p>	Develop, implement and communicate a cultural protocol document for Welcome to Country and Acknowledgement of Country.	NRC Comms/ Government Affairs Lead	August 2018
	Invite a Traditional Owner to provide a Welcome to Country at least one significant event per year, such as at the National Sales Conference.		August 2018 February 2019 August 2019 February 2020 (Month subject to change)
	Include Acknowledgement of Country at the commencement of internal and external meetings.		August 2018 (and on-going)
	Develop a list of key contacts for organising a Welcome to Country and maintaining respectful partnerships.		October 2018 (and on-going)
	Encourage staff to include an Acknowledgement of Country at the commencement of meetings.		August 2018 (and on-going)
<p>7. Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with cultures and communities by celebrating NAIDOC Week.</p>	Investigate and report to staff (annually) on volunteer opportunities for NAIDOC week, as well as other volunteer opportunities to support Aboriginal and Torres Strait Islander communities.	Chair of Abbotsford and Head of Sub-committees (Ermington & Boronia)	July 2019 July 2020
	Review and update HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC week.	NRC Human Resources Lead	September 2018
	Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate with their cultures and communities during NAIDOC week.	NRC Human Resources Lead	July 2019 July 2020



Opportunities

GSK understands, and wishes to more deeply understand, the barriers faced by Aboriginal and Torres Strait Islander peoples. We recognise the need to actively create social and economic opportunities in our community in order to generate change.

Action	Deliverable	Responsibility	Timeline
<p>8. Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within our workplace.</p>	Collect baseline data on current Aboriginal and Torres Strait Islander employees to inform future employment opportunities.	NRC Human Resources Lead	September 2018
	Promote job opportunities in appropriate Aboriginal and Torres Strait Islander media.		December 2018/2019 (and on-going)
	Develop and implement an Aboriginal and Torres Strait Islander employment and retention strategy.		
	Review and update HR and recruitment procedures and policies to ensure there are no barriers to for Aboriginal and Torres Strait Islander employees and future applicants participating in our workplace.		
	Investigate opportunities to support Aboriginal and Torres Strait Islander peoples by sponsoring or providing a scholarship in the field of education.		
	Review recruitment procedures to establish GSK as an employer of choice for Aboriginal and Torres Strait Islander peoples, by reflecting our recognition of and respect for Aboriginal and Torres Strait Islander peoples.		
	Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.		



