-------------------------------------------------------------------------------------------------------- Glaxosmithkline 2003

\*{Board of Directors, responsibility, external stakeholder, environment, health, safety}

\*{achievements, safety, targeted programme, safety, sales force}

\*{environment, programme, improvement, five-year target}

\*{ten-year EHS plan, programme, environmental sustainability}

\*{employee, contribution}

\*{EHS, performance, progress, improve, programme, encourage, people, passion}

\*{EHS Excellence Awards, solutions, EHS}

\*{awards, winners, employees, excellence, EHS, solutions}

\*{winners, publication}

\*{goals, EHS, business goal, quality, efficiency}

\*{waste, processes, natural resource, waste, bottom line}

\*{commitment , EHS, programme, performance}

-------------------------------------------------------------------------------------------------------- Glaxosmithkline 2004

\*{products, benefit, patients}

\*{products, society, success}

\*{business, human health, operate, standards}

\*{Corporate responsibility, job, people, business}

\*{corporate responsibility, principle, standard, responsible business, reality, employee}

\*{progress, principle}

\*{achievement}

\*{leading pharmaceutical companies, access to medicine, developing world}

\*{shipment, preferentially-priced,tablets, HIV/AIDS, developing world}

\*{Africa, voluntary licence, African companies, HIV, treatment}

\*{commitment, communities}

\*{community investment}

\*{donation, tablet, elimination of lymphatic filariasis, debilitating disease}

\*{Responsible business practices, reputation}

\*{pharmaceutical industry, public scrutiny, medicines, develop, test, market}

\*{challenge, integrity}

\*{public access, product information}

\*{information, corporate responsibility, performance}

\*{transition, integration, EHS, information, information, stakeholders}

\*{information, corporate responsibility, principle, comment, suggestions}

-------------------------------------------------------------------------------------------------------- Glaxosmithkline 2005

\*{challenge}

\*{Solve, problems, healthcare provision, developing world, job, contribution}

\*{access, medicine programme, HIV/AIDS, work, World Health Organization, Lymphatic Filariasis (LF), evidence}

\*{preferentially priced, tablets, developing countries, treatment , HIV/AIDS, donated, albendazole, tablets, prevention, LF}

\*{public private partnerships, developing, tuberculosis treatments, testing, vaccines, treatments, malaria, disease, people, Africa}

\*{Corporate responsibility, business activities}

\*{Good performance, corporate responsibility, business strategy, enhance, relationship, reputation, doctor, government, patient}

\*{core business, research, production, medicine, contribution, society}

\*{people, medicine, life-saving}

\*{satisfaction, research, manufacture, sale, medicine, publication, research results, marketing practices, sales, use of animals, research, environmental impacts, manufacturing processes}

\*{policies, programme, operate, standard}

\*{progress, corporate responsibility, principle}

\*{policies, authorship, research article, consumer advertising, patient advocacy, Clinical Trial Register, sponsored clinical trials}

\*{stakeholders, suggestions}  
\*{information, feedback }

\*{provides, information, corporate responsibility, feedback}

-------------------------------------------------------------------------------------------------------- Glaxosmithkline 2006

\*{healthcare company, sustainable, population, resources to pay, treatments}  
\*{Access to medicines, vision for GSK, business strategy}

\*{Improving people’s health, talented scientists}

\*{commitment, poorest countries}  
\*{countries, viable commercial market, new medicines, medical need, medicines}

\*{pure philanthropy, right solution, needs}

\*{new ways, tackle, problems}

\*{public private partnership projects, new medicines, vaccines, affecting, developing countries, HIV/AIDS, malaria, TB}

\*{key medicines, vaccines, accessible, discounted prices, negotiated eight licences, third-party manufacturers, produce, generic versions, key HIV medicines}

\*{efforts}

\*{Preferential pricing, voluntary licences, increase, supply, HIV/AIDS, medicines, sub-Saharan Africa}

\*{countries, completed, five-year programmes, eliminate, lymphatic filariasis, albendazole treatment}

\*{donating, tablets, disabling, incurable disease}

\*{Vaccines}

\*{vaccine, preferential prices, immunisation campaigns, developing world}

\*{save, lives}

\*{launch, vaccine, cervical cancer}

\*{disease, affects, women, all countries, greatest impact, developing world, screening programmes, early cases}

\*{complacency, effort, stakeholders, healthcare problems, developing countries}

\*{contribution}

\*{efforts, access to medicines, solid foundation}

\*{industry, high profile, criticism}

\*{Good medicines, difference, quality, length of life, highest standards, integrity, }

\*{ethical culture}

\*{highest standards of behavior, transparency, R&D, promotion of medicines, treat our people well, minimize, impact of our business, environment}

\*{global issues, climate change}

\*{value, input of our stakeholders, corporate responsibility}

-------------------------------------------------------------------------------------------------------- Glaxosmithkline 2007

\*{investment, R&D, launch, new products, difference, global health}

\*{vaccine Cervarix, protect, women, cervical cancer}

\*{new vaccine, World Health Organization, pre-qualification, mass vaccination programme, developing world, cervical cancer death}

\*{Tykerb, new breast cancer treatment, women, disease}

\*{Phase II trial, candidate malaria vaccine, African children}

\*{commitment, malaria, long-standing, scientists, vaccine}

\*{submission, regulatory authorities, world’s first malaria vaccine for children}

\*{vaccine, affordable, available}

\*{involvement, Global Alliance to Eliminate Lymphatic Filariasis, GSK’s Positive Action programme, HIV/AIDS}

\*{programmes, beneficial impact, disadvantaged communities}

\*{completed, five year LF elimination plans, future generations, threat of disfiguring and disabling disease}

\*{commitment, environmental issues, strengthened, launch, new climate change strategy} \*{reducing, climate change impact, energy use}

\*{new targets}

\*{Avandia, challenges}

\*{examining the data, working collaboratively, regulators, stakeholders}

\*{defend, product, Avandiais, treatment, type 2 diabetes}

\*{restructuring programme, competitive, sustainable business}

\*{changes, reduce employee numbers}

\*{treat employees, dignity and respect, offer, support}

\*{challenges, strong value system}

\*{Performance, integrity, foundation, successes}

\*{contribution, global healthcare needs, now, future}

-------------------------------------------------------------------------------------------------------- Glaxosmithkline 2008

\*{Corporate Responsibility report, information, activity, performance}

\*{innovative, new approaches, partnerships, new and sustainable ways, increase access to our medicines and vaccines}

\*{progress, global healthcare challenges}

\*{donate, tablets, programme, eliminate, lymphatic filariasis, debilitating tropical disease, double, manufacturing capacity}

\*{commitment, preferential pricing, AIDS and malaria medicines, not-for-profit prices, poorest countries}

\*{supply, vaccines, organisations, GAVI and UNICEF, preferential prices}

\*{success story, examples}

\*{performance, industry, new contract, society}

\*{difficult economic times, challenge, short-term performance}

\*{ long-term, economic problems, needs, developing world}

\*{four areas, differently}

\*{flexible approach, intellectual property rights, incentivize, needed research, medicines, 16 neglected tropical diseases, lack of research}

\*{Least Developed Country (LDC), patent pool, molecule compounds, process patents, other knowledge, new products}

\*{reduce, prices, patented medicines, poorest countries, LDCs, 25 percent of the developed world price}

\*{reduce, prices, manufacturing costs, sustainable}

\*{recognize, challenge, middle-income countries, disparity, incomes}

\*{intention, a case-by-case basis, solution, access to medicines}

\*{partnerships, developing world research centre, Spain}

\*{partnership, malaria vaccine candidate, partnership, PATH’s Malaria}

\*{Vaccine Initiative, Bill and Melinda Gates Foundation}

\*{extend, approach, benefits}

\*{partners, NGOs, reinvest, medicines, LDCs, healthcare infrastructure}

\*{sales, LDCs, low, profit, limited, funding}

\*{action, send, signal, multi-national companies, LDCs, change}

\*{developing countries, local company, local healthcare needs}

\*{Brazilian business, supply, vaccines, share, technical expertise, build, local capacity}

\*{healthcare challenges, developed countries}

\*{partnership, virtuous circle, industry, genuine innovation, healthcare payers, value-for-money, medicines, high-cost healthcare interventions, patients, medicines}

\*{access to medicines, issue}

\*{stakeholders, ethical standards}

\*{progress}

\*{corporate political contributions}

\*{funding, medical education, patient groups, payments to physicians, transparency, reassurance, stakeholders}

\*{animal welfare, voluntary decision, research, great apes}

\*{industry, new contract, society}

\*{support, other pharmaceutical companies, partners outside the industry, improvements, human health}