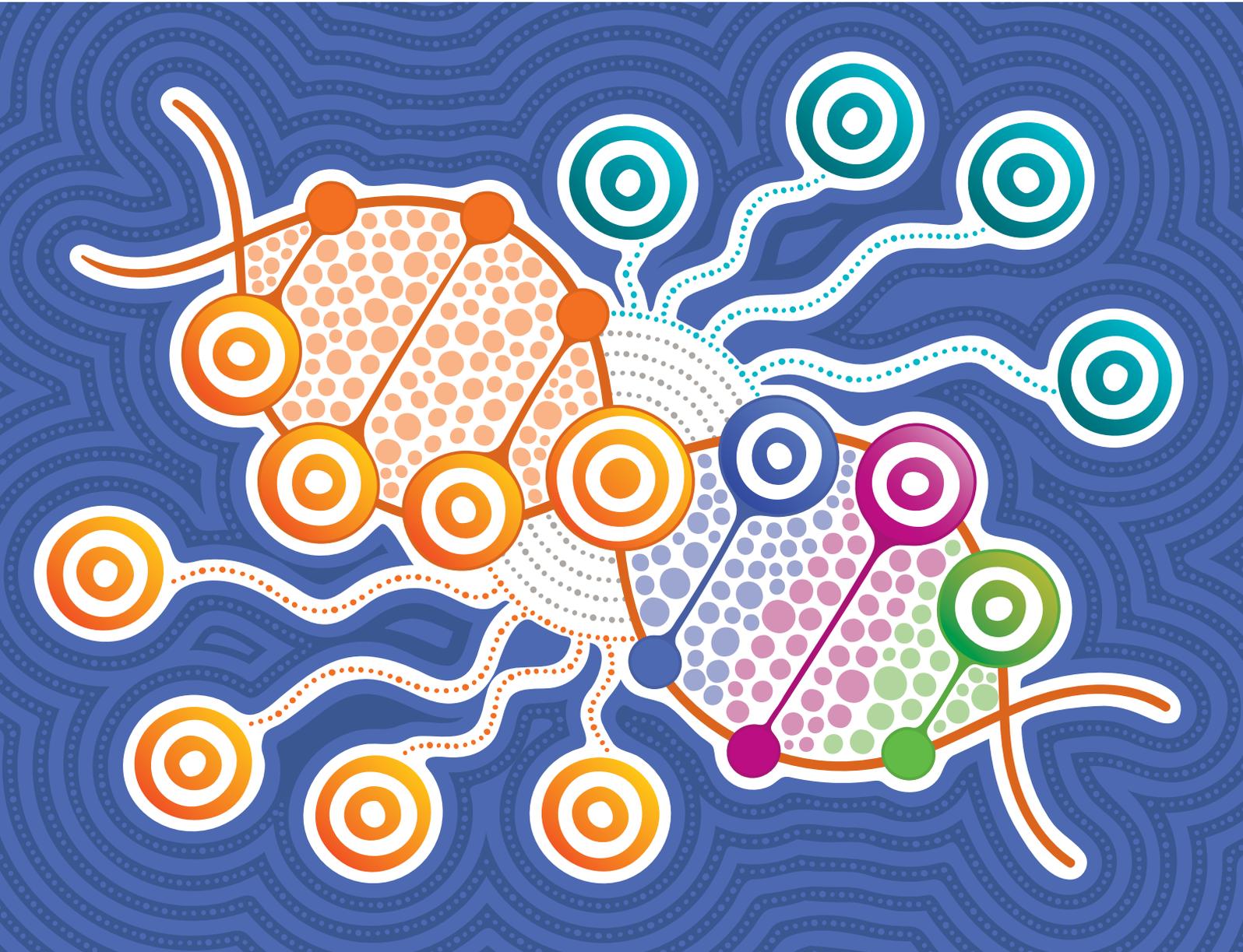
Action	Deliverable	Responsibility	Timeline
<p>9. Ensure our service delivery is culturally appropriate.</p>	Develop and distribute culturally appropriate Immunisation Support materials to Aboriginal and Torres Strait Islander communities.	Vaccines team	August 2018 (and on-going)
	Review processes utilised by the Grants and Donations Committee to assess their impact on and accessibility by Aboriginal and Torres Strait Islander peoples. Amend these processes if required and monitor on an ongoing basis.	NRC Comms Lead	December 2018
<p>10. Investigate opportunities to incorporate Aboriginal and Torres Strait Islander supplier diversity within our organisation.</p>	Engage with Supply Nation for procurement purposes.	NRC Procurement Lead	August 2018 (and on-going)
	Investigate and circulate a list of Aboriginal and Torres Strait Islander businesses that can be used to procure goods and services.		
	Investigate opportunities to partner with the Australian Indigenous Chamber of Commerce.		December 2018
	Review and update procurement policies to ensure there are no barriers for procuring goods and services from Aboriginal and Torres Strait Islander businesses.		
Develop commercial relationships with an Aboriginal and/or Torres Strait Islander owned business.	August 2018 (and on-going)		



Tracking progress and reporting

Setting objectives and diligently tracking our progress is a well understood factor to our success in our business endeavours, and GSK understands that this is equally important for us to deliver on our Reconciliation Action Plan. GSK will track and monitor our progress to ensure we are accurately addressing the needs of the Aboriginal and Torres Strait Islander community. The relationships, respect and opportunities we have created will be reported both internally and externally.

Action	Deliverable	Responsibility	Timeline
Report GSKs RAP achievements, challenges and learnings to Reconciliation Australia.	NRC to collect data for the RAP Impact Measurement Questionnaire.	NRC Secretary (Government Affairs)	August 2019/2020
	NRC to seek internal approval to submit the RAP Impact Measurement Questionnaire to Reconciliation Australia.		August 2019/2020
	Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually.		September 2019/2020
	Investigate participating in the RAP Barometer.		May 2020
Report GSKs RAP achievements, challenges and learnings internally and externally.	Record achievements, challenges and learnings on GSK Australia's website and employee intranet.	NRC Comms Lead	December 2018, 2019
	Update and share the achievements and progress of our RAP journey with the broader Australian Executive Team at Business Review Meetings as and when required.	Chair of NRC (Government Affairs)	Dec 2018 (and on-going)
Review, refresh and update GSK's RAP.	Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements from our previous RAP.		December 2019
	Send draft 2020 RAP to Reconciliation Australia for formal feedback and endorsement.		March 2020



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