-------------------------------------------------------------------------------------------------------- Glaxosmithkline 2009

\*{Corporate Responsibility Report, information, activities}

\*{ambition, values-based business, employees, investors, society}

\*{highest ethical standards, changing, needs of society}

\*{focusing, changing, financial performance, diversifying, sales growth, improving returns, investment, R&D}

\*{successful, sustainable business, social responsibilities, open, society’s expectations}

\*{progress, access to our medicines, research opportunities, neglected tropical diseases, ethical standards, open and transparent}

\*{changes, energy, climate change targets, challenge}

\*{Access to medicines, encourage, R&D, neglected tropical diseases}

\*{access to medicines, industry}

\*{reduce, the price, patented medicines, poorest countries, 25 per cent of the UK price} \*{increase, sales volumes, patients, accessing medicines}

\*{reinvest, 20 per cent of the profits, sell, medicines, projects, strengthen, healthcare infrastructure, Least Developed Countries}

\*{middle income countries, pricing}

\*{Pilot studies, improvements, access to products, pricing}

\*{opportunity, candidate malaria vaccine, collaboration, PATH Malaria Vaccine Initiative, the Bill & Melinda Gates Foundation, African research organisations}

\*{vaccine, development, access}

\*{price, sustainable, low}

\*{set a price, costs, small return, reinvest, R&D, next generation of malaria vaccines, vaccines, diseases, developing world}

\*{need, medicines, neglected tropical diseases, innovative approaches, partnerships}

\*{open innovation agenda, new collaborations, intellectual property, know-how, broad-based partnerships, access to our expertise, processes, facilities, infrastructure}

\*{publishing information, compounds, activity, malaria parasite}

\*{rights, compounds, new treatment, malaria}

\*{open innovation, open lab, Tres Cantos R&D Campus, research, diseases, developing world}

\*{open lab, researchers, developing countries, expertise, know-how, processes, industrial scale}

\*{fund, external partnerships, not-for-profit foundation, investment}

\*{Transparency}

\*{social responsibilities, R&D efforts, access to medicines and vaccines}

\*{open, transparent, build, trust, stakeholders}

\*{publish, results, clinical studies, Clinical Study Register, principal clinical investigators, institutions}

\*{publication, results, clinical studies, scientific papers, peer reviewed journals}

\*{company, commitment}

\*{journal, publish the paper, information, interpretation, study results, Clinical Study Register}

\*{publish, information, payments, healthcare professionals}

\*{publish, speaking and consulting fees, US healthcare professionals, extend, countries} \*{new standards, funding, medical education, US, support, programmes, improvements, patient health}

\*{commitment}

\*{opportunity, difference, patients, society}

\*{changes, business}

\*{good progress, opportunities, evolve, business}

------------------------------------------------------------------------------------------------------- Glaxosmithkline 2010

\*{transform, competitive, efficient}

\*{strong values, commitment, excellence, employees, customers, societies}

\*{responsible, transformation}

\*{responsible business strategy, commitment, responsible, values-based business}

\*{values, principles, transparent , needs, stakeholders, patient, decision-making, communicate, compromising, ethical standards}

\*{real value, patients, business}

\*{culture, decisions, values, transparency, respect people, integrity, conduct, patient}

\*{access to medicines}

\*{pricing models, medicines, vaccines, people}

\*{business success}

\*{cap, price, patented medicines, Least Developed Countries, developed countries, flexible pricing, developing countries}

\*{initiatives, price reductions, access to patients, sustainable return}

\*{specific operating unit, access to medicines, developing countries}

\*{success, profits, contribution, access to medicines}

\*{healthcare providers, trust}

\*{commitment, quality, ethical business practices, patients}

\*{neglected tropical diseases, R&D partnerships, progressing}

\*{RTS\_S malaria vaccine candidate, phase III trials, first vaccine against malaria, save lives, children in Africa}

\*{price, RTS\_S, responsibly, price, barrier to access}

\*{ price, costs, return of around 5%, reinvest, development, next generation malaria vaccines, diseases, developing world}

\*{donate, albendazole medicine, children in Africa, intestinal worms}

\*{Intestinal worms, ill health, children, positive health impact}

\*{albendazole, donate, Global Alliance to Eliminate Lymphatic Filariasis, one billion tablets, commitment}

\*{Environmental sustainability}

\*{commitment, environment, targets}

\*{goal, reduce, environmental impact, value chain, raw materials, product disposal, carbon neutral}

\*{reduction, greenhouse gas emissions, foundation}

\*{reduce, amount of water, annual reduction target}

\*{Operate, integrity}

\*{resolving, long-standing legal matters}

\*{changed, procedures for compliance, marketing, selling}

\*{policies, procedures, inappropriate promotion, healthcare professionals, breaches of regulations, US government}

\*{values, change, invest, resources, leadership}

\*{changes, reward, US sales teams, example}

\*{sales teams, prescriptions, industry}

\*{incentive system, assess, sales representatives, scientific and business knowledge, feedback, customers, performance, business unit}

\*{provide, information, support, customers, prescription, interests, patients}

\*{healthcare practitioners, true partner, care, patients}

\*{strong values, differentiate, great companies, mediocre ones}

\*{values, results, society}

\*{changes, updating, progress}

-------------------------------------------------------------------------------------------------------- Glaxosmithkline 2011

\*{the Board, Corporate Responsibility Committee, pressures, challenges}

\*{commitments, access to medicines, agreements, large quantities, vaccines, protect, rotavirus gastroenteritis, pneumococcal diseases, pneumonia, meningitis, poorest countries} \*{progress, environmental sustainability, communities}

\*{progress, leadership, executive team}

\*{Board, support, challenge, actions, operate, responsible values-based business}

------------------------------------------------------------------------------------------------ Supplementary Information

\*{operate, responsible and ethical way, success, business}

\*{examine, policies and operations, corporate responsibility, business strategy, values}

\*{record, increased sales, returns, shareholders, progress, research, development}

\*{operating, transparency, responsibility}

\*{advances, agenda, behavior, actions, expectations, society}

\*{Health for all, people, communities, behavior}

\*{key priorities, commercial success, new partnerships, healthcare needs, developing countries}

\*{vaccines, pneumococcal disease, partnerships}

\*{pneumococcal vaccines, Kenya, innovative financing mechanism, Advance Market Commitment}

\*{fund, vaccine, sustainable access to vaccine, babies , Africa}

\*{success, new pricing structure, vaccine, diarrhoeal disease}

\*{GAVI Alliance, vaccine, cost, developed western markets}

\*{children, world’s poorest countries, save lives, future}

\*{sustainable, long term, cost, goods and manufacture}

\*{progress, returns and productivity, R&D}

\*{productivity, filings, approvals, medicines}

\*{MEK inhibitor, melanoma, four-valent flu vaccine}

\*{create, first, malaria vaccine}

\*{impact, disease, Africa}

\*{late-stage trials, promise, vaccine, reduce, risk of malaria, African children}

\*{commitment, price, vaccine, costs, return, research, next generation, malaria medicines and vaccines}

\*{agreement, US Government, long-standing legal issues, sales, marketing practices, settlement}

\*{long-standing matters}

\*{strategy, change, procedures, compliance, marketing, selling, USA}

\*{operate, integrity, business, open, transparent}

\*{innovate, expectations, stakeholders, compensation system, rewards sales representatives, USA, quality of service, sales volumes}

\*{progress, implementing, environmental strategy, goals, value chain, raw materials, product disposal}

\*{business growth, protect, the natural resources, future}

\*{carbon footprint, propellants, patients, inhalers, eliminate, CFC gases, reduce, inhaler emissions, CO2 equivalents}

\*{employees}

\*{Invest, people, communities, long-term sustainability, business, create, internal and external conditions, support, strategy}

\*{potential pressures, employees, global, political, economic environment}

\*{challenges, employees, opportunities, development, volunteering programme}

\*{PULSE programme, employees, chance, non-profit, non-governmental organization, placement}

\*{employees, PULSE volunteers, scheme}

\*{changes, business, foundations, future success}

\*{plans, commitments, long-term goals, targets, measurement, commitment, responsible, values-based business}

-------------------------------------------------------------------------------------------------------- Glaxosmithkline 2012

CEO Interview instead of CEO Message

-------------------------------------------------------------------------------------------------------- Glaxosmithkline 2013

\*{global healthcare company, societal challenges}

\*{develop, innovative life-saving drugs, partners, medicines, people, need}

\*{fundamental changes, deliver, innovation, access, products, patients, customers, improved, sustainable financial performance, shareholders}

\*{productive period, R&D output, history}

\*{six major new medicine files, profiled, five, approved, expecting, regulatory decisions, asset}

\*{launched, new injectable quadrivalent flu vaccine, USA}

\*{new drugs, patients, new treatment options, substantial opportunities, business growth}

\*{reform, business model, expectations, society, deliver, mission, values}

\*{new commitments, increase, transparency, clinical research, support, AllTrials campaign, first pharmaceutical company, publishing, detailed, clinical study reports, medicines}

\*{first, industry, launch, online system, researchers, access, anonymised patient-level data, clinical trials}

\*{companies, adopted, approach}

\*{plans, evolve, way, sell, market products, healthcare professionals, align, activities, interests, patients, remove, perception, conflict, interest}

\*{plan, stop, direct payments, healthcare professionals, speaking engagements, attendance, medical conferences, extend, US ‘Patient First’ programme, decouple, sales team remuneration, scrip generation}

\*{expand, access, medicines, people, living, developing world}

\*{ground-breaking five-year partnership, Save the Children, combine, resources, capabilities, two organisations, save, lives, children, living, poorest countries, Africa}

\*{donated, albendazole, treat, intestinal worms, lymphatic filariasis, long-term commitment, tackle, neglected tropical diseases, delivered, vaccine doses, worldwide}

\*{strengthened, global initiatives, tackle, non-communicable diseases, cancer, diabetes, respiratory, heart disease}

\*{achieved, malaria vaccine candidate, halve, malaria cases, young children}

\*{vaccine, save, childrens’ lives, plan, file, approval}

\*{not-for-profit price}

\*{values-based conduct, employees}

\*{focused, bringing, life, values, human level}

\*{company’s values, allegations, China, behavior, individuals, disappointing}

\*{investigation, matter, authorities, China, cooperating}

\*{learning, lessons, necessary action, outcome, investigation}

\*{commitment, transparency, efforts, disclose, address, environmental impacts}

\*{healthcare company, listed, CDP’s Disclosure Leadership Index, Performance Leadership Index, performance, climate impacts}

\*{CEO, deliver, healthy company, healthy employees}

\*{ground breaking Partnership, Prevention initiative, benefits-eligible employees, families, access, preventive and basic healthcare benefits}

\*{challenge, business model, needs, patients, expectations, society}

-------------------------------------------------------------------------------------------------------- Glaxosmithkline 2014

\*{challenges, operating environment, sustained progress, company’s strategic priorities, commitment, operate, responsibly}

\*{progress, commitments, improve, access, medicines}

\*{world’s first malaria vaccine, another step, submitted, RTS,S candidate, regulatory approval}

\*{vaccine, not for profit price}

\*{progress, addressing, affordability barriers, access, healthcare}

\*{extended, tiered pricing approach, prescription medicines, countries, pay, national income}

\*{freeze, vaccine prices, GAVI, graduating, countries}

\*{invest, Africa, provide, portfolio, relevant products, develop, innovative pricing strategies, support, African R&D expertise, increase, local manufacturing capacity and capability}

\*{public health emergency, Ebola, West Africa, urgent response}

\*{humanitarian support, affected regions, development, candidate vaccine, Ebola, unprecedented rate, trials}

\*{transform, commercial model}

\*{new approach, compensation, sales representatives, rolled out, worldwide}

\*{changes, build, reforms, started, USA, Healthcare Practitioner customer satisfaction research, GSK, ranks, first, USA, peer group, value}

\*{implemented, commitment, stop, paying, doctors, speak, deliver, information, new multi-channel system}

\*{changes, competitive advantage}

\*{initiatives, clinical trial data transparency}

\*{people, values, decisions, expectations, society}

\*{issues, China, disappointing, rectify, issues, identified, Chinese business, apply, appropriate lessons, operations, strengthen, monitoring, ethical conduct}

\*{complexity, sector, challenges, working, global healthcare, face, risks}

\*{robust systems, markets, improve, access, medicine, broader healthcare}

\*{priority areas, good progress, employee gender diversity, increasing, proportion of women, management, roll-out, preventative healthcare programme, employees, families, reaching, countries}

\*{set, targets, carbon, water, waste}

\*{face, challenge, reducing, carbon footprint, value chain, sales, propellant, inhalers, product, biggest carbon footprint, grow}

\*{operational water use target, cutting, use}

\*{efforts, fulfill, commitment, operate, responsibly}

\*{employees, partners, support, address, challenges, deliver, substantial achievements}